



Together we improve the well-being of the people we serve

Between Us

The Perley and Rideau Veterans' Health Centre ♦ OTTAWA, ONTARIO

SUMMER 2011



Brant Scott photo

ON THE MOVE: Ted Patrick, 91, travels hither and yon in his wheelchair and has made many friends of Perley Rideau residents and staff. Ted was close to the action in WW II and was surprised to learn just 20 years ago that he brought some battles home with him.

Ted Patrick: Payback when the Third Reich gets your Irish up

By Brant Scott

Ted Patrick learned about empathy in a hell hole. World War II was transforming Europe into an unforgiving classroom for young soldiers and charity was fleeting. Perhaps ironically, it was here that Ted learned to reach out to the vanquished and poverty-stricken victims of war who searched the army camp's garbage cans for food at night. With German SS troops bearing down on the tough Canadian fighters, William J.E. "Ted" Patrick discovered altruism around the same time a Nazi shell blew out his eardrums. Now at 91, Ted happily navigates his wheelchair through The Perley and Rideau Veterans' Health Centre hallways looking for new faces and places.

Ted is an Ottawa boy whose graduation from St. Patrick's High School and Lisgar Collegiate coincided with the advent of the war.

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Daniel Clapin brings solid fundraising background to the Perley Rideau Foundation

By Brant Scott

If The Perley and Rideau Veterans' Health Centre Foundation resembles a finely-tuned orchestra, we are most fortunate to have landed a world-class conductor.

Daniel Clapin replaces Paul Finn as Managing Director of the Foundation, so the Health Centre remains in very capable hands for future fundraising. Dan came to the Perley Rideau from Saint Paul University in Ottawa, where he has been Director of the Alumni and Development Office since 1997. A professional fundraiser all of his

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Ted Patrick: Payback when the Third Reich gets your Irish up ... *continued from page 1*

Reporting with a fresh haircut and uniform to Camp Petawawa, he joined the Royal Canadian Corps of Signals and embarked on a military career as radio operator, teletype operator, lineman, coding expert and communications guru.

Ted joined the Irish Regiment of Canada, which built a formidable reputation for its ability to capture and keep European real estate. German command threw its best troops at the Irish Regiment of Canada, and Ted's crew was



REMEMBERING: Ted Patrick served with the Irish Regiment of Canada in WW II. He later volunteered at Scouts Canada and the Canadian War Museum for many years and enjoys living at the Perley Rideau.

frequently locked in combat with Heilmich Himmler's evil troop, the Shuntzstaffel, known for all eternity as the SS.

says it was like being a dog on a leash, following the commanders who were invariably the most sought-after targets in the German crosshairs. Dirt flew often.

"When we landed in Naples in Italy, it was just such a stinking place," Ted recalls. "We saw so much poverty and starvation because the Nazis treated the Italians so badly. The little boys would come and take food out of our slop buckets after dark. When I saw the horrible conditions, I didn't eat for days because I was giving all my meals away. That was when I knew

I had to help people if I lived through the war."

Ted made his way back to Canada and married Eileen "Scotty" Oberbach, a telephone operator from Pembroke, in 1946. Scotty and Ted had two sons and a daughter. Scotty died nearly three years ago and Ted fondly remembers their time together helping others. He enjoyed working with the Department of National Defence after the war, and volunteering with Scouts Canada for 25 years. He also joined the Roman Catholic Diocese Youth Committee and volunteered as a guide at the Canadian War Museum.

During those active years, however, a monster was lurking. Since the war, Ted didn't feel safe in places he wasn't familiar with, and that anxiety would dictate where he could go in comfort. His distrust of strange environments limited family outings and vacations. Just 20 years ago, he was finally diagnosed with post-traumatic stress disorder. So profound was the trauma that Ted couldn't watch the television comedy M*A*S*H because the situations caused flashbacks.

Ted is no shrinking violet, and he believes there were many WW II veterans who downplayed their own constant state of mysterious anxiety for so many decades. He has nightmares still, and predicted he would have another following this interview because it evoked so many memories. And he did.

As our WW II veterans continue the journey into their twilight years, we will never know how many marriages suffered, how many jobs were lost, how many suicides occurred, and how much substance abuse took place in the wake of this ruinous psychological curse that lurks just below the radar.

"I received 18 years of 'confrontational therapy' and now I can talk to you about what I saw," he says. "I couldn't talk to anybody for so long and my own kids never knew a thing about what went on. I didn't have a clue what was happening to me. I thought it was just dreams, just nightmares. I thought it was just memories. I thought it was just life." **BU**

Open Forum

By Greg Fougère, Executive Director and CEO
The Perley and Rideau Veterans' Health Centre



Family and Friends Council plays invaluable role

Everyone benefits when a group acts proactively on behalf of our residents and The Perley and Rideau Veterans' Health Centre is fortunate to have the Family and Friends Council.

I attend committee meetings with many groups in the course of a month, and I always look forward to the Family and Friends Council because they have such an important mandate – the well-being of our residents. The management, staff and volunteers at the Health Centre strive to provide the best service possible, and the Family and Friends Council is a strong contributor to this goal.

It is important to note that this group is comprised of the families and friends of residents, and some residents themselves. These are the people who know us best and they provide an important forum for discussion, learning and mutual support.

The group examines many health centre elements in detail, including the role of the Board of Directors, our strategic plan and the assisted living project, Code of Ethics, Ethics Advisory Committee, Code of Conduct, our affiliation with the Alzheimer Society of Ottawa and Renfrew County, influenza, menu improvements, music therapy, occupational therapy, our pet policy, our restraints policy, barber and hairdressing, and others.

In June, the Family and Friends Council hosted a well-attended meeting highlighted by two guest speakers. Senator Michael Kirby, Chair of the Mental Health Commission of Canada spoke on mental health policy in our country. Geriatric psychiatrist Dr. Marie-France Rivard, Chair of the Commission's Committee on Seniors and Mental Health, addressed the mental health of seniors in long-term care homes. Bringing speakers of this calibre into our midst is the shape of things to come as we evolve into a Seniors' Village over the next decade.

The Family and Friends Council is not an island. They have reached out to the wider community by supporting the Alzheimer Society of Ottawa and

Renfrew County's "Walk for Memories" and they have two members sitting on the Board of Directors of the Champlain Family Council Network. We are pleased that the recently appointed Executive Director of the Champlain Local Health Integration Network, Alex Munter, has accepted an invitation to address the Perley Rideau group in the fall.

The tireless Executive Steering Committee has been striving to formalize its governance by drafting Terms of Reference and a Code of Conduct. The documents were formally tabled for discussion at the meeting in February 2011 and passed at the April meeting.

Since it first appeared in February 2010, the Family and Friends Council has earned a great reputation for its advocacy work throughout the Perley Rideau. Its members sit on the Palliative Care Committee and the Fun Day Committee and they provided input on our resident survey, the 2011 budget, and our policy for complaints and compliments. Furthermore, the executive was consulted by the Ministry of Health and Long Term Care during the piloting of the inspection process.

An advocacy group is only as strong as the people who run it, and I am very grateful for the combined efforts of Co-chairs Katherine Stewart and Dave Doherty, Volunteer secretary Gaveen Cadotte, Treasurer Bev Elliott, Communications director Jo-Anne Doherty, and Members-at-large Ray Bailey, Cliff Chadderton, and Doreen Rocque.

I encourage all family and friends to attend a meeting and join the Council. For more information, contact familycouncil.prvhc@gmail.com.

A handwritten signature in blue ink that reads "Greg Fougère". The signature is fluid and cursive.

Greg Fougère

Daniel Clapin brings solid fundraising background... *continued from page 1*

working life, Dan brings innovative ideas to raise funds for the comfort and welfare of all who reside at the Perley Rideau.

With over 25 years' experience in all aspects of fundraising, donor cultivation and volunteer management, Dan's background is custom-made for working with Perley Rideau donors. He understands the importance of "planned giving" (e.g. gifts by will) and "major gifts" and can provide sage advice to potential donors.

"It's very important to offer counsel to people who are thinking about donating," explains Dan. "I want to ensure that donors can comfortably afford to give and I want them to enjoy the experience. There are so many ways to donate and my job is to find the best route for each individual if they need a hand. Every donation counts because the funds are used to make our residents happier and healthier. What greater gift could there be?"

Dan is a long-time active member of the Association of Fundraising Professionals (AFP) and the Canadian Association of Gift Planning (CAGP) at the local and national levels. He received his Certified Fund Raising Executive designation in 1994, and his Advanced Certified Fund Raising Executive designation in 2002.

Dan was named AFP Outstanding Fundraising Executive in 2005. He has worked with many high-profile organizations, including CUSO, Katimavik, African Emergency Aid, Multiple Sclerosis Society of Canada, the Foundation of the Ottawa General Hospital and most recently, Saint Paul University.

"It feels like my career has been leading me toward working with the great people at the Perley Rideau," he says. "This Health Centre has a wonderful reputation in Ottawa, in eastern Ontario, and across the province. I am delighted to work here, and I believe I bring some useful skills to the table. Fundraising is a very competitive pursuit, and I hope to show donors that their generosity is an investment, but not in the traditional fiscal sense. They are

investing in others. They are helping to ease the difficulties that can accompany old age for those who fought for our freedom and endured great sacrifice."

Dan suggests that the residents at the Perley Rideau are especially deserving of the best quality of care that can be provided.

"I believe as donors we have a responsibility to look out for our aging veterans and seniors," he explains. "Philanthropy is said to be the gift of human kindness – contributing to the quality of life and care of our veterans and seniors is a wonderful example of philanthropy at its finest."

A tribute to seniors

"Our veterans and our community residents deserve the very best," he adds. "I hope donors will adopt this charity in the same way they might adopt another child. And in so doing, make the Perley Rideau a part of their family, especially when they consider their estate planning. It shows character to help the generation that was there for us in a time of need. Our seniors have left us with a proud legacy – Canada has evolved into one of the best places in the world to live, and that took a lot of hard work from those who have gone before us.

"Our modern day Canada is bearing the fruit of their labours, and supporting our seniors now is a fitting tribute," says Dan. "I am very grateful for all our seniors have done, and I believe my generation agrees that we need to support them in their twilight years. As my stepfather, a WWII veteran often reminds me, these are not necessarily the golden years. My stepfather and mother are both 87 years old. They know all too well the needs of the aging, and through them I have come to have a much greater appreciation for our seniors, their families and caregivers who all play an important role providing a secure and caring environment. My generation will hope for the same when our turn comes, so now is the time to play an active role in that circle of life." (See Daniel Clapin's first *Between Us* column on page 5.) **BU**

Looking forward to the Perley Rideau Foundation's net growth prospects



By Daniel Clapin, ACFRE, Managing Director
The Perley and Rideau Veterans' Health Centre Foundation

It is an honour and privilege to serve as the new Managing Director of The Perley and Rideau Veterans' Health Centre Foundation.

While some people will perhaps recognize me as the "new Paul Finn," I do hope the Health Centre will benefit from my own 25 years of experience as a professional fundraiser. I have known Paul Finn for many years, and his reputation as an effective professional fundraiser is richly deserved. He does indeed leave big shoes to fill, and I will work hard to maintain the Foundation continuum to bring exceptional quality of life to Perley Rideau residents through the generous caring of donors and volunteers.

Having just arrived from serving as Director of Alumni and Development at Saint Paul University in Ottawa, I come to the Perley Rideau in an interesting time in my life. I have great empathy for the residents, their friends and the families I meet here, as my own parents are in great need of the health system at this time. My mother is being treated for Alzheimer's and my step-father, a WWII veteran, is fighting his own war on cancer. Like so many folks, I am balancing the demands of helping my parents, tending to my own family, and making a living.

Helping my parents in their twilight years and catering to their needs provides real-life clarity on how seniors can be helped to cope with the stress of ill-health and aging.

It has been said many times that growing old is not for the faint at heart, and the Perley Rideau Foundation exists to make life kinder, gentler, and more interesting for all who live here. The Foundation sponsors many activities and provides equipment that our residents enjoy each and every day, and our donors take great satisfaction in helping make that happen.

I have always believed that our senior citizens deserve the very best we can give them. Our dedicated veteran population literally changed the

modern world so we can all live free – is there any greater gift than sacrificing the innocence of youth to fight for a secure future? And those who kept the home fires burning took care of us when we were in our formative years. They fed us, clothed us, educated us and loved us. Most seniors are loath to suggest we owe them anything, yet we can take comfort in knowing that we can now return to them a measure of that comfort.

Since I took the Foundation helm in mid-May and met board members, staff, volunteers and residents, I have quickly come to the conclusion the Perley Rideau's greatest asset is quite simply, our people! The Perley Rideau has a sterling reputation as a caring and capable long-term care health centre and our exciting expansion plans will create even more buzz in the near future. These are exciting times to be here, and I am very pleased to play a role in the Foundation's net growth to support the Health Centre's continuing quality care.

My door is always open for questions and comments, so please feel free to drop by. I hope to meet all of you as time goes on, and thank you for sharing our common goal to help those who helped us.

A handwritten signature in blue ink that reads "Daniel G. Clapin". The signature is fluid and cursive.

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Maurice Bilodeau: Volunteering at 85 and going strong

By Brant Scott

Maurice “Moe” Bilodeau volunteered early in life and now he’s working late.

He is a touchstone in the talented cast of volunteers at The Perley and Rideau Veterans’ Health Centre and will soon celebrate his 25th anniversary working with Canada’s veterans. At 85, Moe is a force unto himself with his own harrowing war stories that can educate, outrage and horrify.

Before his nineteenth birthday, Moe asked his mother to co-sign him into active duty overseas in 1944. She reluctantly agreed and Moe soon found himself an appointed “runner” on the infantry front lines where survival was dependent on a soldier’s wiles and luck. He came face-to-face with German troopers many times as the Allies worked their way through France, Belgium, Holland and beyond.

“One day in Groesbeek, Holland, I was heading down the road with another soldier to the canteen when my commanding officer hollered that no one travels without their helmet,” recalls Moe. “So, I put my helmet on – I had a field dressing stuffed into the webbing. Half way there, I feel a bullet whack the dressing on my helmet at the same time my buddy yells in

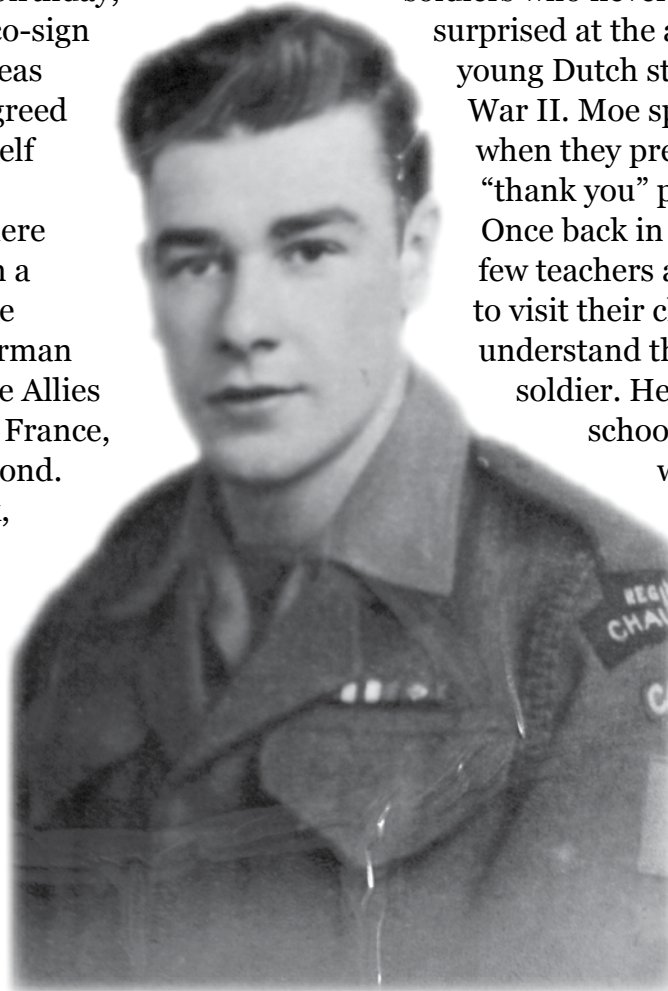
pain. The lead glanced off the helmet and hit my buddy broadside on the chest. He lifted his shirt and showed me a big red welt from the ricochet. The bullet was lying on the ground at our feet, too hot to touch. My CO gave me some good advice that day, huh?”

Students say thank you

Moe would return to Holland in 1995 to commemorate the thousands of young Canadian soldiers who never returned home. He was surprised at the avid interest that many young Dutch students expressed in World War II. Moe spoke of life in 1944 and when they presented him with a large “thank you” poster, an idea took root. Once back in Ottawa, Moe contacted a few teachers at area schools and offered to visit their classrooms to help students understand the hardships of a WW II soldier. He has since visited many

schools and thrilled youngsters with his honest, first-person account of life at the front.

Having been raised on Lebreton Flats in Ottawa, it was only fitting that Moe accompanied then-prime minister Paul Martin to open the new Canadian War Museum in that same location in 1995. The hotels, houses and train tracks are long gone from Lebreton Flats, but the new museum has helped it evolve into a fitting



READY, WILLING AND ABLE: Maurice “Moe” Bilodeau signed on for active duty so young, he needed his mother’s signature. He was hand-picked as a front-line runner, where he quickly learned to keep his hopes up and his head down.



VOLUNTEERING AT 85: After the long trek home from WW II, Moe Bilodeau made the trek into Ottawa classrooms to tell young Canadians what life was like at the front. He took part in the opening ceremonies at the Canadian War Museum with former prime minister Paul Martin.

testament to Canada’s contribution and sacrifice to secure world peace.

The Governor General’s web site sums up the reason Moe was a recipient of the 2006 Caring Canadian Award presented by Her Excellency the Right Honourable Michaëlle Jean: “At The Perley and Rideau Veterans’ Health Centre, everyone looks forward to Maurice Bilodeau’s heartwarming visits. Since 1988, he has been helping residents, with infinite patience and regardless of their physical condition, to make wooden objects, pottery and other handicrafts. A Second World War veteran himself, he gladly reminisces with the residents about their shared experiences. His relationships with others are

always filled with great compassion, sincere and heartfelt kindness, and tremendous respect.”

Moe finished the war and returned to Ottawa, where he held management positions with Dominion Stores. He married twice, is widowed twice, and doesn’t have children, but he does enjoy 15 great-grandchildren from his wife’s previous marriage.

When asked why he chooses to spend two days every week volunteering at the Perley Rideau, he looks puzzled, wondering why the question even needs to be asked. “You feel very good when you’re helping others,” he shrugs. “Without getting a penny, it makes you feel like a millionaire.”

Indeed, if a value could be placed on Moe’s contribution to the Perley Rideau, he may very well be the richest guy in the place. **BU**



CARING CANADIAN AWARD: Moe Bilodeau received the Governor General’s Caring Canadian Award in 2006 from Her Excellency the Right Honourable Michaëlle Jean. It honours Canadians for unpaid voluntary activities, usually behind the scenes at the community level. Recipients have given extraordinary help or care to individuals, families or groups, or supported community service or humanitarian causes.

Board chair's annual report highlights new assisted living housing plans

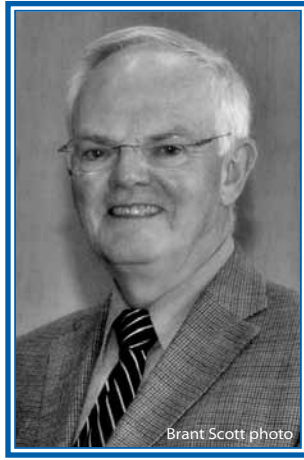
By Brant Scott

The annual report presented by the Chairman of the Board at The Perley and Rideau Veterans' Health Centre proclaims 2010 as a very successful year with even more exciting things to come.

Chair Peter Martin's report at the June 2 Annual General Meeting provides details on how services continue to rank the Perley Rideau among the top long-term care health centres in the province. Martin stressed that teamwork between committees, volunteers, staff and administration helps to increase services and efficiency. The Board's principal functions are compliance oversight, direction setting, financial oversight, human resources stewardship, risk management, and stakeholder relations.

"The Board and management spent considerable time preparing for a review in early 2011 by Accreditation Canada, a national accreditation body evaluating the Perley Rideau's performance against national standards," said Martin. "Perley Rideau was successfully accredited, meeting 456 of 495 – or 92 percent of Accreditation Canada's standards of excellence – an excellent outcome.

"The accreditation surveyors commented that the Perley Rideau's results were above most long-term care homes in Canada," he adds. "This is a



Peter Martin

feather in the cap for all staff and volunteers, and is a shining example that we live our motto that "Together we improve the well-being of the people we serve."

New Ontario legislation in effect

Last year was pivotal in Ontario health care with the new Long-Term Care Homes Act 2007 coming into effect on July 1, 2010. The legislation provides direction to health centre boards detailing Ontario-wide standards for policies, procedures and approaches to care and service. Martin reports that the work relating to compliance with the new act has been achieved or is currently in progress.

As important as an annual report is to reviewing the past, it is also a vehicle for looking ahead. Martin notes that the Strategic Planning

Committee, chaired by Mike Jeffery, provided oversight of the new strategy for the Health Centre's growth in the next 15 years. The Perley Rideau announced its plan last year to evolve into a Seniors' Village to deliver services and care to a

broader scope of residents.

Chief among those plans is building two seniors' residences on the Perley Rideau property on Russell Road. To meet this complex strategy head-on, the Board established a Special Committee on Assisted Living, chaired by Peter Strum. A new seniors' assisted living program is under way to provide the level of service that individual seniors require.

The two seniors' residences represent a \$40 million investment for the community. It will be financed through various sources, including a \$33 million mortgage through Infrastructure

"Accreditation surveyors said our results were above most long-term care homes in Canada"

Ontario, \$5.4 million from a federal/provincial seniors' housing grant to build 45 below-market-rent apartments, and a commitment of \$1.5 million from the Perley Rideau Foundation. The Health Centre has spent \$1.7 million on the seniors' housing project to date, and final details are being worked on to start construction this summer.

Helping seniors stay at home

The Perley Rideau is also hosting a community initiative to provide health services to seniors living in the community as an alternative to occupying hospital beds unnecessarily. *(See the story on page 12 in this issue of Between Us)*

“Planning for the rollout of assisted living services to 90 seniors living in Ottawa South took place throughout 2010, and this service began in late March this year,” explained Martin. “Assisted living services provide eligible seniors with the personal support and services needed to allow them to continue living in the community on their own for as long as possible.

“The range of services available is extensive, such as help with bathing and other daily activities to grocery shopping and helping prepare meals,” he adds. “Every client has an emergency response system to call upon staff 24 hours a day in the event of emergencies. This is another contribution the Perley Rideau is making to help seniors' continue to live independently in their homes in the community, and to support the Seniors' Village. The \$1.6 million service is fully funded by the provincial government through the Champlain Local Health Integration Network. When the seniors' housing apartments are built, the tenants will also have access to these services.”

Coming up with the capital

If the new approach to creating a Seniors' Village constitutes a silver lining, there comes

with it the recurring dark cloud of fiscal payments.

“One of the biggest challenges we face is having sufficient funds to pay for capital in the future,” says Martin. “We have had on-going discussions with both the Champlain Local Health Integration Network (LHIN) and the Ministry of Health and Long-Term Care about this issue. Just recently, we were able to arrive at an agreement with the LHIN that allowed us to sign the new Long-Term Care Service Accountability Agreement. Notwithstanding this agreement, we still do not have the funding we need for capital, and the Board and management are continuing to work on this issue with the LHIN.”

Martin stresses that taking care of people requires good people. He says the 15-year

“One of the biggest challenges we face is having sufficient funds to pay for capital in the future”

strategic vision, *Creating a Seniors' Village*, places the importance of maintaining a quality workforce as one of the four overarching strategies. In the 2010-15

implementation plan, there are five management goals directly related to this strategy. It is no coincidence that a senior human resource manager has been hired and is working on a multi-year human resource strategy monitored by the Board. The Board also evaluates the Chief Executive Officer's performance.

Martin also notes the creation of the new Stakeholder Relations Committee, chaired by Bill Leach. The boards will be pursuing a joint communications strategy in 2011 and beyond.

The Chairman of the Board also made a point of recognizing the Health Centre's valued relationship with Veterans Affairs Canada for its exemplary support to all veterans at the Perley Rideau. Veteran organizations, such as the Royal Canadian Legion and several others who are members of the Veteran Liaison Committee, have

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Health Centre Medical Director's annual report reveals 99.3 percent occupancy rate

The recently tabled 2010 Perley Rideau Medical Director's Annual Report noted that the occupancy rate at The Perley and Rideau Veterans' Health Centre of 99.3 percent means community-based residents may be waiting up to four years for a bed.

Dr. Ben Robert has worked with Perley Rideau residents since 1999, and he presented his first annual report on June 2 since being appointed Medical Director earlier this year. His comprehensive annual report analyzes last year's medical statistics for the Health Centre's daily activities, day programs, and Guest House.

"There are 169 community and 250 armed forces veteran residents in the long term stay programs for a total of 419 residents," says Dr. Robert. "These residents call the Perley Rideau their home and this explains the 99.3% occupancy. The wait list for community beds is 615 people, or over four years for some, for a permanent bed.

"On the veterans' side," he adds, "the active wait list is 97 veterans, or three months for the special care, and up to three years for supplementary care. The unfortunate length of this wait list outlines the superb care our 812 employees and 12 physicians are providing. Recruitment of quality physicians remains a challenge and efforts continue in that vein to maintain the excellence of care we are proud of."

Stats show service improvement

The Medical Director's annual report provides many interesting facts:

- In addition to the 419 permanent residents, there are nine respite beds and 22 convalescent beds
- In 2010, there were 469 admissions and 479 discharges – these admissions included 354 (75%) from the Short Stay and Convalescent Programs – 173 for the Convalescent Program, and 181 for Respite care
- As a reflection of the increasing acuity of resident care, there were 115 transfers to acute

care institutions

- Short stay (nine beds) had an average occupancy rate of 67.5%, which is an average of six admissions a week – these nine respite beds accommodated 181 admissions and many were repeat visitors
- The people who use the respite program are typically living at home with family and/or community support and whose care needs meet long-term care requirements – this rate is good for a respite program and has increased from last year by almost 3%, which translates to an additional usage of almost 100 bed-days, or 12 full weeks of usage
- Convalescent Care beds (22 beds) had an average occupancy rate of 88% – the short stay program is an incredible resource to the community for admitting people from the acute care hospitals – most have had an orthopaedic procedure or injury (joint replacement or fracture)

Convalescent care delivers many back home

Convalescent care beds are available for individuals who often don't require the high technology care that the hospitals provide, and yet are not strong enough to fully participate in an intensive rehabilitation program.

"At the Perley Rideau, we offer the time and help to heal and regain strength," explains Dr. Robert. "Most of the discharges are to one of the local formal rehab programs and some actually complete their rehab at the Perley Rideau and simply go home on discharge. Efficiency and effectiveness improve at both acute care and rehabilitation hospitals."

The report also says that the medication Administration Record is operational and helping to monitor and minimize medication issues at the Health Centre. Dr. Robert thanks Doris Jenkins, Manager, Nursing Practice, the Medico-Dental Pharmacy, and the implementation team for putting the system in place.

The Perley Rideau's new electronic charting system is also in place and showing positive results. The charting system allows staff to monitor residents by analyzing their progress through various quality indicators.

Accurate Monitoring

"We notice that from 2009 to 2010, seven percent fewer residents are worsening, as indicated by a loss of activities of daily living (ADL) index," says Dr. Robert. "We also notice an improvement in the loss of cognitive ability (i.e. less decline than expected) – where 15 percent fewer residents were found to have a worsening of cognition compared to last year.

"An anecdote indicating the quality of care provided is best shown through the care that a resident in the Ottawa building received," he adds. "Although she was admitted to Long Term Care, she received the regular services and through her

hard work, and application for assisted living in the community, is currently working to be able to return to home. We are also finding that due to increased community services and the LTC home beds, we are now seeing a reduction in the need for special care beds on secure units, and bed re-allocations are in the process of being implemented."

Dr. Robert says the Perley Rideau is on the right track going forward: "With accreditation

behind us, the focus will be on quality indicators important to us and to the province. This focus will be on improving pain management and palliative care, reducing falls, reducing restraints, improving restorative

care, and improving medication reconciliation. As I assume my new responsibilities, I wish to thank the management team, which has made my transition from attending physician to Medical Director smooth." **BU**

"At the Perley Rideau, we offer the time and help to heal and regain strength"

Perley Rideau welcomes new Board Chair Peter Strum

Peter Strum, MBA, CMA, CMC, FCMA was elected Chair of the Board of Directors of The Perley and Rideau Veterans' Health Centre at the June 2 annual general meeting.

He replaces outgoing Chair Peter Martin, who received the Health Centre's thanks for a job well done during his tenure from 2008 to 2011.

Mr. Strum has been a Perley Rideau Director since 2003, as well as Treasurer and Chair of several Health Centre committees, including the Special Committee on Assisted Living. He also joined the Queensway Carleton Hospital's Board of Directors in June 2003 and recently completed his term as Chair.

Mr. Strum is a Fellow of the Society of Management Accountants of Canada, and Past President and Chair of the Society of Management Accountants of Ontario. After a

28-year career with Deloitte Consulting, Mr. Strum started his own management consulting firm, spdGlobal Inc.

He has extensive background in the field of management consulting with government agencies at the federal, provincial and municipal levels. Mr. Strum's management consulting work also has included assistance to foreign governments including Singapore, Jordan, Hong Kong and Korea.

The Perley Rideau is most fortunate to continue attracting Board Chairs who are both successful in their fields of endeavour and willing to donate their time and talents to our Health Centre. **BU**



Peter Strum

Senior's assisted living home program takes pressure off hospital system

By Brant Scott

As the little girl with the ruby slippers once famously declared, "There's no place like home."

Apparently, Ontario health officials agree. Witness the recently hatched Assisted Living Program for High-Risk Seniors. This program is designed to allow seniors with health maladies to remain living at home as long as possible. Too many seniors who could be living at home with some assistance are instead occupying hospital beds. The Assisted Living Program will bring professional personal support health workers to the homes and apartments of high-risk seniors who qualify on a first-come, first served basis.

The Ontario Ministry of Health and Long-Term Care introduced the program to save money and help seniors retain their independence. Locally, the Champlain Local Health Integration Network and the Community Care Access Centre will administer the program, while regional health agencies provide the coordination and staffing. Our own Perley and Rideau Veterans' Health Centre will furnish personal support workers to seniors who live within a 15-minute drive of its Russell Road location.

The Perley Rideau program will provide up to 90 seniors with access to personal support, homemaking and security services on a scheduled and unscheduled basis. Eligible seniors need to be insured by OHIP, require daily personal support and/or homemaking, and not on a long-term care waiting list. They must live within the designated area and be capable of remaining alone between visits. Qualified seniors should not

require 24-hour nursing care and pose no risk to staff, as well as meet high-risk criteria.

"Each senior in the program will have an emergency response system in the home," explains Perley Rideau program coordinator Geri Stewart. "They can push a button and it will immediately connect to our staff cell phone. The senior can speak directly with the staff member and explain what is required on the spot."

Seniors can ask to be included in the program, or be referred by a healthcare professional, family member, or even a friend.

"This program is designed to keep seniors out

of the emergency departments and out of the hospitals as much as possible," says Stewart. "There are currently about 500 people in acute care beds in area hospitals who do not need acute care services. We don't know if they would all qualify for the Assisted Living Program, but we're sure many of them would. So, the need is there."

Some seniors who arrive at area emergency rooms can be assessed and returned home before they are assigned a hospital bed. The Perley Rideau currently has 10 personal support workers trained and ready to roll, and that number could increase to 20 to 25 working on a 24-hour basis.

Professional Personal Support Workers will help with the "activities of daily living," such as bathing, toileting, dressing, continence and personal care. There will also be workers to help with the "instrumental activities of daily living," which may include shopping, telephoning, preparing meals, housekeeping, and local travel. Most seniors can be expected to receive about

"There are currently about 500 people in acute care beds in area hospitals who do not need acute care services"

7 to 14 hours of care per week.

The Assisted Living Program for High-Risk Seniors at the Perley Rideau will operate on a budget of \$1.6 million a year. Once accepted into the program, seniors can remain as clients for as long as they qualify.

Helen McGurrin, who is a former nurse and

local newspaper columnist on health issues, believes the program is destined for success.

“The aging at home program is a wonderful idea for seniors,” she explains. “Seniors tend to heal quicker, retain their physical mobility, and avoid infection and other complications when they’re at home and not in a hospital.” **BU**

Board chair’s annual report ... *continued from page 9*

also continued to provide much-needed support.

Martin highlighted the role played by the Community Liaison Committee in 2010, which provides input and support from the Health Centre’s surrounding neighbours, chaired by Board member Malcolm Collins. Also in 2010, a new committee was formed within the Health Centre, known as the Family and Friends Council. (See *Open Forum on page 3 in this issue of Between Us*)

While many of the programs at the Perley Rideau remain at or near capacity, the Guest House use was down from previous years, at 58 percent for the 11 community rooms and 40 percent for the single veteran priority access room.

Increased marketing efforts throughout the fall of 2010 appear to be having a positive impact, however, with occupancy averaging 81 percent in March and April this year for the 11 community rooms. The Board and management continues to monitor this program carefully to determine what may need to change during 2011. Martin says the Board is fortunate to continue to work in partnership with Carefor who manages these programs and the Alzheimer Society who provides ongoing support.

“2010 was a good year for the Perley Rideau and the residents, families and clients we care for,” concludes Martin. “The Board of Directors thanks everyone who contributed to our success.” **BU**

The Perley and Rideau Veterans’ Health Centre Condensed Financial Statements Year ended December 31, 2010

Statement of Financial Position

Assets	
Current Assets	9,871,039
Fixed Assets	43,353,901
Total Assets	\$53,224,940
Liabilities and Net Asset Surplus	
Current Liabilities	6,310,537
Employee Future Benefits	4,475,600
Deferred contributions related to capital assets	41,263,932
Net Asset Surplus	1,174,871
Total Liabilities and Net Asset Deficiency	\$53,224,940

Statement of Revenue and Expenditures

Total Revenue	\$43,298,488
Operating Expenditures	\$42,992,733
Excess of Revenue over Expenditures	\$305,755

Join in the fun 25th Anniversary Alzheimer Golf Tournament Hammond Golf and Country Club

Friday, August 12

*Special guest this year is
Canada’s Olympic
skating champion Liz Manley*

To register
or for more information,
please call the Alzheimer Society
at 613-523-4004

*Sponsorship opportunities
are still available*

Night at the Races 10th anniversary sets fundraising record with generous response

By Brant Scott

It seems fitting that the 10th anniversary Night at the Races fundraiser would shatter all records for this popular springtime event.

The May 6 night of fun at Rideau Carleton Raceway raised some \$30,000 this year – about \$5,000 more than previous years. The total now exceeds a quarter of a million dollars since Night at the Races had its first post-time in 2002. The Perley and Rideau Veterans' Health Centre Foundation sold over 420 tickets this year and generous local businesses and patrons filled tables with silent auction and raffle items. The list of supportive sponsors for the 10th anniversary was unprecedented.

The concept for Night at the Races is the brainchild of one of Ottawa's most energetic and creative volunteers extraordinaire. Wally Parsons struck a committee with some of the people he worked with at Neilson Dairy some years ago and in tandem with Foundation staff, they have made the event a thing of fine art.

"I brought Henry Schroder and Catherine Mullen onto the committee after I retired at Neilson Dairy and we've kept our team together," says Wally. "We worked hard this year with Foundation Managing Director Paul Finn and his assistant, Sherri Coates, to make the 10th anniversary really special. Everyone knew Paul Finn was retiring the following week. So this was his swan song, and a sweet melody it was.

"I've worked closely with Paul on this event and other projects," adds Wally. "He knows how to marshal the troops to make a fundraising gala really work. It's important for everyone to feel that they had a great night out in an atmosphere of camaraderie and good old-fashioned fun. I look forward to working on the 11th annual Night

at the Races with the new Managing Director, Daniel Clapin. He attended this year and hit the ground running. We'll miss Paul, and we'll be staying the course with Dan. It is a great tradition."

Night at the Races has evolved into the largest single community event that the Rideau Carleton Raceway hosts. The helpful raceway staff pulls out all the stops by helping with the setup before the guests arrive and providing an excellent buffet.

"The raceway is a very festive locale when it's decorated and the fun starts," says Wally. "Our event attracts people of all ages, and some of them enjoy placing a wager on harness racing for the first time. Others are seasoned racing enthusiasts and casino fans who like to share in the experience. It is great to see the people who attend this event have as much

fun as we do planning it."

Next year's Night at the Races will once again take place on the first Friday in May, so mark your calendars now for May 4, 2012. See you there! **BU**



Brant Scott photo

BUMPER CROP: The only record Wally Parsons had to beat was his own – and he did it at the 10th annual Night at the Races. With higher attendance and more money raised than in years past, volunteer Wally Parsons has helped the Perley Rideau Foundation raise more than \$250,000 in the past decade.

A tribute to Paul Finn on his retirement



Paul Finn

Paul Finn, the Managing Director of The Perley and Rideau Veteran's Health Centre Foundation for 13 years, retired his position on May 12, 2011.

Paul Finn has helped raise more than \$15 million over the past 13 years to pay for new resident care equipment, furnishings, creative arts, grounds improvements, buses, education, and a respite care home for dementia residents. The Foundation raises funds as a non-profit charity to make life more comfortable for Perley Rideau residents.

Daniel Clapin is the new Foundation Managing Director. Paul has left an indelible mark on the Health Centre and the following tributes are a testament to his long-standing dedication to Perley Rideau residents.

"Paul has touched the lives of every resident who we have welcomed to the Perley Rideau over the past 13 years. The health centre works successfully to provide the essential needs of our residents, and the Foundation enhances their experience with stimulating activities, artistic pursuits, entertainment and equipment. Paul's legacy is evident everywhere in our halls, and we are all sorry to see him retire."

Greg Fougère
Executive Director and CEO
Perley Rideau Veterans' Health Centre

"Paul's trademark approach is legendary in Ottawa's fundraising community. We have benefited so much from his leadership, enthusiasm and positive attitude. Paul has created great relationships between the Foundation, its donors and the community. He has done so much to improve the quality of life for residents at the Perley Rideau. The Board thanks him for his dedication and wishes him the very best in retirement."

Ray Desjardins
Chair
Perley Rideau Veterans' Health Centre Foundation

I have been visiting at the Perley Rideau Veterans Health Centre since its coming to Russell Road. When I assumed my duties as Jewish community chaplain, Paul introduced me to the intricacy and the blessings of this marvelous institution. His enthusiasm for his tasks and the new initiatives was always infectious. Additionally he encouraged me to provide cultural and religious events for the Jewish residents, which had not existed before. He also went the extra steps, looking after administrative details, such as booking rooms and organizing logistics, publicity and being the resident photographer for several years. It began a tradition, which is now a wonderful expectation of the Jewish residents at our holiday times. I have had the privilege of serving boards and committees with Paul in our community. His insights, his sensitivities and energies have and will continue to be a blessing. I know that with his retirement he is planning to get involved in local and international efforts to aid people with a variety of needs. The Perley Rideau Veterans' Health Centre and the many residents and staff, who have come to his office for a chat, will miss him as will I."

Rabbi Arnie Fine
Community Chaplain for the Jewish Family Services of Ottawa
Emeritus Rabbi of Agudath Israel Congregation in Ottawa

The Perley and Rideau Veterans' Health Centre Foundation

Perley Rideau
Foundation

Memorial Tributes

October 8, 2010 to July 1, 2011

Honour someone special with a donation to
The Perley and Rideau Veterans' Health Centre

John Allan • Harold Armstrong • Jim Banks • Howard Barnes
Royal Beaudoin • Mary Elizabeth Behm • Edward Booth
Eileen Boulais • Joseph Bray • Pamela Cantello
Roy Chapman • Kenneth Clost • Marilyn Dore • Herbert Drake
Pearl Elliott • Desmond Fegredo • C. Gordon Fish
Susan Fisher • Patrick Fitzpatrick • George Gourlay
Maurice Gourdeau • Bernard Grant • Ronald Gray
Douglas Heath • Gypsie Henderson • William J. Hunter
Revell Johnson • Robert Jones • Noelene Jones
Eldon Kemp • Leon Kuszel • Charles Laberge
Walter Laframboise • A. Marshall Laverty • George Lesh
Carl Lindsay • Peyton Vaughan Lyon • Doris Marshall
Herbert McCambridge • J. Harvey McDonald
Harry McGregor • Brenda McIntyre • Malcolm McRae
Mary McVicar • William Mills • Kenneth Moore
Louie Nozzolillo • Oscar Oslund • Jean-Maurice Parent
Lawrence Payne • Pauline Pearce • Lorne Roberton
Ronald Pedlar • Douglas Perrin • Gordon Sadler
Nicole Sauve • Vern Smith • Russell Steer • Ken Tilbury
Alex Timmins • Reginald Tweedle • Noel Villeneuve
Noella Vincent • George Wagner
George White • Edward Zackon

Together we improve
the well-being of
the people we serve

The Perley and Rideau Veterans' Health Centre is a 450-bed long-term care home with 250 beds designated for veterans

Greg Fougère

Executive Director and CEO

Peter Strum

Board Chairman

Daniel G. Clapin

Foundation Managing Director

Ray Desjardins

Foundation Chairman

Between Us is published quarterly by the Perley Rideau Foundation to keep the community informed of the activities of the Health Centre

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Publications Mail Agreement No. **40069406**
Return Undeliverable Canadian Address to:
Perley and Rideau Veterans' Health Centre Foundation, 1750 Russell Road, Ottawa ON K1G 5Z6
Email: foundation@prvhc.com

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