



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

Between *Us*

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

SUMMER 2010



Brant Scott photo

Abe Bookman: guiding his intrepid bomber team by reading the stars

By Brant Scott

Few things inspire team spirit like entrusting your life to a capable bomber crew on a midnight mission.

Abe Bookman, now 89, was an integral part of an iron-clad team during World War II. That team was so close that Abe would bring his fellow fliers home for his wife and children to meet some 30 years later. Sgt. Bookman was a qualified astro-navigator and bombardier aboard a host of Cansos, Lancasters, C-47 Dakotas and Liberators.

Most of Abe's tenure aloft was spent navigating to make sure his crew didn't stray off course. Lost crews lose wars, and Abe got his team to foreign destinations around the world and safely home again for four years. The glass display case outside his room at the Perley and Rideau Veterans'

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TEAM PLAYER: Abe Bookman helped bomber crews find their way home during WW II, and he has been a valuable team player ever since.

The Perley Rideau Seniors' Village – a bold look fifteen years into the future

The Perley Rideau Seniors' Village is a bold, new, 15-year evolutionary model to better deliver health care services to veterans and community members.

It is the shape of things to come. The Seniors' Village will support most needs of the elderly, including affordable housing and assisted living, nutrition, safety, companionship and opportunities for social activities and learning. New technologies, refocused government policies and an aging population that includes fewer war veterans are changing the way we deliver health care, particularly to seniors.

The village will continue to offer the long-term care home, the Guest House for short-term respite care, the day program for seniors affected by dementia, and convalescent care, but will expand to include supportive housing, community programs and sub-acute care.

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Special opportunity

This issue of *Between Us* contains a handy donor card and return envelope for your convenience. Your generosity is most appreciated.

Abe Bookman: guiding his bomber team by reading the stars ... *continued from page 1*

Health Centre contains Abe's "Observers and Air Gunners Flying Log Book." It's an interesting read from an interesting time.

The tattered flight log is filled with his beautifully legible script, and it reveals that he spent 2,492 hours in the air between August 10, 1941 and May 5, 1945. He also has many wartime maps in his glass case. It's easy to imagine the maps balanced on his knee under red light as he takes readings of heavenly nighttime constellations en route to Europe or Africa or India.

Trans-Atlantic flights in heavy bombers were a combination of mind-numbing boredom or airborne panic, depending on whom else was in

heavies to fly the whole way without refueling.

Nowadays, where Abe Bookman can be found, his sister, Millie Weinstein, isn't far behind. The 81-year-old dynamo visits her brother frequently at the Perley Rideau and they greet each other each time like long lost friends. Millie fondly remembers Abe returning to Ottawa on leave during the war. Once he brought her silk stockings from Cairo, and Millie was one of the only women in the area who could dress in the latest fashion.

When the end of the war finally came, Abe headed back home and signed up for an accounting course at the University of Toronto. Part way through his course, he met his beloved Lila, who would become his wife for the next 59 years. Abe and Lila raised three sons, Stephen, Richard and David, in their Ottawa home.

Abe worked for Loeb grocery stores in real estate for 35 years looking for suitable locations for future stores. He retired from Loeb in the 1980s and went on to sell real estate on his own for several years.

He has been active with the Kiwanis Club since 1955, where he worked again as part of a team. This time, they created a fundraising coupon program and made more than a million dollars

for charity. Abe was also instrumental in establishing the Kiwanis Christmas Cake Program. Small wonder that the service club made him a lifetime member.

Abe Bookman was a credit to every team he played on as he helped to chart the way to safe harbour. **BU**



ALL IN THE FAMILY: Abe Bookman and his sister, Millie Weinstein, enjoy frequent visits in his room at the Perley Rideau. Millie remembers Abe sending her gifts from around the world during the war when fashion items were hard to find at home.

the air at the time. Europe-bound flights usually refueled in Iceland, but one day the airport was completely socked in. Abe quickly charted a course for Ireland and the crew crossed their fingers in hopes that the last precious drops of fuel would get them there. They made it, and received special commendation for being one of the first



Open Forum

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

Our world is in a state of flux, and with it goes health care.

The Perley and Rideau Veterans' Health Centre takes pride in its ability to adapt its services to the needs of the community around us. Perhaps the biggest changes lie ahead, and we are already preparing to meet those challenges head on.

At our Annual General Meeting in early June, we unveiled our strategy from now until the year 2025. We intend to gradually transform the Perley Rideau into a Seniors' Village to reflect the needs of the people we serve. We have produced a visionary plan called, *Creating a Seniors' Village: A Strategy for Independent and Dignified Living*. Excerpts are available starting on the front page in this issue of *Between Us*. The entire document is available on the Perley Rideau website at www.prvhc.com.

The Seniors' Village vision has been led by Michael Jeffery, chair of the Strategic Planning Committee of the board. We are developing it for the next 15 years to prepare the Perley Rideau to offer new and exciting local services. The demographics of our society are changing – there will be fewer veterans in future decades and an influx of seniors with a higher incidence of dementia-related diseases. Clearly, we need to shift our priorities to accommodate the evolution in health care requirements.

The village strategy has been developed following extensive community engagement throughout 2008 and 2009, including consultations with residents, families, staff, volunteers, and a broad range of external stakeholders. The Perley Rideau's vision responds to evolving community needs and is aligned with the goals of the Ontario Ministry of

Health and Long-Term Care and the Champlain Local Health Integration Network's *Integrated Health Services Plan*.

The village of the future will retain our current strengths – the long-term care home, the Guest House for short-term respite care, the day program for seniors affected by dementia, and convalescent care. We will expand our services to include supportive housing, community programs and sub-acute care.

And, the village concept will take shape as we welcome commercial interests, a Centre of Excellence in dementia care, a Geriatric Training Centre for health care workers, and an applied research centre in dementia care. Training and retaining staff is an essential component of any stable health care environment.

The Perley Rideau cannot achieve its vision on its own. As we work to implement our strategy, we will continue to collaborate with health and social service planning and funding groups and other health service providers. We will seek ways to enhance care and services to seniors along the full continuum, and in new and innovative ways. We will also continue to encourage an integrated approach consistent with our philosophy: "Together we improve the well-being of the people we serve."

We invite everyone in the community to be part of our vision, and we welcome any comments and suggestions to help us prepare for the future.

Greg Fougère

The Perley Rideau's priority needs for 2010 will improve our health centre

As the years pass, the Priority Needs list at the Perley and Rideau Veterans' Health Centre changes to reflect where your generous donations may be focused.

We have some on-going allocations that are tried and true – they include those activities that help our residents enjoy keeping active in body and mind. Your donations also help us to maintain essential programs that help us to recruit and retain volunteers throughout the year.

Our requirements for equipment and furnishings change from one year to the next year, as we make good on our priorities in 2009 and move on to 2010. As a donor, you may choose where your contribution is used, or we are pleased to allocate it on your behalf.

Here is a list of our Priority Needs for 2010:

Enriching lives

- \$133,000 to help continue with much appreciated recreation activities that include arts and crafts, theatre, concerts, music and dance therapy

Equipment and furnishings

- \$200,000 to renovate nursing sub-stations
- \$125,000 to replace all phones with a wireless helpline system
- \$94,050 to purchase new bedside tables for all residents
- \$60,000 to replace bath tubs for residents
- \$19,500 to purchase three lifts to transport residents
- \$13,000 to replace the main auditorium sound system
- \$10,000 to provide new shower rooms
- \$8,000 to create a palliative care suite
- \$7,500 to replace the lift for our bus
- \$5,000 to create a master colour scheme

Outdoor improvements

- \$75,000 for improvements to inner courtyards in the Rideau and Ottawa residences

Enhancing community services

- \$15,000 to fund the Summer Youth Program and other volunteer programs

Your generosity in 2009 helped us to meet our goals by supporting:

- our on-going creative arts program
- Summer Youth Programs
- essential equipment and furnishings
- improvements to the grounds and recreational areas
- excursions and trips to the Legions
- entertainment for residents
- ...and much more!

Many thanks for supporting our veterans and community seniors!



NIGHT AT THE RACES: This popular annual event held on May 7 raised \$25,000 for the Perley Rideau Foundation to purchase new bathtubs. Clockwise from the bottom left are Elaine Gardam, Frances Dye, Foundation chair Gilles Morin, treasurer Ken Dye, past chair Col. John Gardam, and Paula Morin.



Perley Rideau Foundation believes donors have rights

By Paul Finn, Managing Director
The Perley and Rideau Veterans' Health Centre Foundation

The relationship between a charity and its donors is based upon trust.

The Perley Rideau Foundation holds its donors in high regard. We believe that a donor has rights, and we do our best each day to cater to those rights. As an active member of the Association of Fundraising Professionals (AFP), I have access to many valuable resources. The AFP subscribes to the notion of donors' rights to foster the respect and trust of the public. It inspires donors' confidence in not-for-profit organizations.

Guided by the AFP's Donor Bill of Rights, the Perley Rideau Foundation declares that all donors have these rights:

1. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations for their intended purposes.
2. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgement and recognition.
6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organizations or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

Our Foundation also follows the *AFP Code of Ethical Principles and Standards of Professional Practice*. We know that in the competitive world of charitable giving, we need to impress donors with our reputation for excellence and open communication.

This issue of *Between Us* features a list of the Foundation's priority needs for 2010 on the page opposite. This list shows donors what they are investing in when they give to the Perley Rideau.

We are very grateful to those who donate to enhance the quality of life for our residents. You are helping people you may never meet, which is the most selfless giving of all.

Please contact:
Paul S. Finn
The Perley and Rideau
Veterans' Health Centre Foundation
1750 Russell Road
Ottawa ON K1G 5Z6

Email: foundation@prvhc.com
Internet: www.prvhc.com
613-526-7194

Within the village, we will also develop commercial activities, a Centre of Excellence in dementia care, a Geriatric Training Centre for health care workers, and an applied research centre in dementia care. All these village services will support both residents and surrounding community members, allowing seniors to retain their health and remain in their homes as long as possible.

The focus on supportive housing, proactive wellness, and community services will help relieve the pressure on hospitals. Our vision, which fits within the goals of the Ministry of Health and Long-Term Care and the Champlain Local Health Integration Network, will be phased in over the next 15 years.

The Perley Rideau's management team will develop plans to put the Seniors' Village into effect, adjusting the details and timing as required and keeping in mind three key issues. First, this vision requires an investment of money and people. Second, the Perley Rideau must remain sustainable, despite periodic strains as we undergo more change. And third, we must manage the risk that naturally comes with change.

The Perley and Rideau Veterans' Health Centre – home to 250 veterans of World War II and the Korean War plus 200 community residents – has a long and successful history of recognizing changes and challenges and responding with innovative solutions to ensure seniors live in dignity and comfort. Once again, we are faced with changes that require creative responses to ensure the Perley Rideau remains sustainable and relevant to the community it serves.

Global, national and regional trends paint a very different health care picture in 15 to 20 years.

Evolving with the times

The status quo is not sustainable, and it's clear to us that continual change will be an integral part of the Perley Rideau's future. By 2030, Canada will have double the number of people over age 65 than it has in 2010.

That places more pressure on the health care system, especially on demand for long-term care, which is already overloaded. We will see more chronic health conditions such as Type 2 diabetes and dementia. Indeed, it is forecast that, by 2030, more than 90 percent of long-term care residents will have some level of dementia, requiring increasingly complex care by staff members.

We will also have increasing diversity among seniors, requiring culturally focused services, as well as changing government policies that reflect demographic trends, such as the Ontario government's Aging at Home Strategy.

Fewer veterans prompts shift in services

One of the biggest demographic changes to affect the Perley Rideau is the major decline in the numbers of WWII and Korea war veterans, particularly from 2015 to 2020.

Veterans Affairs Canada (VAC) will focus more on supporting veterans within the community and closer to family. The result will be far fewer veterans at the Perley Rideau. Replacing all of them with Canadian Forces veterans is not possible and, because of higher VAC funding, replacing them with community residents will mean reduced revenues.

Against this backdrop, we will increasingly see government funding falling short of demand, a potential strain on charitable donations, governments demanding best value for money, shortages in health care workers and informal caregivers, and communities placing greater emphasis on care choices for seniors.

Already, the overall health care system in Ontario is changing. We no longer have the relatively simple health care model of the family physician, the local acute care hospital and the occasional retirement home. Today, we see a complex range of care options with many health care providers who are increasingly specialized and seeking efficiency. This situation will continue to evolve as more demand and less money force new approaches to care, such as preventative care and home care.

Most of the Perley Rideau's provincial funding is used for day-to-day operations, leaving limited funds to spend on our buildings. This challenge will grow as our buildings age, health care costs rise and the number of veterans declines. At the same time, we will be expected to provide increasingly complex health care for more people. We must be proactive and look for ways to shape our future. Accordingly, the Perley Rideau has devised this long-range vision, with a strategy to make it happen.

New training centre for health care workers

Fewer health care workers means the Perley Rideau will compete for the quality professionals who are essential to operate the health centre.

To solve this problem, we will pursue a strategy of maintaining an effective, quality workforce, operating in an exciting, high-quality work environment. This will require a long-term recruitment and retention strategy, to ensure the supply of quality staff and to meet the health centre's changing diversity requirements.

To make the Perley Rideau more attractive, especially to graduating workers, we will increase clinical placements and ultimately establish a training centre.

To keep staff, we will focus on staff development, maintaining a quality environment where

people want to work, and establishing staff well-being and recognition programs. Equally important, we will keep our recruitment and retention of volunteers as a priority.

Phasing in the Seniors' Village

Phase 1: 2010-2015

Broaden the spectrum of care

We will restructure the Perley Rideau to broaden the spectrum of care, moving toward a village setting. We will diversify our services and support Ontario's Aging at Home Strategy. We will also begin to establish the various elements of the Centre of Excellence.

The specific supporting goals include:

- ▶ Establish supportive housing
- ▶ Provide outreach services
- ▶ Increase short-stay care
- ▶ Enhance behavioural programs for residents with dementia
- ▶ Develop an enhanced clinical placement program
- ▶ Increase commercial services to promote "village" look and feel

Phase 2: 2015-2020

Adapt to the changing veterans population

We expect to see the greatest decline in numbers of War Service Veterans during Phase 2. We will focus on making the transition to a post-veteran population. We will also take more steps towards becoming a Centre of Excellence in dementia care. This phase will see the greatest change in structure and service offerings.

The specific supporting goals include:

- ▶ Veterans transition plan
- ▶ Institute effective sub-acute care to alleviate strain on acute care hospitals
- ▶ Convert Rideau Residence into supportive housing for dementia care
- ▶ Continue to enhance behavioural programs

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Perley Rideau enjoyed productive year with exciting plans for the future

By Brant Scott

The annual report presented by Perley Rideau Board of Directors Chair Peter Martin noted positive results for 2009, with excellent prospects for the years ahead.

The board has taken on the new responsibility for monitoring human resource indicators. The monitoring revealed a drastic 81 percent reduction in hiring agency staff that have replaced regular nursing staff in the past. Martin thanked Perley Rideau employees at the Annual General Meeting on June 3 for improving the continuing care for residents.

“This is one example of an exemplary quality improvement initiative that responds to a concern expressed by residents and families,” Martin told the assembly. “The board was also pleased to see that the seven percent staff turnover was slightly less than the previous year. At this time, we do not have a comparison to other similar organizations, but in time we hope to obtain this information to help compare Perley Rideau’s experience to other similar organizations.”

The board has also enhanced its process for evaluating the annual performance of Perley Rideau CEO and Executive Director Greg Fougère.

“This new approach enhances the objectivity of the CEO’s performance review and was of benefit to both the board and CEO. The board continues to be pleased with the CEO’s accomplishments in 2009, which he contributes not only to his efforts but to the efforts of all managers, staff, and volunteers who work at the health centre to achieve our vision, “Together we improve the well-being of the people we serve.”

Provincial monitoring

Long-term care homes do not operate in a vacuum. The Province of Ontario provides strict

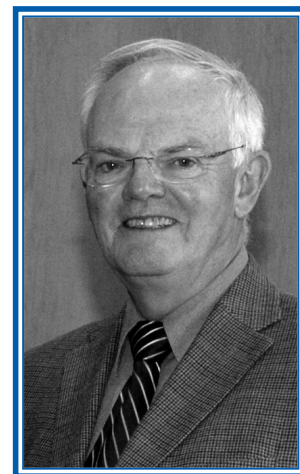
legislation to ensure residents will receive the best possible care. Ontario’s Ministry of Health and Long-term Care monitors all health centres in the province. The Perley Rideau Quality of Life and Safety Committee reported a high level of compliance with government requirements for 2009.

“The unannounced five-day annual compliance review was held in March of 2009,” Martin said in his annual report. “Compared against over 400 criteria, the Perley Rideau fell short in only three legislated standard criteria, which related to nursing documentation on care plans, beverages between meals, and documenting of fluid consumption by residents. Management submitted an action plan to the ministry to address the issues of non-compliance and, upon ministry follow-up visits, these areas of unmet standards were put back into compliance with the act.”

Legislated standards deal with both the direct clinical care as well as matters affecting the quality of life of residents and range from low- to high-risk to residents’ health and well-being. The Quality of Life and Safety Committee did not identify any high-risk areas requiring additional action by the board. The Perley Rideau complied with all other legislation in 2009.

Funding applied to operations

The Audit and Risk Committee reported that on a budget of \$40 million, the year ended with a



Peter Martin
Board Chair

modest operating surplus. However, to maintain the excellent standard of care and services that residents and families receive, the board needed to apply the majority of its government funding and other revenue to operations. Consequently, there is a cash deficit which highlights the board's inability to set aside a capital reserve for future needs as the buildings age. This is an area that will stay on the board's "radar screen" for continued discussions with government and the Champlain Local Health Integrated Network, in the hopes of garnering their support.

With the new Long-Term Care Act, which came into force on July 1, there are new accountability requirements to the Champlain Local Health Integration Network. The process began in November 2009 with the completion of an Accountability Planning Submission. There have been positive indications that some outstanding funding issues will be resolved through this process.

New liaison committee includes fundraising

Martin also highlighted the new Perley Rideau Stakeholder Liaison Committee, which includes representation from the Perley and Rideau Veterans' Health Centre Foundation.

"The Foundation is a key partner in achieving Perley Rideau's success," Martin told the crowd. "The Stakeholder Liaison Committee reviewed the status of stakeholder relations related to the affordable and supportive housing project and confirmed that management had this well in hand. The committee is now working on developing a Speakers' Bureau to help raise the profile of the Perley Rideau in the community. This is a volunteer-led process, one of many contributions of the 400 volunteers who provide service to the Perley Rideau. It just wouldn't be the same without our dedicated volunteers."

Guest House offers one-of-a-kind service

The Perley Rideau has a long standing collaboration with Carefor, who manage the 12-bedroom Guest House and the Day Program. Many people affected by dementia benefit from this one-of-a-kind service in Ottawa. There is still a need to get the word out about this program so

that more people can benefit. The 2009 occupancy was 64 percent for the 11 community rooms and 79 percent for the veteran priority access room. (See the story on page 13)

Martin noted the important contribution of the federal government as well.

"As a valued partner, Veterans Affairs Canada continued to provide outstanding support to all veterans at the Perley Rideau. In conclusion, 2009 was a good year for the Perley Rideau and the residents, families and clients we care for. The board of directors thanks everyone who contributed to our success." BU

It just wouldn't be the same without our dedicated volunteers."

- Peter Martin

The Perley and Rideau Veterans' Health Centre Condensed Financial Statements Year ended December 31, 2009

Statement of Financial Position

Assets	
Current Assets	10,620,242
Fixed Assets	44,207,579
Total Assets	\$54,827,821
Liabilities and Net Asset Surplus	
Current Liabilities	7,094,641
Employee Future Benefits	3,953,300
Deferred contributions related to capital assets	42,910,764
Net Asset Surplus	869,116
Total Liabilities and Net Asset Deficiency	\$54,827,821

Statement of Revenue and Expenditures

Total Revenue	\$43,019,635
Operating Expenditures	\$42,503,131
Excess of Revenue over Expenditures	\$516,504

New electronic charting shows residents more active than provincial average

Dr. Anne Hamilton, Medical Director at the Perley and Rideau Veterans' Health Centre, is enthusiastic about the care that residents received in 2009.

At the June 3 Annual General Meeting, Dr. Hamilton noted that the Perley Rideau continues to be a very active health centre with many admissions and discharges, the Guest House and the busy Day Program.



Dr. Anne Hamilton
Medical Director

“In 2009 there were just under 500 admissions and 500 discharges,” she told the assembly. “The majority of these were to and from the very busy Ottawa 1 East unit which houses the respite and convalescent care programs – 181 admissions to convalescent and 164 to respite with rough-

ly equal discharges. There were 144 admissions to the long-stay program. Occupancy rates were in the expected range – 99 percent for long stay, 65 percent for respite and 91 percent for convalescent.”

Dr. Hamilton explained how the Perley Rideau's short-stay programs are an important resource to the entire community.

“The convalescent care program admits people from the acute care hospitals,” she said. “The majority have had an orthopaedic procedure or injury – joint replacement or a fracture. The individual does not need the bells and whistles of acute care, but is not ready to fully participate in an intensive rehabilitation program. At the Perley Rideau, there is time to heal and regain strength. Eighty percent of our graduates move on to one of

the formal rehab programs and 15 percent 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.”

Compassionate use of resources

The medical director noted that the nine beds dedicated to the respite program were used by 164 people during 2009.

“Many of them are repeat visitors,” she said. “Scheduling 164 requested stays into available spaces is an art managed by the Community Care Access Centre and the logistics of this partially explains the 65 percent occupancy rate. This rate is considered good for a respite program, though lower than we are accustomed to with the other programs. The people who use the respite program are people living at home with family and/or community support and whose care needs are at a long-term care level. A short stay in respite helps everyone to keep going, avoiding the need for a permanent long-term care bed. This is an efficient and compassionate use of resources.”

Dr. Hamilton also explained that the extensive waiting list for long-term beds is a compliment to the Perley Rideau, but unfortunate for those who are required to wait.

“There are 169 community and 250 veteran residents in the long stay program,” she said. “The 144 admissions to this program is short-hand for 144 decisions by individuals and their families to make the Perley Rideau a permanent home. That is a tough decision and we will always strive to provide the care and caring that reassures everyone that the decision was a good one. The community's confidence in our caring is reflected in the wait list for the community beds. It now stands at over 600 people, which is both satisfying and sad.”

Electronic charting invites comparison

Electronic charting introduced in 2009 allows health centres to compare their performance against other facilities in Ontario. Dr. Hamilton said weight loss can be a trouble sign for the elderly, and 15.5 percent of seniors being admitted to the Perley Rideau were losing weight. Thanks to the dietary and nursing staff, follow-up testing showed that only 5.2 percent were still losing weight. Comparable numbers province-wide were 9.5 percent on admission and 8 percent on follow-up assessments.

“We worry immensely about helping to provide a positive quality of life and are involved in a pilot study about how to measure that,” explained

Dr. Hamilton. “We think that one indicator is the ‘little or no activity’ slot of the MDS RAI (Minimum Data Set Resident Assessment Instrument). On admission, an impressive 55.2 percent of residents are in that (non-active) category. That is down to 27.9 percent on quarterly assessments and, in a sneak preview, the January to May 2010 number is 19.4 percent.

“This reflects hard work and a lot of creative thinking by the creative arts, recreation, and nursing staff, volunteers and families and is certainly at odds with the negative comments often heard in the press and in the community,” she adds. “There really is life in long-term care. Comparable numbers for Ontario are 35.4 percent with little or no activity on admission and 32.5 percent on quarterly assessments.”

Always seeking improvement

The medical director takes pride in the care that Perley Rideau residents receive, but pointed out that the staff is anything but complacent.

“The challenges in 2010 are, and will be, interesting,” she said. “The new Long Term Care

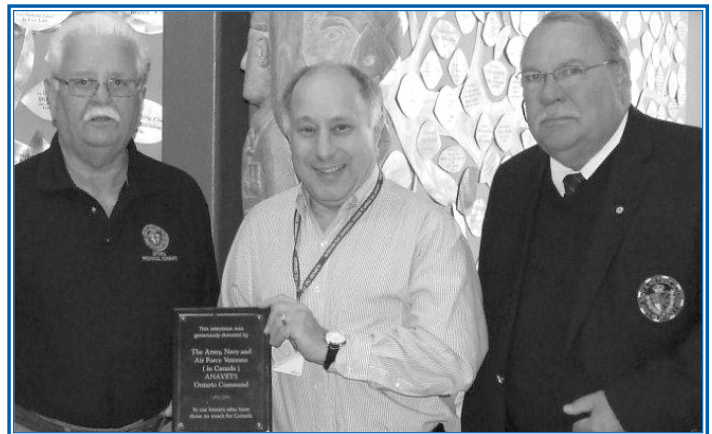
“I enjoy my work at the Perley Rideau because of the attitude held by the Perley Rideau community. We are good, perhaps very good, but we can and we will do better.”

Dr. Anne Hamilton
Medical director

Homes Act, with its accompanying regulations and changes in inspection, are both welcome, as it focuses on risk, and concerning, because it is new and different. In true Perley Rideau fashion, we have volunteered to be a training inspection site. We are gluttons for punishment if it means we can be better.

“The electronic MAR (medication administration record) is coming and will assist in preventing medication errors,” she added. “I look forward to computerized medication ordering and lab data to further assist in managing complicated information, but must wait for the infrastructure to be in place. I enjoy my work at the Perley Rideau because of

the attitude held by the Perley Rideau community. We are good, perhaps very good, but we can and we will do better. Together we improve the well-being of the people we serve.” **BU**



THAT'S ENTERTAINMENT: President Ontario Command Bob Cassels (left), and Dominion Secretary-Treasurer Lorne McCartney (right) of Army, Navy and Air Force Veterans in Canada (ANAVETS), make a generous donation to Paul Finn, Managing Director of the Perley and Rideau Veterans' Health Centre Foundation. The organization donated a high-definition 52-inch television and cable access to the health centre.

Evan Gill steps down after 40 exciting years of volunteering at Perley Rideau

By Brant Scott

Back in the early 1970s, Evan Gill was asked if he'd be interested in becoming a member of the old Perley Hospital board.

Nearly 40 years later, he's ready to turn over the reins to other volunteers who will see the Perley and Rideau Veterans' Health Centre Foundation into the future. Evan's exceptional effort as a health centre board chairman in the mid-'80s and later as a Foundation board member have helped to make the Perley Rideau what it is today. His quiet efficacy and unwavering focus on helping others is the stuff of legend.

Evan says health centres like the Perley Rideau need a strong Foundation to raise much-needed funds to augment the province's operating funding.

"The Foundation generates revenue to support the health centre and we fund a number of activities," he explains. "This support is really, really vital. It allows the Perley Rideau to take on major projects, because we help to supplement the funding. Some of the goods and services we provide can't be funded by a facility. Life for the residents would be more Spartan without the Foundation's assistance. We help to make them more comfortable by providing those extras."

Cold War pilot

Evan Gill is a young-looking 77-year-old who can still adopt the demeanour of downhill skier, sailboat captain and fighter pilot. He had a short service commission with the Royal Canadian Air Force from 1953 to 1959 and flew the F-86 Sabre fighter jet. Evan served with #4 Fighter Wing in

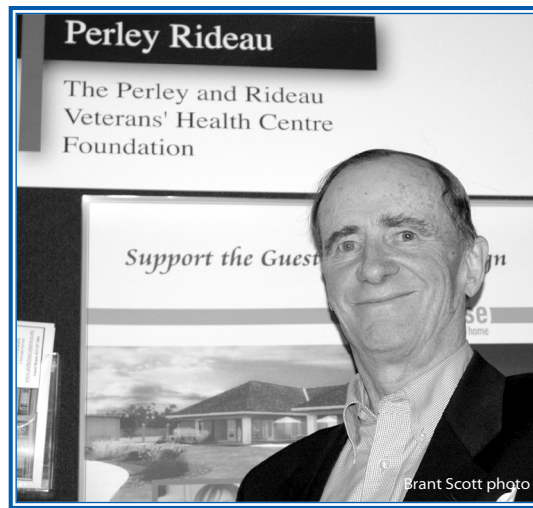
Baden Baden, Germany for nearly three years and finished his military career as a pilot instructor in Penhold, Alberta. Plying the skies during the heady days of the Cold War with Russia was serious business. The public had a case of the jitters as political leaders played chess with world peace.

"I found the air force was very settling for me," he says. "It was a wonderful experience and I have friends I still keep in touch with."

Evan's military service paid a huge dividend because it helped to introduce him to his wife, Jean, whom he married 53 years ago.

"We met in South Africa, where Jean was born," he explains. "When I was stationed in Germany in the sir force, my family was in South Africa and I went down to visit for Christmas in 1956. She had planned a trip to Europe in 1957, so when she came to Europe, I would get aircraft from the base and fly, or drive, to wherever she was. So, I saw a lot of her. I was posted home, so we got married in June and we came to Canada in July. It was her first time in Canada, and I took her to Trenton then Alberta in December, which was a shock for her."

Evan also taught school for a year before he joined the air force and eventually signed on full time with the Canadian Bank Note Company in Ottawa. He enjoyed working in the commercial securities sector developing its business in official documents, such as travellers' cheques, ID documents, and postage stamps that would thwart would-be counterfeiters.



A JOB WELL DONE: Evan Gill's tenure as a board volunteer has come to an end. His dedicated fundraising expertise will be missed, but Evan suggests it's not a bad thing when organizations bring in new members with new ideas.

Helping donors with important decisions

The Perley Rideau Foundation uses a combination of planned giving, direct mail, special events, grant procurement and other activities to make life for residents memorable and entertaining. Evan served on the Planned Giving Committee and assisted donors who were prepared to write the Perley Rideau into their wills, which could often include stocks, life assurance and securities.

“The competition among charities can make finding donations very difficult,” explains Evan. “You hope that a combination of the Perley Rideau’s reputation and the contacts we have made will have an impact on people. The personal touch is everything because donating money is a very personal thing. This health centre is a very special place with a high calibre of people. It has been an honour to serve here.

“The Perley is an important part of my life,” he adds. “I hope I can keep some sort of association with it. It’s been a really rewarding experience for

me to spend all these years working with some very interesting people. It’s been great to get to know them and evolve with them. This is a very impressive place. I may be able to continue on one of the committees, apart from the board. Every organization has to change its members – it’s not a bad thing.”

Evan also donates his time and effort to a visual arts group in Saint Andrews, New Brunswick, where he and Jean spend six months a year. When they’re not giving back to the community they live in, they enjoy golf, tennis and sailing. They also enjoy spending time with their two daughters, who reside in Ottawa and Toronto.

Perley Rideau Foundation Managing Director Paul Finn says Evan’s departure will leave a vacancy that is a mile wide: “Evan Gill has dedicated himself to our health centre in a rare and wonderful way. He is personally responsible for helping our residents enjoy so many activities, services and amenities. Evan has been a dear friend to the Foundation and we hope he visits us often.” **BU**

Waiting list with 750 names shows Perley Rideau’s popularity

Is the Perley Rideau cup half full or half empty? The long waiting list bearing the names of people who hope to reside at the Perley Rideau seems regrettable because so many people are looking for accommodation. On the other hand, it is a great compliment that so many people want to live with us.

The Community of Care Access Centre has confirmed that the Perley Rideau has the third longest waiting list of the 63 long-term care homes in the Ottawa/Champlain region.

As reported at our recent Annual General Meeting, there were more than 125 veterans waiting for admission to one of the 250 veteran priority access beds at the end of 2009. And, more than 600 people were waiting for admission to one of the 169 long-term care beds for the broader community.

The Perley Rideau occupancy level remains high year after year at 99 percent for both

veteran and community long-term care beds. Our 22 convalescent care beds were occupied 91 percent of the time and our nine respite care beds had an occupancy rate of 65 percent.

There were a total of 482 admissions in 2009, with 34 percent of admissions to long-term care beds and 66 percent of admissions to short stay convalescent and respite beds.

The Perley Rideau has a long-standing collaboration with Carefor, which manages the 12-bedroom Guest House and the Day Program. Many people affected by dementia benefit from this unique service in Ottawa. The 2009 occupancy rate was 68 percent for the 11 community rooms and 76 percent for the veteran priority access room. While the popularity of the Guest House continues to grow, the occupancy rates indicate that it can easily accommodate more short-term visitors with dementias than it has been receiving. **BU**

- ▶ Turn supplementary care beds into special care and behaviour management beds for residents with dementia
- ▶ Increase leadership for learning in the dementia care network
- ▶ Establish a Geriatric Training Centre
- ▶ Adopt a more relevant brand to reflect changing demographics

Phase 3: 2020-2025

Establish a

Centre of Excellence in dementia care

The overall goals of Phase 3 include:

- ▶ Develop leading medical partners in gerontology and dementia
- ▶ Take leadership role in dementia care
- ▶ Establish applied research centre

Supporting goals to guide all phases

- ▶ **Effective communications** will ensure all stakeholders understand and share our mission, vision, objectives and goals, the strategies for achieving the vision and the rationale for these changes.
- ▶ **Shared vision.** To implement this strategy, key stakeholders must share the Perley Rideau's vision. Achieving this shared vision will take considerable effort by management and the board and will be the principal focus of the communications plan.
- ▶ **A veterans transition strategy,** outlining the move from predominantly War Service Veterans to mostly community residents, must be clear to all stakeholders and approved by VAC.
- ▶ **Approval by Champlain LHIN and the Ontario ministry** of the overall strategy is essential and will require careful preparation.
- ▶ **An effective performance monitoring system** will help guide the strategy.

- ▶ **An effective integrated management information system,** put in place before making major changes, will increase efficiency.
- ▶ **Establish commercial services as a separate business line,** with its own supporting management structure, to help achieve success.
- ▶ **Develop a financial policy for services, fees and commercial activities** to ensure transparency and fairness to all stakeholders and a consistent approach through a period of dynamic change.
- ▶ **Harmonize the Perley Rideau's donor strategies and goals with the Foundation's** to achieve best possible results.
- ▶ **Develop a long-range human resources strategy and plan** to ensure the right people are available, with the right skills, when we need them.
- ▶ **Develop a veterans' marketing plan.** While fewer veterans is a certainty, the Perley Rideau will remain an important centre for veterans' care. The strategy envisages maximizing our veteran identity and appealing to a significant Canadian Forces veterans' population. We need a marketing plan to guide us.

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No need to feel guilt when loved ones enjoy a stay at the Guest House

By Alzheimer Society of Ottawa and Renfrew County

Where does an Alzheimer caregiver go for help?

Melané Hotz is the primary caregiver for her husband, Marcus, 79, who has lived with Alzheimer's disease for 10 years.

Then suddenly one day, she needed help.

"I was often anxious about what we would do if I had a health crisis," explains Melané. "Fortunately, my husband did not think about it. He did not worry about what might happen to me, or realize that it might affect him."

Luckily, when the situation did arise, she was prepared, because Marcus was already acquainted with the staff at a unique respite care facility— and they knew Marcus.

The Guest House – *A home away from home* is a 12-bedroom bungalow for people with early to mid-stage dementia living in the Champlain region (Eastern Counties, Ottawa, and Renfrew County). It was designed with the intention of allowing caregivers to take a break while their family member stays in the Guest House.

The facility is located on the grounds of The Perley and Rideau Veterans' Health Centre on Russell Road. It opened three years ago and hundreds of persons with Alzheimer's have called the Guest House home for stays that range from a day to several weeks.

Virtually all caregivers agree that they do a better job of caring for their loved one after they've taken a break. The expertise and partnership of the Alzheimer Society of Ottawa and Renfrew County, the Perley Rideau, and Carefor Health & Community Services, created the Guest House to be a home away from home.

Melané says many caregivers may feel guilty and worried about leaving their family member

in the care of others, and she admits to once feeling like that, too.

"The first couple of days I felt very strange being alone in our home with my husband being just down the road," she says. "But, I soon got over that."

With her husband at the Guest House, she had time to visit with friends, get things organized and even read the newspaper.

"The time I had was amazing," Melané says.

Her satisfaction would not have been possible if she wasn't confident that her husband was content and happy. When her own health emergency occurred, she was prepared and able to avert chaos. Her daughter-in-law came over to be with her husband at home overnight and the next morning, he went to the Guest House.

Using the Guest House *before* an emergency occurs is responsible contingency planning.

"It prevented what could have been a major family crisis," she says. "I felt I was not imposing on other family members, who have their own responsibilities. Every caregiver should go through the intake process and use the Guest House at least once, so they will be prepared for a caregiver emergency."

And of course, the Guest House is valuable to caregivers who simply need a break. By leaving loved ones with the professional staff at the Guest House, caregivers can enjoy their newfound freedom by going to the cottage, attending special functions, travelling, addressing their own health concerns, and just relaxing.

For more information on the Guest House, contact 613-247-1664, or take a virtual tour of the Guest House at www.alzheimer-ottawa-rc.org. **BU**

The Perley and Rideau Veterans' Health Centre Foundation

**Perley Rideau
Foundation**

Memorial Tributes

February 26, 2010 to June 15, 2010

**Honour someone special with a donation to
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The Perley and Rideau Veterans' Health Centre is a 450-bed long-term care home with 250 beds designated for veterans

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