



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

Between Us

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

SPRING 2009

Deborah Bennett receives special award from Governor General

By Brant Scott

Most volunteers are content to work a few sporadic hours here and there to make the world a better place.

Deborah Bennett, the tireless gift shop manager at the Perley and Rideau Veterans' Health Centre, has turned volunteering into a career. Her penchant for spending upwards of 40 *pro bono* hours a week on behalf of the health centre recently earned her the high distinction as a national "Caring Canadian Award" recipient. She was presented with an exquisitely framed certificate and lapel pin by Governor General Michaëlle Jean on April 7. Obviously, Deborah's prodigious efforts to bring funding to the Perley and Rideau Veterans' Health Centre Foundation have not gone unnoticed.

"The Caring Canadian Awards are handed out every two years," explains Deborah. "I was given a gold lapel pin and a certificate that was

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CARING CANADIAN: Perley Rideau gift shop manager Deborah Bennett receives the Caring Canadian Award from Governor General Michaëlle Jean. Ms. Bennett volunteers full time with the Perley Rideau's gift shop, where she manages a staff of 20 volunteers and purchases gift and clothing items for sale at the health centre.

Chairman and CEO report shows health centre is on track and ready for the future

By Brant Scott

The Perley and Rideau Veterans' Health Centre held its Annual General Meeting (AGM) on June 4 this year, and the news from the top is very encouraging.

Chairman of the Board of Directors Peter Martin read the *Report of the Chairman and CEO* and provided assurance that 2008 was another year of accomplishments for PRVHC. The 2005-2010 Strategic Plan for governance and management of operations is rolling out and bearing fruit. The report stresses the importance of attracting and retaining top-notch managers, staff and volunteers.

The following excerpts from the report were presented at the recent AGM:

- Although much has been accomplished and there continue to be many challenges, the Perley Rideau is recognized as one of the leading long-term care homes in Ottawa and the province. (We) would like to acknowledge the contribution of the Board members, staff and volunteers

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Deborah Bennett receives special award ... *continued from page 1*

beautifully framed. I was nominated two years ago and was one of 37 recipients this year. I feel very honoured.”

Deborah Bennett joined the board of directors at the old Perley Hospital in June 1992 and took the helm as the volunteer gift shop manager at the new health centre in June 1996. Deborah has been at the epicentre of the gift shop team of about 20 volunteers since then and hasn't looked back.

ing National Volunteer Week every April. Since Deborah assumed responsibility for the gift shop 13 years ago, her team has handed over about \$300,000 to enhance the quality of life for Perley Rideau residents.

“Deborah and her team are invaluable to us,” says Paul Finn, managing director of the Perley and Rideau Veterans' Health Centre Foundation. “They are an essential part of our daily lives and we are indebted to Deborah for her leadership, expertise and dedication.”

The gift shop team works seven days a week to deliver money to the Foundation that directly benefits Perley Rideau residents.

“The money we raise is used for resident-related needs,” explains Deborah. “We get the ‘Priority Needs List’ every year from the Foundation and I share that with my colleagues. Then we decide how we want to spend that \$25,000 or \$30,000.

Once we have a consensus, we let the Foundation know what we would like to buy with our donation.”

Deborah arrived at the Perley Rideau with skills that would help prepare her for a new life in retail. During her career-building years in Toronto, she worked in sales and marketing with Shell Canada, as an advertising buyer for international media, and later as a real estate consultant. Once immersed in the world of retail at the Perley Rideau, Deborah quickly learned how to shop for bargains at Toronto retail shows. She knew that rapid stock turnover brings back repeat shoppers, which is still the motivation behind her purchasing decisions.

“I don't buy 48 of anything, unless it's a really hot item,” she explains. “I go to Toronto twice a year to buy merchandise at five gift shows. I go in the second week of August and at the end of January and buy six months of stock at a time.

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GIFT SHOP TREASURES: The Gift Shop at the Perley Rideau has something for everyone. Manager Deborah Bennett attends Toronto retail shows twice a year to keep the shelves stocked with popular curios and practical gifts.

“I don't do this for the recognition -- I've been a volunteer since I was a teenager, because that's the way I was brought up,” she says. “My parents taught me that it's important to give something back. This is just one way of giving back, but as you can imagine, it's full time because we're running a daily retail operation.

“When I first opened the gift shop in 1996, I thought the other volunteers would take over as they felt more comfortable, but here I am today,” adds Deborah. “It's incredible that we still have nine of our original volunteers from the group of 30 we started with. We've got 20 great people helping us now and we'd love to have some more come and join us.”

The gift shop provides the foundation with between \$25,000 and \$30,000 annually dur-



Open Forum

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

This issue of *Between Us* provides a great snapshot of the Perley Rideau's place in the community – and in people's lives.

Our Annual Meeting, held on June 4, represents our yearly opportunity to take stock and reflect on what we have done to advance our Vision statement, "*Together we improve the well-being of the people we serve.*" Taking time to review what we have accomplished provides an opportunity to look to the future and plan what else we can do to improve the quality of life for our residents and seniors in our community. Our new Strategic Plan for 2010 and beyond will be launched in the fall.

The Annual Meeting *Report of the Chairman and CEO* presented by our Board of Directors chair Peter Martin, shows we are doing many things well. The Perley Rideau has ascended to become one of the crown jewels in Ontario's health care system, and that doesn't happen without the dedication of many people. We are most fortunate to have chair Peter Martin leading a board of volunteers who bring an astounding level of expertise to the table.

At the same time, Perley and Rideau Veterans' Health Centre Foundation chair Gilles Morin heads up an outstanding Foundation board of directors who donate their own distinct talents to our cause. Under the auspices of managing director Paul Finn, we receive much appreciated funding from donors to enhance the physical environment for residents and provide additional programming that would otherwise not be possible.

Our medical director Dr. Anne Hamilton addressed the Annual Meeting too, and she spoke with pride about the care that Perley Rideau residents receive every day. She

recognizes that our medical and non-medical staff are the best in the business, and our residents benefit from that teamwork. She also noted that the physician-resident ratio is one of the highest anywhere, which means our medical staff gets to know our residents intimately. These close relationships invariably result in personal attention to detail on behalf of our residents.

Another story in this issue of *Between Us* focuses on the Foundation Bursary Fund that is overseen by Doris Jenkins, manager Nursing Practice. This fund provides incentive for nursing staff to join us at the Perley Rideau and remain here as they enhance their qualifications and talents. The bursary demonstrates that the Perley Rideau cares about the people who care for our residents.

Of the 24 long-term care homes in Ottawa, the Community Care Access Centre confirms that our health centre is one of three long-term care homes with the longest waiting list. This is unfortunate for the people on that list, but it is also a compliment when our reputation across the city creates this high demand for our services.

Accreditation Canada, which sets national standards for health care organizations, provided the Perley Rideau with full three-year accreditation status in December 2008. This accreditation would not be provided unless we were fulfilling our mandate to provide a high standard of care to the people we serve.

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

Greg Fougère

Deborah Bennett receives special award ... *continued from page 2*

The Perley Rideau is a health centre and retirement home, so it's very different from buying for a hospital or regular retail outlet. The displays have to be changed frequently to encourage clientele to shop regularly."

The Perley Rideau gift shop carries a wide variety of gift items and practical supplies that cater to health centre visitors and residents alike. From inspirational curios to jewellery to clothing to snack items to postage stamps, there is something for everyone in the eclectic inventory. The track lighting, glass shelving and display cases suggest the gift shop's ambiance wouldn't look out of place in the Byward Market. The volunteer staff also offers a free custom gift-wrapping service to residents with appropriate wrapping papers for special occasions.

Some of the 40 hours a week that Deborah contributes to the gift shop includes weekends, when volunteers are harder to come by. Stocking shelves and cleaning take place when the gift shop is closed, so Deborah maintains a flexible schedule. She is the first to admit that volunteering has been an integral part of her life, and she encourages others to donate some time to the Perley Rideau to enhance their own lives.

"There are so many opportunities to volunteer at the Perley Rideau," she says. "It's a fantastic place to volunteer. The gift shop is one area, the pub across from us is another – there are a dozen different areas at the Perley Rideau where people can make a real difference.

"It gives you a sense of satisfaction that you're serving a need by giving back to your community," she adds. "You're working with wonderful people and helping residents in need at the health centre."

Deborah and her husband, Claude, who served as a minister in the Ontario provincial government, have two grown children, Natalie and Winston. Deborah and Claude have arrived at a scheduling arrangement that works for everyone: "I'm a golf widow," she laughs. "He doesn't complain about my volunteer hours and I don't complain about his golf. It's a win-win situation." **BU**

The Caring Canadian Award

When the Right Honourable Roméo LeBlanc became Governor General of Canada, he was determined to thank the thousands of caring people who give so much to their fellow citizens, the unsung heroes who volunteer their time, their efforts and a great deal of their lives to helping others, and who ask for nothing in return.

In April 1996, the Governor General's Caring Canadian Award was created to recognize the fine example set by these special volunteers whose compassion and charitableness are such a part of the Canadian character.

This Volunteer Award honours Canadians for unpaid voluntary activities, most often behind the scenes at the community level. They have given extraordinary help or care to individuals, families or groups, or supported community service or humanitarian causes. Recipients usually have been involved in these activities for several years and normally have not been recognized with a national or provincial honour.

Source: Governor General of Canada web site

Recognition for special volunteers

The Caring Canadian Award consists of a certificate and a lapel pin, which are presented to the recipients by the Governor General while travelling in Canada or by a delegate, such as a Lieutenant-Governor or a Territorial Commissioner. The maple leaf, supported by a helping hand and heart, symbolizes the people of Canada and their spirit. The heart depicts the open-heartedness of volunteers and caregivers, and the hand is outstretched to represent boundless generosity.





Volunteers make the world go 'round at the Perley Rideau

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

We have said many times on these pages that our volunteers are the glue who connect our practical needs with good old-fashioned fun for Perley Rideau residents.

A cast of hundreds have helped to make the health centre into what it is today, and the Perley and Rideau Veterans' Health Centre Foundation is very grateful to those who donate their time, intellect and sweat equity.

A case in point is the work behind this year's exciting Night at the Races (NATR) held at the Rideau Carleton Raceway and Slots on Albion Road. The 8th Annual Perley Rideau Veterans' Night at the Races raised \$27,000 on May 1. We sold more than 400 tickets at \$60 each and had over 25 corporate sponsors including our title sponsor Weston Bakeries/Ready Bake Foods and our table sponsor Family Physiotherapy Centre and a good time was had by all. Since the NATR was introduced, it has donated more than \$200,000 to the foundation coffers. We turn that money back to our Perley Rideau residents in the form of structural and landscaping improvements, arts programs, specially-equipped baths, audio-visual equipment and much more.

The wizard behind the annual Night at the Races is Wally Parsons, who was featured in the Winter 2008 edition of *Between Us*. Each year, Wally connects with generous sponsors and acquires our myriad silent auction items and plans the raffles. He personifies the old saying, "If you want to get something done, ask a busy person." At 71, Wally has an abundance of energy, focus and expertise, and our foundation is certainly lucky to have him. Small wonder that shortly after he

retired, the City of Ottawa officially proclaimed June 30, 2000 as "Wally Parsons Day."

I would also like to express my deep gratitude to Foundation administrative assistant Dawn Mulvihill, and committee members Catherine Mullen from Canril Corp. and Henry Schroeder from Weston Bakeries. These people were integral in helping to make NATR another unqualified success. Great people make great things happen, and it's a credit to our volunteers that 75 percent of our NATR patrons return year after year. With more than 400 of the total capacity of 500 seats at the Rideau Carleton Raceway occupied by our patrons, it's just a matter of time until the place is all ours!

Thank you to the generous supporters of the Perley and Rideau Veterans' Health Centre Foundation. We hope you'll plan to attend our exciting 4th Annual Tour of Duty Gala on Saturday, November 7, 2009 at the Canada Aviation Museum. Look for the ad in this issue of *Between Us* on page 11 for details and book early to avoid disappointment!

Have a happy, safe and prosperous summer.

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Chairman and CEO report shows Perley Rideau... *continued from page 1*

to this reputation for a high standard of care to our residents and clients.

- Accreditation Canada sets national standards for health care organizations, and has a program to survey, provide expert advice, and accredit organizations. We were pleased to receive full accreditation status in December 2008. This confirms that we are fulfilling the many important functions which are critical to providing a high standard of care and services to the people we serve.
- Another indicator of the good care residents receive at the Perley Rideau relates to our popularity and reputation. Of the 24 long-term care homes in Ottawa, the Community Care Access Centre has confirmed that the Perley Rideau is one of three long-term care homes with the longest waiting list. Although this is not positive for people awaiting admission, it is an indicator of the reputation of the Perley Rideau for a high standard of care.
- Through a management contract with Carefor, the Perley Rideau operates a 12-bedroom Guest House and a separate Day Program for people affected by dementia. For the Guest House during the second year of operation of this program, we had an average occupancy rate of 67 percent. Although the occupancy is still not where it will be, this is normal for a new program and is expected to correct itself as the program evolves.
- Eighty-five clients affected by dementia were served in the Day Program throughout the year, with over 50 clients benefiting each week from this respite program for people living at home in the community.
- In 2008, we contracted with a firm called NCR Picker to carry out a staff satisfaction survey. The results indicated that the satisfaction level of our staff is well above average. This was great news, as staff satisfaction has a positive impact on the quality of care.
- The Ministry of Health and Long-Term Care and Veterans Affairs Canada have continued to fund higher nursing and personal care and programming staffing levels for the 250 veterans since 2000. This is of great assistance in caring for our veteran residents. Staffing retention and recruitment was stable throughout 2008. The one exception was increasing difficulties related to the recruitment of Registered Practical Nurses for evening and night shifts. This has created some concerns for staff who are reassigned when positions are not able to be filled. This is not a budget issue, as we must return any unused funding to the provincial and federal government. With health human resources becoming an international issue, the Perley Rideau will be developing a Human Resources Plan to better address staffing issues that are bound to arise in the future.
- Volunteers are such an important part of the team. There were 400 active volunteers in 2008, providing 32,000 hours of volunteer service. The majority of 2008 volunteer hours supported Recreation and Creative Arts, Residential Unit Assistance and Visiting, Pastoral Services and the Gift Boutique. The retention rate for new volunteers in 2008 (88%) was higher than the retention rate in 2007 (76%).
- The Perley Rideau bylaws were thoroughly reviewed and revised, resulting in the amended bylaws... Board Directives were also reviewed and revised, resulting in a new Committee structure and Committee Terms of Reference to carry out the principal functions of the Board.
- Work began on the development of the Perley Rideau strategic plan from 2010 onwards. Through the work of the Strategic Planning Committee and the Board, an end state/vision for an advanced health centre for seniors has been developed and strategy development is currently underway. This work will be refined throughout 2009, including the development of communication and implementation plans prior to 2010. A Foundation Board member has been actively involved on the Strategic Planning Committee, which is essential to collaborative planning for future needs.
- In conjunction with the strategic planning work, a revenue enhancement project was initiated in 2008. This project is exploring the potential opportunities to increase non-government revenues to provide the additional resources needed for resident care and services.
- The Quality of Life and Safety Committee began the development of a new framework for the

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Chairman and CEO report shows Perley Rideau... *continued from page 6*

reporting of performance indicators. A pilot of the new performance system will be in place by the end of 2009.

- As part of the revised Board directives, a new Stakeholder Liaison Committee has been established to develop the Board's strategy for advocacy and inter-relating with the Perley Rideau's key stakeholders.
- The Community Liaison Committee met on several occasions to engage our neighbours in the activities and planning for the Health Centre.
- The Board of Directors and the Chief Executive Officer have been actively involved in forums and planning with the regional Champlain Local Health Integration Network (CLHIN). Liaison and participation with the Network is critical to the Perley Rideau's leadership in planning for the enhancement of supports to seniors in the region.
- The Perley Rideau, in partnership with Bruyère Continuing Care, was successful in receiving \$161,000 of the 2008 provincial Aging at Home strategy funding to develop a functional program for new supportive housing and healthy aging programs for seniors in our respective communities.
- There is considerable planning work to be completed prior to the Board of Directors approving the construction and operation of a 140-unit supportive housing residence. In the best case scenario, assuming all necessary work and funding is achieved and the Board approves this project, construction of the residence at the Russell Road area on the Perley Rideau site would begin in 2010. It is hoped that this new housing alternative would open in 2011. This program would have an important impact on appropriate and affordable housing for seniors, resulting in better use of acute and long-term care beds for those in the greatest need of these levels of care.
- The Perley and Rideau Veterans' Health Centre Foundation's support in fundraising for enhancements to resident and client care and services is integral to the success of the Perley Rideau. The Foundation distributed \$448,000 in 2008 to the Perley Rideau for programs, capital equipment and projects and the Guest House capital campaign. Many thanks to Gilles Morin, Chairman of the Foundation board and Paul Finn, managing director. **BU**

Peter Martin, Chairman
Greg Fougère, CEO



GLOUCESTER LIONS CLUB DONATION: A generous cheque for \$5,500 was donated to the Perley and Rideau Veterans' Health Centre Foundation to purchase an ice machine. The Gloucester Lions raise most of their money selling Christmas trees. From left to right are club president Bill Stewart, Howard Keck, Foundation managing director Paul Finn, and Bob Kemp.

Edward Yaternick: Just a month behind *The Great Escape*

By John Maclean

The fine line between good and bad luck can depend on your point of view.

Flight Lieutenant Edward Yaternick was a bomb-aimer on a Lancaster over Germany in the late stages of World War II. Like so many, he was shot down, but landed without injury. Lucky? You decide.

Trained to deliver his payload on target in a sky bursting with deadly flak, Yaternick was suddenly grounded and taken prisoner to the notorious maximum security prison, Stalag Luft III. He entered the prison camp just a month after 50 allied prisoners were executed on Hitler's command for trying to escape through tunnels. Hollywood turned the prisoners' exploits into the 1963 film, *The Great Escape* with Steve McQueen.

"There was no such character, no baseball player, no motorcycle riders who got tangled up in barbed wire," says Yaternick. "But, there were a lot of American and British actors who fit right into most of the characters."

Ed Yaternick is now 91 and enjoys the daily routine at the Perley and Rideau Veterans' Health Centre.

"One kid in camp was flying patrol over the English Channel the day the war broke out," recalls Yaternick. "He was shot down and captured the same day. He was just 18. When I met him after he spent five years in that camp, he looked about 55."

Stalag Luft III is famous for the series of long tunnels that prisoners dug in secret.

"The tunnel they dug was 200 feet long," he explains. "There were actually three being dug at the same time and the Germans found two." Seventy-seven men escaped, 74 were captured

and 50 paid for it with their lives. Only two aviators from Sweden and one from Holland ever made it to safety.

Somebody had a short wave radio, so the camp prisoners kept abreast of all the BBC news. It was so well hidden, the Germans never found it. As the tide turned nearing the end of the war, the Germans themselves needed to escape being taken prisoners of war by the Russians. So, the Germans broke up Stalag Luft III and marched their remaining prisoners steadily westward.

Yaternick was among them.

"The Russians were closing in on Berlin from the east and the British from the west," he says. "We walked for days, sleeping at night on the ground or in a barn if we were lucky. We found the British first."

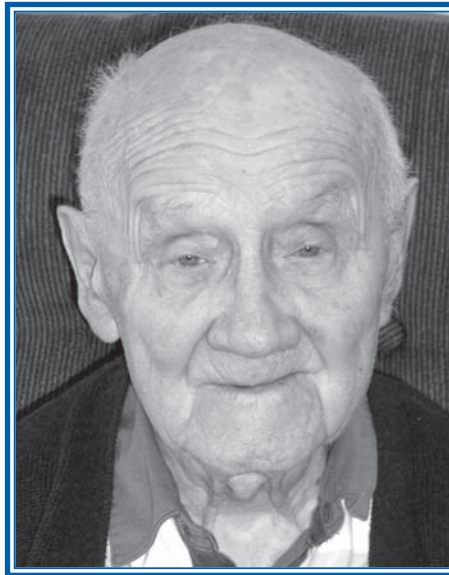
Yaternick remains rankled over the controversy raised by protesters over whether the allies or the Germans first began the horrendous bombing of civilian-filled cities.

"What about the Germans first devastating the British city of Coventry?" he asks, outraged. "Where did they get their information?"

The Canadian War Museum re-engraved the plaque that cast doubt about the allied bombers'

innocence, but the new wording still concerns many. Meanwhile, Ed Yaternick's wife tries to comfort him: "It was all 65 years ago. Time to let it rest."

John P. Maclean is himself a Perley Rideau resident and war veteran wounded in Korea, a semi-retired journalist and author, and a 53-year member of the Parliamentary Press Gallery. BU



EDWARD YATERNICK: This 91-year-old Perley Rideau veteran resident was a Lancaster bomb-aimer before he ended up in the infamous Stalag Luft III prison camp.

Perley Rideau Foundation contributes to education cost for Staff members

By Brant Scott

A special bursary fund provided by the Perley and Rideau Veterans' Health Centre Foundation helps to expand the horizons of the nurses who provide care for local residents.

The Foundation Bursary Fund is available to Perley Rideau staff members who need up to \$1,000 in financial support to augment their education. Last year, 10 staff received a total of \$6,215 to help them take courses and attend conferences. The bursary funds are provided by generous Perley Rideau donors who contribute approximately \$1 million annually to enhance the lifestyles of the health centre's 450 veterans and community residents.

Doris Jenkins, manager Nursing Practice, says the bursary is a major selling point for bringing the best and brightest to work at the health centre.

"It's an excellent option to be able to offer the bursary to staff during both recruitment and for retaining staff in this day and age of nursing shortages," explains Jenkins, who is herself a registered nurse. "It's very positive when we are able to say to a staff member that we want to build careers at the Perley Rideau. It's not a job, it's a calling. We want to keep people focused on improving their career and building from within."

The bursary can help staff upgrade their education and improve their career options. Personal Support Workers (PSW) can aspire to become Registered Practical Nurses (RPN), who in turn can become Registered Nurses (RN).

"The bursary can help Personal Support Workers to become nurses and it can help nursing staff who might want to specialize in palliative care," says Jenkins. "We look at the number of hours worked, how long they have been with us at the health centre, the cost to attend a program, or if someone needs help with tuition or books. When someone qualifies, we are often able to lend a helping hand."

It is also possible for housekeeping staff and non-medical employees to become part of the Nursing Practice group at the Perley Rideau. One Food and Nutrition aide recently graduated from the RPN program and is now part of the Nursing Practice team. Several PSWs have graduated



Doris Jenkins
Manager Nursing Practice

as RPNs, and many continue to work at the health centre while they study nursing in college or university. A Perley Rideau housekeeping aide benefited from the bursary en route to receiving a diploma in Working with Dementia Clients.

Attracting nurses to the Perley Rideau and retaining them is difficult with fewer people

going into nursing and retirement approaching for so many. The average age of a nurse in Ontario is around 45, and there is a chronic shortage across the province. The Foundation Bursary Fund is part of the Perley Rideau's pedigree and helps to bring talented nursing staff through the door.

The bursary also funded the acquisition of a training mannequin to provide hands-on training for nursing staff.

"We are the proud new owners of a simulation mannequin called 'Geriatric Geri,' compliments of the Foundation," says Jenkins. "You need to practise your skill sets and of course, you can't practice on people. This provides us with an opportunity to practise all our technical skills. It helps us to simulate body positioning, skin care, needles, dressings, catheterization, and all those things that we do need to practise. Geri is a full-sized simulation mannequin that can transform to either male or female."

The Perley Rideau invites several nursing students from local post-secondary school institutions each year to do their clinical placement at the health centre. Other students enter the PSW program, and four students who recently finished their placements this spring have applied to work at the Perley Rideau as Registered Practical Nurses. The health centre has acquired a sterling reputation for providing rewarding career opportunities with mentors who provide the best in training and hands-on education. **BU**

Medical Director says physician-resident ratio at Perley Rideau is unsurpassed

By Brant Scott

Medical Director Anne Hamilton says the 13 physicians at the Perley and Rideau Veterans' Health Centre each provide medical care for 20-40 residents, which is a better doctor-patient ratio than most long-term care homes.

Dr. Hamilton provided her personal insights on residents' medical care during the June 4 Annual Meeting. In her fifth such address, Dr. Hamilton said she is proud to work with such a stable and able medical staff. She said the lower doctor-patient ratio provides medical staff with the opportunity to get to know residents and their families better, which translates to even better care.

The Medical Director noted that in 2008, the PRVHC provided a permanent home to 169 community and 250 veteran residents. Short-term care was provided for community residents in nine respite beds and 22 convalescent program beds. The health centre also caters to the Guest House and Day Program for non-residential care that does not share medical and nursing staff.

There were 496 admissions and 490 discharges in 2008 and the occupancy rate for the long-stay program was just under 99 percent. Occupancy for the respite care program was 67 percent and 89 percent for the Convalescent Care Program. That is a lot of traffic for a facility of this size.

"The Convalescent Care Program is the way of the future," Dr. Hamilton said at the Annual Meeting. "The patients are transferred from acute care post-surgery or some other traumatic event or illness. The person's inability to weight-bear post-fracture, or a poor energy level post illness are frequent reasons for admission. The individual is stable enough to be discharged from acute care, but unable to manage at home and not yet ready for formal rehabilitation. The stay on convalescent provides time for healing and energy building. The proceeding stay in acute care is shorter; the subsequent stay in rehabilitation is more efficient and effective. Both patient and system are well served. The two Short Stay programs, with 31 beds, combined for

well over 300 admissions.

"Perley Rideau's reputation is a matter of pride in our facility," she adds. "We often look at the wait list as an indicator of our good name. It currently sits at over 500 people for the 169 community beds and as such, is a source of both distress and satisfaction. I looked at transfers to and from other nursing homes. These transfers take place because of an individual's placement of desired nursing homes on their preference list. Even if placed, an individual can keep a more desired home on the list and move up the list as beds become available. We admitted 25 residents from other long term care homes, but transferred none out."

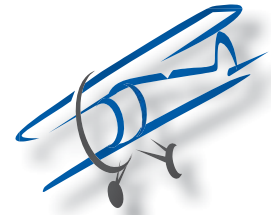
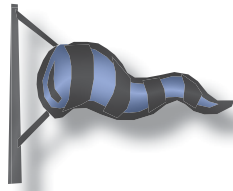
Dr. Hamilton says the high incidence of dementia at the Perley Rideau is an anomaly: "We are different than other long term care homes – we have many more men with our veteran population and a higher incidence of dementia – 69.5 vs. 57 percent - and this can impact on comparative numbers. We do, however, have half the incidence of depression – perhaps a reflection of our highly regarded recreation and creative arts programs? We have half the use of anti-anxiety medication – I think a reflection of better medication use."

The Medical Director noted that compassionate nursing staff at all levels are willing to learn, think, evaluate and re-evaluate. She also credited non-nursing staff as important contributors to the common good.

"The unit cleaner, the food server, recreation staff and physio aids are integral parts of the care team," she explained. "I am not sure how the pharmacists, dieticians, dentist or nurse specialists know every resident, but they do. Everyone is supported by administration, plant and food services. Special thanks to Doris Jenkins, the manager of Nursing Practice, who knows more about long term care than I ever will, and to the three program managers who keep the units running. The Perley Rideau is a good place to work and good people work here." (See a separate interview in this issue on page 9 with Doris Jenkins) **BU**

The Fourth Annual TOUR OF DUTY GALA

Saturday, November 7, 2009
at the Canadian Aviation Museum



Celebrating
100 YEARS OF FLIGHT

In support of the Perley and Rideau Veterans' Health Centre Foundation
and the Canada Aviation Museum Foundation

Join the celebration at the premier gala of the fall season!

BE A SPONSOR - BRING A FRIEND

A brilliant night of searchlights, stars and entertainment

6:00 p.m. Cocktails and museum tour

7:00 p.m. Dinner, special guests, live/silent auctions, dancing

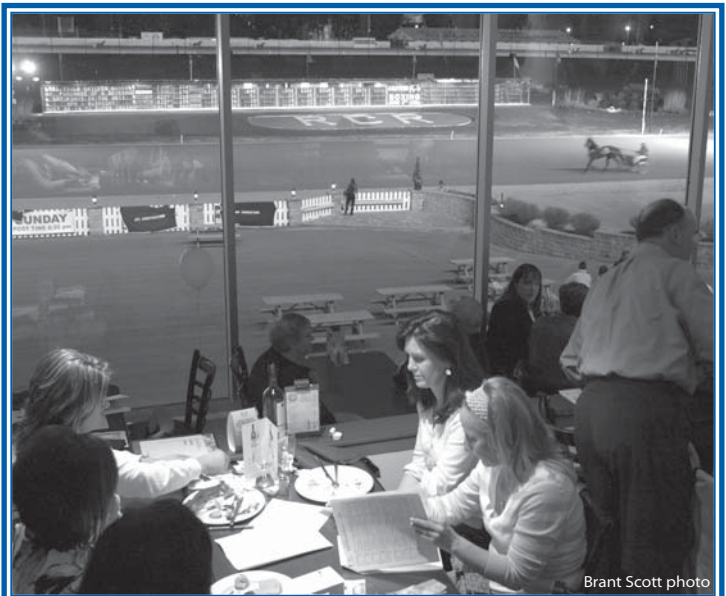
Tickets \$175 with \$100 charitable tax receipt: please call 613-526-7173

Corporate sponsorship and tables available: please call 613-949-8051

The Perley and Rideau Veterans' Health Centre Condensed Financial Statements Year ended December 31, 2008

Statement of Financial Position

Assets	
Current Assets	10,264,968
Fixed Assets	46,020,784
Total Assets	\$56,285,752
Liabilities and Net Asset Surplus	
Current Liabilities	7,717,685
Employee Future Benefits	3,580,700
Deferred contributions related to capital assets	44,634,755
Net Asset Surplus	352,612
Total Liabilities and Net Asset Deficiency	\$56,285,752
Statement of Revenue and Expenditures	
Operating Revenue	40,530,593
Prior year per diem grants adjustment	(303,794)
Total Revenue	\$40,226,799
Operating Expenditures	\$40,287,996
Total Liabilities and Net Asset Surplus	\$(61,197)



NIGHT AT THE RACES: The 8th annual fundraiser attracted more than 400 ticket holders for a night of fun at the Rideau Carleton Raceway and Slots on May 1. The festivities included a buffet, silent auction, door prizes and cheering as the horses crossed the finish line.

The Perley and Rideau Veterans' Health Centre Foundation

Perley Rideau

Memorial Tributes

February 1, 2009 to June 18, 2009

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

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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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