

The Ongoing Battle with COVID-19

In many ways, the first few months of the pandemic have been the best of times and the worst of times for the Perley and Rideau Veterans' Health Centre. We mourn the passing of 12 residents who had tested positive for COVID-19, although the virus was the primary cause of death in only 6 cases. At the same time, however, the outpouring of community support and the attitude displayed by staff fill me with gratitude and joy.

This newsletter, which doubles as our second-quarter report, highlights a few of the many remarkable stories about Perley Rideau during the first pandemic of the modern era. Minimizing the harm caused by COVID-19 requires changes in behaviour that, for most of us, are unprecedented. Many of our residents, of course, experienced similar restrictions and deprivations during the Great Depression and Second World War. I believe that the sacrifices made by residents during earlier crises inspire members of the Perley Rideau community to confront COVID-19 with determination, humility and grace.

It is only thanks to the dedication of staff and the support of our community that we are able to minimize harm and maximize quality of life during the pandemic. Staff continue to go above and beyond the call of duty, working long hours – often in different assignments – and abiding by continual changes in procedures and care protocols. Some staff of the Therapeutic Recreation and Creative Arts Program and of the Interprofessional Clinic volunteered to serve meals and provide frontline care. Complementing the efforts of staff are generous contributions from our community: donations of cash to the Perley Rideau Foundation's COVID-19 Emergency Response Fund, and of everything from hand sanitizer to facemasks to snacks and more. During meetings in the Command Centre, a team of executives and senior managers coordinates everything, in close collaboration

with suppliers, stakeholders and partners, including the Government of Ontario and The Ottawa Hospital.

So while the pandemic represents the worst of times, the Perley Rideau community's collective response to it demonstrates the best of times. To try and tell this story, this issue of the newsletter features a different format and relates a few of the hundreds of individual stories that have unfolded in recent months. Sprinkled throughout are a few of the thousands of expressions of support and encouragement posted to social media.

While minimizing the pandemic's impacts has been the main focus in recent months, Perley Rideau has also continued its day-to-day business of improving the well-being of the people we serve. A new Quality Improvement Plan was developed for instance, and planning continues on the project to expand our Seniors' Village.

COVID-19 will be with us for many months. To sustain the collective effort needed to protect health and maximize quality of life, all members of the Perley Rideau community – residents, family members, staff and volunteers – must support one another. Donations, along with expressions of gratitude help to connect us; they remind us that we are in this together. By standing strong and lifting each other up, I am confident that we will get through this.



Akos Hoffer
Chief Executive Officer
The Perley and Rideau Veterans' Health Centre



N.B. Throughout the pandemic, staff and residents have abided by guidelines for social distancing and masking that are equal to or greater than those recommended by public health officials. Some photos in this newsletter were taken before masking guidelines came into effect.

Pandemic Timeline

March 11

On March 11, 2020, the World Health Organization declares the global outbreak of COVID-19 a pandemic.

March 11–15

Perley Rideau intensifies hygiene and housekeeping measures, restricts access to essential visitors only, and suspends onsite programs (e.g. Day Program), although the Therapeutic Recreation and Creative Arts team continues to deliver programming to small groups.

Proactively Managing COVID-19

COVID-19 Update

(as of July 15, 2020)

(Includes outbreak management onsite testing)

	Tests Completed	Individuals with COVID-19	Active Cases	Deaths*	Recovered
Residents	1242	24	0	12	12
Staff	2542	42	0	0	42



Current Occupancy (beds)	359
Maximum Occupancy (beds)	450
Staff Availability	850
Leave of Absence**	116

* Tested positive for COVID-19. The virus may not be the cause of death.

** All reasons (Specific to COVID-19)

To minimize the potential impacts of COVID-19, Perley Rideau implemented a long list of proactive measures well before being required to do so by Ontario's Ministries of Health and Long-Term Care. A few examples include restricting entry to staff and essential visitors, universal masking and mass testing. Perley Rideau also directed staff to limit themselves to a single employer more than a week before the Ministry mandated it for all long-term care homes.

In March, all short-stay programs were suspended and the 20-bed SAFE unit was converted to an isolation ward for any residents testing positive for COVID-19 or exhibiting symptoms. IPAC, Perley Rideau's Infection Prevention and Control program, delivered just-in-time training on the proper use of PPE and in the care of potentially

infected residents. Any item with the potential to spread the disease, such as shared salt-and-pepper shakers, were removed. Cleaning and housekeeping teams were expanded and efforts stepped up.

To ensure adequate staffing, part-time staff willing to work only for the Perley Rideau were offered extra shifts and an additional infection-control professional was hired. To help cope with volunteer and visitor restrictions during the pandemic, some staff members helped feed residents and provide other additional supports.

Early on, Perley Rideau suspected that two characteristics of COVID-19 made it particularly dangerous: people who experience no symptoms can spread the disease unknowingly; and COVID-19 can be deadly for anyone in frail health. It took some



March 13

Command Centre established and daily meetings commence to review progress and identify appropriate measures.



March 16

Screening of all staff upon entrance to building begins.

time before researchers confirmed both points and identified the importance of large-scale testing. Initially, Ottawa Public Health advised testing only: those who experience symptoms; anyone who recently returned from a place where an outbreak has been declared; and anyone who had been in close contact with someone suffering from the disease. Limited testing capacity was a key factor in this strategy. Perley Rideau, however, went much further, investing in additional capacity, and testing all staff and residents. Positive tests meant a minimum of two weeks in isolation (for residents) or at home (for staff).

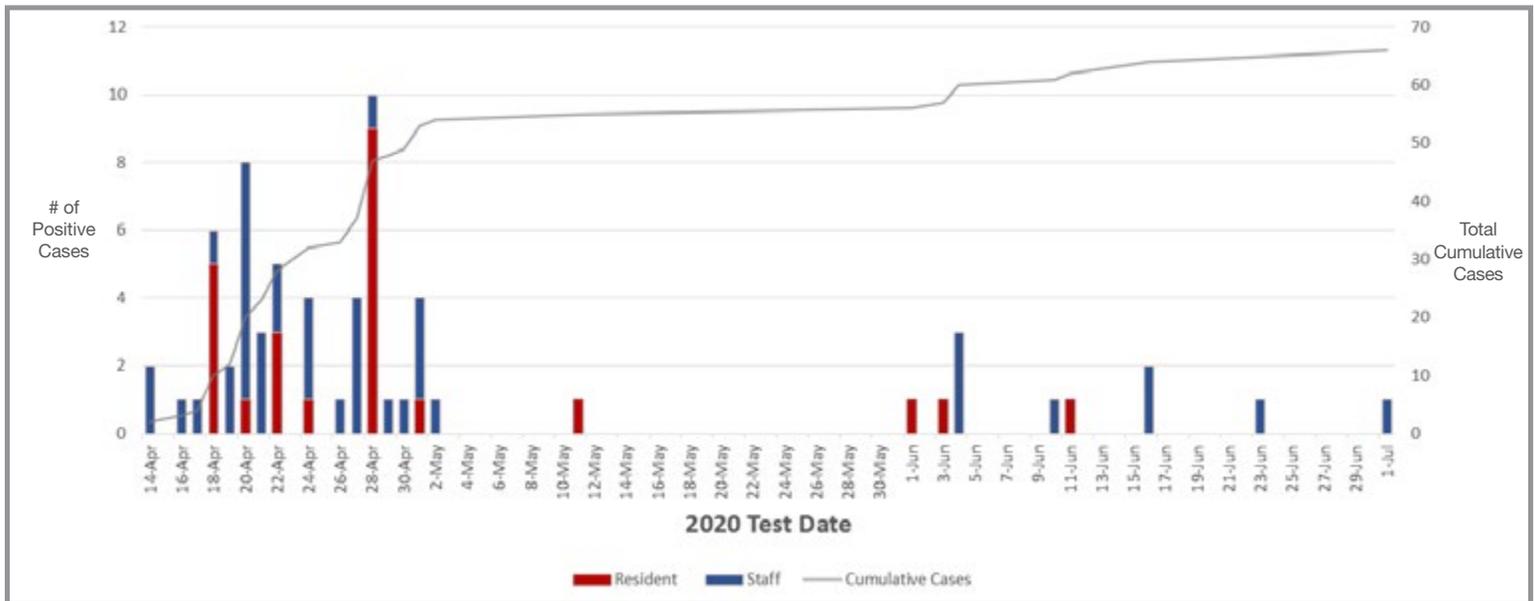
The first positive test (a staff member) came on April 15; an outbreak was declared and new admissions were temporarily suspended.

Throughout the pandemic, Perley Rideau also instituted a transparent communication strategy and continues to post daily updates that include the numbers of tests conducted, their results and the status of those who test positive for COVID-19.



Members of the Infection Prevention and Control (IPAC) team: (from left to right) Nadia Butt, IPAC Employee Health Consultant; Alex Huneault, Analyst; Tania Paolini, Manager.

Perley Rideau Case History



This graph depicts the progress of COVID-19 across the Perley Rideau for residents (red bars) and staff (blue bars) during the pandemic. To date, there have been 66 positive cases (indicated by the solid line).

March 17

Province of Ontario orders state of emergency, closes most public spaces.

March 20

Additional restrictions on visitation begin; private caregivers who visit other homes no longer admitted.

March 25

Updates for tenants of Seniors' Village changes from monthly to weekly.

Virtual Visits



Jessica Lee, prepares to distribute iPads to support virtual visits.

With in-person visits from family members temporarily prohibited, the Therapeutic Recreation and Creative Arts (TRCA) team developed the Virtual Visits Program. The Program connects residents with family members through video-chat applications such as Skype and FaceTime, and through telephone calls. During its first few days, the Program facilitated more than 50 Skype and FaceTime sessions using TRCA's stock of more than a dozen iPads and 3 tablet computers. The success of the Program inspired many families to sponsor the purchase of an additional 5 iPads and 4 tablets through a special donation to the Foundation. Each week, the Program facilitates an average of about 250 visits. (2,990 by mid June) Residents and their families particularly appreciate the efforts of Robyn Oraziotti, Dave Harris, Jessica Lee and Ross Imrie, who lead TRCA's Skype team.



March 31

Restrictions on visitation and gatherings imposed on tenants of Seniors' Village. As of June 17, no cases of COVID-19 among tenants of the apartments

Garden of Gratitude



To recognize the outstanding efforts of staff during the COVID-19 pandemic, residents began contributing to an art project called Garden of Gratitude. The exterior windows of the cafeteria were adorned with bright paintings of flowers, along with thank-you notes and best wishes from residents. The project helped to buoy the spirits of staff and residents alike during these difficult times.



Resident Paul prepares a card.

April 1

Following the guidance of the Ministry of Health and expanded screening criteria for all long-term care homes across the province, all volunteer activity suspended.

Donations from the Perley Rideau Community



Big Rig Brewery shifted operations and started to produce hand sanitizer and generously donated 75 bottles to the Perley Rideau.

Pictured here, Mikael Lantz, Logistics Manager and Delphine Haslé, Foundation Executive Director.



Pictured L-R Tania Paolini, Infection, Prevention and Control Manager accepting a donation to the COVID-19 Emergency Response Fund on behalf of Engluy Khov (RN, Rideau) and family.

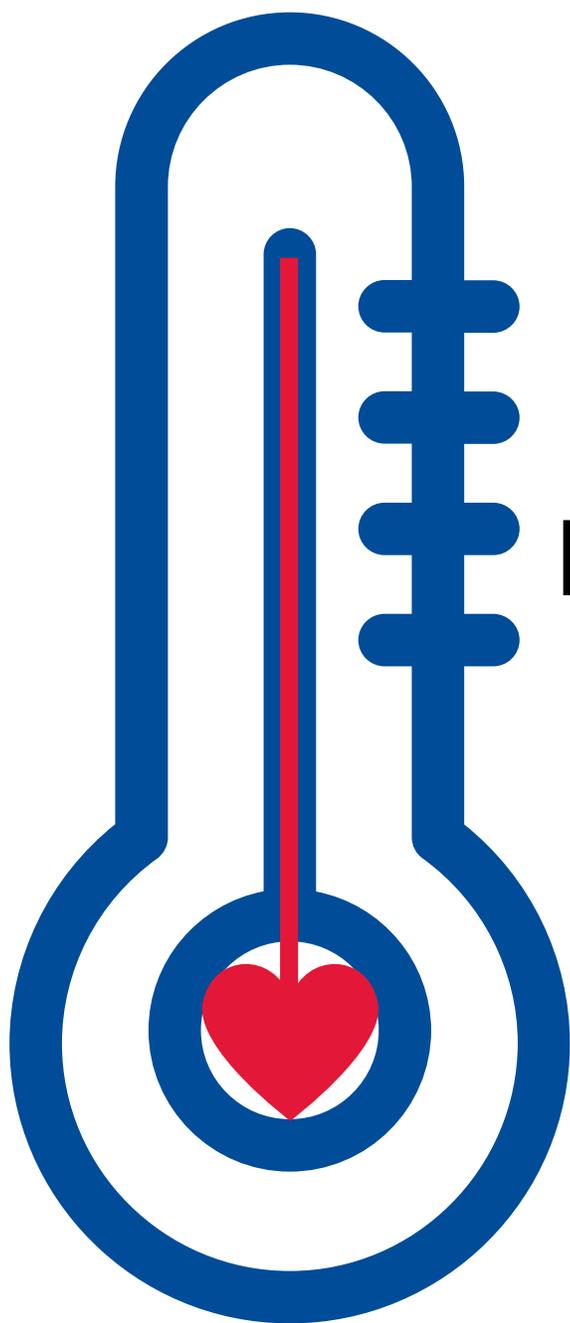


Thank you to Huawei Technologies Canada Co. for the donation of surgical masks.

April 5
Staff requested to choose one place of employment.



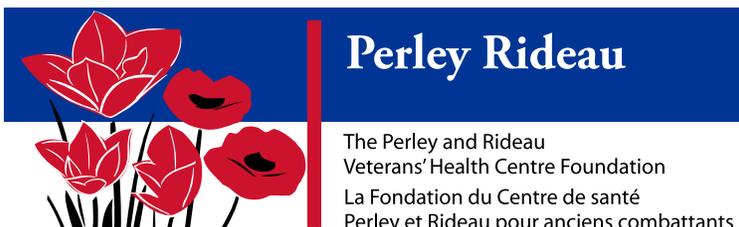
April 7
WorldHealthDay: We thank caregivers and frontline staff for what you do every day. As we come together to beat COVID-19, thank you for caring for the most vulnerable in our community.



**OVER \$112,780
RAISED FOR THE
COVID-19
EMERGENCY
RESPONSE FUND**

Our community has come together to make a real difference in keeping residents and staff safe through the pandemic.

Thank You!



THANK YOU TEAM PERLEY RIDEAU FOR RAISING OVER \$10,600 AND COUNTING FOR THE COVID-19 EMERGENCY RESPONSE FUND



Virtual Runs will continue until September 7, 2020.

To sponsor a runner visit

www.perleyrideaufoundation.ca/events





The Embassy of the Republic of Korea to Canada donated masks for staff . Pictured here – Julian Bae, Assistant to the Defence Attaché, Embassy of the Republic of Korea to Canada and Delphine Haslé, Foundation Executive Director. A special note of thanks to the man in the red shirt, Gord Gall, who came out of retirement to support the team during the pandemic



Pizza days are the best days! Local law firm McMillan LLP treated staff on all three shifts to pizza April 28th. Smiles all around!



*Kerry Tubman –
Manager of Resident Care, Gatineau*

*Jessie Stephenson from Spiritual Care and
Jessica Lee, Recreation Therapist*

Kwesst, a defence and security firm, donated more than 100 of its face shields to the Perley Rideau.



350 straps have been donated to date by Leah Boon and the Ottawa Mask Straps Project.



April 9
Universal mask policy introduced, staff provided procedural or cloth masks based on work requirements and social distancing.

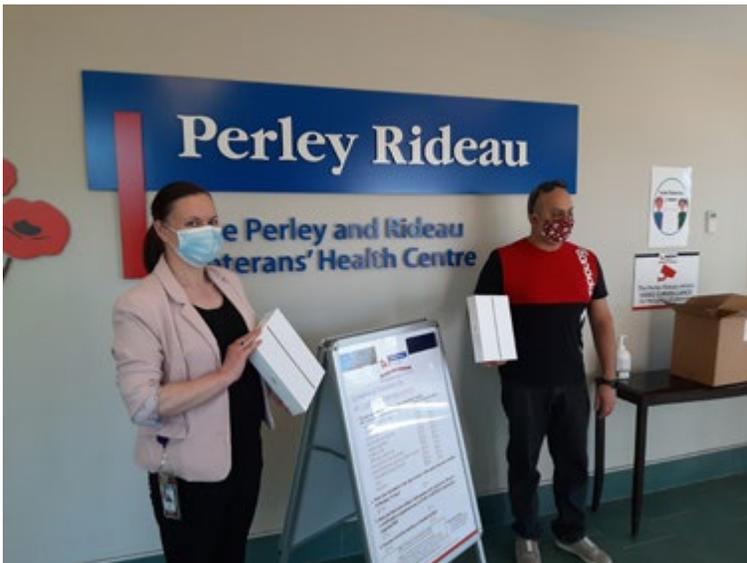
April 14
Ministry of Health orders universal masking, limits staff to single employer.



With a long history of supporting causes that are important to him, Mr. Gagnon donated to the COVID-19 Emergency Response Fund to say thank you to the staff who are working hard to keep everyone safe.



The Ottawa Senators Foundation quickly jumped into action when COVID-19 struck and started donating face shields for hospitals and health care centres across Ottawa. Thank you to the Sens Foundation for your support. Pictured L-R Andréa Fabricicius who helped coordinated the donation and Courtney Rock, Development Manager.



Thank you to Eldercare Foundation for donating 3 iPads and cases to help with virtual visits.



Conquer COVID-19, a local group of physicians, business leaders, entrepreneurs and other volunteers, donated 17 boxes of PPE, including hand sanitizer, face shields and 27,000 surgical masks

April 15

First staff member tests positive; outbreak declared

April 16

Cafeteria starts offering grocery-delivery services to tenants of Seniors' Village.

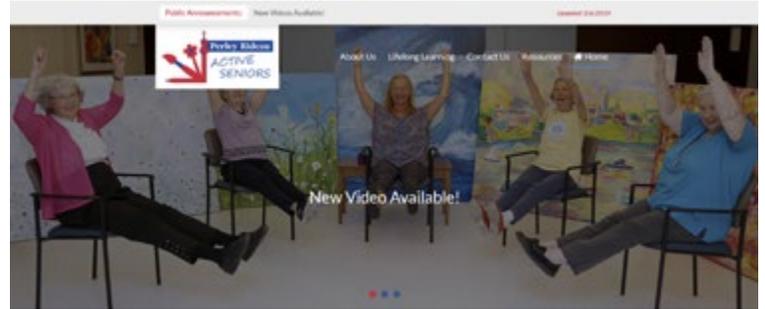
Jessie's Resiliency Training

These are particularly difficult times for our staff. Like all of us, they are concerned about their own health and the health of their loved ones. But they must also deal with the additional stress of ever-stricter protocols implemented in the Health Centre. To help them cope, Spiritual Health Practitioner Jessie Stephenson continues to deliver special training on resilience to small groups of staff. The training attracted media attention, including Sam Laprade's feature interview with Jessie on AM1310 radio.



Perley Rideau's Online Content Gains in Popularity

Recognizing that the pandemic would lead to social isolation and decreased physical activity for many seniors, Perley Rideau stepped up efforts to promote its online offerings. The efforts yielded higher numbers of visitors, particularly for [Active Seniors](#). The website, established in 2018, features a wide range of content, including videos, articles and lectures. During the pandemic's early phase, Perley Rideau promoted the website on social media. The campaign proved effective, as the number of visits per week increased by more than 200% in mid-April. Posts about social distancing, as well as those linking to the Memory Game and Laughter Yoga (two Active Seniors offerings) proved most popular. Another popular item was the rendition of The sunny Side of the Street performed by Kelsea Harris and Rachael Dobson of the Therapeutic Recreation and Creative Arts program.



Perley Rideau Active Seniors Website
www.ActivePerleyRideau.com



Sunny Side of the Street
www.facebook.com/perleyrideau/videos/818818101858593/



April 17
Staff volunteer for reassignments to help manage the outbreak, such as these members of the physiotherapy team, who help with laundry



April 18
Colourful cloth masks

National Volunteer Week



National Volunteer Week began on April 19 this year. And while the pandemic precluded the usual gala dinner and awards, we did celebrate – at a safe distance – Perley Rideau volunteers who contribute so much to the well-being of residents.

Day 1

Tony & Marie

These two amazing volunteers are "actively" raising funds for the Perley Rideau Foundation as part of Team Perley Rideau's virtual Ottawa Race Weekend.

Last year at this time, Tony Cobden was accepting the Volunteer of the Year Award. Tony has been an incredibly positive and supportive volunteer with the physiotherapy and therapeutic recreation programs, for over 12 years. As a veteran himself, he regularly advocates and fundraises for the Centre amongst his military community. Tony's been racing with our team for many years. You can support his 2020 campaign here...

[Support Tony's Race Weekend Campaign...](#)



Marie Gauthier lives at the Perley Rideau Village, in our independent seniors' apartments. She volunteers several days per week delivering mail to long-term care units, organizing coffee club with her fellow tenants, assisting with music programs and helping with a myriad of clerical tasks. Marie is also an avid nordic pole walker, who was inspired after cheering on Team Perley Rideau during the 2019 Race Weekend. While Marie's dream of participating in this year's 2K walk has had to go virtual, you can still support her fundraising efforts.

[Read more about Marie's story and find a link to her Race Weekend page here...](#)



Jill Ronan Big thanks to everyone 🙏🙏🙏🙏. Marie you are beautiful inside and out 😊



Arlene Bomback-Fortin God bless volunteers and thank you to all front line workers for your courage and dedication. 🇨🇦



Top Fan

Delphine Hasle Tony and Marie are 2 of most amazing people who makes the Perley Rideau a special place. Thank you!



April 18

First round of mass testing of all residents and staff. Among those who tested positive for COVID-19, all six residents and 16 of 34 staff members experienced no symptoms.

April 19

Today marks the first day of National Volunteer Week.

Day 2

Tax Man Brian

This is the 10th consecutive year that Brian McGill has assisted Perley Rideau residents through CRA's Canada Volunteer Income Tax Program. COVID-19 hit our region just days before Brian was to host his first 2020 on-site income tax clinic. As a precautionary measure (which quickly became a necessity), Brian offered to complete all scheduled tax returns from his home office. Volunteer Services has set up secure procedures so Brian can fulfill his commitment with no risks to personal information. Thank you, Brian, for continuing to provide this essential service!



 **Stephen McGill** That's my brother right there! Thank you for giving your time and expertise to such a wonderful organization.  3

 **Mike McGill** Volunteering as natural as breathing thanks Brian  3

Day 3

The Sewing Troops!

A team of 18 Perley Rideau volunteers have been working hard, from the comfort of their own homes, to sew foam headbands which will attach to face shields for frontline staff. Thanks to these efforts, we will be better positioned to stop the spread of COVID-19.

Volunteer Joan O. has also been busy coordinating a group of her neighbours to sew cloth face masks, which administrative staff have worn these past two weeks. As of today, all staff are being provided surgical masks to wear on shift and the cloth masks are available for staff to take home, to reduce the risk of community spread.

Thanks to each of you for helping our community, from a safe distance! We look forward to having you back on the frontline with us again soon.

NEW UPDATE: Another troupe of sewing volunteers have donated their time to make hundreds of head bands and scrub caps for staff – a great relief, especially for those wearing full PPE on hot summer days!



April 21

All staff begin to wear PPE whenever caring for residents .
790 COVID-19 tests completed to date on staff and residents.

April 23

Summary of test results

- 6 of 424 residents test positive and move into isolation unit.
- 13 of 814 staff members test positive, ordered to self-isolate at home.



Day 4

Maintaining the Connection

As a volunteer with the Perley Rideau Choir and Family Transition Program, Laurel Seibel knows how important social connections are to the health and well-being of our residents. That's why she, and several other Perley Rideau volunteers, are staying connected with residents through regular phone calls during the COVID-19 crisis. Thank you, everyone, for helping to decrease isolation during these challenging times!



Sheila Elliott Thank you for your services... you helped me out with my dad's arrival to the Perley and I never got to thank you.



Day 5

P.S. I miss you!

Because phone and video calls are not the easiest way to communicate with all our residents, volunteers Katherine Stewart, Stephanie & Nellie from Ottawa Therapy Dogs, and Daphne Pearson are also keeping in touch via mail. Thank you to everyone at Canada Post for maintaining this essential service!



Martha St-Pierre Thank you so much for your hard work to keep us protected in our units, we really appreciate this. R2N ❤️😊🙏



April 25

Swabbing with attitude: Proud of our team for their contribution to testing staff for COVID-19. To date, 1260 tests conducted on residents and staff.

Day 6

Our Favourite Things

When Deborah's Gift Boutique was forced to close due to COVID-19 restrictions, the volunteers who manage the shop generously donated hundreds of dollars' worth of confections from their stock. It was very important to them that their "regulars" would not go without their favourite snacks. These two tenants from Seniors' Housing are clearly grateful to have received their goodies.

When volunteer Pub Manager, Ken Green, learned that supply chain challenges were impacting our ability to stock on-site vending machines, he came out of isolation to do an online/curbside purchase and drop off. Thanks to Ken, no staff or residents will go without their favourite chocolate bars during this crisis! Here he is holding his favourite snack, in his award-winning costume at our 2019 Hallowe'en party.



NEW UPDATE: The Gift Boutique volunteers made a second donation of treats for residents and tenants in June. Thank you, all!



Day 7

"We miss you like crazy!" The late veteran resident, Jerry Bowen, and CEO Akos Hoffer speak on behalf of all residents and staff in sharing gratitude and best wishes for our beloved volunteer team. (April 25)

"To all the people who volunteer, particularly at this time, I give you my blessing and my admiration. For them to come out and help out. Now those who can't make it, I know their thoughts are with us and their support. So good luck gang!" - Jerry Bowen

To hear it in Jerry's own words as well as a message from CEO Akos Hoffer, visit us on Facebook.

[View the video on Facebook](#)



Arlene Domback-Fortin God bless volunteers and thank you to all front line workers for your courage and dedication. 🙏



April 29

Announced a major research study to test the use of new Canadian technology to decontaminate and sanitize medical face masks, The Clean Flow Health Care Mini.

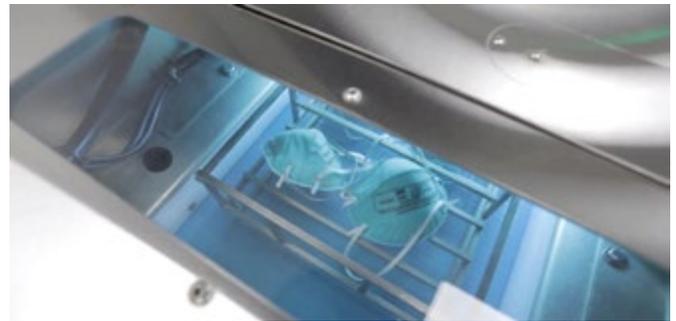
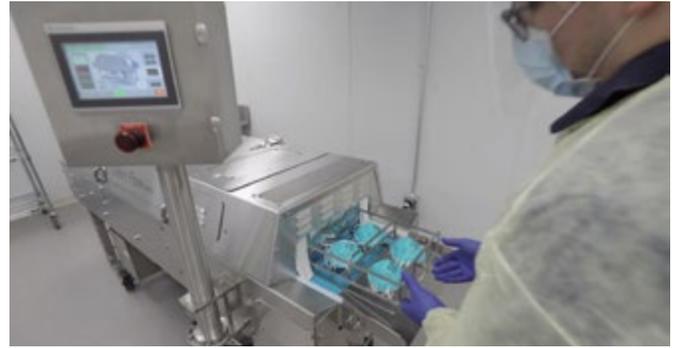
Innovative Machine Sanitizes PPE for Re-use

With care providers worldwide facing a critical shortage of personal protective equipment (PPE), Perley Rideau's Centre of Excellence in Frailty-Informed Care is testing the effectiveness a new machine that sanitizes used PPE. Known as the Clēan Flow Health Care Mini™, the machine uses ultraviolet light, vaporized hydrogen peroxide and ozone to sanitize up to 800 items per hour. The technology is licensed to reprocess N95 respirators, but has yet to be validated for the type of procedural masks widely used in long-term care homes, hospitals and elsewhere to protect against COVID-19 and other diseases.

Thanks to donations to the Perley Rideau Foundation, the Centre of Excellence acquired a Clēan Flow Mini, installed in a specially equipped, secure clean room, and has begun to test sanitizing protocols for all types of PPE. The Centre of Excellence signed a preliminary agreement with the Children's Hospital of Eastern Ontario to collaborate on related research.

"In times like these, it is wonderful to see not-for-profit long-term care providers taking bold steps to find solutions to benefit the broader sector," says Lisa Levin, CEO, AdvantAge Ontario. "The brave men and women on the frontlines deserve to know that PPE will be there when they need it."

To develop the machine and process, Clēan Works of Beamsville, Ontario, adapted technology currently used in the agrifood industry.



Staff demonstrate the new technology at the Perley Rideau.

[View the video on Facebook](#)



The National Research Council (NRC) has invited the Perley Rideau to join a group of collaborators and other health experts to discuss and ultimately facilitate the introduction and implementation in the Canadian healthcare system of devices, such as the Healthcare Mini, and protocols for sterilization of masks and respirators. The National Research Council of Canada (NRC), as the largest federal Science and Technology organization, is actively contributing to the Canadian response against this pandemic and quickly put in place key initiatives to offer support in the collective efforts against COVID-19.



May 5
First recovered workers returns

May 8
First three long-term care residents recover from COVID-19

Centre of Excellence Study Launch

A collaborative research project led by the Research Chair of the Centre of Excellence in Frailty-Informed Care will study key impacts of COVID-19 on the long-term care (LTC) community. A focus of the study will be how measures to contain the virus in LTC homes, such as banning non-essential visitors and many group activities, along with changes in staffing, affect the psycho-social health of residents and caregivers.

Measures to contain COVID-19 increase social isolation, a condition strongly correlated in several research studies with declines in physical and mental well-being. Along with seniors in LTC, the study involves members of their families, volunteers and caregivers. Up to five long-term care homes in Ottawa, including the Perley Rideau, will participate in the study.

“The study promises to improve our understanding of how best to support older adults living with frailty and their caregivers, along with volunteers and care professionals,” says Research Chair Annie Robitaille. “This is crucial given that the number of Canadians aged 85 and older is expected to triple over the next few decades, and that new zoonotic diseases will continue to emerge due to globalization. The lessons we learn now will help us to cope with future pandemics.”



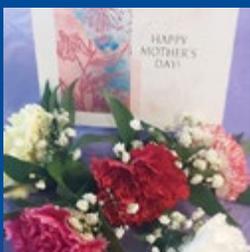
Dr. Annie Robitaille, Research Chair, Centre of Excellence in Frailty-Informed Care

CENTRE OF EXCELLENCE IN FRAILTY-INFORMED CARE™



“The study promises to improve our understanding of how best to support older adults living with frailty. The lessons we learn now will help us to cope with future pandemics.”

Dr. Annie Robitaille



May 10
Mother's Day; every woman receives a corsage and cookie

May 19
Perley Rideau celebrates Personal Support Worker day.

Century Club

Every summer, the Perley Rideau celebrates Century Club members: residents aged 100 years and older. The Club currently comprises 17 members, with 5 more set to qualify later this year. On Rideau 2 North, one-quarter of the residents (6 of 24) now belong to the Century Club. To accommodate pandemic restrictions, staff have come up with new ways to celebrate Century Club members, such as by organizing window visits and virtual gatherings, and creating memory books. During June, 5 residents celebrated their 100th birthday.



Celebrating a 100th bday virtually. Bree and Robyn coordinated with family to help make a memory book of the residents life to share with her.



Music with Trudy. Special French group to celebrate the 100th birthdays.

May 25

Ottawa Public health declares end of outbreak at Perley Rideau

Advocacy Update

The Perley Rideau's advocacy efforts continue on a number of fronts. We developed a proposal for a practical and safe policy to permit visitors back into long-term care (LTC) homes, for instance, and submitted it to the Ministry of Long-Term Care well before the Province of Ontario issued the current guidelines.

While COVID-19 forced us to temporarily suspend design work on the expansion of the Seniors' Village, Perley Rideau continues to work on other long-term projects, such as the Ottawa Campus of Care. The project, a partnership with Ottawa Community Housing and Algonquin College, integrates affordable seniors housing, long-term care, and practical, experiential learning. A feasibility study is complete and the partners have requested funds from the province for early-stage planning. The Ottawa Campus of Care aims to achieve five key goals.

1. Create 240 long-term care beds and 150 units of affordable housing for frail seniors.
2. Increase access to the existing services designed to help elderly people age in place as long as possible. – Assisted Living Services for High-Risk Seniors (ALS-HRS)
3. Integrate social and health services.
4. Increase the supply and retention of workers with the appropriate training and practical experience.
5. Develop and deploy digital technologies to deliver better health outcomes, improve efficiencies and reduce workforce burnout.

The Ottawa Campus of Care would be built on the Algonquin College campus. The project would address the weaknesses in seniors' care exposed by COVID-19, namely chronic shortages of beds, trained staff and evidence-based care protocols.



As part of ongoing efforts to establish an innovative project in Ottawa's west end to house and care for seniors, CEO Akos Hoffer, along with representatives of Algonquin College and Ottawa Community Housing, met with the Hon. Catherine McKenna, Minister of Infrastructure and Communities.



June 1

Ontario requires that all staff of long-term care homes be tested for COVID-19 at two-week intervals. Perley Rideau, which had already tested all staff in April, completes a second round of testing by June 5 and a third round by June 17

Tributes to Staff

Due to the pandemic, Perley Rideau hosted its Annual General Meeting (AGM) online on June 4. The theme of the meeting was gratitude, both for the dedication of staff and for the support from the community. In his remarks, Board Chair Kris Birchard emphasized that Perley Rideau's success results from a team effort. He also described the work underway to update Perley Rideau's brand so that it better reflects the organization's ongoing evolution.

Members of the Board recorded and posted video tributes to staff. Along with expressing appreciation for all staff, members singled out individuals who went above and beyond the call of duty during the pandemic. The videos were shared with staff, posted to social media and comprise the multi-media version of our second-quarter report. Note that all elements of the second-quarter report, including videos, financial statements and newsletters, are posted to the Future of Caring. Perley Rideau's audited financial statements, presented and reviewed during the AGM, appear on the next page.



Board Chair Presentation - Annual Meeting
A special thank you to Daniela Acosta and Missy Janichen

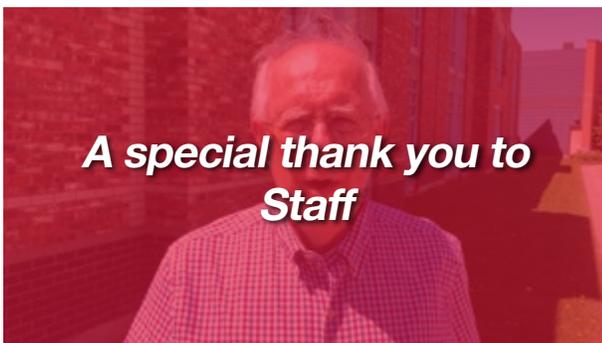


Board Thank You - Promo

Future of Caring Q2 Report 

Video Tributes

CLICK ON THE BOXES TO SEE THE FULL VIDEO



Kris Birchard, Board Chair



Susan Fletcher, Board Member

June 2

Resident tests positive for COVID-19, moved to secure unit.



Keith de Bellefeuille Percy, Chair, Perley Rideau Foundation's Board of Directors



Terry McEwan, Honourary Director



Lloyd Campbell, Board Member



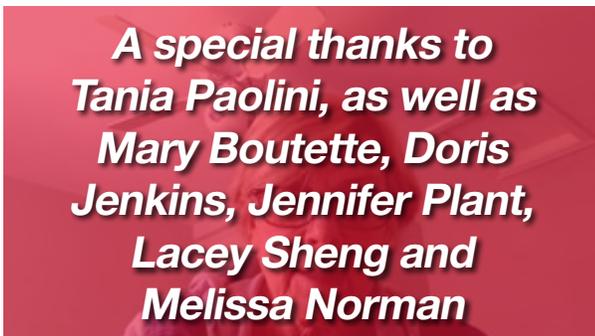
Ron Buck, Board Member, Past Chair



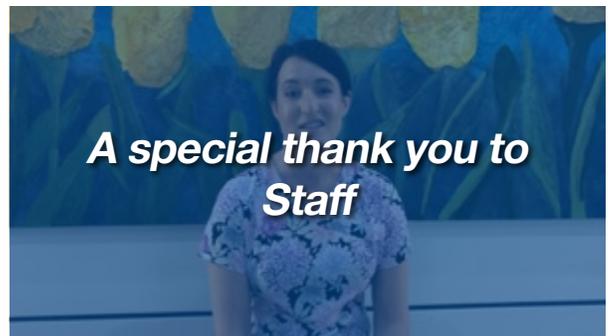
Terry McEwan, Honourary Director



Ron Buck, Board Member, Past Chair



Margaret Tansey, Vice-Chair



Kelsey Harris, Music Therapist

June 8

Province announces Stage 2 of its COVID-19 Recovery Plan for most of Ontario, including Ottawa.

Financial Highlights 2019

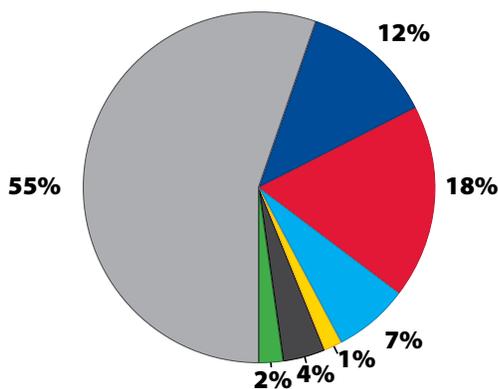
The Perley Rideau in 2019 continued progress with respect to the implementation of the core initiatives of the organization’s strategic plan and to build toward a new vision for seniors, and as an institution; to lead innovation in Frailty-Informed Care.

From a financial perspective, previous investments made by the organization, notably Seniors Housing, and the continued focus on ancillary operations have helped generate operating surpluses in those areas, thus providing enhanced financial sustainability to the core LTC operations; as well as contributing to the capital required to make additional strategic investments in the next generation of projects to move us towards the Perley Rideau’s vision on expanding the continuum of care services that we offer to seniors throughout the region.

With the emergence of the COVID pandemic in early 2020, the Perley Rideau is slowing progress with some of its strategic initiatives as it is essential that management focus on the of safety and care of our residents. Additionally, we expect many lessons will emerge from the pandemic that will impact senior care and we will adjust our move into innovation in Frailty informed care to address these items.

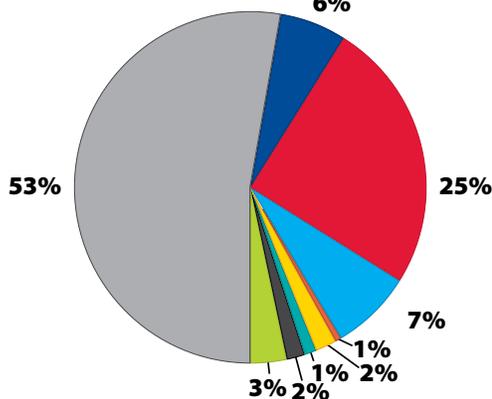
Distribution of Revenues (% of total)

Total Revenues \$62.5 Million



Distribution of Expenses (% of total)

Total Expenses \$64.1 Million



Revenues (in Millions)

MOHLTC (LTC, ALS, CSS*)	\$34.6
Residents	\$7.7
Veterans Affairs Canada	\$11
Seniors Housing	\$4.4
Centre of Excellence	\$0.1
Interprofessional Clinic	\$0.9
Ancillary Operations	\$2.5
Amortization of Deferred Contributions	\$1.3

Total Revenues \$62.5

Expenses (in Millions)

Nursing and Personal Care	\$33.9
Program and Support Services	\$4.0
Accommodation Services	\$16
Seniors Housing	\$4.7
Centre of Excellence	\$0.4
Interprofessional Clinic	\$1.2
Village Expansion Project	\$0.7
Ancillary Operations	\$1.2
Amortization of Capital Assets - LTC	\$2.0

Total Expenses \$64.1

Surplus/(Deficit) (\$1,600,000.00)

*LTC: Long-Term Care; ALS: Assisted Living Services; CSS: Community Support Services

June 13

Numbers:

3,034 tests completed (residents 1,190; staff 1,844); 62 positive tests (residents 24; staff 38); 44 recovered (residents 10; 34 staff); 6 active cases (residents 2, staff 4); 12 resident deaths (not confirmed due to COVID-19)

Quality Improvement Plan (QIP) Narrative for The Perley and Rideau Veterans' Health Centre

Perley Rideau is pleased to share its 2020/21 Quality Improvement Plan (QIP). Perley Rideau's primary focus is Excellence in Care and Service. Our commitment to quality is reflected in our mission "to achieve excellence in the health, safety and well-being of Seniors and Veterans with a focus on innovation in person centred and frailty-informed care and service" and in our supporting strategic plan, which was updated in 2017 to better reflect the evolving healthcare landscape.

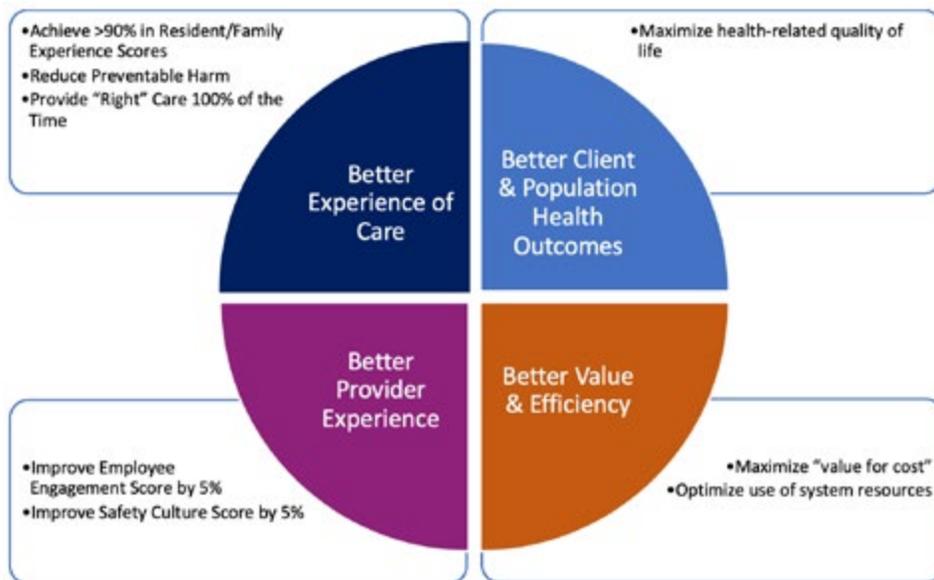
The QIP is a roadmap to achieving excellence in care and service, while navigating challenges and opportunities in our environment. Perley Rideau's QIP is aligned with our quality framework, based on the Quadruple Aim framework adopted by Ontario Health.

The high-level objectives for this year's QIP are informed by the quality and safety aims under the various pillars of the framework, as determined by Perley Rideau's Board of Directors:

- increase resident and family experience
- reduce preventable harm
- provide the "right care" 100% of the time
- improve health-related quality of life
- improve staff experience

Specific initiatives, targets for improvement and projected change ideas/tactics for each high-level objective reflect:

- progress achieved in 2019/20;
- the most recent performance data available from the Canadian Institute for Health Information (CIHI), resident, family and staff experience surveys and our electronic health record;
- emergent issues identified internally (trends in critical incidents) and/or externally
- input from residents, families, staff, leaders and external partners, including the MOHLTC.



[View the full Quality Improvement Plan 2020-2021](#)



Initiatives are divided into 3 categories – focused action, moderate action and monitoring. Please note that targets reflect a blended average for both our community and veteran residents.



June 19

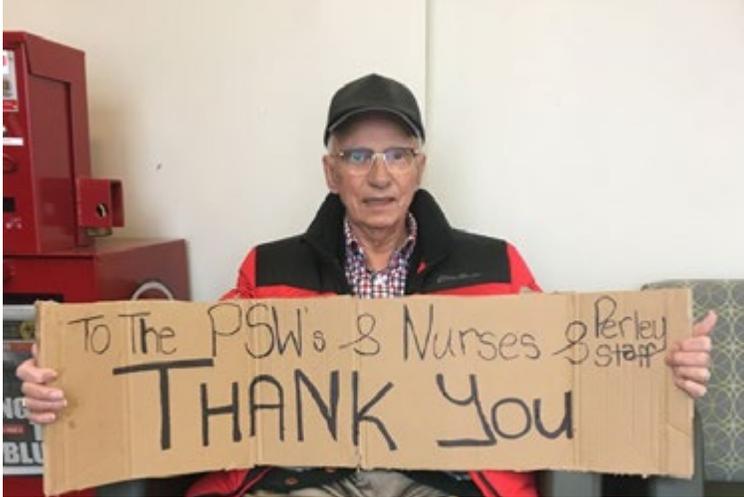
Veteran resident Jim returns to his regular room following his recovery from COVID-19 and two weeks of isolation and resolution of symptoms.



June 21

For Father's Day, all male residents receive a boutonniere and a cookie; many also receive cards purchased from the Foundation.

Thank You!



Our doors may be closed to only essential staff and volunteers, but our hearts are always open. Thanks to this gentleman from the community for expressing his gratitude. (March 23)



Thank you Tim Hortons for the coffee and donut delivery and for thinking of all of our front-line staff during these unprecedented times. (March 30)



Thanks to a very generous donation from the volunteers at Deborah's Gift Boutique, the Easter Bunny made some early deliveries to grateful residents and our hardworking staff, spreading a whole lot of joy along the way. (April 9)



Thanks to Dairy Distillery's Vanessa and Neal for generously donating hand sanitizer to help keep residents and staff safe. As friends, family, volunteers and strong community supporters of the Perley Rideau, we salute the entire team at Dairy Distillery! (April 14)

Thank You!



May 8th marked the 75 anniversary of VE Day. This is the date when the World War II Allies formally accepted the unconditional surrender of the armed forces of Nazi Germany. This represented the end of the Second World War in Europe and the liberation of the Netherlands.

Thank you to all our Veterans. Gertrude Letourneau from Therapeutic Recreation and Creative Arts helps us to remember and honour our Veterans with her rendition of "When the lights go on again".



Megan Stewart from our team ordered 30 and the baker, Rebecca's Cookie Jar, decided to make an extra 30 free of charge as a thank you to the recreation staff.



Thank you for showing your support on a special "Wear Red Friday" making the 75th Anniversary of VE Day



A procession of Canada Post workers visited The Perley and Rideau Veterans' Health Centre in a show support for frontline workers, residents and apartment tenants.

The procession circled the Perley Rideau property and, as has been done in support of healthcare centres in Ottawa and Montreal, drivers honked their horns and waved posters of support for frontline workers.

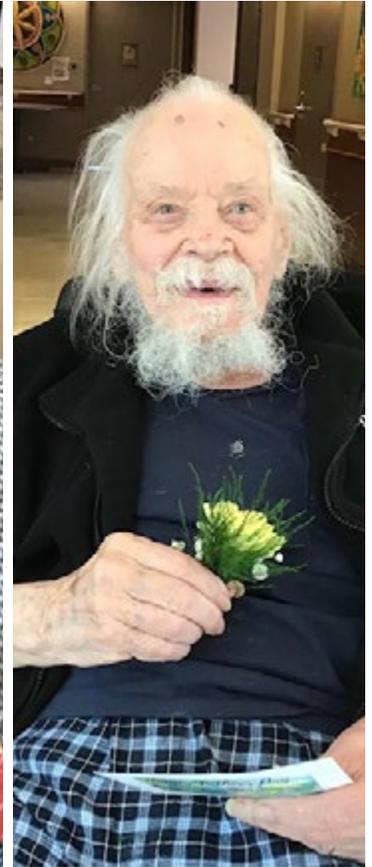
Perley Rideau staff, residents and tenants were on-hand to welcome them -- and thank them -- for this grand gesture while continuing to maintain the necessary protocols to protect against community spread of COVID-19.

(May 21, 2020)

Thank You!



Mother's Day corsages courtesy of the Perley Rideau. Thank you to Beaudry Flowers for all the support and generous donations. The vase of flowers were picked in one of our courtyards. Mother's Day cards were sent by families, coordinated by The Perley Rideau Foundation and delivered by staff.



For Father's Day Perley Rideau provided gifts of yummy Cookies from Rebecca's Cookie Jar and boutonnieres by Beaudry Flowers.



What's trending at Perley Rideau? These awesome scrub caps sewn by our amazing volunteers! Thanks for keeping us safe, comfortable and tidy, under our PPE. 🙏❤️😁
(June 13)



Thank you to all our supporters and to the staff who participated in making this video!

Thank You for Your Generosity

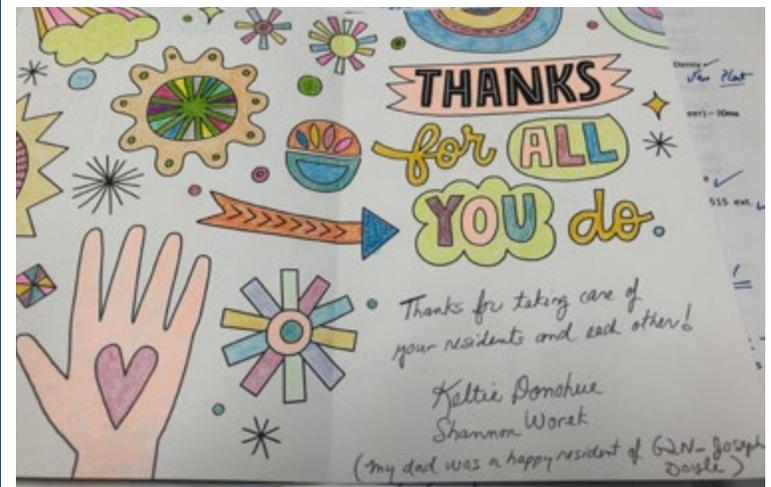


Thank You!



Tribute to G1N

Thank you to the volunteers from Deborah's Gift Boutique for a second, large donation of treats, currently being enjoyed by Seniors' Housing tenants and Long-Term Care residents throughout the Perley Rideau Village. You're the sweetest!
(June 14)



Thank You Note



Thank you for the flowers! A beautiful gift to thank G1S.

Kudos to our Team!

Following the Ministry's guidance to suspend all volunteer access to our long-term care home, Deborah's Gift Boutique was temporarily closed on April 1st, 2020. We look forward to the return of all our dedicated volunteers when this pandemic is over.



Suzanne Charest They were so helpful today. I interacted with a very kind and giving volunteer who took an order of treats for my dad. Many, many thanks!

Merry Moore Thank you Deborah's Gift store staff. You bring such joy to the members, families and staff.

Donna Williams Thank you for keeping the store open and being there for our family members and the frontline staff at the Perley. 😊♥

Lisa Mallin Thanks for hanging in there with us for as long as you could!

Carolyn Millard Your staff and volunteers are wonderful. As tough as this is thank you for continuing to put the care of your residents and health of your staff and residents a priority

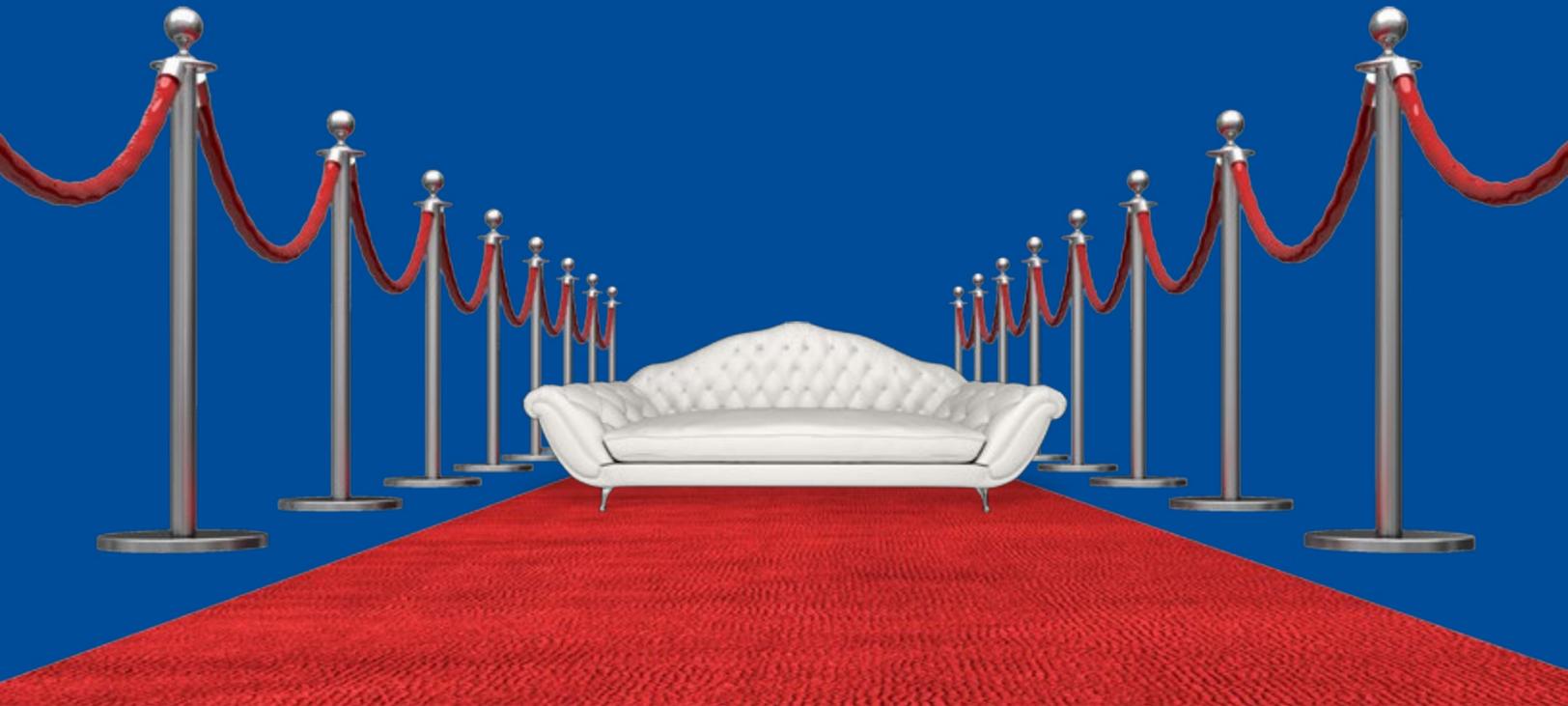
Patty Kilby Lowe We thank each and every one of you for standing beside us during this very difficult time. ♥

Merry Moore All of the staff and volunteers you are to be saluted for a job well done. Zulu Bravo to you all. God speed, I look forward to see you all in the near future.

Dina Carvalho Thanks to all !! Thanks for all support ♥

THE PERLEY RIDEAU FOUNDATION
INVITES YOU TO NOT ATTEND

No Show Gala



WHEN: NOVEMBER 7, 2020

WHERE: WHEREVER YOU ARE

ATTIRE: WHATEVER YOU'D LIKE

From the comfort of your own home enjoy our online auction and spend your time doing what makes you happy. For "non"-tickets and all the details visit:

www.perleyrideaufoundation.ca/events

Thank you to our Sponsors

Sunshine Maintenance - Emond Harnden LLP - Deloitte Inc

Rhodes & Williams - VitalAire Healthcare - DCore Electric

Fifty Five Plus Lifestyle Magazine - Olymel



In appreciation of the important work done by the staff at the Perley Rideau **CN Rail** donated **\$10,000** as a matching gift to the **COVID-19 Emergency Response Fund.**

That gift was matched in no time at all thanks to the generosity of donors.

Thank you CN Rail for all you do!

The COVID-19 Emergency Response Fund helps with providing additional PPE, to more Housekeeping Staff and enhanced cleaning measures, from new Meal Helpers to showing appreciation to all Staff - we thank you for your support!

Thank You!



A Daughter's Gratitude

As seen on www.perleyrideaufoundation.ca/stories/blog/a-daughter-s-gratitude



Kirk and family on move-in day; Kirk giving his signature 'thumbs-up!' at the Perley Rideau; Kirk and Brenda on Carrie's wedding day

If you've ever been a caregiver, you know how worrisome and stressful it can be. The weight of it all can keep you up at night, especially right now, having a loved one in long-term care during the COVID-19 pandemic. But I'm comforted knowing Dad is happy and comfortable at the Perley Rideau.

Thanks to you, I know that during these uncertain times Dad is able to enjoy activities that are meaningful to him. The Therapeutic Recreation and Creative Arts team continues to deliver engaging programming to small groups as part of the comprehensive care plan. You give staff the equipment and resources they need to maintain life as usual at the Perley Rideau. Your support for the Perley and Rideau Veterans' Health Centre has made a profound difference in our lives. I can honestly say that I've never seen my Dad happier in his whole life, and I've never had a better relationship with my Dad since he began living at the Perley Rideau. We have you to thank for his happy-go-lucky days, full of activities that he love.

Dad is being cared for by people who know and accommodate his likes and dislikes, his needs and his quirks. Dad says the Perley Rideau feels like home. You have given him that priceless gift. At least once a day he says, "I'm in my glory." That's why I just had to write you this

letter, to let you know personally how much your kindness means to our family. To thank you, from the bottom of my heart, for your generosity.

I also wanted to ask you to consider sending a special donation to acknowledge the amazing work of the front-line staff all year long and especially now, during this crisis.

You should have seen him before he came here! He and Mom were in a place that just didn't have the expertise or the facilities to meet his needs. Thanks to you, life is different here! Every day, Dad goes for a long walk through the Perley Village. He often stops to chat to people, like his friend the barber who shares his morning newspaper with Dad. We're thrilled that Dad can also continue to cycle indoors. When he first arrived, we asked if he could bring his beloved stationary bike. After an assessment to make sure he wasn't at risk of hurting himself, staff gave the green light. The first week he was here, he put 200 km on that bike!

Normally, the Perley Rideau also gives my family and I the opportunity to have great visits with my Dad. We can meet in one of the lounges, which I hope you will help finish upgrading this year. The new ones are so comfy and filled with light. We can do puzzles or play games in the

activity room. And when the weather is warm, we head out to the patios for a family barbecue. We are all looking forward to more puzzles in the lounge once this crisis is over. In the meantime, I am grateful for the options I do have to connect with my dad, via donor-funded iPads – thanks to you.

Most afternoons, Dad heads to the woodworking shop or the pottery studio. My father has always been creative, with a bit of a quirky bent. I remember once, when I was a kid, he stuck wooden legs into a bowling ball and turned it into a bird for the garden. The staff in the studio embrace his creativity, helping him bring his ideas to life. During this crisis that type of creativity can be seen throughout the home as staff work hard to keep all families connected and informed. Since the restrictions to the home came into effect, staff have established communication supports through Skype and FaceTime, emails and phone calls.

Your support is the reason I am able to stay connected with my Dad and why the shelves in his room are chock full of his creations. He's so proud to show them to

everyone who visits his room! Your kindness also enables me to have complete peace of mind, knowing that my Dad has the best care, from people who truly care. The staff always include me in discussions because they value my insights into his behavior and motivations, and the love I can provide that is so needed during this crisis.

I honestly feel like we've won the lottery, and you gave us the winning ticket. I know Dad feels it too. One day, he turned to me and asked, "Is this going to be my home for the rest of my life?" And I said, "Yes, Dad, how lucky are you?" And he smiled and said, "Really lucky."

**Sincerely,
Carrie King
Grateful Daughter, Proud Supporter of the Perley
Rideau**

P.S. My Dad is living his best life and as his daughter, I'm so thankful for your help. I hope you will make a special gift today. It will mean so much to my Dad, his fellow residents and the amazing front-line staff. Thank you!

Foundation Welcomes New Fundraising Coordinator

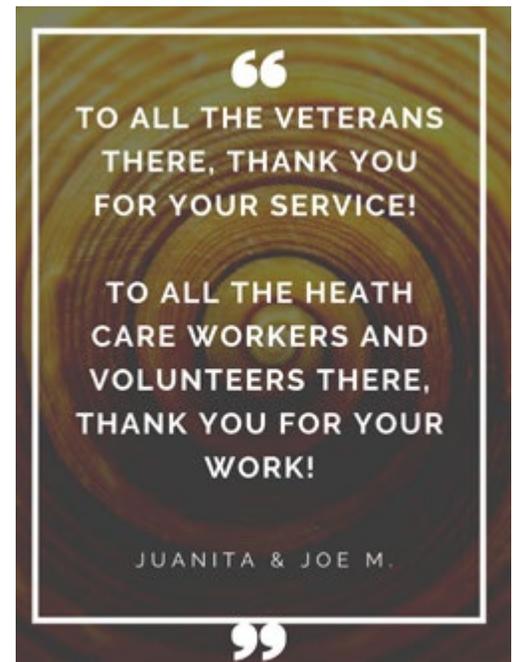
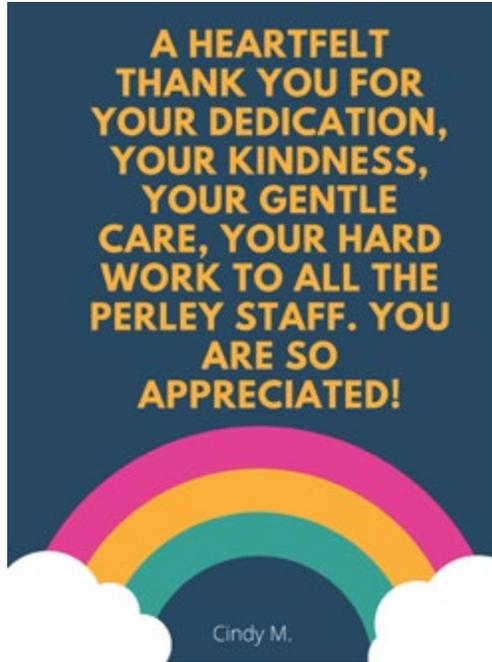
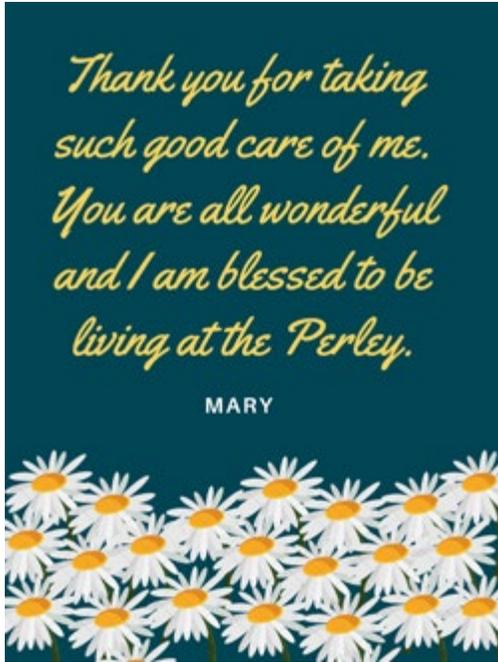
The Foundation is pleased to welcome Maureen Forrester as its new Development Coordinator. Maureen is here for the next 14 months while Sara is on Maternity leave. She is a passionate people person with a calm and organized energy.

Prior to joining the Foundation team, Maureen performed donor stewardship and event planning duties with Shepherds of Good Hope and became professionally certified in the donor database Raisers Edge. Before beginning her career in fundraising Maureen worked in environmental community outreach, earned a graduate certificate in Event Management from Algonquin College, and graduated from the University of Ottawa with a Bachelor in International Development.

Maureen is excited to join the Perley Rideau team and play her part in supporting the compassionate and innovative care of seniors and Veterans by engaging with donors about the significant impact they can have in the lives of others.



Messages from Donors





Together, we are stronger! Best message to start the day when greeting screener Joanne at the door. (April 14)



Perley Rideau Shields: With personal flare infused in the design, Ross and Bree from Therapeutic Recreation and Creative Arts show off face shield models we are now producing to help keep staff and residents safe. (April 4)



Showing our true colours: Thanks to Joan and her team of volunteers as well as our Creative Decor partners for providing cloth masks in Spring colours for staff who can work while maintaining safe social distancing. Universal masking is on at the Perley Rideau! (April 18)



The Physio team roll up their sleeves to support the laundry crew. (April 17)





The welcoming party! Thanks to the dedicated team from the Perley Rideau Physio & Massage Therapy Clinic for your cheers and good vibes welcoming staff while respecting social distancing. The recently declared outbreak will not dampen our spirits or muffle our cheers.



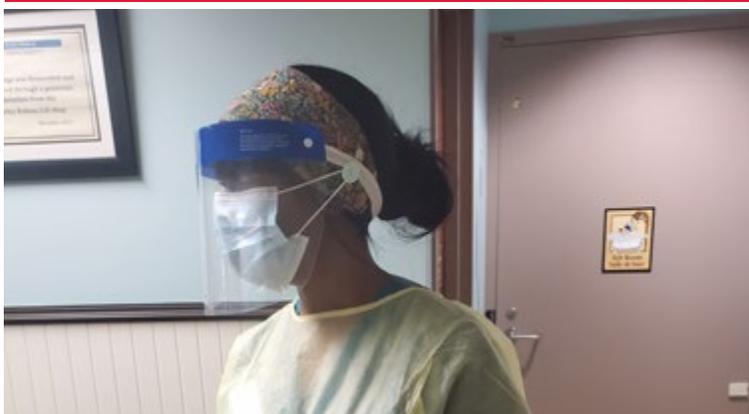
Renovations to a unit, painting O1E



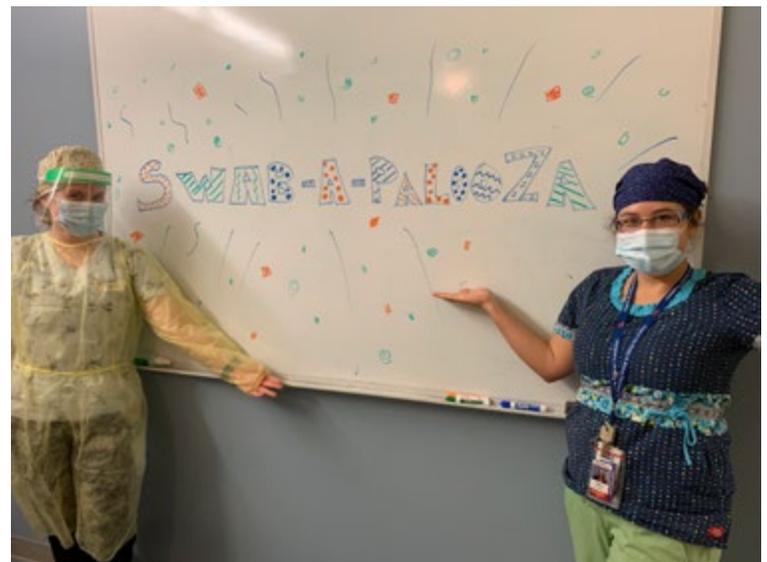
Swabbing with Attitude: Proud of our team for their contribution to testing staff for COVID-19. By mid-June, more than 3,000 tests had been conducted of residents and staff.



Rideau staff ready to Skype



A BIG thank you (to Cynthia) from all of the Nursing staff for the headbands! The staff were thrilled to get them, and the colours are beautiful. Thanks for this kind gesture. Stay safe.



Swab-A-Palooza is in action!



Our Support Services team is celebrating the retirement of one of our long time employees, Frank Schingh, Stores Helper. After 36 years at Perley Rideau, Frank is well known by many residents, tenants, families, volunteers and staff throughout the facility, for providing great service. Congratulations, Frank, and thanks for everything! (June 26)



To our Entire Perley Rideau Family: We are in this together and we will always be there for you!!!

#TogetherWeCanDoIt #IllBeThere

- “We’ll Be There in LTC” Parody created by The Perley Rideau Nursing Week Committee
- Lyrics- Amanda Hansen, Administrative Assistant and Daniela Acosta, RN
- Vocals- Amanda Hansen, Administrative Assistant
- Music- A talented musician who wishes to remain anonymous
- Original Song credited: “I’ll Be There” by Walk Off The Earth <https://www.youtube.com/watch?v=TTx-eLKhH4s>

What would you do if you saw that a colleague was going to make a medication error?

What would you do if you saw that a sling had a rip in it and was going to be used?

What would you do if you saw someone about to trip?

You would speak up for safety!

What would you do if you noticed that your colleague didn’t clean their hands?

What would you do if you noticed someone playing with their mask or wearing it incorrectly and not cleaning their hands?

What would you do if you noticed someone wearing gloves room to room?

COVID-19 presents before symptoms do – any of these behaviours are “at risk” behaviours.

Please speak up for safety!

These things are happening not because anyone is intentionally not following best practices, but because work is busy and sometimes we forget.

Please watch this wonderful video created by our staff and residents.

**COVID-19 can spread this easily.
“Be kind and remind!”**



Thank you to the wonderful staff and residents who developed this video.



YOU MAY BE SPREADING COVID-19
AND NOT EVEN KNOW IT...



Akos Hoffer, CEO

**Celebrating International Day
of the Nurse**



Mary Boutette, COO

**Celebrating Personal Support
Worker Day**



Family and Friends Council

The Family and Friends Council (FFC) has been learning new online skills during the Pandemic. We have had a number of Zoom meetings with Perley Rideau executives and hosted the May FFC meeting with Mary Boutette, Perley Rideau's Chief Operating Officer and Jen Plant, Director, Clinical Practice. Mary expressed her sympathy with families who are very stressed by the restrictions on family visits. The discussion was appreciated by the family members who were able to attend. A second Zoom meeting with Mary Boutette will be held on Thursday, July 23rd at 7pm. If you haven't received the connection details please email FamilyCouncil.PRVHC@gmail.com, we would be very happy to share them.

The final technology update we've done is to convert our email distribution to families to use MailChimp. This gives the flexibility for families to unsubscribe from the emails as needed.

To be added to the Family and Friends Council email distribution list please email FamilyCouncil.PRVHC@gmail.com.

Take care and stay safe,
The Family and Friends Council Executive

The Mission of the Family and Friends Council:

The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family of residents, former residents of The Perley and Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. There is no membership fee. We hope this experience and broad range of perspectives may serve as sources of information, assistance and support to all members of our long-term care home community.

Please help us keep in touch with you by email or phone by advising us of any changes to your contact information.

For questions about the Council please contact Heather Moxley by phone [613-859-5231] or by e-mail at: familycouncil.prvhc@gmail.com



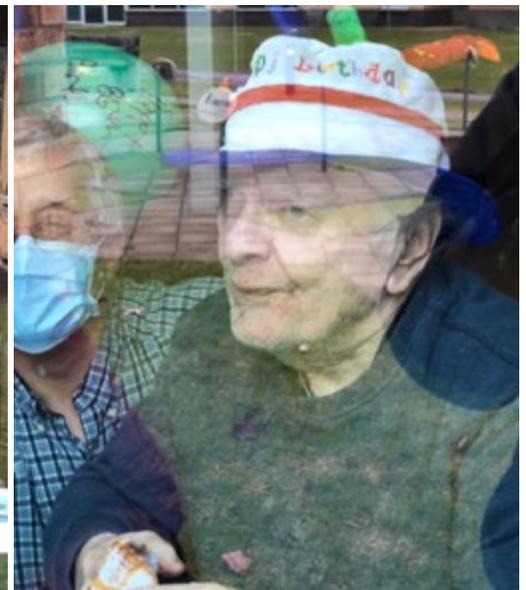
Window Visit

My dad has been a resident of the Perley Rideau Village since 2014. After close to six years in assisting living he transitioned to long-term in late February, just before the pandemic struck. It was a difficult transition for all of us and especially now with visiting restrictions in place. One thing that has been consistent throughout my dad's stay at the Perley Rideau, is the level of care has always been exemplary. I just wanted to express my gratitude for the great care his is receiving, especially since the COVID 19 pandemic. Everyone who looks after him is efficient and seems to genuinely care and maintain a positive spirit. The little things done by the front line staff and the manager, Kerry Tubman, have gone a long way to help my dad in their very trying times. The chaplain Jessie showed great compassion and found ways to make my dad feel comfortable through some of his more difficult times. I can't name all the staff, but each of them deserves a thanks for coming to work and succeeding in these trying times. Your communications to the public and family members has been extraordinary. There is so much transparency and well written information, which combines necessary detail with compassion. I have worked for many years in communications, so know firsthand how hard it is to communicate effectively during a crisis, so kudos to whoever managers your communications. All the best."

Suzanne Charest



The window photo was from my dad's 85th birthday on April 21.



I moved to Perley Rideau on March 6, 2019.

My first impression which remains true to this day is the efficiency and friendliness of the staff nurses and PSW's, etc.

Jean-Louis R
(Feb 17, 2020)

Marjorie R.'s daughter stated she is so very happy with the care her mom receives on G1S and reports being blessed to have her parents at the Perley Rideau. She said the care team on G1S has been exceptional. She specifically commented on the patience, kindness and customer service skills that the G1S team presents with everyday. She commented on the teamwork as well, how wonderful it was that each discipline (PSW, HKP, Nursing etc..) work together and are always willing to help anyone. She says that she always feels taken care of and that communication between the team is great. She reports that she believes that her mom is receiving the best care possible and that the team is doing a great job in keeping her mom safe.

(March 3, 2020)

We wish to thank you and the staff of the Perley Rideau for all your help during these trying times

Although we are unable to visit our loved one you have kept us well informed by daily email and FaceTime.

I had FaceTime yesterday with my husband Gordon. He looked well, also well groomed!

The staff I feel goes well beyond their duties by making us feel less stressed.

We will all rejoice when we are allowed to visit.

Thank you and God Bless

(May 6, 2020)

I was just talking with pub volunteer Shirley A., whose father-in-law is Dudley on R1S. Shirley and her husband are very grateful for the ongoing, transparent communications from Perley Rideau through emails, calls with Mr. Allan's care team and daily video chats facilitated for family members with their loved one. The resident's wife lives in a retirement home which is also on outbreak and the family have been astonished to experience the difference in communications between the two homes. Please let your teams know that this family truly appreciates their efforts and compassionate care.

(May 22, 2020)

I wanted to take the time to send a special Thank You to all the PSW's today. I have spent many days over the past two years at the Perley visiting my mother. I have felt welcome from day one. Since I am frequently there and hope to be back soon, I have got to know a number of the PSW's as well as other staff members. Most of my encounters have been with Marlen and Gloria, two of your PSW's on Rideau 2 South. You couldn't ask for two more hard working, dedicated and caring workers. I not only see how they interact with my mom but other residents too. I have been there on days where the average person would of called it quits but they keep going even under some of the most trying situations. You can see it can be a physically and mentally draining job. When I leave the Perley I feel good knowing my mother is in good hands. Again I would like to take this opportunity to thank all the PSW's for their hard work, and dedication, particularly during these difficult times. Hopefully I will be back soon and be able to thank them personally, as well as the many hard working staff members whether it be nurses, recreation, cooks, cleaners, laundry, and the many more that keep the residents healthy and happy. Thank you Margaret M.

(May 19, 2020)

Hi All:

Thank you so much for an incredible, informative, caring Zoom call that you all shared with the FFC family members...You all gave so much to all of us...

So much great information was shared and so appreciated that everyone could ask their questions and received such open, honest, sincere response to their requests for information.

The longer, I am a part of the Perley Family team , I am always totally impressed with the quality of the entire staff and the care that is given to all.....What an amazing group of caring loving angels...

Thank you again for all your efforts for all our dear residents, families, staff, volunteers...

God Bless each of you...

Joan

(May 22, 2020)

A special note of thanks to Rehabilitation Assistant Anamarija Pecek who, after hearing that Perley Rideau had declared an outbreak, immediately volunteered to adjust her work schedule to include evening and weekend work to support the needs of her residents.

Doing a Phenomenal and Necessary Job

June 17, 2020

Dear Akos,

This is a heart-felt thank you to you and your dedicated staff for the superb care my father, Gib M., received during his seven years at the Perley and Rideau Veterans' Health Centre. Dad thrived at the Perley Rideau, in his home on Rideau One North.

When Dad passed away on May 30, 2020 at the impressive age of 96, we, as a family, knew he was in the best place possible. He was home, in his own bed, when he died. He was comfortable and at peace, looked after by staff who had been looking after his needs for years.

During his years at the Perley Rideau, Dad was privileged to become President of the Veterans' Residents Association. In this role, he met many dignitaries – from our former Prime Minister Stephen Harper to visiting heads of state to entertainers like John McDermott, plus the many children who came to visit the Perley Rideau. Dad thrived with all the activity. He was pleased to represent the Canadian veterans and to speak about his time as a tail gunner on a Lancaster during WW II, as well as his time as a POW. Dad liked people, was well-spoken and really enjoyed the role.

As his health failed and care needed to be ramped up, it was. This happened without fanfare, and I am not sure Dad even noticed, but the family certainly did. The skill and caring were evident everywhere.

Although I do not live in the Ottawa area, I visited many times over the years. I saw first-hand the wonderful interaction between the residents and the caregivers. There was always respect and communication. There was teasing and nonsense, which Dad certainly enjoyed. Occasionally there would be a belly laugh at something particularly silly. These are the memories I take from the home atmosphere of the Perley Rideau. Staff were always friendly, professional and welcoming when I appeared.

My daughter Robin lives in the Ottawa area. She and her family were close to Dad. My teenage grandkids had a special relationship with him and visited him just before he passed away. The last week of his life, my dad slept the entire time. When my 16-year-old grandson, Dominic went to visit, he was greeted at the door by one of Dad's caregivers, shown the appropriate way to get geared up with mask, gown, etc., and escorted to Dad's room. On the way down the halls, the caregiver, Don, told Dominic stories about my dad. Stories he knew Dom would want to hear. After the visit, (and Dad slept peacefully through it), Don escorted Dominic back to the front

door, telling him more stories. Don continued along the same line with my granddaughter Jasmine, 12, who also visited that day. He told her more stories. My daughter was the third visitor – and Don continued along the same line with her. What wonderful memories those kids have of the care Dad received.

After each visit, the week before Dad passed, my daughter would call me in Calgary to reassure me. "Mom, he was sleeping – a deep, comfortable sleep. He was clean. He was changed. He was not in any pain. He was home." Those were words I needed to hear, thousands of kilometres away. I knew they were true.

When he passed away, my daughter happened to be on her way into the building to see him. She was treated beautifully during this difficult time. After she left, my nephew Joe, who is Dad's executor, arrived. He was asked to stay to see the body leave when the funeral home came to get him. His story to me of this final passage was so moving. Staff put Dad's body on a stretcher, covered it in a Canadian flag, and rolled it down the hall. All available staff lined the halls along the way. Many were weeping. Joe told me it was one of the most moving events he's ever seen. It brings tears to my eyes here in Calgary, just thinking about it.

The last few months, with the pandemic, have been difficult for everyone, but I believe even more so for both the elderly in care homes and their caregivers. Families are rightly worried about their loved ones and how they are being cared for and what they are being exposed to. The Perley's open communication policy on the challenges dealing with Covid, the staff and residents, reassured me. Backed by what I observed over many visits, I knew Dad was in the best hands possible during a time of extreme difficulty. The website has been a wonderful resource on the Covid situation. It has been open, frank about what is happening and how the Perley is dealing with it.

The Perley staff made it possible to visit with Dad by facetime and Skype, with pre-booked appointments during the Covid shutdown. While he didn't understand why we couldn't visit in person, at least he recognized us and it gave us all some comfort. I will treasure these memories.

With all the bad news stories of care homes in the news these days, this is a good news story.

Thank you. You and the organization you lead are doing a phenomenal, very necessary, job.

Kerry M. T.



"Dear Samantha, R1N Staff and Dr. Gill,

Thank you so much for your kindness, care and attention towards my dad, Don. You are doing a great job and we want to thank you!

Warm Wishes,

Caryn + Richard, Angus + Eric"

You've been doing a fantastic job during this pandemic and the Skype visits have meant so much to my family. My aunt is in Ottawa West and Irmine has been absolutely wonderful! She is obviously in the right occupation for her! I love her. I realize that everyone is not in the same position as I am .. but I truly appreciate her dedication to your residents, please don't open up to visitors too soon.❤️

Barb M.

Florence (our resident who came here from O1E) came to my office to speak to me about her experience here. She stated she could not have asked for a better experience than she has had on Rideau 2 South. She stated that the staff were amazing, had a sense of humour, put her needs first, kind, compassionate and very caring. She stated it was a "privilege" to be cared for by such wonderful people. She further stated that the PSWs, the nurses and the recreation people are amazing.

She asked me to share her kind words with "the big wigs".

Well done again! Prayers for those who are positive and a safe return to health for your client! Once again, so proud of all that you folks are doing to stay healthy! Love and virtual,hugs!

Marni C. ❤️❤️ For everyone!

Sent from Marni's iPad

28 May 2020

Good morning to all the staff on GIN

Today I have to drop some items off for Jimmy at the Commissioner's Desk and also some paper work for Karen in Physio.

THANK YOU, THANK YOU, THANK YOU to all of you who have been able to continue working and are looking after our loved ones. It has no doubt been the most stressful time of your lives. Not only are you dealing with your duties but you have the stress of this pandemic hanging over your heads daily. I hope that you have all been able to stay safe and also your families. These are indeed unprecedented times and we will get through this.

Our family has taken the opportunity to speak with Jimmy via Skype and it has been a great comfort to me and to them.

I MISS ALL OF YOU. I miss the hugs, I miss your smiles and your updates on my Jimmy. I of course miss seeing Jimmy and look forward to being able to give him a hug again. I have just received his updated care plan from Coleen Taylor and it gives me great comfort to know that he is being well taken care of.

Premier Ford's news conference about nursing homes in Ontario had me crying my eyes out. It makes me even more grateful that my Jimmy is at the Perley being looked after by all of you caring and wonderful employees. You have worked even harder these past few months under these new conditions that have been imposed on you and I want you to know that our family is so appreciative.

I wake up every morning giving THANKS that my Jimmy was accepted at the Perley....I cannot even imagine how families that have their loved ones in some of these homes we heard about are coping.

I am sending out a VIRTUAL HUG to each and every one of you. Stay safe, stay cool and I look forward to seeing all of you again in the future.

Amita



I would like to send a big thank you to you and your staff and to the residences as well. We were so happy to do the drive by for all of you and the amount of people that were outside and in the windows really warmed our hearts. It was such a pleasure for us and it really made our day. We also received a thank you letter from someone that was there that day. I would really like to thank you again for letting us do that for all of you cause honestly you are in the thick of it all and we are very thankful to all of you for your hard work. Have a great day and stay safe.

Valerie L.
(May 25, 2020)

Thank you for keeping my Mom and her friends safe. I appreciate all of the safety/health measures you are applying. The nurses and all staff are wonderful, risking their lives for the sake of the residents.

While I would love to see her in person, I totally support the no visitor rule.

Sincerely,
Danielle D.
(May 26, 2020)

Good morning

My mom Tassea L.'s bday was yesterday & as always ur staff went over & above to make her day special. I once again can't thank u all enough for her care! I really don't have the words to express to everyone there how you've all impacted our lives. I will forever be grateful! My mother is not an easy lady, she likes to get her own way. Yet all there has shown great kindness & patients.

I will forever be grateful
Most sincerely
Maria "her daughter"

At one time I had three family members at Perley Rideau. My Mom Betty, her Sister and Husband Veronica and Gene.

They passed several years ago, but if they were still at Perley Rideau, I would be forever grateful for the wonderful care they would have received. This has not been an easy time for loved ones at home or living at Perley Rideau. The staff are wonderful in their care to loved ones. This reduces the stress of families anxiously waiting to visit again.

Thank you from a past family member, Family & Friends Council member and currently a palliative Volunteer.

Beverly E.
(May 24, 2020)

I can't tell you how pleased we were to hear the news regarding the Perley Rideau being COVID-19 free and how proud we all are of the amazing team that made this happen.

From Doctor Robert to all the nurses and PSW's in Ottawa, Rideau and the Gatineau units

To the team at the Pharmacy

To Chad's team in maintenance

To Greg, Frank, Monica and Gord in Shipping & Receiving

To the team in Housekeeping

To the amazing Team in Therapeutic Recreation and Creative Arts.

To Lorie and Andrea's team in Food & Nutrition and the cafeteria

To Rachel and Bernadette in Volunteer Services

To the Commissionaires

To Shaun and Kim in Finance

To the Administration staff that took on different roles to help out.

To the Command Centre Team

Especially Akos, Mary, Carolyn, Brian, Jay, Doris, Russ, Tania, Judy and Gayla – good management has filtered down.

I'm sure there are so many others that we have inadvertently left out, please forgive us for that.

Kudos to all of you, you are amazing, dedicated and the Gold Standard in efficiency and how to get the job done with love, concern and empathy.

We hope to be back with you soon,
Deborah's Gift Boutique Volunteers

(May 25, 2020)

Perley Long Term Care Staff Angels Among Us

APRIL 16

It's been just over two years since that fateful day. The day my brother and I helped my Mom take my Dad to his last "posting" - a private room at the Perley Rideau Veterans Health Centre. It was incredibly emotional and to be honest with you, it still is. I struggle after every visit with my Dad. I have to pause in the car before I head home, consumed with guilt, my aching heart wishing things were different. But they're not - let's be clear about that, it is literally an impossibility for me, or my elderly mother, to care for him anymore. He requires 24 hour professional health care.

I stood in the unit dining room at the Perley Rideau, pushing my father in his wheelchair. As I entered I wasn't quite prepared for the reality of what I was about to see. An entire room with about 30 aged veterans, mostly all in wheelchairs, wearing "shirt protectors" (basically large adult bibs). The hum of oxygen machines, the chatter of some talking to themselves, the groans of the aged, sore humans who delivered us our freedoms we enjoy today.

I was overcome with the thought "he doesn't belong here, he's not like them". Denial is an emotion that prevents us from seeing things the way they are, rather than the way we want them to be. The truth is, he does belong there, and he is just like them - unable to feed himself, twisted hands fumbling with the food, reluctant mouths refusing the spoon feeding. My eyes welled up with hot, stinging tears that spilled out over my cheeks. I stood there frozen in disbelief with streams of salty sadness running down my face. I ran out of the dining room and into the hallway, followed by "Jean", a long time staff member who would eventually become like family to me. She held me while I cried and blurted out anger through my tears. I couldn't stand the look of them all, sitting in various positions, adorned with bibs and muttering to themselves. Jean calmed me and I went back to Dad's table - a table I would sit at hundreds more times and never again feel that way. It didn't take long to switch my original impression. I learned quickly how they were all in this together. One would be telling an old war story, another would be sneaking a nibble off a plate beside him, a staff member would walk by singing, and everyone ate together, went through these struggles together, and were family. He did belong. We did.

The days turned into weeks, the weeks into months and over two years later I can't count the amazing times we

have shared in this place, with these people. Every birthday, father's day, mother's day, anniversary, literally every holiday and occasion we have spent together, with my Dad, the staff and the residents. I have grown to love them and they in turn love my father. Gentle care and tender words, sharing smiles, encouraging laughter, a hug when needed, and daily reassurance when we leave that they will be with him and take good care of him. It's the only thing that enables me to breathe or sleep sometimes. There is nothing more difficult than what we've had to do in this awful situation. Parkinson's, dementia, Alzheimer's, are cruel beasts and they rob people and families every day. The staff have a magical, comforting way of returning some of that loss, and for that I will be eternally grateful. My memories of this amazing place are tender and happy ... the staff are like no other, and the environment is one of a home, not a hospital. The activities and entertainment have given us back something we lost all those years Mom cared for him alone at home - the ability to enjoy our time with him. To laugh and dance and simply love him. It is the greatest gift I have ever received.

My mother and I have grown so attached to everyone there that this time of upheaval is particularly difficult. We both remain steadfast in our faith in the staff however. Through the horrific stories on the nightly news, to the devastating numbers, we know, without doubt that there is no better, safer alternative. He is in the safest, most loving environment we can hope for. If anyone can contain and beat this monster - it's them.

Long term care is a different type of care altogether. There's none of the glory of "saving lives" in a typical hospital setting. Every single patient will die, in your care. The heavy weight of this burden must be staggering. Your job is to make those last moments as comfortable, warm, and safe as possible. The staff are uniquely strong. They fall in love with their patients and their families, they grieve every loss with every family, they miss those that have already gone, all the while knowing the roller coaster will go back around again in short time. I don't know how they do it ... but I'm so grateful they do.

Long term care staff are literally angels among us.

Tracey Wilson

The Outbreak is Declared Over!!

It's music to my ears.

The Perley Rideau is truly a centre of excellence. This was proven again and again during the Covid 19 outbreak.

It took every single employee, family member and resident to make this happen. I felt throughout the crisis we were all very well managed which helped to make everyone feel safer.

We always had a supply of the appropriate PPE and were given the support to use it properly.

Seeing management staff up front during screenings helped to reinforce the idea that we are all in this together and everyone had a role, not necessarily their normal role to play in the daily effort.

This outbreak brought the best out in everyone. One of many examples occurred at the end of one of my shifts when a resident wanted to go to pharmacy. A staff member from housekeeping noticed and offered to take her there.

Despite everything, most residents were kept in good spirits which made our job easier under trying circumstances. A big Thank-you to the recreation group for their efforts in helping residents stay in touch with their loved ones through Face time.

Thank-you to everyone for making the Perley Rideau a centre of excellence that I am proud to be part of.

(Anonymous)

(May 26, 2020)

I am so pleased to see how the Perley was able to manage and beat the COVID-19 outbreak. I know it was a collective effort and congratulations to everyone. You have all done an incredible job.

I would also like to commend Kelsea for her words and song in the video. She is an absolute angel and is very representative of the amazing Perley team. I am sure she brought much joy to the residents during this difficult time and will continue to do so. Thank you Kelsea.

I am hopeful that governments will get together and conduct a full review of long term care facilities and implement the much needed changes to improve the quality of life of residents but also working conditions for employees. While I consider the Perley to be ahead of the others, I am sure there is always room for improvement. Compensating employees for the important work they do has got to be a priority along with providing them the tools necessary to do their jobs. And it's employees like Kelsea, the PSW's, the cooks, the meal helpers, the managers, etc. that are really priceless. They all need to be looked after. We need to hold our governments to their word!

Through these difficult times I have had full confidence in the Perley team in Rideau 1 North that my Mom was well looked after. I appreciate all the care they have been providing and continue to provide. The FaceTime calls have also been so helpful in being able to see and communicate with my Mom. I am very grateful for the time we get to spend together.

Again, thank you to the full Perley Team. I appreciate your hard work and dedication to the residents and hope that soon I will be able to visit my Mom and that we can all move past these difficult times.

Thank you!

Carol B.

(May 29, 2020)

On behalf of my parents, Jack and Marian C. and my four siblings, I want to thank you for all you have done thus far to contain Covid-19. I also want to give you our reassurance that we believe you are continuing to put the health and safety of residents as your top priority. Thank you.

Joan C.

(May 29, 2020)

Well done and congratulation on the professional way this event was taken care of! Proud of you all!!!

Marni C..

(May 29, 2020)

Thank you for the update. The Perley almost stands alone in your pro active professionalism and utmost care for your residents.

Sincerely

Barb M.

(May 29, 2020)

Hi

I want to say thank you to all the staff for their loving support today. It was a difficult day, but allowing my brother to see my dad and to sing for him gave such joy to him. My brother put the phone to my dad's ear so my brother, sister and I could chat. Then my dad wanted to chat with my son and daughter.

Thank you for everything.

Karen P.

A Partnership Deepened

A positive from the Pandemic

Valerie Metcalfe and Camille Begin, on behalf of all of the staff at the Interprofessional Clinic.

In January 2019 the Interprofessional Clinic at Perley Rideau opened its doors within the Perley Rideau Veterans' Health Centre. The clinic offers services to both residents of Perley Rideau and the community in Audiology, Occupational Therapy, Physiotherapy, and Speech Language Pathology. It also acts as a teaching clinic for the Faculty of Health Sciences at University of Ottawa.

During the first year, the clinic enthusiastically learned about their new host and the community that makes up the heart of Perley Rideau. Although many of the clinic's clients come from outside that community, the audiologists frequently worked with the residents and got to know some of the unit staff. Everyone at the clinic tried to be involved with the Perley Rideau community when possible: dressing up at Halloween, attending the Remembrance Day celebration, and singing in the Christmas concert. Throughout their involvement, the clinic was still trying to find their place within the Perley Rideau community.

Then COVID-19 struck. Much of the clinic's services were deemed non-essential and therefore the clinic closed their doors to all but a few clients who could be seen through virtual appointments. However, that didn't stop the clinic from working. Instead the clinic turned their efforts to the centre in which they are housed. The clinic offered help to do various necessary jobs because of COVID-19. The clinic prepared PPE kits, refilled sanitizer bottles, worked at the entrance to screen staff, delivered items to residents, and performed audits to assess if proper infection control procedures were being followed. But perhaps most rewarding, the clinic's staff became meal helpers and assisted with comfort care rounding. The clinic had the humbling opportunity to get to know the residents, help them on a daily basis, spend time listening to their stories, and create relationships to support the quality of care. The clinic got to be present for them at a time when so many family members and volunteers could not. Although the clinic could never replace those visitors, hopefully their presence helped to pass the time and ease the minds of some of the residents.

This COVID-19 pandemic, as horrible as it has been, has let the clinic see the true spirit of the Perley Rideau

community. As the clinic worked on the units, side-by-side with front-line staff, the clinic's staff were able to see their resiliency and dedication to the residents. Their appreciation for the help was immediate and consistent throughout the many weeks. The clinic and front-line staff worked together towards the same goal of containing COVID-19, nourishing the budding sense of being all one team. When the outbreak was declared at Perley Rideau, the clinic lived those stressful moments together with the staff and residents. But despite the increased stress level, the clinic was impressed with the exceptional way that the front-line staff pulled together to provide the very best care possible. With all of the negative publicity that has been in the media of late around long-term care centres, the clinic is proud to say that is not what the experienced is here at Perley Rideau.

Even though COVID-19 remains a serious concern in the greater community, the clinic is committed to helping keep residents and staff safe. The city and Perley Rideau are taking the first small steps to reopen. As the Interprofessional Clinic gradually begins to return to its usual tasks, the clinic's staff have realized that everyone has come through this experience stronger; each of the staff with real personal links to the people (staff and residents) who make up the community of the Perley Rideau. COVID-19 imposed physical distancing, but conversely, the Interprofessional Clinic feels this experience has deepened the partnership to the Perley Rideau community.

Although the official title is the Interprofessional Clinic at Perley Rideau, the clinic now feels like they are the Interprofessional Clinic of Perley Rideau.



Launch of the Annual Resident Quality of Life Survey

We are happy to share that our Annual Resident Quality of Life Survey has been launched.

We recognize that COVID-19 has had a significant impact on our residents' quality of life. This survey will allow us to closely analyze the situation, also provide valuable information for research, during this unprecedented time. Residents will be approached for consent, and should they agree to participate, answer a series of questions about their perceived quality of life.

We thank the interprofessional clinic staff for conducting the surveys this year. They are well-trained, third-party interviewers, to ensure anonymity and confidentiality of the survey results.

As always, this survey is designed for residents who are able to speak for themselves. For cognitively impaired residents, we thank families for their participation in our Annual Family Survey, which is usually administered in the later part of the year.

Should you have any questions or comments, please direct them to Lacey Sheng (Program Lead, Informatics and Quality). She can be contacted at lsheng@prvhc.com.

Help us determine how technology can improve the health and well-being of seniors who live independently

Invitation to participate in a home-based research study

Perley Rideau's Centre of Excellence in Frailty-Informed Care, in partnership with the University of Ottawa, is studying the role that technology can play in protecting the health and well-being of seniors who live at home. Seniors who participate in the study will test out new devices and determine how well the devices work for them. Participants will also share their views on how technology can help them stay in their homes longer. The study will respect all public health guidelines related to COVID-19 and social distancing.

To participate in the study, you must:

- Be a tenant in an apartment on the Perley Rideau Seniors' Village Campus or live in the community and receive Assisted Living Services for High Risk Seniors from Perley Rideau..
- Speak and understand English.
- Be 65 years of age or older.
- Be willing to try a technology that measures your health at home.
- Be able to provide informed consent.
- Be willing to answer questions about your health and lifestyle.

For more information, please contact: Danielle Sinden - Director, Centre of Excellence and Research Operations, by phone 613-526-7170 ext. 2424 or email dsinden@prvhc.com



Perley Rideau
The Perley and Rideau
Veterans Health Centre



uOttawa

Faculté des sciences de la santé
Faculty of Health Sciences





Celebrating 70 years virtually.



Painting Canada day decorations.

Useful Links

COVID-19 Updates: <http://bit.ly/2bxORAO>

Resumption of Visits: <https://bit.ly/2Z5Z41u>

Outdoor Visits: <https://bit.ly/3gTbjpC>

News Archive: <https://bit.ly/2WTmrKL>

Subscribe to receive Perley Rideau updates:

Email info@prvhc.com

Vol. 23-02

Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Excerpts from the newsletter will be treated with the utmost respect and shared through our various social media channels. For questions, concerns or to share story ideas, please contact Jay Innes at jinnes@prvhc.com. Please note that the newsletter is available online at www.PerleyRideau.ca.

All submissions are welcome.

Want to stay in touch with the Perley Rideau?

Follow us on these social media sites and watch for frequent updates:



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BPSO Perley Rideau;
@BpsoPerley





COVID-19 Outbreak Over at The Perley and Rideau Veterans' Health Centre

July 15, 2020 – Ottawa, Ontario

The COVID-19 outbreak in the Rideau building is over, as declared by Ottawa Public Health earlier today. During the outbreak that started the first week of June, three residents tested positive for the virus and one passed away. The death could not be directly attributed to COVID-19. Our condolences go out to the resident's family, friends and caregivers.

Eight staff members tested positive for the virus during the 42-day outbreak that was confined to the Ottawa and Rideau buildings. All staff members completed the self-isolation and safety protocols required to return to work.

Continuing an aggressive campaign of outbreak management and surveillance, there were more than 472 COVID-19 tests on residents during this outbreak and staff were tested more than 1407 times. The testing of staff was enhanced following direction from the Ministry of Long-Term Care requiring all long-term care staff to be swabbed at two-week intervals during the month of June.

Since the start of the pandemic there have been 1242 tests on Perley Rideau residents and 2542 tests on staff. Twenty-four residents tested positive for the virus, 12 recovered and 12 passed away. All 42 staff members who tested positive for COVID-19 during this pandemic recovered.

The June outbreak came one week after the end of a 40-day facility-wide outbreak of the virus.

During this pandemic, the Command Centre team will continue to meet to confront new challenges, to plan and prepare and act in support of the various stages of re-opening.

"As we mark the end of the outbreak, I would like to take this opportunity to thank everyone for the sacrifices made to protect resident safety and well-being," says Akos Hoffer, CEO. "The resilience and patience of our residents has been an inspiration to us all during this difficult time. We look forward to renewing our contact with the community, which has shown such great support over the last several weeks and months."

Useful Information

- COVID-19 Updates: <http://bit.ly/2bxORAO>
- Resumption of Visits: <https://bit.ly/2Z5Z41u>
- Preparing for Hot Weather During a Pandemic: <https://bit.ly/38h2G4V>
- News Archive: <https://bit.ly/2WTmrKL>

**Questions may be directed to Jay Innes, Director of Communications,
via Telephone: (613) 526-7170, ext.2207 or Email: info@prvhc.com**

The Perley and Rideau Veterans' Health Centre is one of the largest and most progressive long-term care homes in Ontario. In addition to the 450 long-term care beds for Veterans and members of the public, the Perley Rideau campus includes a Seniors Village with 139 independent-living apartments. It employs a staff of more than 850.