

Perley Health

Family and Friends Council Zoom Meeting Notes

January 19, 2023.

Welcoming remarks and review of the Agenda were provided by the Chair.

1. Mary Boutette, Perley Health COO, presented a management update and copies of relevant documents have been provided to FFC members via email. Her presentation included the following information:

- Reopening of Convalescent Unit. This program provides care during a transitional time between hospital discharge and readiness to return to home. While there are no clients yet, the Perley is working with the hospital community to reopen the facility in the near future.
- Rideau Building. Construction of the secure unit for Veterans in the Rideau Building continues and will make the Rideau building the primary veteran residence, although a few Veterans remain in the Gatineau building. All veterans, those in Gatineau or those residing in R1N, will not be required to move; their choice of residence will be respected.
- Foot Care. Previously, this service was provided by Carefor, a third party provider. Because access continued to be a challenge, the Perley decided to hire a foot-care nurse for in-house service. This has been completed. Presently, obtaining equipment and developing the care service programming is underway. There will be a cost-recovery service fee. The service should begin in March, 2023.
- Fixing Long Term Care (LTC) Act. The Ontario government has provided new regulations to implement the revision to the existing LTC Act. These regulations have been in effect since last April and the Perley has been gradually phasing in the changes by updating existing policies and/or procedures. An omnibus communication incorporating key changes will cover topics such as resident care, communications, air conditioning, staff training, etc. For example: i) a change to the Resident Bill of Rights was made to ensure that every resident has the right to receive support from a Caregiver and the right to receive a Palliative Philosophy of Care; ii) Concerns and Complaints Policy was updated to include reference to the need to report to the Ministry any complaint alleging risk of harm, e.g. emotional, financial. All such complaints must be acted on immediately, and the facility's response must include the Ministry's toll-free number.

[All the documents Mary referenced are listed at end of these Notes and have been sent to FFC members.]

Q: How do residents access Foot Care? A. The residents currently receiving foot care will be monitored and serviced by the full time Foot Care Nurse. Notify your unit staff if you wish to be added to the service.

Q. Will current staffing be impacted by the opening of the Convalescent Care Unit.

A. It is anticipated that the Ministry will fund these positions as was done previously.

Q. Will Gatineau 1 North remain a secure unit? A. GIN remains a secure unit for community residents. Over time all Veterans who require this service will be residing in the Rideau Secure Unit.

Q. What is happening with cafeteria service? A. Presently, the cafeteria will close at 3PM due to the need for the cafeteria staff to assist with the dinner service. Full cafeteria service for caregivers/visitors is still not available, but the family may purchase food and take it to the resident's room.

2. FFC ByLaws. The revised Long Term Care (LTC) Act made no changes relevant to Family Councils. However, over the summer, the Executive reviewed the FFC ByLaws and while materially there have been no big changes, some text was modernized and clarified. The By Laws were provided to members in November and the members present at this meeting were polled for “nays” with respect to the current version. There were no dissenters. The approved version will be resent to FFC members.

Presentation/Discussions: The speakers were Lorie Stuckless, Director, Support Services; Chad Haffner, Manager, Property Services, Materials Management/Laundry; and Andrea Heuving, Manager, Food and Nutrition/Housekeeping.

1) **Chad Haffner**. Laundry: the goal is to have laundry done, labelled and returned to resident within 48 hours. New washer/dryers have been installed. Unit staff will complete a labelling request via PM Worxs. Labelling is necessary to ensure Lost/Found can return items.

Hanging Pictures: Ask staff to make a PM Worxs request, or come to Support Services office on 2nd floor near elevator.

General Maintenance: Ask staff to submit request via PM Worxs: 7am-10pm, 365 days. All staff are able to submit an order.

Small Appliances. The appliances should be 5 years or less and the team will inspect it to ensure the appliance meets safety standards. Always use power bars not extension cords.

Construction Projects: Work on all shower/bath rooms will be finished as a priority. Other projects on the list include: work on R1N, work on R2S, and other outstanding projects.

Q: Why are PSWs putting resident's clothes in the laundry when they are not soiled - as a result sometimes clothes needed are missing. A. The turnaround time will be shorter due to new washers/dryers.

2. Andrea Heuving: i) Cleaning – Common areas are cleaned 2x daily; residents' rooms are deep cleaned once every 5 days and are given lighter cleaning/wipe ups daily.

10-6pm: Senior Care Block, including swab clinic, pub, cafeteria.

4-12pm: All Units, including dining rooms, washrooms.

Q: When are floor mats cleaned? A: Daily with wipe ups by the PSWs.

Q. Results of incontinence? A. Nursing staff do initial clean-up.

Q. Deep Cleaning/dusting/other: A. Deep cleaning is done once every 5 days and there are checklists to be completed by staff. Dusting is done on a daily basis.

ii) Food/Nutrition - The new software for food/nutrition/menus has been in effect since December 19/22. This software provides information on residents' nutritional needs and allows for more food to be prepared in house (now 80% vs 40% previously for regular textured items).

The Food Committee had its inaugural meeting on Jan.9/23 and discussed holiday, seasonal and winter menus.

Q. Printed Menus – The nutrition aide is responsible to ensure the menus are posted every Sunday evening for the coming week. (The 3-week cycle remains.)

The therapeutic menus are still included and printed on the same schedule.

* A la carte options are available along with the main choice. The minced diet has 2 full options.

iii) **Lorie Stuckless:** Parking - The new system implemented on Jan.9/23 is working well.

Construction Work – An enclosed smoking shelter at the Main Entrance; Outdoor patio is planned for the Ottawa entrance; new laundry equipment and added space; R1N secure unit; renovation of the Games Room is almost complete and it will be a resident space with a pool table, TV and other dedicated uses.

Q. Lack of parking spaces for tenants' visitors. A. Monitoring of spaces will be ensured.

2023 CAPITAL PROJECTS:

- 02W, R2S, R1S Dining room renovations will be completed
- Five tub/shower rooms will be done (44 completed).
- LED lightening upgrades campus-wide , including the apartments
- Upgrade to the telephone and nursing call bells will be undertaken
- Upgrades to all HVAC

- Cafeteria renovation to ensure refrigerators and showcases are accessible for residents in wheelchairs
- Upgrades to kitchen equipment
- Senior Care Centre roof replaced – all 800 solar panels
- Repairs to sidewalks around the campus

Q. How will updates on renovation work be communicated?

A. Information will be provided to the Veterans' and Community Councils; News media platforms, and, the Friends and Family Councils.

NB. During cafeteria renovations, there will be “Grab & Go” food items, such as sandwiches from a space outside the cafeteria. There is no timeline for the process available at this time.

Please note that copies of the presentation has been provided to the FFC members.