



Perley Rideau

The Perley and Rideau
Veterans' Health Centre



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

Welcome Book

A handbook for residents, families, tenants and friends



1750 Russell Road, Ottawa ON K1G 5Z6
Tel.: (613) 526-7170 • Fax: (613) 526-7207

www.PerleyRideau.ca

Welcome to The Perley and Rideau Veterans' Health Centre

On behalf of more than 800 staff and 400 volunteers, I would like to welcome you to The Perley and Rideau Veterans' Health Centre, one of the largest and most progressive long-term care homes in Ontario. As a charitable organization that is governed by a volunteer Board of Directors, our growing Seniors' Village is situated on 25-acres in Ottawa South. Our Health Centre includes 450 private rooms that are home to long-term care residents as well as short-stay patients and clients. We are focused on addressing unmet needs in the healthcare sector in support of efforts to end hospital hallway medicine. Veterans enjoy priority access to more than 200 of the Health Centre's long-term beds and members of the public from the Champlain region are eligible for 200 long-term care beds.

Our roots in caring for seniors and Veterans run deep: in 1994, three separate care facilities amalgamated with the union of The Perley Hospital, The Rideau Veterans Home and the National Defence Medical Centre. Since then, our campus has evolved to better meet the changing needs of the people we serve when 139 independent living apartments were constructed in 2013 to establish our vibrant Seniors' Village.

Many seniors from the Perley Rideau and neighbouring community enjoy ready access to our ever-expanding services and amenities. From medical clinics and therapeutic services to recreational activities and social events, we want to be known as a hub for seniors, particularly benefitting those who are isolated or socially frail. Our expertise propelled us to establish the first Centre of Excellence in Frailty-Informed Care and we are planning to expand our Village in the coming years.

Our commitment to continual improvement was recognized when we were awarded Exemplary Status from Accreditation Canada in 2018 and recently as a Best Practice Spotlight Organization (BPSO) by the Registered Nurses Association of Ontario (RNAO) in 2019.

Please enjoy this introduction to the Perley Rideau Village, our people, our programs and our services. For more information on the topics and issues summarized in this book, I invite you to visit our website: www.PerleyRideau.ca and our social media channels.

Of course, our staff and volunteers are always available to provide guidance.



Akos Hoffer

Chief Executive Officer

Welcome	2	Care Team Members.....	13
Our Vision, Mission and Core Values	3	Get Involved	14
Important Visitor & Family Information	4	You Should Know	16
Parking & Access	5	Important Policies.....	18
Our Village	6	Emergency Codes	20
Public Services.....	7	Our Privacy Statement	21
Perley Rideau Care Programs	10	Residents' Bill of Rights	23
Key Contacts	12	Feedback and Reporting	25

Our Vision, Mission and Motto

Our Vision

Leading innovation in frailty-informed care to enable seniors and Veterans to live life to the fullest.

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.

Our Motto

"Together, we improve the well-being of the people we serve."

Core Values

The Perley Rideau operates under the belief that ageing well is rooted in living well – that there is joy in living every day. We also believe that each person is unique and valuable, and is entitled to purposeful, person-centered and compassionate healthcare. Our core values and the expected behaviours that flow from them will guide the implementation of our strategy and the realization of our vision.

Compassion

Compassion is to understand the condition of others, and to commit oneself to the caring necessary to enhance health and quality of life, and to relieve suffering.

Respect

Respect is the basis of all of our relationships.

Integrity

Integrity and ethical practice must permeate all actions of the Perley Rideau.

Excellence

The Perley Rideau is dedicated to achieving excellence in all that we do

- Visit our website, www.PerleyRideau.ca for full text.



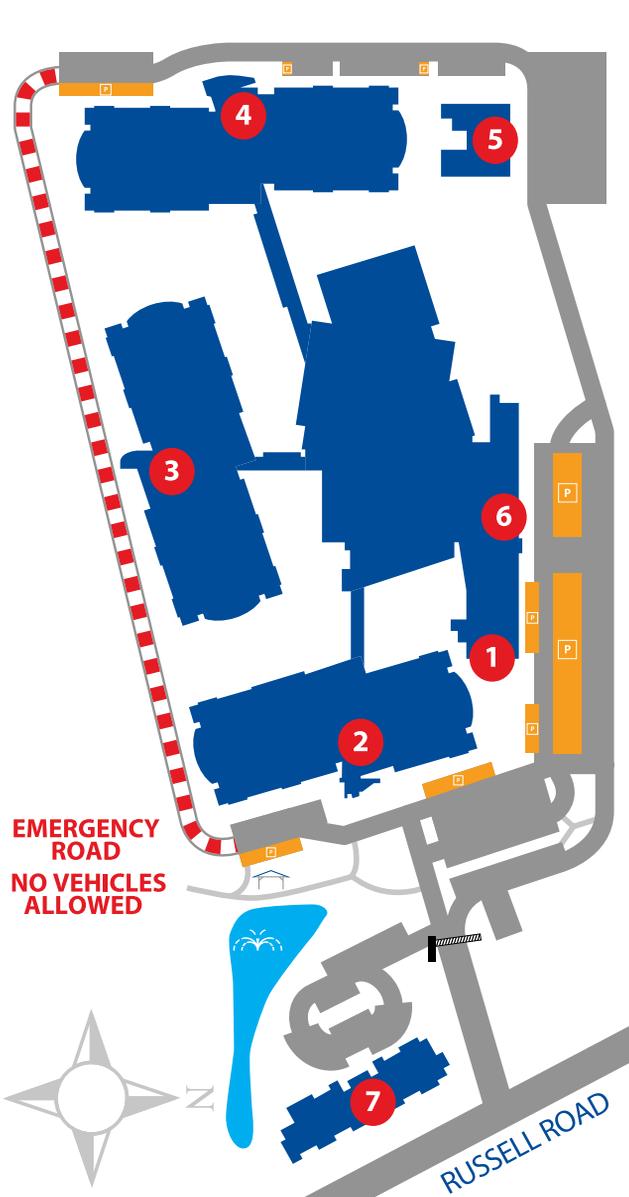
Important Visitor & Family Information

Maps & Overview

At the heart of the growing Perley Rideau Village, the Health Centre is home to many of the programs and services enjoyed by residents, tenants, families and visitors. Three resident units are named for area rivers: the Rideau, Ottawa and Gatineau rivers. From the Health Centre, the three buildings are accessed through hallway links.

Each of the three residences is two-storeys and the units are named for the specific building, floor and the direction of the unit. Examples of the Unit names include: Rideau 1 North, Ottawa 2 East and Gatineau 1 South.

- Please direct all questions and comments to: info@prvhc.com or call (613) 526-7170, ext 0



- 1** MAIN ENTRANCE | 1750 Russell Road
The Perley and Rideau Veterans' Health Centre
- 2** Rideau | Residence
- 3** Ottawa | Residence
- 4** Gatineau | Residence
- 5** Guest House
- 6** Commissionaires Ottawa Place
1720 Russell Road
- 7** Building B Apartments
1780 Russell Road
- P** Visitor Parking

- The Elmvale Bus 86 stops on Russell Road outside the Perley Rideau. Please note that this route will be split into three routes when the LRT is operating. Please check with the OC Transpo website for up to date information.
- **FROM THE QUEENSWAY:** Exit St. Laurent Boulevard. Travel south on St. Laurent to the Innes Road/Industrial Avenue intersection. Turn right onto Industrial Avenue and travel west to the first set of traffic lights. Turn left on Russell Road and travel approx. 0.75 km to The Perley and Rideau Veterans' Health Centre entrance.
- **FROM THE SOUTH END:** From St. Laurent Boulevard, travel north to the intersection with Smyth Road. Turn left onto Smyth Road and travel west a short distance to the first set of traffic lights. Turn right at the lights onto Russell Road and travel approx. 1.0 km to The Perley and Rideau Veterans' Health Centre entrance.

Parking & Access

Parking

There is a daily rate that is payable at the gate by cash or credit card when exiting.

A change machine is located outside the Day Program, on the main floor of the Health Centre.

Visitors may also purchase parking access cards at the Commissionaire's desk (located at the Main Entrance) from Monday to Friday, between 8:00 a.m. to 5:00 p.m.

Building Access

All buildings are fully accessible to wheelchairs and walkers.

The Main Entrance of the Health Centre is staffed by a Commissionaire stationed at the Main Entrance reception desk and is open to the public between 6:00 a.m. and 10:00 p.m.

Visitors are asked to sign in at all times.

All doors are controlled to protect our residents. Access to the resident buildings – Rideau, Gatineau and Ottawa – require a building access card. Visitors are asked to only enter through the Main Entrance.

Family members and visitors may apply for a building access card at the Main Entrance reception desk by completing an application form and providing a deposit.

- *For parking rate details and information on the access card deposit, please visit our website www.PerleyRideau.ca*

Hours

Visiting hours are not restricted, but visitors are asked to please respect the duties of staff and the privacy of residents.

Phones

The use of cell phones is permitted. We ask that everyone respect the dignity and privacy of our residents and staff and please refrain from taking photos while visiting the Perley Rideau.

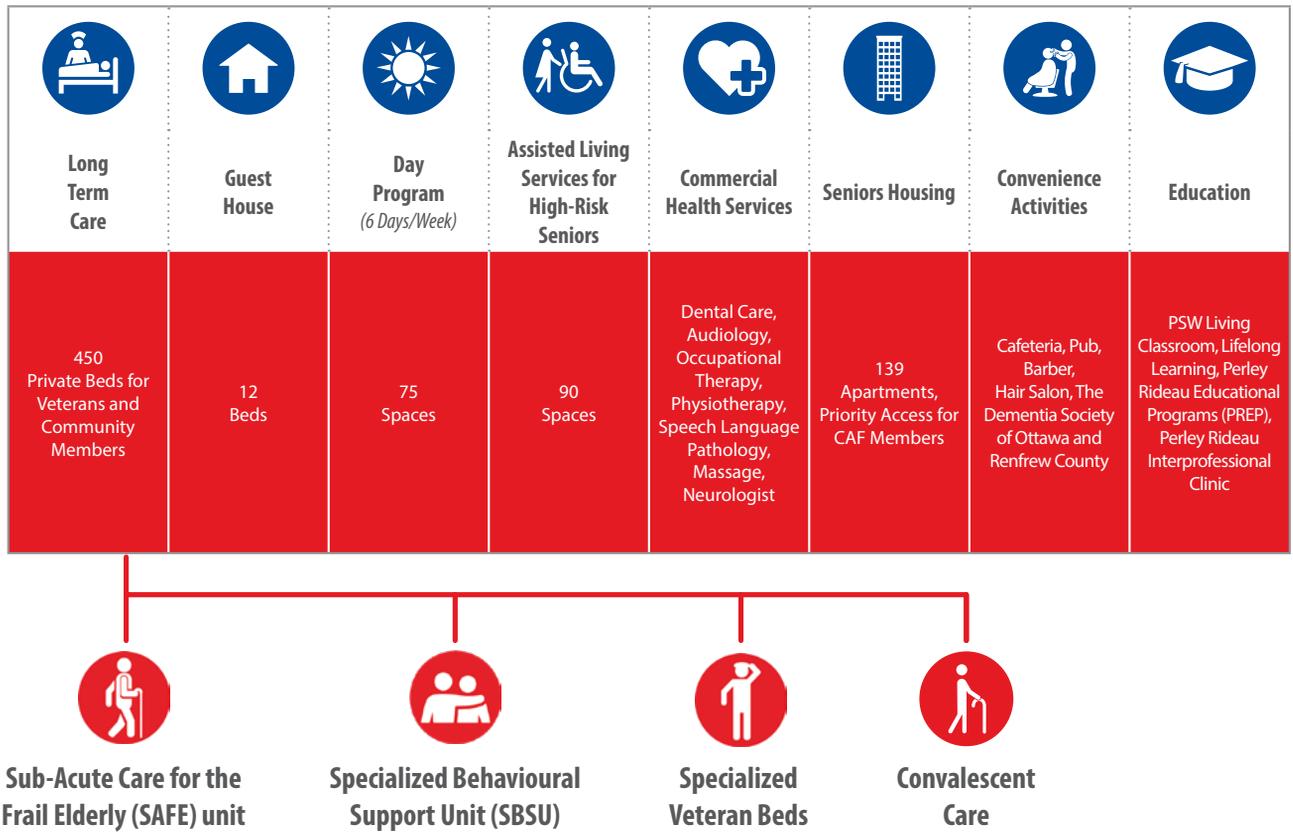
A public telephone is available in the reception area as well as a direct line to a taxi service.

Residents may make phone rental arrangements by contacting Support Services.

Calls can be made to residents by phoning (613) 526-7170 followed by the resident's four-digit extension number.

There are pay phones on the main floor of the Perley Rideau Health Centre, in the link to the Rideau Building and in the Ottawa building in Ottawa 1 East.

Our Village



Features

- ATM, Art Gallery, Barber, Hair Salon, Cafeteria, Chapel, Courtyards, Games Room, Guest Suite, Gift Boutique, Palliative Care Family Suite, Pub

The Perley Rideau now offers Virtual Reality Relaxation Therapy to residents. This joint research project is a partnership with researchers affiliated with York University and The Centre for Aging and Brain Health Innovation (CABHI).



Public Services

Cafeteria & Catering Services

The Cafeteria is open seven-days a week, from 8:00 a.m. to 7:00 p.m.

Catering is available to apartment tenants as well as residents, families and the public including short-term room rentals.

- *The catering menu is available online at: www.PerleyRideau.ca*
- *Inquiries about the cafeteria and/or catering can be made at (613) 526-7170, ext. 2606.*

There are vending machines in the cafeteria and on the second floor, down from the art studios.

Day Program

An Adult Day Program is provided on the main floor of the Health Centre. The program is operated by the Perley Rideau and Carefor Health and Community Services. The program is open to seniors 55 years and older with early to mid-stage dementia. Following a referral from the Champlain LHIN, clients visit the program during the day to enjoy stress-free socialization and fun providing family and caregivers with respite. The program is open Monday through Saturday.

- *For more information please contact (613) 526-7170, ext. 8808*

Deborah's Gift Boutique

In 2018, Deborah's Gift Boutique was named to honour the memory of founder Deborah Bennett. The Boutique sells confectionery items, greeting cards, gift items and postage stamps.



The Boutique is run by volunteers with proceeds going to The Perley and Rideau Veterans' Health Centre Foundation. Complimentary gift-wrapping is available.

The Boutique is open Monday to Friday from 10:00 a.m. to 4:00 p.m., and from 1:00 p.m. to 4:00 p.m. on Saturdays and Sundays and is closed on statutory holidays.

- *Contact: (613) 526-7170, ext. 2851*



Independent Living Apartments

Apartments Available to Seniors from the Public and former CAF Members

Apartments for Seniors

In 2013, the Perley Rideau opened a Seniors' Village on its campus: 139 independent-living apartments are available for lease, with priority access for former members of the Canadian Armed Forces.

Residents of the apartments enjoy ready access to the many services and amenities of The Perley and Rideau Veterans' Health Centre. From medical clinics and therapeutic services to recreational activities and social events, the Perley Rideau serves as a hub for hundreds of seniors and particularly benefits those who are isolated or socially frail.



Assisted Living for High Risk Seniors

- Personal support, homemaking and medication support
- Security checks, 24-hour urgent response service
- Care coordination
- Meal plan options

Apartments for Rent

- Studios
- 1 Bedrooms
- 2 Bedrooms
- 2 Bedrooms with Den



A Variety of Living Options

Apartment living and care for seniors and former members of the Canadian Armed Forces (CAF)

Living options:

1. Home for seniors living independently
2. Services for seniors needing help with daily tasks
3. Support for seniors with early to mid-stage dementia



RENTAL OFFICE – (613) 526-7170, ext. 2009. Email: rentaloffice@prvhc.com

Guest Suite for Overnight Stays

The suite is available for rent for a single night or several days. Located in apartment "Building B", 1720 Russell Road, the suite is fully furnished and linens are provided for visitors.

- *Booking: For pricing and to make a booking, please contact the Seniors' Housing office at (613) 526-7170, ext. 2009*

Guest House for Individuals with Dementia

Opened in 2007, the Guest House is a 12-bedroom bungalow providing short and long-term respite care from a few hours in a day to a couple of weeks on a 24-7 basis. The program is designed for individuals with early to mid-stage dementia, and provides needed relief for caregivers. The Perley Rideau and Carefor Health and Community Services partnered to develop and operate this innovative and much-needed option providing respite care.

- *For more information, please contact (613) 247-1664*

The Interprofessional Clinic at Perley Rideau

An initiative of the Centre for Interprofessional Health Care and Research Network, and established in collaboration with University of Ottawa Health Services, the Clinic offers residents, tenants, visitors and the community a range of treatments and services, including audiology, occupational therapy, physiotherapy and speech language pathology.

Services can be accessed through self-referral or a referral from a healthcare professional.

The Interprofessional Clinic at Perley Rideau is a bilingual clinic and a teaching clinic, offering numerous student placements for the University of Ottawa.

- *Contact: Phone: (613) 526-7125; Fax: (613) 526-7126; Email: icadmin@prvhc.com*

Perley Rideau Physio & Massage Therapy Clinic

The Perley Rideau Physio & Massage Therapy Clinic team offers a comprehensive range of services with the emphasis on improving the quality of lives of our residents, colleagues and the community. The team consists of physiotherapists, registered massage therapists and physiotherapy assistants.

Physiotherapy can help with optimizing mobility and function, and services include advanced manual and manipulation therapy, sports therapy, acupuncture, dry needling and exercise therapy. Massage therapy services include deep tissue massage, Swedish massage, trigger point therapy, prenatal massage and sports massage.

All care provision must adhere to the Private Physiotherapy and Physiotherapy Support Services Policy that outlines the expectations of the private provider, resident/family and the Perley Rideau. Home care is available to all residents at no extra cost.

- *For more information please call (613) 526-7175; Fax: (613) 526-7160; Email: physioadmin@perleyrideauphysio.com*



Interprofessional Clinic at Perley Rideau

- [Audiology](#)
- [Occupational Therapy](#)
- [Physiotherapy](#)
- [Speech Language Pathology](#)

PERLEY RIDEAU

PHYSIO & MASSAGE THERAPY CLINIC

Perley Rideau Care Programs

Long-term care

The Perley and Rideau Veterans' Health Centre provides assistance to persons with physical and/or cognitive impairments of varying degrees. An individualized care plan is developed for each resident by the medical and nursing staff in collaboration with the resident and family. The plan is monitored and adjusted as needs and circumstances change.

Rooms and Personal Items

- Each private room is 12 ft. x 17 ft.
- Windows overlook one of seven courtyards or public grounds of the 25-acre property.
- Each room is furnished with a bed, chair, dresser, night table, and wall mounted bulletin board.
- A storage cupboard is provided for personal clothing.
- Residents are encouraged to furnish their room with personal items, such as a comfortable chair, end table(s), lamps, pictures and wall art.

The number and size of these items must be appropriate to the size of the room and comply with safety requirements. Personal items must be fire retardant and not impede resident and staff safe movement throughout the room or impair the safe provision of care.

Outside the door of each resident room is a "curio" – a display cabinet (with the exception of rooms on the SBSU). This locked cabinet can be filled with items that reflect the resident's life history including favorite objects, photos and keepsakes. The curios are intended to showcase a life, provide an obvious personal connection outside a room and encourage conversations with other residents, staff, and visitors.

Residents are asked to bring a minimum of 7–10 changes of machine-washable clothing, a sweater, rubber soled slippers, shoes, boots and outerwear (for cold and rainy weather). Clothing should be comfortable and easy to put on and take off. Residents provide their own personal toiletry articles including cosmetics and an electric razor.

Admission Process: For all long-term care homes in Ontario, including The Perley and Rideau Veterans' Health Centre, admissions are coordinated through Home and Community Care, which provides in-home health and support services, and coordinates the placement of clients into long-term care homes.

For Veterans: Within Perley Rideau there are beds designated for qualified Veterans.

- *Questions can be directed to the admissions office of the Perley Rideau (613) 526-7170, ext. 2300 or info@prvhc.com.*

Don't forget...



7–10 changes of clothes



Rubber Soled Slippers



Outerwear

Short Stay Programs

Convalescent Care

This service is available to clients who no longer need to be in hospital, but who are unable to return home. It provides supportive and rehabilitative care, focused on physical recovery and overall well-being, to regain health and strength after an illness or surgery. The majority of the costs for this program are covered by OHIP, for up to 90 days per year.

Admission Process: Home and Community Care (Champlain LHIN) in conjunction with area hospitals are responsible for determining eligibility and managing the wait list.

Specialized Behavioural Support Unit (SBSU)

Unique to the Champlain region, this 20-bed unit features a secure environment and provides safe, enriched care to people with dementia who are exhibiting responsive behaviours. Residents are expected to stay in the SBSU for six-to-nine months until they can safely transition to their place of residence. The Royal Ottawa Mental Health Centre (The Royal), as the lead agency for the Behavioural Supports Ontario (BSO) program in the Champlain Local Health Integration Network (LHIN), provides consultation service and education, collaboratively supporting the management of responsive behaviours.



Admission Process: There are two avenues to access admission to the unit including referral from The Royal Geriatric Inpatient unit or directly from a long-term care home. Both avenues require a referral from Home and Community Care (Champlain LHIN).

Sub-Acute Care for Frail Elderly (SAFE) Unit

The SAFE unit provides a new and innovative level of care that promises to improve the health and well-being of frail elderly patients hospitalized due to surgery, illness or accident. Under SAFE, these patients transfer from an acute-care hospital to a special 20-bed unit at the Perley Rideau, where they access the medical and rehabilitative supports needed to recover fully and return to their place of residence. Patients typically stay on the SAFE unit for 2-3 weeks.

Admission Process: Home and Community Care (Champlain LHIN) is responsible for determining eligibility, in partnership with several area hospitals and The Perley and Rideau Veterans' Health Centre.

- 60+**
- Mild/moderately frail**
- Common Diagnoses:**
 - Heart Disease**
 - Infection**
 - Lung Disease**

Patient Profile

Key Contacts

Main Line	(613) 526-7170
Administration	(613) 526-7170, ext. 2001
Admission	(613) 526-7170, ext. 2300
Apartment Rental Office	(613) 526-7170, ext. 2006
Human Resources	(613) 526-7170, ext. 2203
Media	(613) 526-7170, ext. 2207
Resident Accounts	(613) 526-7170, ext. 2108
Volunteer Services	(613) 526-7170, ext. 2356
Foundation	(613) 526-7173
Foundation Fax	(613) 526-7202
Support Services	(613) 526-7170, ext. 2520
Other Contacts	
Champlain LHIN	(613) 745-5525
Veterans Affairs Canada	1 (866) 522-2122 - ENG 1 (866) 522-2022 - FRE

Notes

Quality Improvement Plan

The Perley Rideau is pleased to share its Quality Improvement Plan (QIP). The 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.

- To read the current Quality Improvement Plan and previous plans visit:
<http://www.perleyrideau.ca/quality-improvement-plan>

Care Team Members

- Attending Physician
- Building Maintenance Worker
- Dietitian
- Food & Nutrition Aide
- Housekeeping Aide
- Maintenance Helper
- Manager of Resident Care
- Nurse Practitioner
- Occupational Therapist
- Personal Support Worker (PSW)
- Registered Nurse (RN)
- Registered Practical Nurse (RPN)
- Resident Care Liaison
- Spiritual Health
- Supervisor: Food & Nutrition
- Supervisor: Personal Support Workers
- Supervisor: Therapeutic Recreation and Creative Arts

Consulting Staff to the Care Team

Note: Discussions with these consultants should be coordinated through the registered nursing staff.

- Audiologist
- Dental Hygienist
- Health Care Ethicist
- Infection Prevention and Control (IPAC) Manager
- Massage Therapist
- Physiotherapist
- Psychogeriatric Resource Nurse

Other Important People

- Commissionaire
- Private Support Provider
- Student
- Volunteer

Please contact the Resident Care Liaison for information on Private Support Providers

Get Involved

Engagement

Family and Friends Council

The mission of the Family and Friends Council (FFC) is to improve the quality of life for all long-term care residents by promoting an atmosphere of compassionate care and support amongst family members, substitute decision-makers, volunteers and staff. Participation is open to families, the family members of former residents and substitute decision-makers.

The Council works closely with management to represent the interests of long-term care residents and their families.

The Council meets monthly, except July, August and December. Meetings provide participants with the opportunity to learn more about life at the Perley Rideau, share experiences and provide support for one another.

- *For further information on meetings, please check the Family and Friends' Notice Board outside the Pharmacy on the first floor of the Health Centre, email familycouncil.prvhc@gmail.com or view the family notice boards and activity calendars on each Unit.*

Resident and Family Advisory Program

Building on the success of working with the Veteran Residents' Council, Community Residents' Councils and Family & Friends Council, The Perley and Rideau Veterans' Health Centre is engaging residents and families as Advisors to provide additional support on quality and safety improvement projects.

The Program brings the experiences of residents, families, and staff together to make a positive contribution to the planning, delivery, and monitoring of person and family-centred care.

- *For further information contact (613) 526-7170 ext. 2205; advise@prvhc.com*

Veteran Residents' Council

The Veteran Residents' Council holds regular meetings for all Veteran residents. Residents who cannot attend can be represented by a family representative or substitute decision-maker. Information on meeting times and location, meeting agendas and minutes are published and posted on the bulletin boards on all Veteran Units.

- *Messages may be left at (613) 526-7170, ext. 2877*

The Community Residents' Council

The Community Residents' Council also holds regular meetings every two months.

- *Please reference the Bulletin Boards in the Health Centre for information on meeting times, agendas, location and meeting minutes.*

Volunteering

Volunteers provide special comfort and care to residents. They are carefully screened and trained to give direct support through medical escorts, feeding, visiting, pet therapy, palliative care and spiritual health. Volunteers enable greater participation in church services, therapeutic recreation and physiotherapy programs. They staff Deborah's Gift Boutique, Pub and Ice Cream Parlour and they porter residents to the Barber and Hairdresser. On admission day, residents are welcomed and assisted by our Family Transition volunteers. Family members can also volunteer to help provide direction to the Health Centre through the Family and Friends Council.

- *Information on the volunteer program can be obtained through the Coordinator, Volunteer Services, (613) 526-7170, ext. 2356 or volunteer@prvhc.com*



The Perley and Rideau Veterans' Health Centre Foundation

Registered Charitable Number 12194 8038 RR0001

Honour and Care

The Perley Rideau Foundation is a fully independent, registered charity that raises funds to help the Health Centre provide seniors and Veterans every opportunity to enjoy healthy, fulfilling and dignified lives.

The support of donors is key to enhancing the care and enriching the lives of seniors and Veterans who call the Seniors' Village home.

- *To donate or to organize a community event in support of the Perley Rideau, visit the Foundation office across from the Interprofessional Clinic at Perley Rideau, call (613) 526-7173 or visit www.PerleyRideauFoundation.ca*



You Should Know

Key Programs and Services

Therapeutic Recreation and Creative Arts Programming

These services offer physically, intellectually and socially stimulating leisure activities for residents. Games, computer access, special events, pet visits, fun and fitness groups, and musical events and programs are a few examples of the activities offered.

There are two studios where residents can participate in activities such as pottery, silk-screening, painting and woodworking. Residents are encouraged to participate in these scheduled activities where they can socialize, enhance their skills, or simply enjoy free time.

In addition, there is an arts therapies team providing music therapy, dance therapy and horticultural therapy. They provide specific services to residents who are isolated, depressed, anxious and palliative, and residents who need help with motor skills and require support with speech issues. These services may be offered at the bedside. A detailed monthly calendar, located across from the Communications' Station on the Unit, and notices throughout the Health Centre identify special events and meetings.

These programs are generously supported by Veterans Affairs Canada for Veteran residents and the Perley Rideau Foundation for community residents.

Active Seniors

At the Perley Rideau, we strive to improve the well-being of the people we serve. We also want to help seniors in our community. We believe that aging well is rooted in living well – and that there is joy in living every day.

The Perley Rideau's Therapeutic Recreation and Creative Arts Program features a remarkable range of activities— from pottery, painting and woodworking to gardening and group outings. Program activities are delivered by a mix of certified therapists and professional artists with support from volunteers. The benefits of this work are widely recognized and that is why we have created a new website to share our passion.

Active Seniors provides multiple options for seniors to think, move, engage and learn!

- *To learn more, please visit www.ActivePerleyRideau.com.*



SeeMe™

At the Perley Rideau, we believe that understanding and recognizing frailty is crucial to providing good care. That's why we've developed SeeMe™: Understanding *frailty* together.



SeeMe™ is a program that recognizes and assesses frailty as part of a person's overall health and supports residents and their families to make informed decisions around treatment that may be helpful or harmful within the context of frailty. The program involves a true partnership between the healthcare team and the resident/family in terms of considering the whole person and what matters most to them as an individual. SeeMe™ aims to align care with quality of life goals, with a true understanding of what a quality life means to individuals.

The first step of SeeMe™ is to understand the person's degree of frailty by completing a Comprehensive Frailty Informed Assessment. This assessment provides a detailed overview of different drivers of frailty, including the major drivers of cognition, function, and mobility, and assigns an overall Clinical Frailty Scale score. Following the assessment, a care conference is held with the person and/or family to discuss the overall health picture and considerations for future decision-making. During this meeting, potential treatment risks are considered in the context of frailty and individuals are invited to discuss their goals, values, and preferences with the care team. There is also ongoing dialogue outside of care conferences, particularly when there are significant changes in the resident's condition. These discussions help the care team support the person and/or family in making informed decisions about the next steps of care when acute health events arise.

Centre of Excellence

The first of its kind, the Centre of Excellence in Frailty-Informed Care at the Perley Rideau aims to improve the quality of life for all seniors through a combination of research, evidence-based practice and knowledge transfer in order to enhance care.



At its core, applied research is essential to confronting a looming crisis that threatens to overwhelm every facet of our healthcare system: ranging from families to communities, hospitals and long-term care homes.

The Centre of Excellence will:

- Lead and partner in research to develop new and meaningful approaches to caring for frail seniors;
- Implement and evaluate best practices and share findings with other homes and care settings;
- Develop innovative learning opportunities and resources to better inform and prepare health care professionals in supporting frail seniors and their families.

The Centre of Excellence will develop approaches that will proactively support seniors, families and healthcare providers to lead healthy and fulfilling lives. Through the combination of actionable research and the transfer of knowledge, the Centre of Excellence will improve the lives of all seniors, support caregivers and their loved-ones in Canada and beyond.

Important Policies

The Perley Rideau strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. This applies to all residents, tenants, clients, families, and visitors.

- *The Perley and Rideau Veterans' Health Centre to promote the provision of accessible customer service to people with disabilities, as defined in the Accessibility for Ontarians with Disabilities Act, 2005 and the regulation. View the full document: www.PerleyRideau.ca/accessibility*

Zero Tolerance Policy

The Perley Rideau is committed to provide residents a home-like environment where they can live with dignity and in comfort, security and safety. As part of this commitment, the Perley Rideau has a zero-tolerance policy for all forms of resident abuse and neglect.

The policy outlines:

- the process for reporting incidents of resident abuse or neglect;
- the process to respond, investigate and address allegations of resident abuse or neglect;
- The Perley Rideau's abuse and neglect prevention measures.

Least Restraint Policy

The Health Centre has a 'least restraint policy'. This means that all possible alternative interventions are considered and/ or implemented before deciding on the use of a restraint(s) to address behaviour that could put the resident at risk.

- *A copy of this policy is available upon request and should be discussed with the registered staff on the Unit.*

Smoking Policy

The Health Centre is smoke free. Staff will not accompany residents who want to smoke outdoors. Support is available to residents who want to stop smoking.

- Individuals smoking on the property must not smoke within a 9 metre radius of any entrance or exit.

Cannabis Policy

The Health Centre is smoke free. No smoking is allowed indoors or within 9 metres radius from all entrances.

Recreational cannabis use is to be managed by residents and families. Residents can choose to use any legal form of cannabis as long as they don't pose a risk to others and to the environment. Medical use can be supported if it is in unit doses, and delivered in a sealed package to registered staff on the unit. Other forms of medical cannabis must to be managed by residents and families.

All cannabis products need to be stored in the locked drawer in the residents' room. If the care team is involved in supporting medical cannabis by unit doses, staff are required to treat it as a narcotic.

Scent-free Policy

The Perley Rideau attempts to provide, wherever reasonably possible, a scent-free environment. Staff, volunteers, students, visitors and contractors are requested not to wear perfume, or other scented personal products while at the Perley Rideau. Products used by the Health Centre that are known to cause health problems will be evaluated to determine whether it is possible to eliminate or substitute these products.

Alcohol Policy

Residents have the right to make choices regarding the use of alcohol. If a resident poses a problem as a result of the misuse of alcohol, restrictions will be imposed.

Electrical Appliances

Small refrigerators can fit in a resident's room; however, approval to keep a refrigerator must be obtained and the resident/family must sign a contract stating that the resident or family will clean the refrigerator regularly. Property Services reserves the right to examine all electrical appliances to ensure compliance with safety standards.

To ensure the safety of residents, staff, and visitors, the following electrical appliances are not permitted in resident rooms due to the potential fire and burn hazards associated, but not limited to, the following items: kettles, toasters, electric heaters, humidifiers, dehumidifiers, electric blankets, and microwaves.

Pet Policy

No pets are permitted to live in the Health Centre. Please review the policy for pets that are visiting.

Recent Achievements



Accreditation Canada
Exemplary Status
(2018)



Automated technical
application to contact
families recognized as
a Leading Practice by
the Health Standards
Organization.
(2018)



Best Practice Spotlight Organization
by RNAO
(2019)

Emergency Colour Codes

The Perley Rideau has adopted the following Emergency Code system, which is aligned with the Emergency Code system used by other members of the Hospital Emergency Preparedness Committee of Ottawa (HEPCO).

Part of the Perley Rideau's ongoing education includes regular testing of Emergency Codes by conducting drills. All individuals who hear an Emergency Code must treat it as a real emergency.

In the event of an emergency at The Perley and Rideau Veterans' Health Centre, an Emergency Code will be broadcast across the Home to alert all residents, staff, visitors and volunteers that an emergency is occurring. The broadcast will be repeated three times and include the specific code and, if applicable, the location of the emergency.

When hearing an Emergency Code broadcast, residents, students and visitors should follow the direction of a staff member. When an Emergency has been dealt with, an "all clear" alert will be broadcast three times across the Health Centre to inform residents, staff, volunteers and visitors.

Below is a list of list of Emergency Codes and actions to be taken by the public in the event that a code is called.

Code	Incident	What you should do
Blue	Medical Emergency	If you witness a medical emergency please pull the closest nurse call bell (or call reception) for nursing staff assistance.
Red	Fire	If you are not with a resident, proceed to the cafeteria, unless otherwise instructed by staff. If with a resident, stay with the resident and inform unit staff that the resident is with you.
Green	Evacuation	Listen to the public announcement for locations under the evacuation and prepare for possible evacuation.
Yellow	Missing Resident	Be vigilant in search for resident. If you locate resident, please notify reception immediately.
White	Responsive Resident	No action required.
Black	Bomb Threat	Prepare for possible evacuation.
Grey	Loss of Essential Services	No action required.
Brown	Hazardous Spill	No action required. Prepare for possible evacuation.
Orange	Community Disaster	No action required.
Silver	Threatening Person	Immediately take cover behind closed locked door. Stay out of sight.

- If you have any questions, please speak with a staff member or contact info@prvhc.com

Our Privacy Statement

The Perley Rideau is committed to maintaining the confidentiality and security of each resident's personal health information. These privacy practices are aligned with Ontario's Personal Health Information Protection Act (PHIPA).

- *If you would like to receive information about the Perley Rideau's Privacy Program, contact the Privacy Office at ext. (613) 526-7170, ext. 2408.*
- *To contact the Information and Privacy Commissioner of Ontario:
2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8
E-mail: info@ipc.on.ca | Telephone: (416) 326-3333 | Web: <https://www.ipc.on.ca>*

Keeping Your Personal Health Information Private is Important to Us

Personal Health Information and Privacy: Ontario has a law that protects your personal health information. We are required to keep your personal health information safe and secure. You have the right to know how we may use and give it out and how you can get access to it.

The Perley and Rideau Veterans' Health Centre is committed to the security and confidentiality of your personal health information. Our practices are aligned with Ontario's Personal Health Information Protection Act (PHIPA).

Your Personal Health Information (PHI) includes:

- Your contact information and the contact information of an individual who is your Substitute-Decision-Maker (SDM)
- Your health information, health care history, and family health history
- Information about payment for your health services, including your health card number

Who can see and use your Personal Health Information

- You or a person who can legally make decisions for you about your personal health information can use and see it.
- We may collect, use and give out your personal health information to others, as reasonably necessary to: provide you with health care and assistance, both within and outside our care facility;
 - communicate or consult about your health care with your doctor(s) and other health care providers;
 - obtain payment for your health care, including from the Ontario Ministry of Health and Long-Term Care (for all residents), and to Veterans Affairs Canada (for Veterans only)
- To improve your care, the Perley Rideau is participating in the provincial Integrated Assessment Record (IAR) initiative.
 - The IAR uses a secure electronic system to share your health information with other health services providers that care for you so they have the most up-to-date and complete record of your health history and needs

Your Rights and Choices

You or a person who can make decisions for you about your personal health information have the right:

- to see and receive a copy of your personal health information
- to request a correction of your records if you believe there are errors
- to receive more information about the Perley Rideau's Privacy Program by contacting the Privacy Officer
- to be told if your personal health information is stolen, lost or improperly accessed
- to withdraw / change consent for the sharing of any of your personal health information at any time
- to file a complaint with the Information Privacy Commissioner of Ontario if you believe that the Perley Rideau is non-compliant with Ontario's Privacy Legislation

Family, Friends, and Clergy

- Your family and friends can be told general information about you, such as your location in the facility and your general health condition (e.g. the resident is doing well), unless you tell us not to give out this information.
- If you give us information about your religion, we may give your name and location to the clergy, unless you tell us not to do so.

Fundraising and Marketing

- Our facility relies on resident and community support for part of our funding.
- Unless you tell us not to do so, we or others such as our Foundation, may use your name and address to contact you to ask for your support.

Research, Education and Planning

- Sometimes, because of your condition or the treatment you have received, we or others may contact you about research, special projects, or products or services that may help you.
- You will be asked if you are interested in more information. There is no obligation to participate in any research activity. You will always be asked if you are interested to learn more.
- There are also other types of research projects which do not require your consent; these must have safeguards in place to protect your privacy.
- We may use your personal health information without your consent for our own education, planning and management.
- We may also provide your personal health information to certain organizations for use in the planning and management of the health care system

How to Reach Us

If you have questions or concerns about our privacy practices, please speak to our Privacy Officer (613) 526-7170, ext. 2408

Residents' Bill of Rights

(As outlined in the Long Term Care Homes Act, 2007)

The Perley Rideau will ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to:
 - I. participate fully in the development, implementation, review and revision of his or her plan of care;
 - II. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent;
 - III. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and;
 - IV. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,
 - I. the Residents' Council;
 - II. the Family and Friends Council;
 - III. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129;
 - IV. staff members;
 - V. government officials;
 - VI. any other person inside or outside the long-term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

Feedback and Reporting

Feedback Opportunities

Residents, families and substitute decision-makers are encouraged to bring forward concerns, compliments, suggestions and recommendations. Feedback can occur in the following ways:

1. Discussion with staff on the Unit, and/or submitting a letter/email or scheduling an appointment with the Manager of Resident Care for the Unit;
2. Completing a Resident Feedback Form (located on the wall across from the Communications Station on each Resident Unit);
3. For systemic issues impacting on the Health Centre, submit an email to the Family and Friends Council, familycouncil.prvhc@gmail.com, and/or attend a monthly FFC meeting, or;
4. Submission of a letter to the Executive Offices on the second floor of the Health Centre, identifying the appropriate member of the management team.

Please reference the Complaints, Concerns, Compliments and Recommendations Policy that is included in the Admissions Package. The policy is also available on each unit.

- *The Ministry of Health and Long-Term Care has a toll-free action phone line to make a complaint, express concern and obtain information about long-term care. Please call 1 (866) 434-0144*

Mandatory Reporting to the Ministry

The Perley Rideau has a duty to report to the Ministry of Health and Long-Term Care (MOHLTC) all incidents resulting in harm or risk of harm to a resident, such as:

- Improper or incompetent treatment or care of a resident
- Abuse or neglect of a resident
- Unlawful conduct
- Misuse or misappropriation of a resident's money
- Misuse or misappropriation of funding provided to the Health Centre

Any Perley Rideau staff member, physician, manager or Board member that has reason to suspect that any such incident has occurred or may occur must immediately report their suspicion to the MOHLTC.

Although not required, any resident, volunteer or visitor who has reason to suspect that any of the above has occurred is encouraged to report their suspicion and any supporting information to a supervisory staff member or manager of the Health Centre

Whistle-blowing Protection

The Perley Rideau will not retaliate or discriminate against any resident, visitor or staff for:

- Reporting any of the incidents mentioned above to the MOHLTC;
- Submitting a concern/complaint about the Health Centre to the MOHLTC;
- Disclosing information to an inspector or the Director of the MOHLTC; or
 - Giving evidence in a proceeding under the Long Term Care Homes Act or during a coroner's inquest.

Seniors' Village Expansion Planned



In 1995, three levels of government and private donors funded the construction of The Perley and Rideau Veterans' Health Centre on a 25-acre site.

In 2013, the Seniors' Village concept became a reality with the construction of two buildings housing a total of 139 independent apartments for seniors on the Perley Rideau grounds.

At Perley Rideau, our vision is to lead innovation in frailty informed care to enable seniors and Veterans to live life to the fullest. To achieve this, we plan to expand our range of services, supports and programs to meet the needs of seniors today and in the years to come.

In 2019, our Board of Directors approved a proposal to house 200 more seniors in a new building on the Perley Rideau campus.

For more information please visit www.PerleyRideau.ca

This book is also available in an electronic form on our website: www.PerleyRideau.ca and is updated online as required.

Please direct all comments and questions to info@prvhc.com.

The Welcome Book may include photos of individuals who have passed away. With the permission of the appropriate individual(s), we include their photos to honour them and celebrate their contributions to the Perley Rideau community.

Visit us online at:

www.PerleyRideau.ca



Perley
Rideau



Perley
Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation



Perley
Rideau