Welcome Book

RESIDENTS, FAMILIES & FRIENDS

The Perley and Rideau Veterans’ Health Centre
1750 Russell Road, Ottawa, ON K1G 5Z6
www.perleyrideau.ca
Please keep in mind that this Welcome Handbook is updated as required.

The Handbook for Residents, Families, Friends and Volunteers is also available in an electronic form on our Website: www.perleyrideau.ca.

If you would like another copy of the Handbook to share with other family members and friends, please contact, info@prvhc.com.

Disclaimer: 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.
Welcome to The Perley and Rideau Veterans’ Health Centre

It is with great pleasure that we welcome you to The Perley and Rideau Veterans’ Health Centre. At its opening in 1995, it represented the completion of a dream to provide an up-to-date and state-of-the-art health centre for seniors and Veterans.

A model of cooperation and goodwill, the new centre brought together three institutions with fine traditions of caring – The Perley Hospital, the Rideau Veterans’ Home and the Chronic Care Unit of the National Defense Medical Centre. Their shared successes form the foundation on which the future of the Health Centre is being built.

Today, the Health Centre continues to live out the promise of providing the highest quality of care and service provision across the continuum of care. Some of these programs and services include continuing care; special approach care; short-stay respite care; convalescent care; day programs; and community outreach clinics and services, such as assisted living to seniors in the neighbouring community. A twelve-bedroom Guest House provides short-term respite care for those living at home and affected by Alzheimer’s disease and other early to mid-stage dementias. Most recently, 139 seniors’ apartments were added to the Perley Rideau campus.

The Health Centre operates on the principles of providing respect and upholding the individual’s choice, comfort and dignity in a setting that supports a positive resident and family experience, based on the safest and best possible care.

We are very proud of our talented and very dedicated staff, at every level, and caring volunteers, and the high standards of care they continuously strive to achieve. They will be happy to answer any questions or help you in any way they can. Please tell us what you think of the care and services that are being provided. We are here to serve you, and your comments and suggestions make a difference.

We look forward to getting to know you and your loved ones. Once again, welcome to The Perley and Rideau Veterans’ Health Centre.

Akos Hoffer
Chief Executive Officer
Contents

Welcome to The Perley and Rideau Veterans’ Health Centre 3

Our Motto, Vision and Mission 8

Our Motto 8

The Resident’s New Home: Getting Settled 11

Accommodation Agreement ................................................................. 11
OHIP Card (Health Card) and the Veterans Affairs Card .......................... 12
Admission Care Plan ........................................................................ 12
Personal Belongings and Clothing ....................................................... 12
Lost and Found/Clothing ................................................................ 13
Laundry Service .............................................................................. 13
Dry Cleaning .................................................................................... 13
Sewing Services .............................................................................. 13
Meals and Food ................................................................................ 14
  Meals/Food and Nutrition Services ................................................ 14
  Perishable and Non-Perishable Food .............................................. 14
The Resident’s Room ....................................................................... 15
  Personal Furnishings .................................................................. 15
  Room Upkeep and Cleaning ......................................................... 16
  Beds and Equipment .................................................................. 16
  Call Bell ..................................................................................... 16
  Televisions, Electronic Devices & Cable and Wireless Services ....... 16
Staying Connected .......................................................................... 16
  Visitors and Visiting Hours .......................................................... 16
  Absences from the Unit ............................................................... 16
  Telephones ............................................................................... 17
  Mail Delivery ............................................................................. 17
  Newspapers ............................................................................... 17
Activities and Programming ............................................................. 21
  Access to Recreation and Creative Arts Services ......................... 21
Mobility and Transportation .............................................................. 21
  Wheelchairs/Scooters ................................................................. 21
  Transportation ......................................................................... 22
Financial Matters ........................................................................... 22
### Getting to Know Each Other

The Care Team, Consulting Staff and Other Important People ................................................................. 25
Contact Phone Numbers .................................................................................................................................. 26
Members of the Care Team ............................................................................................................................ 27
  - Registered Nurse (RN) ................................................................................................................................. 27
  - Registered Practical Nurse (RPN) ................................................................................................................ 27
  - Personal Support Worker (PSW) ................................................................................................................. 27
  - Attending Physician ..................................................................................................................................... 27
  - Nurse Practitioner ....................................................................................................................................... 28
  - Manager of Resident Care ......................................................................................................................... 28
  - Resident Care Liaisons .............................................................................................................................. 28
  - Occupational Therapist ............................................................................................................................ 28
  - Recreation Therapists/Recreation Programmers ....................................................................................... 29
  - Supervisor – Personal Support Workers .................................................................................................... 29
  - Supervisor – Food & Nutrition .................................................................................................................... 29
  - Dietitian ....................................................................................................................................................... 29
  - Nursing Unit Clerk ...................................................................................................................................... 29
  - Housekeeping Aides .................................................................................................................................. 30
  - Maintenance Helper .................................................................................................................................... 30
  - Building Maintenance Worker .................................................................................................................. 30
Consulting Staff to the Care Team .................................................................................................................. 30
  - Internist ....................................................................................................................................................... 30
  - Health Care Ethicist .................................................................................................................................... 30
  - Psychogeriatric Support .............................................................................................................................. 30
  - Physiotherapy and Massage Therapy ........................................................................................................ 31
  - Dental Hygienist ........................................................................................................................................ 31
Other Important People ................................................................................................................................... 31
  - Volunteers ................................................................................................................................................... 31
  - Students ...................................................................................................................................................... 32
  - Commissionaires ........................................................................................................................................ 32
  - Private Support Providers and Private Caregivers .................................................................................... 32

### Table of Contents

- Accommodation Rates ................................................................................................................................. 22
- Rate Reductions ........................................................................................................................................... 23
- Payment ....................................................................................................................................................... 23
- Purchasing Goods and Services .................................................................................................................. 23
- Resident Trust Account ............................................................................................................................... 24
- Security and Insurance Coverage ............................................................................................................. 24

- Private Support Providers and Private Caregivers ................................................................................. 32

- Contact Phone Numbers ............................................................................................................................ 26
- Members of the Care Team ........................................................................................................................... 27
- Registered Nurse (RN) ................................................................................................................................. 27
- Registered Practical Nurse (RPN) ................................................................................................................ 27
- Personal Support Worker (PSW) ................................................................................................................. 27
- Attending Physician ..................................................................................................................................... 27
- Nurse Practitioner ....................................................................................................................................... 28
- Manager of Resident Care ......................................................................................................................... 28
- Resident Care Liaisons .............................................................................................................................. 28
- Occupational Therapist ............................................................................................................................ 28
- Recreation Therapists/Recreation Programmers ....................................................................................... 29
- Supervisor – Personal Support Workers .................................................................................................... 29
- Supervisor – Food & Nutrition .................................................................................................................... 29
- Dietitian ....................................................................................................................................................... 29
- Nursing Unit Clerk ...................................................................................................................................... 29
- Housekeeping Aides .................................................................................................................................. 30
- Maintenance Helper .................................................................................................................................... 30
- Building Maintenance Worker .................................................................................................................. 30
- Consulting Staff to the Care Team ................................................................................................................ 30
  - Internist ....................................................................................................................................................... 30
  - Health Care Ethicist .................................................................................................................................... 30
  - Psychogeriatric Support .............................................................................................................................. 30
  - Physiotherapy and Massage Therapy ........................................................................................................ 31
  - Dental Hygienist ........................................................................................................................................ 31
- Other Important People ................................................................................................................................... 31
  - Volunteers ................................................................................................................................................... 31
  - Students ...................................................................................................................................................... 32
  - Commissionaires ........................................................................................................................................ 32
  - Private Support Providers and Private Caregivers .................................................................................... 32
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services and Community Support</td>
<td>32</td>
</tr>
<tr>
<td>Pastoral Care</td>
<td>32</td>
</tr>
<tr>
<td>Medical Pharmacy</td>
<td>33</td>
</tr>
<tr>
<td>Hearing Centre</td>
<td>34</td>
</tr>
<tr>
<td>Vision Care</td>
<td>34</td>
</tr>
<tr>
<td>Dermatologist Services</td>
<td>34</td>
</tr>
<tr>
<td>Diagnostic Imaging, Speech Language Pathology, and Laboratory Services</td>
<td>35</td>
</tr>
<tr>
<td>Property Services</td>
<td>35</td>
</tr>
<tr>
<td>Veterans Affairs Canada</td>
<td>35</td>
</tr>
<tr>
<td>Alzheimer Society of Ottawa and Renfrew County</td>
<td>35</td>
</tr>
<tr>
<td>The Perley and Rideau Veterans’ Health Centre Foundation</td>
<td>37</td>
</tr>
<tr>
<td>Support Organizations</td>
<td>37</td>
</tr>
<tr>
<td>The Resident Care Plan</td>
<td>39</td>
</tr>
<tr>
<td>Care Conferences</td>
<td>40</td>
</tr>
<tr>
<td>Resident Care Plan</td>
<td>40</td>
</tr>
<tr>
<td>Post-Admission Care Conference</td>
<td>40</td>
</tr>
<tr>
<td>Annual Care Conference</td>
<td>40</td>
</tr>
<tr>
<td>Helpful Resources</td>
<td>41</td>
</tr>
<tr>
<td>Family Engagement and Support</td>
<td>43</td>
</tr>
<tr>
<td>Staying in Touch – Keeping You Informed</td>
<td>43</td>
</tr>
<tr>
<td>Resident Care Liaisons (RCL)</td>
<td>44</td>
</tr>
<tr>
<td>Residents’ Councils</td>
<td>44</td>
</tr>
<tr>
<td>The Veteran Residents’ Council</td>
<td>44</td>
</tr>
<tr>
<td>The Community Residents’ Council</td>
<td>45</td>
</tr>
<tr>
<td>Family and Friends Council</td>
<td>45</td>
</tr>
<tr>
<td>Feedback from Residents/Families</td>
<td>45</td>
</tr>
<tr>
<td>Our Commitment to Safety</td>
<td>49</td>
</tr>
<tr>
<td>Least Restraint Policy</td>
<td>49</td>
</tr>
<tr>
<td>Smoking Policy</td>
<td>49</td>
</tr>
<tr>
<td>Scent-free Policy</td>
<td>49</td>
</tr>
<tr>
<td>Alcohol Policy</td>
<td>50</td>
</tr>
<tr>
<td>Electrical Appliances</td>
<td>50</td>
</tr>
<tr>
<td>Pet Policy</td>
<td>50</td>
</tr>
<tr>
<td>Introduction to the Emergency Response Plan</td>
<td>50</td>
</tr>
</tbody>
</table>
Personal Hygiene/Infection Control ................................................................. 53
Hand Hygiene ......................................................................................... 53
Immunization and Infections ................................................................. 54

**The Health Centre: Getting Around** 55

Access and Security .................................................................................. 58
Parking ........................................................................................................ 58
Public Amenities ...................................................................................... 59

**Policies, Legislation and Values** 61

Our Strategic Objectives and Goals .......................................................... 61
Our Privacy Statement .............................................................................. 62
Residents’ Bill of Rights .......................................................................... 63
Residents’ Bill of Responsibilities ............................................................. 65
Mandatory Reporting to the Ministry ......................................................... 66
Whistle-blowing Protection ...................................................................... 66
Zero Tolerance Policy – Resident Abuse and Neglect ............................... 67

**Telephone Contacts** 68
Our Motto, Vision and Mission

Our Motto

“Together we improve the well-being of the people we serve.”

Our Long-Term Vision

An Advanced Health Centre for Seniors which will be a valued, sustainable centre for quality care, serving the elderly and their families. Building on our traditional expertise in Long-Term Care, we will expand the programs and services offered, along the continuum of care, in order to meet the evolving needs of the seniors’ community, to enhance residents’ quality of life and to support aging at home. We see the Perley Rideau as a leader in the treatment of dementia, offering opportunities for the training and development of health care professionals and workers. In time, this should present opportunities to engage in selective applied research in dementia-related areas. In adapting to the demands of a changing health care environment, we will seek innovative solutions while honouring our Veterans and the community we serve.

Our Mission

Our staff and volunteers work with our partners and families to provide excellent long-term and dementia care for our Veteran and community residents, and we provide a range of services to help seniors stay in our community longer.
Left to Right: Akos Hoffer, Chief Executive Officer and Secretary of the Corporation; Mary Boutette, Chief Operating Officer; Ross Quane, Chief Financial Officer; Dr. Benoit Robert, Medical Director (ex officio Board Member)

To reach a member of the Senior Management Team, please contact Judy Woodstock, Executive Assistant, 613 526-7171 (ext. 2001) or Gayla Desjardins, Executive Assistant 613 526-7171 (ext. 2105) or email info@prvhc.com.
The Perley Rideau Seniors Village

Long-Term Health Care Centre

- **250** Veterans
- **200** Community Residents

Community Support Programs

- Convalescent Care
- General Respite Care
- Guest House
- Day Program
- Assisted Living Services for High-Risk Seniors

Village Services

- Barber, Hair Salon
- Cafeteria
- Catering Services
- Chapel
- Family gathering rooms, dining areas
- Games Room
- Gift shop

On-Site Services

- Libraries
- Meeting Room Rentals
- Palliative Care Family Suite
- Pub
- Courtyards & walking paths
- Guest Suite rental available
- Alzheimer Society of Ottawa and Renfrew County
- Audiology
- Dental Services
- Dermatologist
- Ethicist
- Foot Care
- Pharmacy
- Internist and Specialist in Infectious Disease
- Oxygen Therapy Services
- Pastoral Care
- Perley Rideau Physio & Massage Therapy Clinic
- Psychogeriatric Support
- Veterans Affairs

Apartments for Seniors

**Apartment Assisted living Services Includes:**

- Personal support, homemaking and medication support
- Security checks, 24-hour urgent response service
- Care coordination
- Meal plan options
The Perley and Rideau Veterans’ Health Care Centre (Health Centre) is an advanced health centre for seniors from the community as well as Veterans of the Second World War and the Korean War. Long-term care is provided in residences named for three prominent Ottawa Rivers: Rideau, Ottawa and Gatineau.

The Health Centre is scent free-and smoke-free environment. Support is available to residents who want to stop smoking.

Each of the units has a dining room and lounges. To assist residents, families and friends to find their way around, each Unit has a unique name, i.e. Ottawa 2 East. The Unit has a central Communications’ Station and meeting room where staff and families can meet to discuss care and services. Outside the door of each resident room is a curio – a glassed-in display cabinet. This locked cabinet can be filled with items that reflect the resident’s life history – favorite objects, photos and mementos. A key for access can be obtained from Unit staff.

Accommodation Agreement

As part of the admission process, new residents are provided an Admissions Package, which includes the Accommodation Agreement for long-stay residents. The agreement, along with a void cheque, must be signed and returned to Financial Services within a week from the time of admission.
OHIP Card (Health Card) and the Veterans Affairs Card

Residents are asked to leave their OHIP Card (Health Card) and Veterans Affairs Card (if applicable) at the unit’s Communications’ Station. The OHIP card is needed for external medical appointments. The Admissions Coordinator will request verbal permission to notify the Ministry of Health and Long-Term Care of the resident’s change of address and/or the need for a replacement card.

Admission Care Plan

Following admission, the registered nursing staff will meet with the new resident and/or family representative(s) to develop an individualized 24-hour Admission Care Plan. Within 3 weeks (reference https://www.ontario.ca/laws/regulation/r10079#BK28 - Sections 24 and 25) of admission, this plan will be replaced by a more detailed Resident Care Plan (For more information on the Care Plan, see Chapter 3). The Care Plan takes into account assessments conducted by all members of the resident’s multidisciplinary care team. The resident’s first Multidisciplinary Care Conference will be held approximately six weeks after the date of admission.

Personal Belongings and Clothing

Residents are asked to bring a minimum of 7–10 changes of machine washable clothing, a sweater, rubber soled slippers, shoes, boots and outer wear (for cold and rainy weather). Clothing should be comfortable and easy to put on and take off and clothing articles should be suitable for laundering using commercial equipment.

Residents may provide their own personal toiletry articles, including cosmetics and an electric razor. For additional personal hygiene items, please verify with the registered nursing staff and confirm the individual(s) responsible for their provision of these items.

- We ask that you not provide wool and clothing items that require dry cleaning.

Residents are required to have their personal items labeled. Ask the Unit staff to complete a Sewing Room Services Requisition Form to have the resident’s name labeled on clothing. Any clothing/personal item that is purchased after admission must be labeled immediately to avoid misplacement or loss.
• Dentures are labeled by the Dental Clinic.

• Eyeglasses are stamped by Property Services with the resident’s first and last initials, if the glasses can accommodate this procedure.

• Hearing Aids do not have to be sent for labeling as they have a serial number. The Hearing Clinic can read the serial number and determine the owner of the hearing aid. Ask the Unit Clerk to assist with the completion of the required forms.

• Personal Care Items (e.g. shampoo) are labeled by the Unit staff.

Lost and Found/Clothing

For lost articles of clothing, support is provided by the Laundry Room, during the hours of 6:30 a.m. to 2:30 p.m. on the second floor of the Health Centre, 613 526-7171 (ext. 2864).

• Visitors are always welcome to inquire.

• For all questions about lost and found items excluding clothes, please contact the Unit Staff.

Laundry Service

The Health Centre provides an in-house personal laundry service for residents. Soiled personal laundry is placed in an orange nylon bag on the soiled linen cart for pick-up. Residents may also have their clothes laundered by family members at home, if they choose.

• Please allow 24 hours for return of laundry.

A washer and dryer are available on the second floor of each resident building for use by residents and/or family members.

Dry Cleaning

Resident’s personal clothing may be taken home and/or services are available at an additional cost, through an external provider identified by the laundry room on the second floor of the Health Centre, 613 526-7171 (ext. 2864). Please contact the Unit Clerk with questions.

Sewing Services

Articles of personal clothing may be taken home by family for repair. A repair service can be arranged through an external provider at an additional cost. To make arrangements with an external provider contact the laundry room, 613 526-7171 (ext. 2864).

• A Sewing Room Requisition form must be completed to access this service.
Meals and Food

Meals/Food and Nutrition Services

Food is important to maintaining a good quality of life, so every effort is made to prepare and serve meals and snacks that are both tasty and nutritious. Breakfast, lunch and dinner are served in the dining rooms. Nutritional assessments are completed by the Registered Dietitian soon after admission to identify individual requirements, needs, likes, dislikes and therapeutic requirements. The Dietitian is available to discuss resident diets. Menus are offered on a four-week cycle and posted outside the dining room. Residents may select their meal choice in their own dining room on a daily basis.

Beverages and small snacks are available in the dining room throughout the day and evening. A beverage and snack is also offered to residents between meals.

A Family Dining Room is available on most units and can be reserved through the Unit Clerk for special occasions. Food and Nutrition Services offers a catering service for special occasions (i.e. birthdays and/or anniversaries, commemoration of life services). Consult the Cafeteria/Catering Supervisor 613 526-7171 (ext. 2606) for more information.

- Visit the www.perleyrideau.ca to access the catering menu online

Gifts of food for residents should be approved by the registered nursing staff. Food left for a resident should be stored in closed containers, labeled with the resident’s name, the contents of the container and the date of storage. This food can be left in the refrigerators, located in the Unit dining room for a maximum of three days.

Perishable and Non-Perishable Food

- To prevent rodents/insects, perishable food items should not be kept at the bedside.
- Non-perishable food may be kept in the room as long as it is in covered containers.
- Cupboards and rooms are checked for food or perishable items on a regular basis to ensure personal health and safety. This is to prevent food borne illnesses.
- Perishable items may be stored in the fridge available to families. Please ensure all items are dated and labeled.
- Perishable items that do not contain an expiration date will be discarded by Food & Nutrition Services after 3 days.
The Resident’s Room

Personal Furnishings

The resident’s room is furnished with a bed, chair, dresser cabinet, night table, and wall mounted bulletin board. A wardrobe cabinet is provided for personal clothing. Window drapery is provided by the Health Centre but can be replaced. The resident is encouraged to bring personal furniture like a comfortable chair, end table(s), lamps, and pictures and art for the walls. The number and size of these items must be appropriate to the size of the room and comply with safety requirements. Items that are brought into the room must be fire retardant and not impede the resident’s ability to navigate safely in the room, or the staff’s ability to safely provide care.
Room Upkeep and Cleaning
This occurs daily with more intense cleaning occurring weekly and monthly. If there are any requirements and/or concerns about cleaning, they can be raised with the Manager of Support Services, 613 526-7171 (ext. 2533).

Beds and Equipment
Discussions with the Occupational Therapist will identify adjustments to ensure comfort and reduce risk of falling. These discussions will help to ensure that the call bell is within the resident’s reach, how to ask staff for help and any additional actions that may be required to prevent falls or injuries.

Call Bell
A Call Bell is provided in each resident room and all resident areas throughout the Health Centre, including the computer room, washrooms, cafeteria and common areas. In resident rooms, the Call Bell is located beside the bed so that staff can be alerted if the resident needs assistance. Nursing staff will provide training to the resident on the proper operation of the Call Bell.

Televisions, Electronic Devices and Cable and Wireless Services
Televisions and personal electronic devices can be moved into the resident’s room. Flat screen TVs may be mounted on the wall for a fee. Cable and Wireless Services are available at a monthly cost and all services fees are subject to an annual rate increase.

All televisions and electronic devices must meet safety regulations and be approved by Property Services. A request form for Perley Rideau Telephones/Cable/Internet Service must be completed. Contact the Unit Clerk for more information.

Staying Connected

Visitors and Visiting Hours
Visitors are welcome to join residents for concerts, religious services and special events. Visiting hours are not restricted, but visitors are asked to please respect the duties of staff and the privacy of all residents.

All entrances to the Health Centre are controlled, requiring individuals to sign in at the Main Entrance or swipe a building access card or key in an access code to enter. (See the Building Access section of this booklet for details).

Absences from the Unit
A resident may leave the Health Centre for personal and/or medical reasons and must continue to pay accommodation charges for each day of absence that does not exceed the total number of leave days permitted by law.
According to the Long-Term Care Homes Act, residents may be absent from the Health Centre for a maximum of 30 consecutive days for each medical absence and 60 consecutive days for each psychiatric absence. The Act also stipulates a maximum of 48 hours of casual leave per week and a maximum of 21 vacation days per calendar year. It is essential that the registered nursing staff is consulted at least 2 days prior to a planned absence so that medications can be prepared.

**Telephones**

Private telephone lines can be arranged for the resident’s room for a monthly fee. Residents must provide their own telephone sets (phones with specialized features can be accommodated) or rent a phone for a monthly fee. Discuss your requirements with Unit Clerk.

- Resident rooms can be reached by calling 613 526-7171 plus the resident’s four-digit extension number.
- When calling within the Health Centre, dial the four-digit extension to connect with a resident or staff. When phoning outside Perley Rideau, dial 9, then the area code followed by the seven-digit number.
  - Long distance phone services are also available.
- Payphones are also available throughout the Health Centre.

**Mail Delivery**

Delivery is made to the resident’s Unit for pickup. The mailing address should identify the Name and Room Number of the Resident, Building Name/Unit (e.g. Ottawa 2 East).

**Mailing Address Sample**

| The Perley and Rideau Veterans’ Health Centre | ATT: Resident Name |
| 1750 Russell Road | Room Number |
| Ottawa, ON K1G 5Z6 | Unit Name |

For outgoing delivery, stamps are available at the Gift Shop and mail can be dropped-off at the Communications’ Station on the Unit. Postal boxes are also available at the Main Entrance of the Health Centre.

**Newspapers**

Arrangements can be made for delivery with the circulation department of your newspaper of choice, identifying the Unit (e.g. Ottawa 2 East) and room number along with the clear indication that the delivery location is The Perley and Rideau Veterans’ Health Centre. Residents can pick up their newspaper at the Communications’ Station.
The Perley Rideau Life
Recreation and Creative Arts
The Resident’s New Home: Getting Settled
Activities and Programming

Access to Recreation and Creative Arts Services

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 is a Creative Arts Studio 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, as well, as 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.

Mobility and Transportation

Wheelchairs/Scooters

Residents are encouraged to bring all their personal aids and equipment to the residence. An Occupational Therapist will meet to discuss the resident’s support requirements, examine personal aids and equipment and identify interim arrangements or options available to secure them.

Residents are asked to drive power wheelchairs and scooters slowly for the safety of the resident and others sharing the hallways and spaces in the Health Centre. A Power Mobility – Electric Wheel Chair and Scooter Use Policy is in place to support this requirement.

If the resident is at risk for falls, please discuss this with the Occupational Therapist. Review the fall prevention checklists specific to the use of a manual wheelchair, electric wheelchair or scooter and rollator walker.
The Health Centre has a service contract with a local vendor for repairs and maintenance of mobility equipment (manual and power wheelchairs and walkers). A wheelchair service technician visits the Health Centre weekly to provide service to resident-owned equipment. If a resident is borrowing mobility equipment from the Health Centre, they are responsible for any repair or maintenance cost, including parts. The Occupational Therapist will contact the resident or family prior to coordinating service to obtain consent for payment for parts and service. Cleaning of mobility equipment is performed by staff on the Unit.

**Transportation**

Transportation arrangements for **medical appointments** are made with the Unit Clerk. Registration for **Para Transpo** can be arranged through the Unit Clerk.

For non-medical transportation, the resident, family and/or substitute decision-maker must make their own arrangements and inform the nursing staff of plans to take the resident out of the Health Centre. Purchasing bus tickets for the resident and a volunteer, if applicable, is the responsibility of the resident, family and/or substitute decision-maker. They can be purchased at Financial Services (2nd Floor) between 9:00 a.m. and 12:00 p.m. and 1:00 p.m and 3:00 p.m. from Monday to Friday.

OC Transpo should be contacted at 613 842-3625 with regard to policies on persons with wheelchairs, scooters or walkers, Attendant Cards, and buses with low floors.

Visitors should be aware that the Health Centre is accessible on Russell Road by OC Transpo 86. Bus stops and shelters are situated on Russell Road across from the Main Entrance. Arrival and departure times are available at 613 560-8557.

Taxis can be called and directed to Perley and Rideau Veterans’ Health Centre: 1750 Russell Road, Ottawa, Ontario  K1G 5Z6.

**Financial Matters**

**Accommodation Rates**

Residents are required to pay for accommodation in a long-term care home. At the Perley Rideau, there are two types of long-stay accommodation co-payment rates: basic and preferred. Co-payment rates for accommodation are prescribed annually by the Ministry of Health and Long-Term Care (MOHLTC). For further information on the current co-payment rates, please see the Bulletin and Fact Sheet issued by the MOHLTC which have been included in your Admissions Package.
Rate Reductions
Residents who pay the basic accommodation co-payment rate may be eligible for a rate reduction, which provides greater support to residents with dependents, and those with income that may no longer be used toward the payment of their accommodation costs. To qualify for a rate reduction, the resident must demonstrate that he/she has accessed all available benefits (e.g. Old Age Security, Ontario Disability Support Program, etc.) to supplement their income. Residents seeking a rate reduction are required to submit a Canada Revenue Agency Notice of Assessment from their most recent tax year and report all available sources of income. For additional information on this process, or to apply for a rate reduction, please contact the Health Centre’s Financial Analyst at 613 526-7171 (ext. 2301) during regular business hours.

Payment
These charges for long-term care residents are payable on the first day of each month. The Health Centre’s policy is that accommodation charges are paid via Electronic Funds Transfer. Residents will receive a General Statement at the end of each month.

Current co-payment rates are explained in the Bulletin that is included in the Admissions Package. Information on accommodation rates and rate reductions can be discussed with a Financial Analyst at 613 526-7100 (ext. 2301).

Purchasing Goods and Services
Residents may purchase a number of optional goods and services available in or through the Health Centre. These goods and services are not included with accommodation (see Appendix A of the Accommodation Agreement for information on goods and services included with accommodation).

A complete list of all the goods and services available for purchase in or through the Health Centre can be found in the Price/Charge list (located in this Admissions Package).

Residents that want to initiate services or purchase goods through the Health Centre are encouraged to set-up a trust account to cover the charges. Once the trust account is set-up, the resident/power of attorney must complete the appropriate requisition form. Following the completion of the form, residents will only be charged once the goods and services selected have been provided.

Residents are not required to purchase goods and services through the Health Centre, and are free to deal directly with third party providers. When dealing with third party providers, residents are responsible for paying the providers directly.
Resident Trust Account

Large sums of money or valuables should never be left in the resident’s room.
For a resident’s convenience, a non-interest bearing trust account can be created. There is no charge for this service. Funds from the trust account can be used to make payments to the Health Centre or specific third party suppliers for goods and services purchased by or on behalf of the resident. Funds can also be available to the resident in accordance with the Resident Trust Account Policy. Residents will receive a monthly Trust Account Statement showing deposits, incidental charges and/or payments.

The account must always have a credit balance. It will be maintained through electronic funds transfer. Contact the Finance Office, 613 526-7171 (ext. 2108) for more information.

Security and Insurance Coverage

The Health Centre makes every effort to maintain a safe environment and appreciates the cooperation and support of residents, families and friends in achieving this goal. Residents are strongly advised to keep precious items/valuables locked in their curio cabinet or closet drawer or left offsite. Residents are advised to leave their room door wide open if attending church services, recreational activities, outings, etc. This will allow staff to monitor the room during their absence.

The Health Centre is not responsible for items that are lost or stolen. Please report lost items to the registered nursing staff as soon as possible. The Perley Rideau Insurance Policy covers only the property of The Perley and Rideau Veterans’ Health Centre. If damage to a resident’s property occurs, a claim should be made through the resident’s insurance provider. The Health Centre’s policies are modeled in a very similar fashion to an apartment building where the building insures itself and its contents, while the tenants are responsible for their own items within their apartment. Residents are encouraged to make their own personal insurance arrangements.

Discussions should occur with Resident Care Liaison regarding insurance coverage for personal property and liability.
The Care Team, Consulting Staff and Other Important People

During the first weeks, the resident and family will have an opportunity to meet the staff on the Unit who will be involved in the care of the resident. Meetings will be held with the consultants to the care team to develop a Resident Care Plan. It takes time to settle into any new home. During the early weeks, the resident and family will be learning about the Health Centre, the Unit and the care team will be learning about the resident. To support this communication, please complete the “Getting to Know Me” form that is included in this Admissions Package and return to the Unit Clerk on the Unit.

The resident and the family are vital members of the care team and are encouraged to actively participate in decisions involving care, provision of services and participation in programs and organized activities.

There are many resident care disciplines working together to create an environment of high quality and safe resident-focused care by continuously engaging families and residents. The following members of the care team are identified for your reference. There are many other dedicated team members. Please do not hesitate to discuss other services whose support would benefit the care of your loved one.
## Contact Phone Numbers

### Long-term Care Residences

<table>
<thead>
<tr>
<th>Location</th>
<th>1 North</th>
<th>1 South</th>
<th>2 North</th>
<th>2 South</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rideau</strong></td>
<td><strong>Manager Resident Care</strong></td>
<td>613 526-7171 (2113)</td>
<td>613 526-7171 (2113)</td>
<td>613 526-7171 (2113)</td>
</tr>
<tr>
<td></td>
<td><strong>Communications' Station (Nursing/Unit Clerk)</strong></td>
<td>613 526-7171 (7000)</td>
<td>613 526-7171 (7300)</td>
<td>613 526-7171 (7000)</td>
</tr>
<tr>
<td><strong>Rideau</strong></td>
<td><strong>1 North</strong></td>
<td><strong>1 South</strong></td>
<td><strong>2 North</strong></td>
<td><strong>2 South</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Manager Resident Care</strong></td>
<td>613 526-7171 (2113)</td>
<td>613 526-7171 (2113)</td>
<td>613 526-7171 (2113)</td>
</tr>
<tr>
<td></td>
<td><strong>Communications' Station</strong></td>
<td>613 526-7171 (7100)</td>
<td>613 526-7171 (7400)</td>
<td>613 526-7171 (7100)</td>
</tr>
<tr>
<td><strong>Ottawa</strong></td>
<td><strong>1 East</strong></td>
<td><strong>2 East</strong></td>
<td><strong>1 East</strong></td>
<td><strong>2 East</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Manager Resident Care</strong></td>
<td>613 526-7171 (2119)</td>
<td>613 526-7171 (2119)</td>
<td>613 526-7171 (2119)</td>
</tr>
<tr>
<td></td>
<td><strong>Communications' Station</strong></td>
<td>613 526-7171 (8100)</td>
<td>613 526-7171 (8300)</td>
<td>613 526-7171 (8100)</td>
</tr>
<tr>
<td><strong>Ottawa</strong></td>
<td><strong>1 West</strong></td>
<td><strong>2 West</strong></td>
<td><strong>1 West</strong></td>
<td><strong>2 West</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Manager Resident Care</strong></td>
<td>613 526-7171 (2119)</td>
<td>613 526-7171 (2119)</td>
<td>613 526-7171 (2119)</td>
</tr>
<tr>
<td></td>
<td><strong>Communications' Station</strong></td>
<td>613 526-7171 (8200)</td>
<td>613 526-7171 (8400)</td>
<td>613 526-7171 (8200)</td>
</tr>
<tr>
<td></td>
<td><strong>Manager of Sub Acute Care</strong></td>
<td>613 526-7171 (2424)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gatineau</strong></td>
<td><strong>1 North</strong></td>
<td><strong>1 South</strong></td>
<td><strong>2 North</strong></td>
<td><strong>2 South</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Manager Resident Care</strong></td>
<td>613 526-7171 (2110)</td>
<td>613 526-7171 (2110)</td>
<td>613 526-7171 (2110)</td>
</tr>
<tr>
<td></td>
<td><strong>Communications' Station</strong></td>
<td>613 526-7171 (7500)</td>
<td>613 526-7171 (7700)</td>
<td>613 526-7171 (7500)</td>
</tr>
<tr>
<td><strong>Gatineau</strong></td>
<td><strong>1 South</strong></td>
<td><strong>2 South</strong></td>
<td><strong>1 South</strong></td>
<td><strong>2 South</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Manager Resident Care</strong></td>
<td>613 526-7171 (2110)</td>
<td>613 526-7171 (2110)</td>
<td>613 526-7171 (2110)</td>
</tr>
<tr>
<td></td>
<td><strong>Communications' Station</strong></td>
<td>613 526-7171 (7600)</td>
<td>613 526-7171 (7800)</td>
<td>613 526-7171 (7600)</td>
</tr>
</tbody>
</table>

*Calls using internal telephones can be made by entering the extension number only.*
Members of the Care Team

Registered Nurse (RN)
Develops and manages the resident’s care plan (in conjunction with the Registered Practical Nurse and Personal Support Workers), to ensure safety, comprehensive care and access to programs and services. Together, they provide 24/7 care to residents. They assist residents in maintaining their independence and dignity by providing opportunities to make choices, to participate in decisions about their care, and to participate in activities of daily living, according to their needs and individual capabilities, and ensure safety on the Unit.

Registered Practical Nurse (RPN)
Works with the Registered Nurse to provide nursing care tailored to the resident’s needs. Prioritizes assignments of Personal Support Workers with respect to resident needs, and is responsible for the safe administration of resident medications.

Personal Support Worker (PSW)
Assists the resident with activities of daily living such as dressing, transferring to and from bed or chair, bathing, grooming, helps with meals and monitors resident safety. They provide reassurance and support, and encourage the resident to attend programs.

Attending Physician
All residents have a complete medical assessment at admission provided by one of the staff physicians. Medical coverage is provided 24/7, on an on-call basis. The attending physician, assigned to the Resident Unit, works closely with the nurses and other health professionals to assess the well-being of the residents and develop programs to meet their medical needs. Specialist physicians and supervisory medical practitioners are consulted, as needed, at the Health Centre or in the community. Their input is provided to the registered nursing staff in their preparation and monitoring of the Resident Care Plan.

* Families should identify to the care team whether or not a resident has a legal Power of Attorney for Personal Care, as well Property, or whether the resident has developed a Living Will. This is important information for the attending physician and the registered nurses so that they understand the level of discussion that they can have with the resident and the family with respect to decisions required for medical and other associated interventions.
Nurse Practitioner

This position is part of the Ontario Nurse Led Outreach Team Program and collaborates with family physicians and staff by providing acute, episodic outreach care with the goal of avoiding and preventing unscheduled transfers to Emergency Departments, where possible, and supporting repatriation and transfer back from Emergency Departments. Contact can be made through the registered nursing staff on the Unit.

Manager of Resident Care

Each of the three residences -- Rideau, Ottawa and Gatineau -- is under the direction of the Manager of Resident Care who is responsible for the registered nursing staff and ensures the on-going treatment and care of the resident is carried out within nursing standards of practice and within the policies of the Health Centre.

Resident Care Liaisons

Two Resident Care Liaisons provide ongoing support, counseling, education and information regarding internal and external resources to residents and family members. Just after admission, an assessment is initiated to gather information about a resident’s personal history, support system, social and cultural preferences, and advanced care planning. They advocate on behalf of residents while resolving challenges related to transitioning to and living in a long-term care environment. They consult with the care team about complex resident/family/care team situations, help to clarify options available when difficult decisions arise, and mediate challenging family dynamics.

Occupational Therapist

Provides advice and services to improve the resident’s quality of life by promoting and maintaining independence in daily activities. Offers expert assessments, provides seating and mobility devices and variance assistive devices for daily living, such as bathing, eating and dressing. Assessments are provided on adjustments to seating, positioning, pressure management needs, and fall risk reduction. Recommendations may also be made to changes to the environment and special services, as required. Arrangements to meet the Occupational Therapist are made through the registered nursing staff.

A meeting with the Occupational Therapist will occur at admission. Prior to purchasing wheelchairs, walkers, scooters, seating aids or assistive devices, the resident and the family are advised to speak with the Occupational Therapist to ensure that the most suitable equipment is purchased and all funding options are accessed.
Recreation Therapists/Recreation Programmers

Provide residents with opportunities to experience and take part in physically, intellectually and socially stimulating recreation and leisure activities based on resident needs and interests. Resident participation can be identified through the Recreation Therapist in conjunction with staff on the Unit.

Residents and families are also welcome to attend monthly events. A detailed monthly calendar of daily activities and forthcoming events is summarized on a spreadsheet that is posted on the Unit, provided to each resident and available through an email distribution list.

- For information on the program, contact the Unit Clerk or the Recreation Therapist on the Unit.

Supervisor – Personal Support Workers

Plans, directs and monitors the work of Personal Support Workers and participates in ongoing performance development.

Supervisor – Food & Nutrition

Plans, directs and monitors the work of Food & Nutrition Aides and helps to ensure that the nutrition needs of each resident are met.

Dietitian

Consults with the resident and the family about food preferences and nutritional needs and assists in meal planning.

Nursing Unit Clerk

Works at the Communications’ Station on the Unit. The Clerk provides clerical support, maintains family contact information, arranges meetings between residents and families and the care team, delivers mail, assists with maintenance and repair requests, and provides general information to family members and friends.

The Communications’ Station, the hub on each Unit is staffed by the Nursing Unit Clerk who is available to answer your questions. There is a Communications’ Station on each of the 12 Units in the Health Centre.
**Food & Nutrition Aides**
Are on hand in the dining room to assist residents with meals and select food to ensure residents have an enjoyable mealtime experience.

**Housekeeping Aides**
Ensure that the resident’s room and the Unit remain a safe and clean place to live.

**Maintenance Helper**
Ensure that the resident’s living environment is safe and well-maintained in proper working condition.

**Building Maintenance Worker**
Performs routine preventative maintenance and repair procedures for all buildings, mechanical equipment and utility systems.

**Consulting Staff to the Care Team**

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

**Internist**
Dr. Gary Victor, an Internist and Specialist in Infectious Disease, opened an office at the Perley Rideau to conduct in-patient consultations.

**Health Care Ethicist**
Assists residents and families with ethical issues present in the care of a resident. The consultation process can help clarify ethical dilemmas through thoughtful analysis, discussion of relevant ethical issues and resolution through a shared decision-making process. Ethics support can be provided on the rights of residents, privacy and confidentiality, end of life issues, living at risk, or justice and resource allocation.

**Psychogeriatric Support**
Thanks to funding from VAC, Veterans have access to a Psychogeriatric Resource Nurse, a Special Approach Personal Support Worker and the Royal Ottawa Outreach Team (visiting nurse and psychiatrist). The need for these services can be discussed with the registered nursing staff on the Unit in conjunction with the attending physician.
Physiotherapy and Massage Therapy

The staff of the Perley Rideau Physio & Massage Therapy Clinic provide physiotherapy services in the facility. Various programs are available such as strength training classes, gait training, pain relief and chest physiotherapy.

Upon admission, all residents are assessed by a physiotherapist to determine if treatment is appropriate under Ministry of Health guidelines.

- Residents who qualify, receive a treatment plan for services that are covered under the Health Centre.
- Residents who don’t qualify but may benefit from treatment, are provided with options for payment of fees.

The fees for these services are not covered by the Health Centre but may be covered by the resident’s private insurance. 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.

Residents and their families may choose private physiotherapy and/or massage therapy services to supplement their care by calling 613 526-7175.

Dental Hygienist

A dental hygienist is available for consultation for Veteran and community residents. A referral can be made through the Unit Clerk and/or registered nursing staff. For qualified Veteran residents, a range of dental services is available through Veterans Affairs Canada. For community residents, dental services are not covered by OHIP and must be paid for by the resident.

Other Important People

Volunteers

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 and spiritual care. Volunteers enable greater participation in church services, creative arts, recreation, and physiotherapy programs. They staff the Resident Book and Video Libraries, Gift Shop, Pub and Ice Cream Parlour and they porter residents to the Beauty Salon and Barber Shop. Loved ones can also volunteer to 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, 613 526-7171 (ext. 2356) or volunteer@prvhc.com.
**Students**

Students train at the Health Centre as part of their curriculum at university, community college or through high school co-operative education programs. Residents and families may meet students who are assigned to work with professional staff at the Health Centre. Students are fully supervised and will be introduced if they play any part in the care process.

**Commissionaires**

Commissionaires play an important role at the Health Centre’s Main Entrance by providing information to visitors who are entering the Health Centre and/or responding to callers who are contacting The Perley and Rideau Veterans’ Health Centre. They also provide information on and support for parking, including access cards and vouchers.

**Private Support Providers and Private Caregivers**

Private Support Providers and Private Caregivers may be retained by residents and families to enhance the resident’s level of care, provide companionship, and/or accompany a resident on or off the premise. These practitioners must meet the Health Centre’s standards.

Associated costs are the responsibility of the family.

Residents and families wanting to engage a Private Support Provider/sitter are asked to contact the Resident Care Liaison prior to engaging any care provider.

_The Health Centre has developed a policy, procedure and agreement form that outlines the responsibilities, limitations and expectations of the Private Support Provider for completion by the family or substitute decision maker. This information is included in the Admissions Package._

**Services and Community Support**

**Pastoral Care**

Support is available for the resident’s spiritual and religious needs in keeping with individual wishes and faith traditions. Pastoral care providers provide care, counseling and support rituals (funerals, memorial services, holiday celebrations like Hanukkah, and special services for Christmas and Easter) to all residents at the Health Centre. They can be contacted at 613 526-7171 (ext. 2357 or 2358).

_Roman Catholic Mass occurs each Thursday at 10:30 a.m. Anglican Service occurs each Friday at 10:30 a.m. Ecumenical Service occurs each Sunday at 2:00 p.m. For information on all other spiritual support services, please contact the spiritual care providers. For emergencies, contact registered nursing staff._
Medical Pharmacy

The pharmacy is open from 8:00 a.m. to 6:00 p.m., Monday to Friday and operates as a full retail pharmacy offering prescription services to residents, members of the community and the surrounding neighbourhood.

- A $2 co-payment fee applies monthly per medication.

- For evenings and weekends, a contingency supply of commonly prescribed medications is available. Additionally, an offsite pharmacy provider is also available to fill any new prescription orders. Lastly, our pharmacists are on-call and willing to answer questions and provide assistance 24 hours a day, 7 days a week.

A pharmacist is assigned to the resident’s care team. The pharmacy maintains an accurate profile of the resident’s medications and ensures appropriate monitoring of drug use in the Health Centre. The pharmacist will be present for post-admission and annual care conferences.

At admission, all medications in the resident’s possession must be given to the registered nursing staff. Following admission, family and friends must not bring in any medication from outside the Health Centre. The registered nursing staff must be advised of all non-prescription (over the counter) or natural health products used in order to complete a medication summary.

At admission, there is a requirement to provide information on any additional insurance (PSHCP, Assure, Rx Plus, etc.) to the registered nursing staff for submission to the pharmacy. The pharmacy will set up an account for each resident to cover charges for non-covered medications. The resident will be billed monthly. The pharmacy will obtain prior approval from the resident or family prior to charging for medications not covered by the Ontario Benefit Plan.
Consultations with the registered nursing staff and the attending physician occur on an ongoing basis to monitor and update the resident’s prescriptions, non-prescriptions and health products.

Only a member of the registered nursing staff will keep track of medications and ensure the resident receives the right dosage at the right time.

**Hearing Centre**

**Helix Hearing Centre** is a private audiology clinic located on the first floor of the Health Centre, 613 248-2232. The clinic is open Monday, Tuesday and Thursday 8:30 a.m. to 4:30 p.m. for residents and outpatients.

The audiologist provides a comprehensive range of services including hearing tests, hearing aid prescriptions and fitting, as well as after-sale care including minor repairs that are completed on the premises.

More serious repairs can be sent to the manufacturer. Batteries and other hearing aid accessories are available. Services are covered for eligible Veterans from Veterans Affairs Canada. Other residents may access the clinic on a fee-for-service basis not covered by the Ministry of Health and Long-Term Care.

It is recommended that all new residents have a hearing assessment at admission to determine needs to ensure an optimal level of hearing is maintained. Consult registered nursing staff prior to contacting the Hearing Centre for an appointment: [www.helixhca.com](http://www.helixhca.com).

**Vision Care**

This program is made possible through the Canadian Council for the Blind in partnership with local optometrists. Mobile clinics provide yearly OHIP covered eye examinations.

At admission, consideration should be given to making an appointment if the resident has not had an eye exam with an optometrist in the last year. The Unit Clerk can provide information about making an appointment.

**Dermatologist Services**

A private practice has been set up in the Health Centre. Information can be obtained by visiting the office located in the Atrium just past the Main Entrance.
Diagnostic Imaging, Speech Language Pathology, and Laboratory Services

Arrangements for these services, as determined by the attending physician, will be made with an outside facility or service provider.

- **Diagnostic Imaging** includes general x-ray exams. If there is a requirement for more complex testing (CT, MRI), arrangements will be made with an outside facility.
- **Speech Language Pathology** assesses residents who have difficulties with communication and/or swallowing.
- **Laboratory Services** provide blood, urine and other testing. Need for these services are identified by the registered nursing staff in conjunction with the attending physician.

Property Services

Provides heat, power and water for the comfort of residents. They maintain all equipment, buildings and grounds, and are responsible for fire safety, security, telephone cable and Wi-Fi support throughout the Health Centre and all matters specific to parking. Contact the Unit Clerk to connect with Property Services.

Veterans Affairs Canada

There is a Veterans Affairs Office located on the first floor of the Health Centre. If a representative is not in the office at the time of your visit, please call 613 998-1226 to arrange an appointment.

Alzheimer Society of Ottawa and Renfrew County

The Alzheimer Society of Ottawa and Renfrew County provides support, education and resources to families living with dementia in the community and long term care homes. A broad range of learning opportunities, programs and services are available to support people with dementia as well as their family members and caregivers.

The local Alzheimer Society can help make the Alzheimer journey easier. Its office is located in the Health Centre and contact details are below:

1750 Russell Road, Suite 1742,
The Perley and Rideau Veterans’ Health Centre,
Ottawa, Ontario K1G 5Z6

613 523-4004

Information is available at their website: [www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa)
The Alzheimer Society of Ottawa and Renfrew County provides support, education and resources to families living with dementia in the community and long term care homes.

For more information:
613 523-4004
visit www.alzheimer.ca/ottawa

The pharmacy is open from 8:00 a.m. to 6:00 p.m., Monday to Friday and operates as a full retail pharmacy offering prescription services to residents, members of the community and the surrounding neighbourhood.

The staff of the Perley Rideau Physio & Massage Therapy Clinic provide physiotherapy services in the facility. Residents and their families may choose private physiotherapy and/or massage therapy services to supplement their care.

For more information:
613 526-7175
The mission of The Perley and Rideau Veteran’s Health Centre Foundation is to raise funds to support the Health Centre. It is a registered charity that provides donors with charitable tax receipts for eligible gifts. It is governed by an independent Board of Directors. The Chair of the Board is an ex-officio member of the Health Centre Board.

The Foundation proudly supports The Perley and Rideau Veterans’ Health Centre and shares its values of compassion and excellence in senior’s care. Since its establishment in 1988, the Foundation has raised over $28 million. These funds have been used to construct and maintain the original campus buildings along with the Perley Rideau Guest House. In 2012, the Foundation embarked on a Capital Campaign dedicated to the construction of two apartment buildings and their associated amenities. The Foundation secures funds to contribute to the well-being of residents through the purchase of much-needed equipment and program enhancement. From the purchase of life-giving equipment to group classes in the art studios and everything in between — donations matter.

Enquiries about the work of the Foundation and donations can be directed to the Foundation office at 613 526-7173 or by email at foundation@prvhc.com.

Support Organizations
The Perley and Rideau Veterans’ Health Centre Foundation enjoys the ongoing support of service organizations such as the Royal Canadian Legion, Veteran’s Associations and community organizations. They commit time, energy and resources to improving the quality of life for residents.

To contact the Foundation, call 613 526-7173 or email foundation@prvhc.com
Public Amenities

A popular spot for residents and family, visit the duck pond to view the fish and birds that call Perley Rideau home.

With large windows, two sitting areas and dedicated staff, the Cafeteria is open 365 days a year.

The Games Room is located on the Second Floor of the Perley Rideau Centre.

There are several libraries at Perley Rideau as well as computer room in the Perley Rideau Centre.
The Resident Care Plan

The management of the Resident Care Plan is the responsibility of the registered nursing staff. It is a unique written document prepared for each resident. The plan outlines planned care for the resident, the goals this care is intended to achieve, interventions that have been put in place, and clear directions to key members of the care team. It is based on ongoing assessments of the needs and preferences of the resident. It covers all aspects of care including medical and drug interventions, nursing and personal support; nutritional and dietary requirements; recreational, social and restorative activities, cognitive challenges, religious and spiritual care, and a summary diagnosis of the resident.

It also focuses on key quality of care standards related to such issues as fall prevention, skin care and the use of restraints. The plan documents the support provided by consultants involved in the care of the resident and medical care recommendations made by the attending physician.

Residents, families, or substitute decision-makers can make recommendations regarding the content of the plan which should be reflected in the plan. As a first measure, disagreements/recommendations regarding the content of the plan can be brought to the attention of the Manager, Resident Care, for discussion and resolution, and to the Director, Nursing Operations, if and when required.

**A copy of the Resident Care Plan is reviewed quarterly -- at minimum -- by the registered nursing staff. A review of the plan is also conducted by Recreation Therapists each quarter. All updates and changes to the Care Plan will be made available to the resident, family, or substitute decision-maker.**
The development, maintenance and monitoring of the plan is a joint effort of staff, the resident and the family or substitute decision-maker. Ongoing monitoring of the plan ensures that current and potential care issues are identified and addressed through resident assessment interventions (i.e. medical, drug, special care and daily living).

**Care Conferences**

**Resident Care Plan**
Developed and reviewed with the family and care team at the post-admission care conference and annually thereafter.

**Post-Admission Care Conference**
Prepared during the first six weeks after the date of admission, a multi-disciplinary conference is held with the resident, family or substitute decision-maker to discuss the planned care of the resident and to answer any questions from the resident, family or substitute decision-maker. Generally, the conference includes the attending physician, Registered Nurse, Pharmacist, Dietitian, Recreation Staff, and Resident Care Liaison.

**Annual Care Conference**
Booked in advance by Perley Rideau administration so that residents and families (Power of Attorney) can plan for the meeting and share information, these conferences allow for review of the resident’s previous year and encourage discussion and family participation. These meetings provide the opportunity to discuss any changes to the goals of care.

*Care Conferences are regulated by the Ministry of Health and the Long-Term Care Act: [http://www.ontario.ca/laws/regulation/r10079#BK29 - Section 27.]*
Helpful Resources

Website
Visit the Perley Rideau website for up to date news and information for residents, families, friends, volunteers and visitors.

Here to Help Posters
Posters have been installed on several Units introducing Perley Rideau staff and FFC leadership to residents and visitors.

Contact information and job descriptions are included alongside the photos to assist residents, family, volunteers and visitors.

Quality Improvement Plan
“Excellence in Resident Care and Services” has consistently been identified as one of the main areas The Perley Rideau’s Annual Operating Plan, and highlights the areas where improvement may be required. Specifics related to these areas (objectives, targets, change ideas and others) are outlined in the Health Centre’s Quality Improvement Plan (QIP), which is a supporting document to the Operating Plan.

To read the full Quality Improvement Plan, please visit: www.perleyrideau.ca
Helpful Resources

Newsletter
The Perley Rideau monthly newsletter, Between Us Briefly, highlights a broad range of items about life at the Perley Rideau, including current and planned events, administrative and health care programs and services, profiles of residents, tenants and staff.

Published 11 times annually, the newsletter can be accessed at www.perleyrideau.ca and copies of the newsletter can be located on each Unit and in a rack in front of the Gift Shop. If you would like to find out more or contribute to the newsletter, please contact info@prvhc.com.

The moments and hours after loved has passed away can be difficult for a family occupied with arrangements, notifying family and friends and taking the time to grieve.

Based on decades of experience supporting families throughout this time, Perley Rideau has created a brochure to assist families after the passing of a loved one.

The brochures are now available on each Unit and at: www.perleyrideau.ca

The Perley Rideau has completed the first phase of our 15-year strategic plan.

For details on 2015 Highlights and achievements, our financial summary, a list of partners and stakeholders, look for the Health Centre’s 2015 Annual Report included in the Admissions package and available throughout the Health Centre and online at: www.perleyrideau.ca.
Staying in Touch – Keeping You Informed

General information about The Perley and Rideau Veterans’ Health Centre can be found at [www.perleyrideau.ca](http://www.perleyrideau.ca) along with Health Centre overviews and information on staff, programs and volunteering.

Located at the top of the website homepage is a **banner** providing up-to-date information including medical alerts and notices about outbreaks. The banner is green or yellow, unless there is an outbreak when the banner is changed to red. Additional medical alerts for the Health Centre and specific residents can be obtained by contacting the Unit Clerk.

The Perley Rideau monthly newsletter, *Between Us Briefly*, highlights a broad range of items about life at the Perley Rideau, including current and planned events, administrative and health care programs and services, profiles of residents, tenants and staff. The newsletter can be accessed at: [www.perleyrideau.ca](http://www.perleyrideau.ca). To receive automatic updates, or if you would like to make a contribution to the newsletter, email the Communications’ Department at info@prvhc.com.

Other important information is provided through **Financial Statements** mailed via Canada Post; accessed through **Social Media Alerts** and the Perley Rideau Website as well as the **Notice Boards** that can be found throughout the Health Centre.
Information can also be accessed through:

- FACEBOOK: Perley Rideau
- LINKEDIN: The Perley and Rideau Veterans’ Health Centre/Foundation
- Twitter: @prvhc_seniors
- Instagram: Perley Rideau

**White Boards** are prominently displayed on each Unit to identify the key contacts specific to the current shift. This is up-to-date information and changes with each shift. Please contact these individuals to address immediate questions, concerns and complaints.

**Minutes** from the monthly meetings of the Family and Friends Council can be found on the Family and Friends Notice Board outside the Medical Pharmacy on the first floor of the Health Centre.

Personal email addresses can be voluntarily provided at the time of admission to automatically receive minutes and notification of meetings of the Council. Please share email information at time of admission. A copy of the minutes will be automatically forwarded.

---

*All external media information requests must be directed to the Executive Office at 613 526-7171 (ext. 2207) and info@prvhc.com.*

---

**Resident Care Liaisons (RCL)**

**Supporting you every step of the way.** Resident Care Liaisons provide a key link between residents’ family members, the Care Team, as well as internal/external services and community resources. They help as a guide to navigate related processes and challenges from the resident’s first day at the Perley Rideau to their last. The two RCLs are a primary source of information, the RCLs will help comfort residents and families assist with important decisions to ensure residents receive the best possible level of care.

**Residents’ Councils**

**The 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 613 526-7171 (ext. 2877).
The Community Residents’ Council
The Community Residents’ Council also holds regular monthly meetings. Please reference the Bulletin Boards in the Health Centre for information on meeting times and location, agendas and location.

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, substitute care decision-makers, volunteers and staff. Participation is open to residents and/or former residents’ family members 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 Activity Calendars on each Unit.

Feedback from Residents/Families
Perley Rideau is committed to providing residents with 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 (Abuse of Residents Policy) for all forms of resident abuse and neglect.

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 or 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, submitting an email to the Family and Friends Council, familycouncil.prvhc@gmail.com, and/or attending a monthly FFC meeting, and

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 of the Units. To make a complaint, express concern and obtain information about long-term care, call the Long-Term Care Action Line – Toll Free: 1-866-434-0144 (Policy GEN-AD-1040).
On-Site Services

Host to special events and church services, Lupton Hall is available for rent.

For more information: reservations@prvhc.com

There is a one-bedroom guest suite available for rent for short stay visits. The cost is $80 per night (plus HST).

For more information: 613 526-7171 (ext. 2006)

The Barber is located on the second floor of the Perley Rideau Centre.
The Hair Salon is located on the second floor of the Perley Rideau Centre.

Catering is available to apartment tenants as well as residents, families and the public.

Enquiries about the cafeteria and/or catering can be made at 613 526-7171 (ext. 2606)

The gift shop 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. The shop is closed on statutory holidays.

For more information: 613 526-7171 (ext. 2851)

The Perley Rideau Physio & Massage Therapy Clinic is located in the Atrium of the Perley Rideau Centre. Various programs are available such as strength training classes, gait training, pain relief and chest physiotherapy.

For more information: 613 526-7175
Our Commitment to Safety

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 nursing 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.

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 work. 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. The Family or Substitute Decision-Maker is asked to speak to the registered nursing staff if they wish to have alcohol stored on the Unit for use by the resident.

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.

Introduction to the Emergency Response Plan

The preparation and maintenance of an Emergency Response Plan and program is a requirement of the Long Term Care Homes Act (LTCHA) and Accreditation Canada. The Perley Rideau Emergency Response Plan is designed to address these regulatory requirements and to ultimately ensure a safe and effective response to emergencies.

The purpose and scope of the Emergency Response Plan is to ensure that the Perley Rideau:

- Maintains a continuous state of readiness to manage a disaster response;
- Minimizes the actual or potential danger to individuals, residents, staff, volunteers, and/or visitors;
- Ensures the continuity of operations to the highest degree possible.
**Emergency Color Codes**

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 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.
The list of Emergency Codes is below. If you have any questions, please speak with a staff member or contact info@prvhc.com:

<table>
<thead>
<tr>
<th>CODE</th>
<th>INCIDENT</th>
<th>What you should do</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLUE</td>
<td>MEDICAL EMERGENCY</td>
<td>No action required</td>
</tr>
<tr>
<td>RED</td>
<td>FIRE</td>
<td>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.</td>
</tr>
<tr>
<td>GREEN</td>
<td>EVACUATION</td>
<td>Listen to the Public Announcement for locations under evacuation and prepare for possible evacuation.</td>
</tr>
<tr>
<td>YELLOW</td>
<td>MISSING RESIDENT</td>
<td>Be vigilant in search for resident. If you locate resident, please notify reception immediately.</td>
</tr>
<tr>
<td>WHITE</td>
<td>RESPONSIVE RESIDENT</td>
<td>No action required.</td>
</tr>
<tr>
<td>LOCKDOWN</td>
<td>THREATENING PERSON</td>
<td>Immediately, take cover behind a closed locked door. Stay out of sight.</td>
</tr>
<tr>
<td>WHITE - 911</td>
<td>BOMB THREAT</td>
<td>Prepare for possible evacuation</td>
</tr>
<tr>
<td>BLACK</td>
<td>BOMB THREAT</td>
<td>Prepare for possible evacuation</td>
</tr>
<tr>
<td>GREY</td>
<td>INFRASTRUCTURE LOSS/FAILURE AIR EXCLUSION</td>
<td>No action required.</td>
</tr>
<tr>
<td>BROWN</td>
<td>IN-FACILITY HAZARDOUS SPILL</td>
<td>No action required. Prepare for possible evacuation.</td>
</tr>
<tr>
<td>ORANGE</td>
<td>COMMUNITY DISASTER</td>
<td>No action required.</td>
</tr>
</tbody>
</table>

*The “what you should do” column is only for visitors, contractors, students and volunteers. Employees have responsibilities during these codes to ensure the safety of the facility and those within it. See our policies and procedures/Emergency Measures/Emergency Codes.*
Personal Hygiene/Infection Control

Infection control focuses on preventing the spread of infection or germs. The most common sources of germs are:

- Other people who may have germs on their hands or other parts of their body.
- Germs that have been coughed or sneezed into the air.
- Surfaces that may be contaminated with germs.

Things you can do to help prevent the spread of infection and stay healthy are:

- Avoid touching your eyes, nose or mouth.
- Avoid close contact with people who are sick, if possible.
- Get vaccinated. Influenza (flu) and pneumococcal (pneumonia) vaccines can prevent some serious respiratory illnesses.
- Family members and visitors should stay home if they are ill or have had any symptoms within the last three days.
- Do not let children play on the floor or in a resident’s bed.
- Ask people to wash or sanitize their hands as they enter and leave the resident’s room.
- Cover coughs and sneezes with a tissue and discard it into a wastebasket.
- Cough or sneeze into your sleeve.
- Do not share eating utensils, drinking glasses, towels or other personal items.

Note: The most important thing we can all do to help prevent the spread of infections is to practice good hand hygiene.

Hand Hygiene

Hand hygiene is the best way to stop the spread of germs because germs can live on hands, objects and surfaces. Hand hygiene refers to washing your hands with soap and water or using an alcohol rub to clean your hands.

To wash your hands the right way:

- Wet your hands with WARM running water AND apply soap.
- Lather your hands by rubbing them together with soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well.
- Dry your hands using a paper towel and the shut off the taps with the paper towel.
Clean your hands when they are dirty and at the following times:

- Before you eat.
- Before you prepare food items.
- After touching raw meats like chicken or beef.
- After contact with any body fluids like blood, urine or vomit.
- After you use the washroom or help someone else with toileting.
- Before you visit or leave a resident’s room.
- After handling animals, such as cats or dogs.
- After blowing your nose.
- After coughing or sneezing.
- Before and after you care for someone who is sick.

**Immunization and Infections**

Immunizations, like the “flu shot” are offered to all residents and staff to help prevent the spread of infections. If there is an outbreak of a particular type of infection, such as influenza (often called the “flu”) or gastroenteritis (often called the “stomach bug”), the Health Centre may:

- Restrict staff and resident movement in the Health Centre.
- Restrict visitors and delay some social activities.
- Ask visitors to check with the nurse before entering a room. If the resident is on ‘Additional Precautions’, find out the appropriate steps to follow.
- Ask visitors to visit only their loved one and not visit any of the Health Centre’s communal areas, such as cafeteria or art studio.

Families will be notified of outbreaks through multiple communications channels including: emails, a customized phone greeting, prominent website updates and signage posted throughout the Health Centre.

Upon admission and annually thereafter, residents will be offered all recommended adult immunizations as per publicly funded immunization schedule as well as any vaccine deemed appropriate by the attending physician. This includes, but is not limited to, pneumococcal vaccine to protect against pneumonia, tetanus, diphtheria and pertussis vaccine, and shingles vaccines.

*There is a fee associated with the shingles vaccine.*
As 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. Connected to each of the three residents units by spacious and well lit links; Rideau 1, the Health Centre 2, Ottawa 3 and the Gatineau 4 buildings.

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.
Many of the publicly accessible services and programs can be found in The Perley Rideau Health Centre, including the following:

**The Health Centre, Main Floor (Alphabetical Order):**

1. The Alzheimer Society of Ottawa and Renfrew County  
2. Bank Machine  
3. Cafeteria  
4. Dental Care  
5. Dermatologist  
6. Gift Shop  
7. Hearing Care  
8. Lupton Hall  
9. Main Entrance - Commissionaire’s Desk  
10. Medical Pharmacy  
11. Pastoral Care  
12. The Perley and Rideau Veterans’ Health Centre Foundation  
13. Physio & Massage Therapy  
14. Pub  
15. Veterans Affairs Canada office  
16. Volunteer Services
The Health Centre, Second Floor (Alphabetical Order):

1. Art Studios – Painting and Clay studios
2. Admissions Office
3. Barber
4. Benidickson Boardroom
5. Central Library
6. Executive Offices
7. Finance Office
8. Games Room
9. Hair Salon
10. Laundry
11. MET Art Gallery
12. Resident Computer Room
13. Video Room
Access and Security

For the safety and security of residents, families, substitute decision-makers, staff, volunteers and students, exterior entrances/exits to the three residences as well as the Main Entrance to the Health Centre are permanently locked. Entry/exit through these doors requires the use of a building access card or entry of an access code.

Residents, family members, substitute decision-makers and visitors can apply for a building access card at the Commissionaire's desk at the Main Entrance. An application form must be completed and $15 deposit is required. The full amount may be refundable. More information is available through the Unit Clerk and/or Support Services at 613 526-7171 (ext. 2520).

All entrances to the Health Centre are controlled between 10:00 p.m. to 6:00 a.m., requiring individuals to sign in at the Main Entrance or swipe a building access card or key in an access code to enter. From 10:00 p.m. to 6:00 a.m., access is limited to the Main Entrance (1750 Russell Road).

Visiting hours are not restricted. Visitors are very welcome to join residents for concerts, spiritual services and special events. Visitors are asked to respect the duties of staff and the privacy of all residents.

- When leaving the Unit, residents must sign out of the Unit out at all times using the sign out sheet at the Communication’s Station on each Unit.
- The Commissionaire at the Main Entrance can be reached at 613 526-7171 (ext. 0).
- After hours and for Emergencies, please call 613 862-2277.

Parking

Visitor parking is available in front of the Rideau Residence and along the north side of the Health Centre.

One complimentary parking pass is issued for each long-term care resident. A deposit of $15 is required and the full amount may be refundable when the pass is returned in good condition. Visitors may purchase single use parking cards at the Commissionaire’s desk from Monday to Friday, between 8:00 a.m. to 5:00 p.m. Otherwise there is a daily rate that is payable at the gate or by credit card when exiting.

Parking restrictions are enforced and tickets are issued for infractions such as blocking fire lanes, or in handicapped parking spaces.
Public Amenities

Gift Shop
The Gift Shop sells confectionary items, greeting cards, gift items and postage stamps. Complimentary gift-wrapping is available for gifts purchased at the shop. The Gift Shop is completely run by volunteers with proceeds going to The Perley and Rideau Veterans’ Health Centre Foundation.

- The shop 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. The shop is closed on statutory holidays.
- The shop can be reached at 613 526-7171 (ext. 2851).

Pub
- Jo and Denny’s Pub is open from 2:00 p.m. to 3:00 p.m. daily.
- On Thursdays, the pub is open from 3:00 p.m. to 4:00 p.m.
- During operating hours, residents, family members, substitute decision-makers, friends and guests, accompanying residents, may purchase a maximum of two drinks daily for personal consumption in the Pub.
- A visitor to the Pub must be signed in under the name of the resident they are visiting and must abide by the Health Centre house rules.
- The Volunteer Bartender can be contacted at 613 526-7171 (ext. 2850) during pub hours.
- Proceeds from the Pub support activities for the Veterans’ Council.

Cafeteria
- The Cafeteria is open seven-days a week, from 8:00 a.m. to 3:00 p.m.
- Inquiries about the cafeteria and/or catering can be made at 613 526-7171 (ext. 2606). Catering is available to apartment tenants as well as residents, families and the public.
- The catering menu is available in this Admissions Package and online at: http://www.perleyrideau.ca/

Laundry
The Laundry includes Lost and Found and provides the following services: free personal clothing labeling and laundry; a for-fee offsite dry cleaning, alterations and garment repairs.
- The Unit Clerk can provide information on services and fees.
Comfort Suite
The Comfort Suite is available to families during end-of-life care.

• The Health Centre has a philosophy that a resident should not be alone at this time, unless they choose to be.

The suite is located on Ottawa 2 East across from the dining room. It has a private bath/shower, a pullout futon, a kitchenette with small appliances (including a fridge), a television with cable and a telephone for local calls. Housekeeping provides towels, linens and toiletries.

• The suite is available at no charge; however a $20 deposit is required to obtain the room key.
• Room bookings can be made through the Commissionaire at the Main Entrance.
• Donations are welcome to the Perley Rideau Foundation.

Guest Suite

• The suite is located in Building B, 1720 Russell Road.
• The suite is fully furnished and toiletries and linens are provided
• The fee is $80 per night, plus HST
• Room bookings can be made through the Tenant Coordinator at 613 526-7171 (ext. 2006)
Policies, Legislation and Values

Our Strategic Objectives and Goals

VISION

Phase 3: 2020 to 2025
Be recognized as a Centre of Excellence in the Prevention, Treatment and Management of Frailty

Phase 2: 2015 to 2020
Adapt to the changing veterans’ population

Phase 1: 2010 to 2015
Broaden the spectrum of care

Excellence in resident care and services
Deliver high quality care in a happy living environment

Ensure Sustainability
A sustainable centre delivering best value for money

Maintain a quality workforce
An effective, high-quality workforce operating in an exciting work environment

Lead and advocate for change
A credible, nationally recognized leader in dementia care and valued partner to government, community and other health care providers
Our Privacy Statement

Keeping Your Personal Health Information Private is Important to Us

The Perley Rideau provides you with a broad variety of care services. To meet your needs and serve you well, the Perley Rideau needs to know personal health information about you. You have a right to know how we collect, use and disclose personal health information. You have a right to expect that to the best of our ability, your personal health information held by us remains accurate, confidential and secure.

The Perley Rideau collects, uses, discloses and stores facts about you and your health, including:

- your name, address, and your Ontario Health Card number;
- facts about your health, health care history and the health care that you have been given;
- facts about payment for your health care.

We use this information and share it only with those who need to know in order to provide care and services to our residents and clients. For instance, we might use it:

- to make decisions about the types of services you need;
- to serve as a means to communicate with other service providers;
- to monitor the provision of services and evaluate your response to services provided;
- for administration, management, strategic planning, decision-making, research, allocating of resources within the organization;
- to meet legal and regulatory requirements.

As a resident,

- You may see or have access to your personal health information.
- You may ask for and receive a copy of your health record.
- You may ask us to correct your records.
- Your personal health information is private. Unless sharing it with others is authorized by law, we cannot and will not give out any of your personal health information without your consent.
- You may make an enquiry or make a complaint to our Privacy Office (see contact information below), and/or to the Information and Privacy Commission of Ontario, about access to your personal health information or about how your personal health information is collected, stored, used or disclosed to others.

For further information about Perley Rideau’s Privacy Program, please contact Perley Rideau’s Privacy Office at 613 526-7171 (ext. 2440).
Privacy
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). Posters and pamphlets outlining the details of our Privacy Program are placed on bulletin boards at each Communications’ Station. If you would like to receive information about Perley Rideau’s Privacy Program, contact the Privacy Office at ext. 613 526-7171 (ext. 2105).

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.

Residents’ Bill of Responsibilities

Every resident and family member shall:

1. abide by the Health Centre’s policies.

2. respect the rights and privacy of other residents as well as other persons, including staff, in the Health Centre and shall treat them with dignity.

3. smoke in designated smoking areas as their rooms are non-smoking.

4. provide appropriate clothing, adequate footwear, prosthetic devices (e.g. glasses, dentures, hearing aids) and other effects or requirements which are not specifically identified as the responsibility of the Health Centre on an ongoing basis. The Health Centre is not responsible for arranging any needed repairs, maintenance or replacement of these necessary items.

5. abide by the decision of, and cooperate with, the Administrator of the Health Centre in moving to a different room in the Health Centre if the Administrator and/or Medical Director of the Health Centre determines, including but without limitation, that the Resident’s health care requirements or the Resident’s behaviour dictate that a move is necessary and in the best interests of the Resident and others in the Health Centre.

6. be responsible to make their own arrangements for the purchase of any goods or services from third party suppliers which includes but is not limited to hairstyling and haircutting and haircutting charges, uninsured drug supply, transportation costs, dry cleaning, newspapers, gift and tuck shop purchases, drug prescription, dispensing fee, and sitter/private duty nursing. Payment should be made directly to each supplier by the Resident or paid through the Resident’s trust account. The Resident acknowledges that the Health Centre is not responsible for any third party supplier, its policies, charges or methods of payment for goods or services. It is acknowledged that entitled
Veterans may receive certain of these services through coverage by Veterans Affairs Canada, determined on a case by case basis.

7. be responsible for physician’s fees, medications or other treatments or aids, including specialized wheelchairs or other equipment ordered by a physician or health care professional for the Resident unless otherwise provided or not covered by the Ontario Drug Benefit Plan, Assistive Devices Program, OHIP or Veterans Affairs Canada or any other coverage or insurance.

8. be courteous and respectful to other residents and staff members in order to promote harmony within the unit and throughout the centre.

**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 that 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.
Zero Tolerance Policy – Resident Abuse and Neglect

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.

To review a copy of the Abuse of Residents Policy, please see the “Information for Residents and Families” binder at Reception, or speak to the Director of Resident Care of your unit. 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;
- Perley Rideau’s abuse and neglect prevention measures.

Respect

Everyone deserves it
Safety is our first priority
Aggressive or threatening behavior is not acceptable
# Telephone Contacts

**Main Telephone Number:** 613 526-7171

<table>
<thead>
<tr>
<th>Department</th>
<th>Main Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administration</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>2001</td>
</tr>
<tr>
<td>Chief Executive Officer</td>
<td>2500</td>
</tr>
<tr>
<td>Chief Operating Officer</td>
<td>2109</td>
</tr>
<tr>
<td>Medical Director</td>
<td>2003</td>
</tr>
<tr>
<td><strong>Admissions</strong></td>
<td></td>
</tr>
<tr>
<td>Coordinator</td>
<td>2300</td>
</tr>
<tr>
<td>Admissions Assistant, Tour Bookings</td>
<td>2990</td>
</tr>
<tr>
<td><strong>Alzheimer Society</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>613 523-4004</td>
</tr>
<tr>
<td><strong>Assisted Living Services</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>2210</td>
</tr>
<tr>
<td><strong>Communications</strong></td>
<td></td>
</tr>
<tr>
<td>Director, Communications</td>
<td>2207</td>
</tr>
<tr>
<td><strong>Dental Services</strong></td>
<td></td>
</tr>
<tr>
<td>Veterans</td>
<td>7178</td>
</tr>
<tr>
<td>Community</td>
<td>2365</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td></td>
</tr>
<tr>
<td>Resident Accounts</td>
<td>2108</td>
</tr>
<tr>
<td>Chief Financial Officer</td>
<td>2150</td>
</tr>
<tr>
<td><strong>Foundation</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>7173</td>
</tr>
<tr>
<td>Executive Director</td>
<td>7194</td>
</tr>
<tr>
<td><strong>Games Room</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>2870</td>
</tr>
<tr>
<td><strong>Gift Shop</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>2851</td>
</tr>
<tr>
<td><strong>Hair Studio</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>2874</td>
</tr>
<tr>
<td><strong>Hearing Clinic</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>613 248-2232 or 2310</td>
</tr>
<tr>
<td><strong>Main Reception / Security</strong></td>
<td></td>
</tr>
<tr>
<td>Main</td>
<td>0</td>
</tr>
<tr>
<td>Service</td>
<td>Main</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>7636/7643</td>
</tr>
<tr>
<td>Para Transpo Booking</td>
<td>613 244-7272</td>
</tr>
<tr>
<td>Perley Rideau Telephone Number</td>
<td>613 526-7171</td>
</tr>
<tr>
<td>Pharmacy (Medical Pharmacies)</td>
<td>2380</td>
</tr>
<tr>
<td>Physiotherapy Services</td>
<td>613 526-7175</td>
</tr>
<tr>
<td>Privacy Office</td>
<td>2105</td>
</tr>
<tr>
<td>Pub</td>
<td>2850</td>
</tr>
<tr>
<td>Recreation and Creative Arts Services</td>
<td>7421</td>
</tr>
<tr>
<td>Director, Community Outreach and Programming</td>
<td>2125</td>
</tr>
<tr>
<td>Coordinator Recreation &amp; Creative Arts Service</td>
<td>7335</td>
</tr>
<tr>
<td>Recreation in Rideau Residence</td>
<td>8235</td>
</tr>
<tr>
<td>Recreation in Ottawa Residence</td>
<td>7736</td>
</tr>
<tr>
<td>Recreation in Gatineau Residence</td>
<td>2325</td>
</tr>
<tr>
<td>Creative Arts Studio</td>
<td></td>
</tr>
<tr>
<td>Rental Office (Apartments)</td>
<td>2006</td>
</tr>
<tr>
<td>Residents' Council Office (both Veteran Residents and Community Residents)</td>
<td>2877</td>
</tr>
<tr>
<td>Resident Care Liaison</td>
<td>2353/2352</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>2357/2358</td>
</tr>
<tr>
<td>Veterans Affairs Canada at the Perley Rideau</td>
<td>613 998-1226</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>2356</td>
</tr>
<tr>
<td>Coordinator, Volunteer Services</td>
<td></td>
</tr>
<tr>
<td>Volunteer Services Clerk</td>
<td>2305</td>
</tr>
<tr>
<td>Residential Units:</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Gatineau Building</strong></td>
<td></td>
</tr>
<tr>
<td>Manager of Resident Care 2110</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Gatineau 1 North 7500</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Gatineau 1 South 7600</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Gatineau 2 North 7700</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Gatineau 2 South 7800</td>
<td></td>
</tr>
<tr>
<td><strong>Rideau Building</strong></td>
<td></td>
</tr>
<tr>
<td>Manager of Resident Care 2113</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Rideau 1 North 7000</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Rideau 1 South 7100</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Rideau 2 North 7300</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Rideau 2 South 7400</td>
<td></td>
</tr>
<tr>
<td><strong>Ottawa Building</strong></td>
<td></td>
</tr>
<tr>
<td>Manager of Resident Care 2119</td>
<td></td>
</tr>
<tr>
<td>Manager of Sub-Acute Care 2424</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Ottawa 1 East 8100</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Ottawa 1 West 8200</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Ottawa 2 East 8300</td>
<td></td>
</tr>
<tr>
<td>Communications’ Station Ottawa 2 West 8400</td>
<td></td>
</tr>
<tr>
<td><strong>Support Services:</strong></td>
<td></td>
</tr>
<tr>
<td>Director, Support Services 2603</td>
<td></td>
</tr>
<tr>
<td>Manager, Support Services 2533</td>
<td></td>
</tr>
<tr>
<td>Coordinator, Support Services 2520</td>
<td></td>
</tr>
<tr>
<td><strong>Food &amp; Nutrition Services</strong></td>
<td></td>
</tr>
<tr>
<td>Clinical Dietician 2602</td>
<td></td>
</tr>
<tr>
<td>Main Kitchen 2615</td>
<td></td>
</tr>
<tr>
<td>Catering/Cafeteria 2606</td>
<td></td>
</tr>
<tr>
<td><strong>Housekeeping</strong></td>
<td></td>
</tr>
<tr>
<td>Main 2520</td>
<td></td>
</tr>
<tr>
<td><strong>Linen &amp; Laundry</strong></td>
<td></td>
</tr>
<tr>
<td>Main 2520</td>
<td></td>
</tr>
<tr>
<td>Laundry 2864</td>
<td></td>
</tr>
<tr>
<td>Sewing Room 2865</td>
<td></td>
</tr>
<tr>
<td><strong>Property Services</strong></td>
<td></td>
</tr>
<tr>
<td>Main 2520</td>
<td></td>
</tr>
<tr>
<td><strong>Materials Management</strong></td>
<td></td>
</tr>
<tr>
<td>Main 2512</td>
<td></td>
</tr>
</tbody>
</table>