



# CEO Message

April 2020

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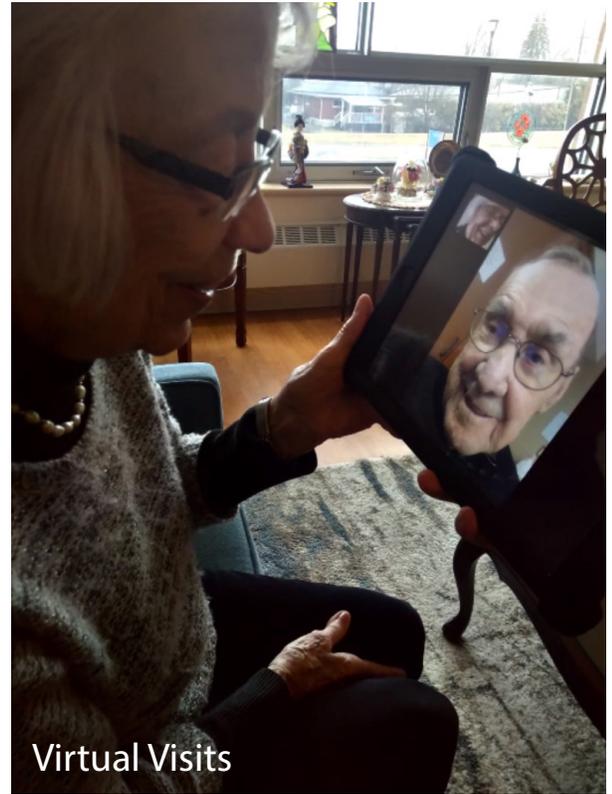
[www.PerleyRideau.ca](http://www.PerleyRideau.ca)

The Perley and Rideau Veterans' Health Centre continues to do everything possible to protect the health of our residents and staff. Access to the Health Centre is restricted to staff and residents, for instance, and even they have to pass screening tests to enter the building. To learn more about measures in place, visit our website.

Our goal is simple: keep the virus from spreading while maximizing residents' quality of life. Our success so far results directly from the outstanding efforts of staff – men and women who are showing remarkable dedication and professionalism during this crisis – and the cooperation of our residents and their families.

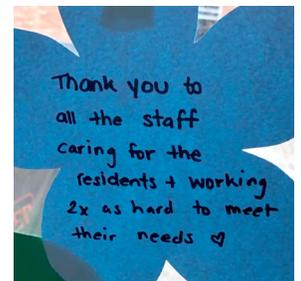
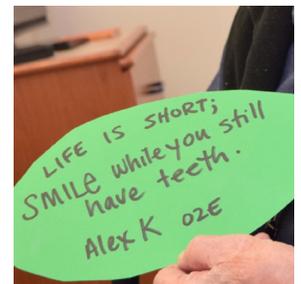
Staff also continue to come up with new ways to protect health and maximize quality of life.

A good example is Virtual Visits: Using iPads and tablet computers, a group of staff known as the Skype Team arranges video chats between residents of the Health Centre and their families. For residents who are not comfortable with digital technologies and don't have telephones in their rooms, the Team also arranges phone calls. An average of 250 Virtual Visits take place each week. To request a Virtual Visit, please call the Family Helpline at 613-520-2980 or email [Skypeteam@prvhc.com](mailto:Skypeteam@prvhc.com).



Virtual Visits

Another popular new project is known as the Garden of Gratitude. The Therapeutic Recreation and Creative Arts team painted a mural of colourful flowers on the inside of the cafeteria window. To complement the mural, residents write thank-you cards to staff and post them on the window. The project helps to lift everyone's spirits during this difficult time.



The Green of Gratitude was created by residents and staff to recognize outstanding efforts during extraordinary times

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

// Totally awesome staff. The care my Father received during his time there was excellent. The staff always caring and compassionate!"

// To all the nurses/psw's/staff. We send a heart felt thank you for the exceptional care you are providing to all the residents at Perley Rideau..."

// Mega kudoos to these important staff of such an amazing village team, cleanliness keeps the residents healthy, such an important role. 🙌😊"

// Everyone is truly amazing. Thank you all for your hard work and I cannot wait to get back to volunteering."

// Thank you to all of you for all the hard work and for keeping my grandfather and everyone there safe! ❤️❤️"

// Thank you for what you do. ❤️"

// Hard workers!!!! Thanks to all of you 🙌🙌"

The expressions of support we've received from families, volunteers and friends also help to raise our spirits and bring together the Perley Rideau community. Please keep them coming – via Facebook, Twitter, Instagram and other social-media channels.

Another way to show your support for Perley Rideau staff and the many others who deliver essential services is to join the #TogetherWeCanDoIt campaign. Initiated by the Registered Nurses Association of Ontario, the campaign encourages people to record video of themselves cheering on essential workers and to post the videos online. To quote from the RNAO website: "Keeping in mind social distancing, step out onto your porch or balcony, or open a window and make some noise. Take a short video of yourself banging pots and pans, singing a song, applauding or honking your horn, and share it on social media."

To support our efforts to protect residents and staff, the Perley Rideau Foundation started the COVID Emergency Response Fund. Donations to the Fund will help to offset some of the costs of COVID measures, such as purchasing additional personal protective equipment and housekeeping services.

I'm confident that the strength of our community will help us pull through the COVID-19 crisis. Let's continue to stand strong and lift each other up. Thank you.



Akos Hoffer, CEO



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