



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre



# The Future of Caring

## 2020 Q4 Year-End Update

October-December 2020



With vaccination of staff and residents and well underway, there's a new sense of optimism in the Perley Rideau community. We all recognize that the pandemic is far from over, however. Measures to prevent the spread of COVID-19 must continue for some time yet. Minimizing risk while maximizing resident quality of life remains our top priority. Check our website for the latest update - [www.PerleyRideau.ca](http://www.PerleyRideau.ca).

In late December, vaccination against COVID-19 began in collaboration with the Public Health Agency of Canada, Ottawa Public Health and the Ottawa Hospital. Phase one of the campaign prioritized staff and essential caregivers of long-term care homes. Perley was initially allocated 387 spaces. When some employees of other homes declined to register in time, Perley was allocated additional spaces. At last count, more than 810 of our staff and essential caregivers had registered for the two-dose vaccine.

The fact that such a large percentage of eligible staff and caregivers registered for the vaccine comes as no surprise. The Perley has long enjoyed a stellar record for vaccination. Last year, for instance, more than 90 per cent of our staff received flu vaccines; the average rate among Ontario long-term care homes was 76 per cent.



## Admissions Resume

In recent months, we have begun to admit up to 10 new residents to our home per week. Incoming residents must self-isolate for 14 days in the special unit we created for this purpose, and then test negative for COVID-19 before transferring to a permanent room. The Champlain Local Health Integration Network manages admissions to all long-term care homes, including the Perley Rideau. At last count, more than 1,000 people were on the waiting list for admission to the Perley Rideau.

## Veterans' Week



2020 marked the 75th anniversary of the end of the Second World War. And while the pandemic muted our celebration of Veterans' Week somewhat, it was a big success. Our Remembrance Day events went virtual this year and were streamed on Facebook Live. Each resident was permitted to watch via our Wi-Fi system in the company of one designated essential caregiver. Along with a live ceremony at our cenotaph, the virtual event featured musical performances and pre-recorded messages from Ontario Premier Doug Ford, Mayor Jim Watson and other dignitaries.



The Perley Rideau Foundation's Sponsor a Flag fundraising campaign enabled members of the public to participate in the event. The campaign involved a mass planting of miniature Canadian flags around the cenotaph and main building. The campaign was a huge success: more than 800 flags created a colourful backdrop for the ceremony and raised more than \$16,000 for the Foundation. Thank you to everyone who sponsored a flag!



## Christmas and New Year's Concert

Our Therapeutic Recreation and Creative Arts team continues to develop and deliver programs that maximize residents' quality of life. Over the holidays, musical performances accessible through our WiFi network proved particularly popular.

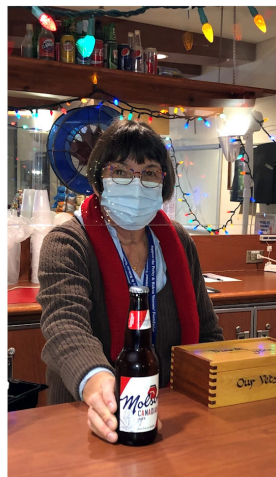


## Meal Times

During the pandemic, we've introduced a number of measures to improve meal services in our dining rooms. The latest involves extending the duration of each meal service to 90 minutes. Residents enjoy being able to eat at a time that's convenient to them. Many of them particularly appreciate being able to have breakfast, the most important meal of the day, at 7:30. The changes are another example of how we strive to maximize quality of life while protecting health and safety.



## Volunteers Update



Volunteers play a big role in improving residents' quality of life. Early on in the pandemic, volunteers were not allowed to enter the building. Last summer, these restrictions eased and a core group of about 40 volunteers began to provide support on-site. These men and women follow the same safety protocols as staff: temperature checks and screening to gain admittance, and wearing personal protective equipment while on site. Thanks to volunteers,

Deborah's Gift Boutique and the Residents' Pub are operating again. Other volunteers currently help with everything from meal assistance to escorting residents to appointments at the Interprofessional Clinic, while offsite volunteers help with preparation of income tax returns and other tasks. A heartfelt thank-you to our volunteers.

## Canadian Nurses Foundation Gala

Approximately two dozen Perley staff participated in the Canadian Nurses Foundation's 10th annual Nightingale Gala. The theme for this year's event, staged online due to the pandemic, was MaskerAide. Participants were encouraged to wear their most creative masks. During the event, three of our registered nurses were recognized under the #Thank-a-Nurse initiative. Congratulations to Samantha Hallgren, Daniela Acosta and Samantha Boulерice.

## Babylyn Alcantara

On behalf of the Perley community, I also congratulate Babylyn Alcantara, who recently completed her Advanced Clinical Practice Fellowship through the Registered Nurses Association of Ontario. Babylyn earned the Fellowship by creating an evidence-based, nursing-mentorship program that will be integrated into our orientation program. What makes Babylyn's accomplishment even more impressive is that she did it during the pandemic. The mentorship program will help us retain new nurses, foster teamwork and build camaraderie.

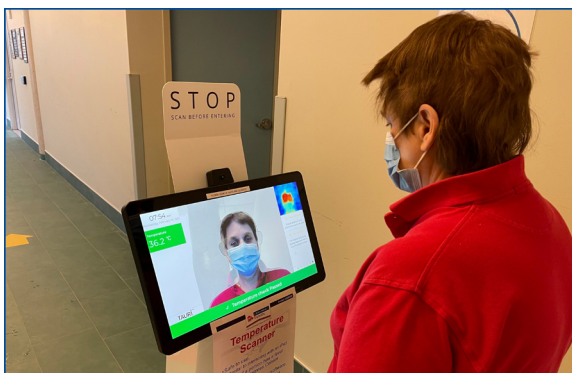
## Centre of Excellence

Good news from our Centre of Excellence in Frailty-Informed Care. The Centre of Excellence has secured funding for a study related to the restrictions on visiting residents of long-term care homes during the pandemic. The study will help identify the most effective and sustainable ways to enable visits by essential caregivers and family members, and to mitigate the negative impacts on those who are unable to visit. It will also examine how the visitation restrictions imposed due to the pandemic affect the psychosocial well-being of residents, along with their families and close friends. The study earned the funding through the Implementation Science Teams competition, a collaboration of the Canadian Institutes for Health Research and Canadian Foundation for Healthcare Improvement or CFHI. The Centre of Excellence conducts applied research, and identifies, develops and shares best practices in the care of older adults living with frailty. Donations to the Perley Rideau Foundation fund operations of the Centre of Excellence.

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**EXCELLENCE**  
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## New Technology for Admission Screening



In the last few months, we have implemented new technologies to facilitate the screening of anyone who seeks to enter the building. Screening involves a check of body temperature and an assessment of risk factors. To measure body temperature, we have begun to use a thermal camera. To improve the efficiency of risk-assessment, staff and essential visitors now use an app to answer screening questions before entering.



## Hiring Website

One final item involves a joint effort to address the labour shortage facing our region's healthcare and long-term care sectors. The Perley and about two dozen other employers have created a website to recruit nurses, personal support workers, lab technicians and other healthcare professionals. The website, [Ottawahealthcareers.ca](http://Ottawahealthcareers.ca), attracted thousands of visitors during its first few weeks—a promising sign.



In closing, I want to thank staff, residents, caregivers and their families for your ongoing dedication and support. It has been a difficult year. In the face of the worst pandemic in a century, we've done a remarkable job by working together and supporting one another. The vaccination campaign promises to make 2021 a much better year. I wish everyone in the Perley community a happy, healthy and prosperous new year... and have a few laughs, like Bernie.



Watch the Q4 Update  
[www.PerleyRideau.ca/future-of-caring](http://www.PerleyRideau.ca/future-of-caring)

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