

Tributes to Staff

Due to the pandemic, Perley Rideau hosted its Annual General Meeting (AGM) online on June 4. The theme of the meeting was gratitude, both for the dedication of staff and for the support from the community. In his remarks, Board Chair Kris Birchard emphasized that Perley Rideau's success results from a team effort. He also described the work underway to update Perley Rideau's brand so that it better reflects the organization's ongoing evolution.

Members of the Board recorded and posted video tributes to staff. Along with expressing appreciation for all staff, members singled out individuals who went above and beyond the call of duty during the pandemic. The videos were shared with staff, posted to social media and comprise the multi-media version of our second-quarter report. Note that all elements of the second-quarter report, including videos, financial statements and newsletters, are posted to the Future of Caring. Perley Rideau's audited financial statements, presented and reviewed during the AGM, appear on the next page.

Future of Caring Q2 Report
<http://bit.ly/37JDHqx>

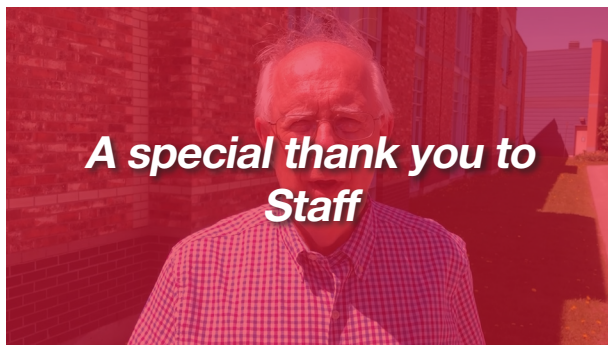


Board Chair Presentation - Annual Meeting
*A special thank you to
Daniela Acosta and Missy Janichen*

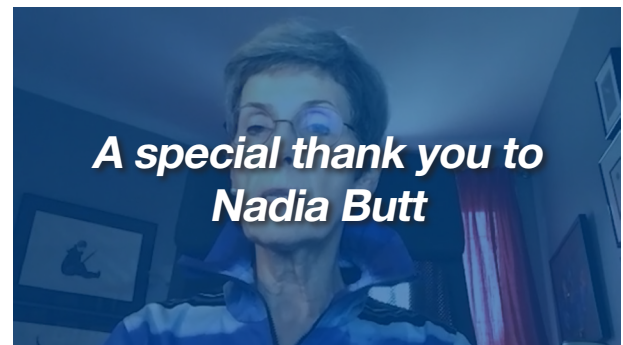


Board Thank You - Promo

Video Tributes



Kris Birchard, Board Chair



Susan Fletcher, Board Member



***A special thank you to
Tracey Berghammer***

Keith de Bellefeuille Percy, Chair, Perley Rideau Foundation's Board of Directors



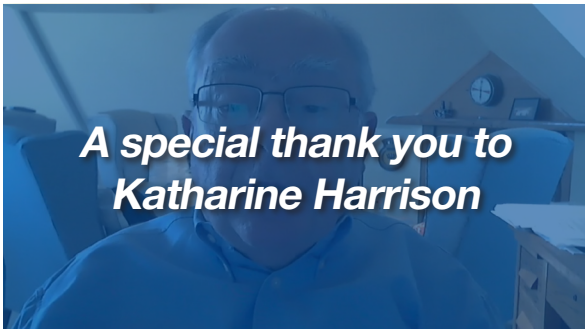
***A special note of thanks to
Joanne Letang***

Terry McEwan, Honourary Director



***A special thank you to
Dr. Andrea MacDonald***

Lloyd Campbell, Board Member



***A special thank you to
Katharine Harrison***

Ron Buck, Board Member, Past Chair



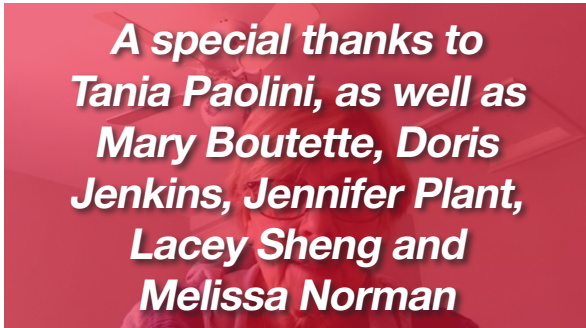
***A special thank you to
Samantha Hallgren***

Terry McEwan, Honourary Director



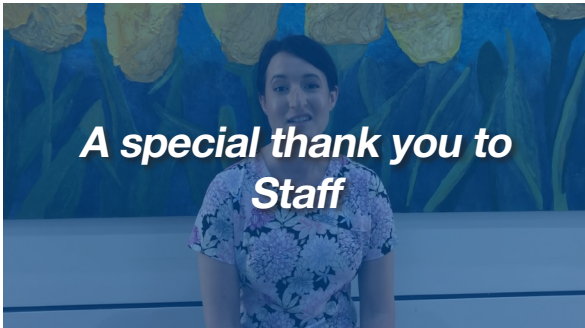
***A special thank you to
Ross Imrie***

Ron Buck, Board Member, Past Chair



***A special thanks to
Tania Paolini, as well as
Mary Boutette, Doris
Jenkins, Jennifer Plant,
Lacey Sheng and
Melissa Norman***

Margaret Tansey, Vice-Chair



***A special thank you to
Staff***

Kelsey Harris, Music Therapist

Financial Highlights 2019

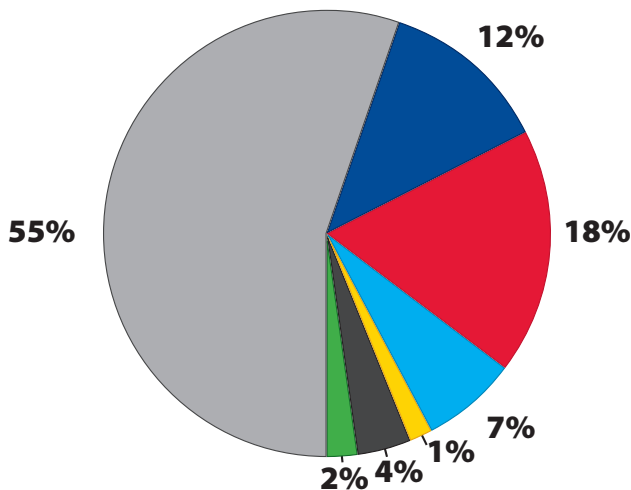
The Perley Rideau in 2019 continued progress with respect to the implementation of the core initiatives of the organization’s strategic plan and to build toward a new vision for seniors, and as an institution; to lead innovation in Frailty-Informed Care.

From a financial perspective, previous investments made by the organization, notably Seniors Housing, and the continued focus on ancillary operations have helped generate operating surpluses in those areas, thus providing enhanced financial sustainability to the core LTC operations; as well as contributing to the capital required to make additional strategic investments in the next generation of projects to move us towards the Perley Rideau’s vision on expanding the continuum of care services that we offer to seniors throughout the region.

With the emergence of the COVID pandemic in early 2020, the Perley Rideau is slowing progress with some of its strategic initiatives as it is essential that management focus on the of safety and care of our residents. Additionally, we expect many lessons will emerge from the pandemic that will impact senior care and we will adjust our move into innovation in Frailty informed care to address these items.

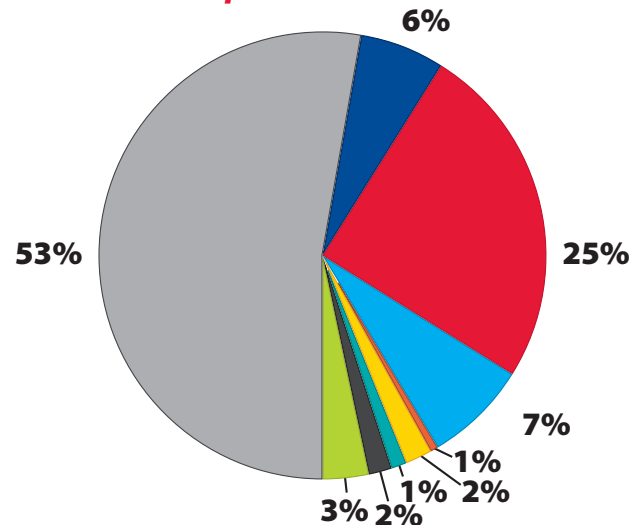
Distribution of Revenues (% of total)

Total Revenues \$62.5 Million



Distribution of Expenses (% of total)

Total Expenses \$64.1 Million



Revenues (in Millions)

MOHLTC (LTC, ALS, CSS*)	\$34.6
Residents	\$7.7
Veterans Affairs Canada	\$11
Seniors Housing	\$4.4
Centre of Excellence	\$0.1
Interprofessional Clinic	\$0.9
Ancillary Operations	\$2.5
Amortization of Deferred Contributions	\$1.3

Expenses (in Millions)

Nursing and Personal Care	\$33.9
Program and Support Services	\$4.0
Accommodation Services	\$16
Seniors Housing	\$4.7
Centre of Excellence	\$0.4
Interprofessional Clinic	\$1.2
Village Expansion Project	\$0.7
Ancillary Operations	\$1.2
Amortization of Capital Assets - LTC	\$2.0

Total Revenues \$62.5

Total Expenses \$64.1

Surplus/(Deficit) (\$1,600,000.00)

*LTC: Long-Term Care; ALS: Assisted Living Services; CSS: Community Support Services

Quality Improvement Plan (QIP) Narrative for The Perley and Rideau Veterans' Health Centre

Perley Rideau is pleased to share its 2020/21 Quality Improvement Plan (QIP). Perley Rideau's primary focus is Excellence in Care and Service. Our commitment to quality is reflected in our mission "to achieve excellence in the health, safety and well-being of Seniors and Veterans with a focus on innovation in person centred and frailty-informed care and service" and in our supporting strategic plan, which was updated in 2017 to better reflect the evolving healthcare landscape.

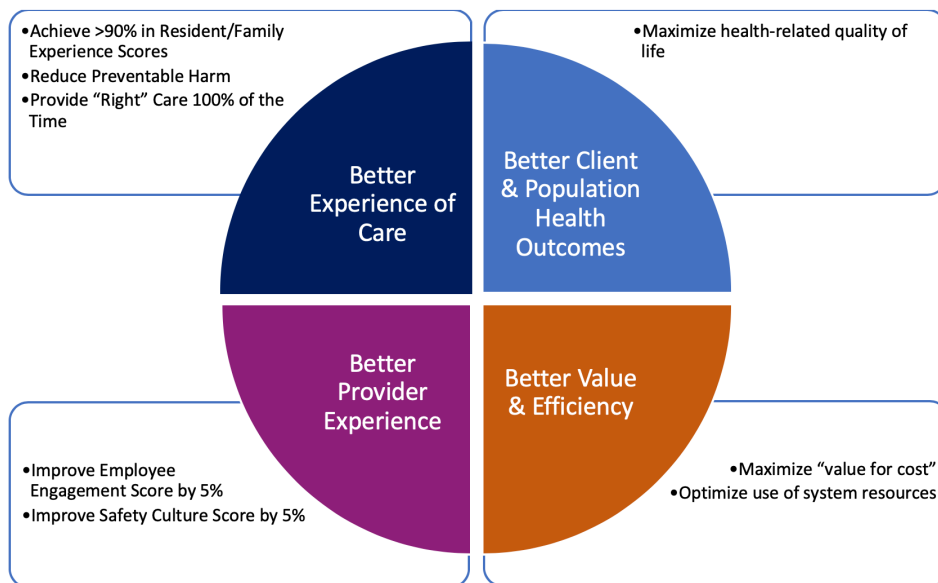
The QIP is a roadmap to achieving excellence in care and service, while navigating challenges and opportunities in our environment. Perley Rideau's QIP is aligned with our quality framework, based on the Quadruple Aim framework adopted by Ontario Health.

The high-level objectives for this year's QIP are informed by the quality and safety aims under the various pillars of the framework, as determined by Perley Rideau's Board of Directors:

- increase resident and family experience
- reduce preventable harm
- provide the "right care" 100% of the time
- improve health-related quality of life
- improve staff experience

Specific initiatives, targets for improvement and projected change ideas/tactics for each high-level objective reflect:

- progress achieved in 2019/20;
- the most recent performance data available from the Canadian Institute for Health Information (CIHI), resident, family and staff experience surveys and our electronic health record;
- emergent issues identified internally (trends in critical incidents) and/or externally
- input from residents, families, staff, leaders and external partners, including the MOHLTC.



View the full Quality Improvement Plan 2020-2021 - <https://bit.ly/3gHBbF0>



Initiatives are divided into 3 categories – focused action, moderate action and monitoring. Please note that targets reflect a blended average for both our community and veteran residents.