

Perley Health

Family and Friends Council Zoom Meeting Notes

March 23, 2023.

Welcoming remarks and review of the Agenda were provided by the Chair. Brief farewell remarks offered by Vice-Chair/Secretary, Barbara Caverhill.

Mary Boutette, COO, provided updates on current Perley Health initiatives, reminded members that they may reach out to the Managers of Resident Care for each building: Samantha Diceman in the Rideau Building, Kelly Tubman in the Gatineau Building and Stephanie Kim in the Ottawa building with their concerns and then addressed the latest Ministry announcement with respect to updates on COVID measures in Long Term Care.

1. Foot-Care: The staff foot-care nurse is now running the program at the Perley. The Long Term Care residents are the priority recipients of the service but the service will be extended to other residents when possible.
2. Accreditation Canada: The Accreditation process ended this week. The process takes place every four years and is a voluntary endeavour on the part of the facility. Mary was happy to announce that the Interim report by the Surveyors indicates that Perley Health continues to meet all fifty of the standards against which Accreditation Canada (AC) measures the facility. This set of standards encompasses equipment, financial factors, partnerships, quality of programming and services, alignment of Management and front line staff efforts with respect to the Perley's organizational practices, family and resident assessment of care. She acknowledged that the Perley is fortunate to have Wendy Nicklin, formerly CEO of Accreditation Canada, and Linda Hunter, previously a surveyor with the organization, as members of the Perley community who bring knowledge and experience to this process. The 'perfect result' demonstrates that the Perley has appropriate protocols, relationships, and processes in place, and this year's result mirrors the past ratings given to the Perley by AC. The official report will be released in the near future.
3. Government Update on COVID-19 measures: The Perley Incident Management Command Centre has the responsibility of overseeing the implementation of Ministry changes to existing regulations. The Team is meeting presently to review and determine how best to implement the latest changes, **effective March 31, 2023**. These changes are:
 - Testing (swabbing) of staff, caregivers and visitors who don't show symptoms is no longer required.
 - Masking outdoors is no longer recommended for residents, caregivers and visitors, although wearing a mask outdoors continues to be recommended for staff when they are close to a resident. Mary noted that indoor masking is still required by the Ministry. Family and caregivers have the choice whether, or not, to wear a mask in the resident's room. In addition, the question of whether or not masking by family and caregivers will be required in other spaces within the Perley will be addressed in the coming week.
 - Daily temperature checks or screening of residents returning from an absence is no longer required. However, Mary did note that staff will remain watchful for any respiratory issues.

- Removing the limit of one caregiver at a time during a COVID-19 outbreak, or when a resident is symptomatic or isolating. However, the Perley is asking that families be mindful that large groups are not advisable at this time.
- Social and physical activities can be held without adjusting for physical distancing.
- The Ministry noted that “the Long-term care homes that have retained COVID-19 proof-of-vaccination requirements also encouraged to revisit their policies and consider allowing visitors and qualified staff, regardless of their vaccination status”. Perley Health has accepted this Ministry recommendation, consequently, there is no vaccination requirement for family and visitors.
- Other items of note:
 - (i) Access doors to the three buildings will be available next week, and will require the use of the ‘fob’, which may need to be re-programmed for some people. The reprogrammed fob will allow use of external doors;
 - (ii) Indoor masking still requires that family and caregivers not eat with residents in the cafeteria. This will be allowed as soon as possible;
 - (iii) A member asked about the employee paid sick day leave. Mary reported that she believes that this program will expire.[This has been confirmed by a Ministry of Labour announcement that this program will ‘wrap up by the end of this month.’]

Delphine Hasle, Executive Director, Perley Health Foundation. Delphine noted that the Foundation raises funds to support the mission of the Perley with respect to Care, Research, and Education. She spoke to the purpose of the “Priority List” which is revisited every year in order to reflect the changing needs of the facility. An important starting point for the list is consultation with staff to determine needs and gaps in services and programs that are not funded by the Government. A large portion of funds are allocated to the Therapeutic Recreation and Creative Arts programs. Other areas requiring funding include: funds to extends programming to Community Residents; staff scholarships; equipment such as specialized wheelchairs, TVs in residents’ common spaces; steam tables for the resident kitchens; lifts for safely positioning residents, renovation such as that for Rideau 1North; and new furniture for common areas such as the dining rooms.

Delphine noted that while 1/3 of funding comes from the Legion, the majority comes from smaller donations from individuals and organizations. All funding is pooled to address the priority list, and the large chart posted near the foundation offices demonstrates the progress toward achieving the annual priority goals.

In response to a question posed by a member concerning the opportunity for FFC and the Executive Committee to provide input to the Priority List, Delphine committed to returning in June for consultation.

Robyn Oraziotti, Manager, Therapeutic Recreation and Creative Arts, announced that due to the latest Ministry directives, the Perley concerts are now open to larger groups, and more use of Lupton Hall is possible due the easing of the restriction on social spacing. Plans for spring are underway including a new Ottawa building patio area around the gazebo and mini-putting green. Recreation is looking at many opportunities for new and expanded activities, such as picnics on the grounds that will allow for greater resident participation. Robyn reported that activity changes related to the upcoming new directive will be communicated shortly.

In response to a query concerning shade areas and more benches around the Ottawa building, Robyn committed to looking into this.

For your information, Recreation contacts are Dave Harris for the Gatineau building, Rachel Dobson for the Rideau building and Laura Toronto for the Ottawa building. Ross Imrie is the Lead for the Creative Arts studio.

Rachel Stoparczyk, Coordinator, Volunteer Services. Rachel reported that volunteer contributions for 2022 were close to 80% of what they were in 2019, the last full year prior to COVID-19 pandemic. Given volunteer shortage widely reported by both local and national organizations, she feels we are doing relatively well with recruitment and noted a recent spike in volunteer applications.

She pre-circulated a document on how to request a volunteer to visit with a resident or take them to various activities/services. These applications and posters are available outside the Volunteer Office in the entrance hallway. Rachel highlighted some programs providing inter-generational volunteer support including:

i) EntourAge Research Program: Intergenerational Volunteer Program for Older Adults. Long-term care residents and tenants living with dementia can receive friendly one-on-one visits from university student volunteers, providing them with an opportunity to engage in social and recreational activities and meaningful conversations. The caregiver of the person living with dementia will be asked to complete a 20-minute questionnaire on four occasions. Principal Investigator: Dr. Annie Robitaille, Commissionaires Ottawa Research Chair, Centre of Excellence in Frailty-Informed Care™, Perley Health, Interdisciplinary School of Health Sciences, University of Ottawa.

ii) Summer Youth Program provides volunteers, ages 13-18, to support residents of Seniors' Village during July & August. Application deadline is June 9, 2023. Visit perleyhealth.ca/volunteers for more information and to apply online.

iii) "Caring for Others", partnership with Immaculata High School. This program exposes Grade 10 students to the helping occupations. This semester, twelve students are visiting Perley Health every Thursday afternoon to provide one-to-one visits and help with Bingo. This is an ongoing partnership. A new cohort of students will begin in September with Thursday morning visits, then switch to afternoons during the winter semester.

Casandra Boushey, Project Lead, Intergenerational Child Care Program.

- Focus Groups from the fall
 - Completed with staff from both organizations, family and friends of residents, apartment tenants, rec and therapeutic teams, and residents.
 - Many themes were pulled from the focus groups and they are helping to guide the work moving forward
 - CWELCC funding
 - RFP process is rolling out this month and we are prepared for it
 - Our partners at AFCS have no concern we will be approved for the funding
- Steering Committee for intergenerational childcare program
 - First meeting on April 6
 - Co-leads from both Perley Health and AFCS
 - Representation from various areas, we have Heather sitting on the committee so bring forward to her anything you want brought up about the childcare program
- Stakeholder engagement done recently for Hours of Operation
 - Survey and attended most staff meetings at Perley including evening and night meetings
 - Biggest ask are early start and weekend openings

- Intergenerational EarlyON playgroup in partnership with AFCS
 - Re-introduce intergenerational programming prior to childcare launch
 - Starting on April 17 in the Great Hall in COP every Monday morning
 - 6 week sessions so children and tenants/residents have opportunity to build relationships
 - Likely continue until childcare opens
 - Please encourage your family members to sign up, next round will be open to more residents as pilot launch was on the tenant side
- Initiated collaboration with COE
 - Research team will be involved with playgroup and childcare
 - More details to come as this continues to unfold