

The Perley and Rideau Veterans' Health Centre



Hilda and Leslie Bowley

*Improving The Well-Being
Of The People We Serve*



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

2016

Community
Report

Perley Rideau’s Vision
Leading innovation in frailty informed care to enable Seniors and Veterans to live life to the fullest.

Perley Rideau’s 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.



Board Chair - Ron Buck & CEO – Akos Hoffer

Strategic Plan

Work done on updating the Strategic Plan was a key accomplishment during 2016. A series of consultations with residents and their families, along with healthcare authorities and stakeholders, complemented research efforts and an independent operational assessment. These efforts led to an update in the third and final phase of the 2010-2025 Strategic Plan.

The update builds on the success of the first phase of the Strategic Plan. During Phase 1 (2010-2015), the Perley Rideau broadened the spectrum of care it delivers; during Phase 2 (2015-2020), the Centre is adapting to the changing population of Veterans. The original version of Phase 3 (2020-2025) has been updated to accommodate important shifts in demographics, the healthcare sector and government policies.

Phase 3 involves a broadening in emphasis from dementia care to frailty-informed care. The Perley Rideau will become Canada’s first recognized centre of excellence in frailty-informed care. In keeping with Perley Rideau’s strengths and long-held traditions, dementia care will continue to be a priority along with Veteran care. This shift will ensure the Perley Rideau’s sustainability as an innovative centre for seniors’ care.

Phase 1: 2010 >
Broaden The Spectrum Of Care

Phase 2: 2015 >
Adapt To The Changing Veterans’ Population

Phase 3: 2020 >
Be Recognized As A Centre Of Excellence

Message from the Board Chair and Chief Executive Officer

Excellence in Care and Sustainability

Throughout 2016, the Perley and Rideau Veterans’ Health Centre continued to focus on delivering top-quality care while expanding partnerships with organizations such as University of Ottawa Health Services and Algonquin College. The addition of several new clinics make more services available to residents, generate valuable new revenues and serve to further enlarge the Perley Rideau community. Dozens of Algonquin students serve practicums here each year; the establishment of an integrated learning classroom for Personal Support Workers will enhance the education process. These and other partnerships increase our ability to meet the needs of residents and the community at large.

During 2016, we also completed important work on our 15-year Strategic Plan, including extensive consultations with staff, residents, volunteers and local healthcare authorities. The goal is to better align Phase 3 (2020–2025) of the Plan with the Province of Ontario’s Aging at Home strategy and to improve our ability to meet the future needs of the community. During 2016, we submitted a proposal to establish the province’s first Sub-Acute care for Frail Elderly (SAFE) program. Under SAFE, frail elderly who no longer require acute care in hospital would transfer to the Perley Rideau to stabilize and thrive before returning home. Once approved, the program will help the Perley Rideau remain sustainable as our population of Veterans – and the additional funding that comes with them – continue to decline.

Work on the Strategic Plan complemented our ability to innovate and continuously improve the quality of care we deliver. We enhanced the regularity and quality of staff interactions with residents at the bedside, for instance. A geriatrician became the latest specialist to open a practice at the Perley Rideau. The move supports Palliative and Therapeutic Harmonization (PATH), an initiative that guides seniors and their families through decisions about health care and quality of life.

As outlined in this report, other significant developments during 2016 included an initiative in cooperation with the Registered Nurses Association of Ontario (RNAO) to implement evidence-based best practices in care. By formalizing the development, implementation and evaluation of best practices, the initiative ensures that the Perley Rideau will continue to be a leader in care.

Long-term sustainability necessarily requires that the Perley Rideau remain invaluable to the larger healthcare system. During 2016, we took decisive action to manage capital expenditures and maximize operating efficiencies. We are confident that these and other actions lay the groundwork for the continued success of the organization as we commit to meeting the needs of the region’s seniors and former members of the Canadian Armed Forces, including Other Qualified Veterans.

Akos Hoffer *Ron Buck*
Akos Hoffer, CEO Ron Buck, Board Chair

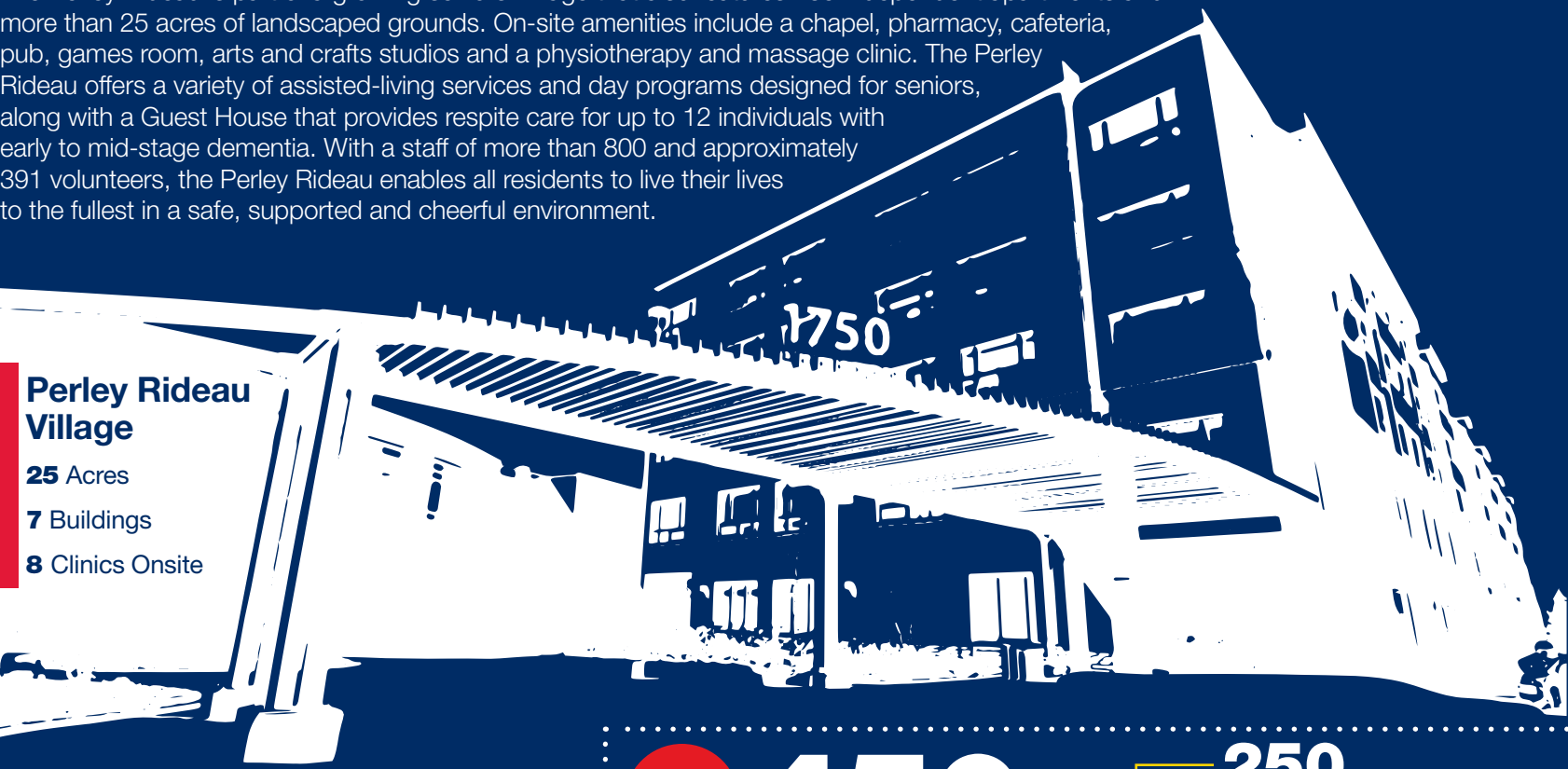
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GETTING TO KNOW

The Perley and Rideau Veterans' Health Centre

The Perley and Rideau Veterans' Health Centre is one of the largest long-term care homes in Ontario, with 200 beds for community members alongside 250 beds for Veterans of the Second World War and the Korean War. Throughout its 119-year history, the Perley Rideau, as it is popularly known, has evolved continually to meet the needs of the people it serves. During 2016, the latest step in this evolution saw the Perley Rideau shift towards excellence in frailty-informed care. Another important development is Veterans Affairs Canada's decision to fund 25 beds for the care of Other Qualified Veterans. The Perley Rideau is part of a growing seniors' village that also features 139 independent apartments and more than 25 acres of landscaped grounds. On-site amenities include a chapel, pharmacy, cafeteria, pub, games room, arts and crafts studios and a physiotherapy and massage clinic. The Perley Rideau offers a variety of assisted-living services and day programs designed for seniors, along with a Guest House that provides respite care for up to 12 individuals with early to mid-stage dementia. With a staff of more than 800 and approximately 391 volunteers, the Perley Rideau enables all residents to live their lives to the fullest in a safe, supported and cheerful environment.



Perley Rideau Village
25 Acres
7 Buildings
8 Clinics Onsite

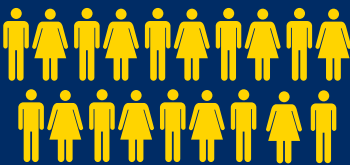


15%

Staff with us since opening day 1996

19

Volunteers remaining from the day the Health Centre opened



450

Seniors Living in Long Term Care

250 Veterans
200 Seniors
From the Community including

91

Average Age for LTC Seniors

98%

Average Occupancy Rate

34

Convalescent Care Beds

6

Respite Beds



Largest Long-Term Care Home in Ontario



600+

Seniors Living in the Perley Rideau Village



150+

Tenants

2

Apartment Buildings

139

Independent Senior Living Apartments

85

Average Age



50

Partners & Stakeholders

Support for Individuals with Early to Mid-Stage Dementia



75

Spaces in the Day Program



12

Guest House Beds

Assisted Living Services for 90 High Risk Seniors



70

Apartment Tenants



20

20 Community Seniors

Energy Stewardship



320 Metric Tons

The annual impact of reduced emissions resulting from 100 energy retrofits to Perley Rideau buildings. Equal to...

53

Medium Size Cars removed from the road

Sustainability



\$560K/year

Savings from energy retrofits, facility renewals, and revenues from 1200 solar panels



The Perley and Rideau Veterans' Health Centre

A Great Place to Work for People

Dedicated to Enriching the Lives of Seniors

Frontline Staff = 87%

Nursing: **515** Physicians: **12**

Support Services: **143** Assisted Living: **35**

Administration Staff = 13%

Administration: **102**

Total Staff: 807

Volunteers

- Contributed 38,231 hours (17% more hours than previous year)
- Total volunteers: 391
- Volunteers trained to feed residents: 41 (more than doubled in 2016)
- Volunteer response:
 - Filled 78% of requests to assist with medical escorts to appointments outside of the Perley Rideau
 - 78% of new residents to long-term care were welcomed by a Family Transition Volunteer on admission day
 - 100% of requests for palliative care visits were matched by trained volunteers
 - Summer Youth Volunteers answered 70 calls to porter residents and visitors throughout the home in July and August.

Did You Know?

- The Summer Youth Program grew by 65% in 2016, thanks to ongoing support from the Perley Rideau Foundation and a grant from the Canada Summer Jobs Program.
- A new Reiki program was introduced by volunteers to tenants in the apartment buildings.

History of The Perley and Rideau Veterans' Health Centre 1898 and Beyond...

1898

The Perley Home opens thanks to a donation from the heirs of lumber baron William G. Perley.



1945

The Rideau Veterans' Home opens to rehabilitate Veterans injured in the Second World War.



The Perley Home becomes the Perley Hospital

1956





Quality of Care

Charting a PATH

In 2016, the Perley Rideau began to implement Palliative and Therapeutic Harmonization (PATH), a process that helps older people with frailty (and their families) to understand their health status, and guides them through the process of making healthcare decisions that protect their best interests and quality of life. PATH involves a nurturing and structured methodology of assessment, communication and empowered decision-making. It aims to identify and resolve the inherent conflicts in palliative care – which seeks to ease the pain and suffering often experienced by patients nearing the end of their lives – and therapeutic care, which aims to cure a particular disease or condition. Geriatrician Dr. Ruth Ellen opened a practice at the Perley Rideau in 2016 to help implement PATH and to help residents and their families make informed medical decisions.

Best Practice Spotlight Organization

The Registered Nurses' Association of Ontario (RNAO) selected the Perley Rideau through a competitive process to become a Best Practice Spotlight Organization (BPSO). RNAO develops and promotes the use of evidence-based best practices – interventions proven to improve health outcomes. Although Perley Rideau staff have long followed best practices when caring for residents, new practices emerge regularly, and must be evaluated and standardized. During the next three years, in partnership with RNAO, the Perley Rideau will implement and evaluate best practices related to four areas: pain management; falls prevention; skin and wound management; and screening for delirium, dementia and depression to earn the official BPSO designation. Leading the initiative are 24 members of the Perley Rideau's staff who said, "YES" to becoming "Champions". By putting the latest research into practice, reducing variation in care and eliminating interventions that have little effect, the initiative promises to further improve the quality of care delivered to Perley Rideau residents.

Exit Diversion Doors

Four doors installed in the Gatineau Building help to improve the quality of life experienced by residents dealing with early to mid-stage dementia. For many people dealing with dementia, the sight of a door can be powerfully unsettling. Exit Diversion Doors help to eliminate this anxiety through creative design. Thanks to a financial contribution from the Eldercare Foundation, calming, pleasant designs now help to disguise four doors in the Gatineau Building.

Seniors Quality Leap Initiative

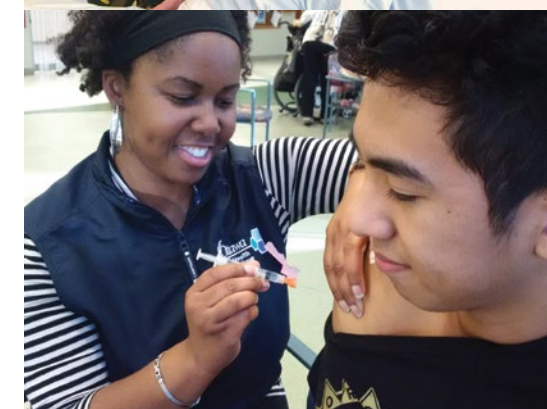
The Seniors Quality Leap Initiative is a strong community of practice with 13 committed member organizations and nine strategic partners across North America. Its mission is to enhance the quality of life and care for seniors by utilizing a structured approach to quality and performance improvement and disseminating recommendations to the broader post-acute and long-term care sector. Perley Rideau has been a proud member of SQLI since 2015. As a result of our membership in SQLI, Perley Rideau participates annually in the InterRAI Quality of Life Survey for long-term care residents. Survey results indicate high levels of resident satisfaction and have led to improvement projects in resident and family engagement.

Comfort Care Rounding

To build on the success of the 2015 pilot project, the Perley Rideau continued to expand the process of checking regularly on residents in a structured and strategic way, known as Comfort Care Rounding. Research indicates this practice can decrease the number of falls and skin problems experienced by residents, and increase overall quality of care. The Perley Rideau produced a series of videos to help train staff and support a larger communication and engagement strategy that includes manager and staff interactions. The videos are available through a new initiative known as PREP (Perley Rideau Educational Programs), enabling the Perley Rideau to share knowledge with other healthcare providers and cementing its reputation as a thought-leader in long-term care.

Flu-Shot Clinic

On November 16th, a team from Ottawa Public Health administered flu shots to a number of staff, residents and other members of the community. It marked the first time that the Perley Rideau has hosted a flu-shot clinic open to the public and will go a long way toward protecting the health of our most fragile residents.



1961

National Defence Medical Centre opens with a 50-bed chronic-care unit for Veterans.

1977

Perley Hospital begins to train nursing students.

1988

The Perley Hospital Foundation is formed and becomes The Perley and Rideau Veterans' Health Centre Foundation in 1995 raising more than \$29 million to date.

1996

The Perley and Rideau Veterans' Health Centre opens, amalgamating the three healthcare facilities.

1999

The Perley Rideau evolves from a hospital to a long-term care facility.

2007

The Perley Rideau opens a 12-bedroom Guest House to provide respite care for dementia patients.

Accomplishments

Award from the Minister of Veterans Affairs Canada

During a special ceremony marking Veterans' Week, the Honourable Kent Hehr, Minister of Veterans Affairs and Associate Minister of National Defence, presented a certificate of recognition to Perley Rideau CEO Akos Hoffer, who immediately shared the honour with all staff and the vibrant volunteer corps. For the past decade, ministers have awarded certificates to those who make exemplary contributions to the care and well-being of Veterans or to the remembrance of Veterans. When Minister Hehr visited the Perley Rideau earlier in the year, he was struck by the exceptional quality of care it delivers to Veterans and ordered that a certificate be prepared.



Independent Operational Assessment

The Perley Rideau commissioned an independent assessment of its long-term care operations. The study did not include the 250 Veteran beds that receive additional funding from government. From bed sheets to the books, nothing at the Perley Rideau was overlooked before the examiners compared the findings against other similar healthcare organizations. The review found that Perley Rideau is operating at peak efficiency with results that are better than many homes. Without posing a risk to the quality of care, several efficiencies were identified, such as renegotiating agreements with utilities, switching from a four-week menu cycle for residents to a three-week menu cycle and reducing expenses on linens and other supplies. Fifteen of the cost-savings recommendations made in the review have been implemented and will generate up to \$700,000 in savings by the end of 2017.



Crosswalk Coming in 2017

The steady increase in traffic along Russell Road represents a significant obstacle for the many Perley Rideau residents and visitors whose mobility is limited. Ottawa mayor Jim Watson promised that the city would install a pedestrian crosswalk across from the main entrance to the site by the 150th anniversary of Confederation. The mayor's announcement responds to a concerted lobby effort led by resident Doris Jenkins and Joan Olinik, a long-serving Perley Rideau volunteer, dedicated donor and daughter of a resident. Their lobby efforts included several meetings with local councillor Jean Cloutier and a presentation to Ottawa City Council during budget deliberations.


Push-Ups Against Post-Traumatic Stress Disorder

Perley Rideau resident George Roper, a Second World War Veteran and renowned psychologist, recognized the dangers posed by awareness of post-traumatic stress disorder (PTSD). When he learned that a group of first responders had launched a campaign to raise public awareness of PTSD and to fund research into effective treatments, he immediately joined in. Known as the 22 Push-ups 22 Days Challenge, the campaign encourages people to complete 22 repetitions of an exercise for 22 days in a row and to post their accomplishment on a dedicated website. On August 24th, George Roper posted a video of his 22 squats on Facebook and challenged other members of the Perley Rideau community to join him and support this worthy cause. Dozens of residents, tenants, volunteers and their families supported the campaign, along with Other Qualified Veterans, members of the Royal Canadian Legion, and representatives of Bruyère Continuing Care and Hôpital Montfort.

Although Mr. Roper passed away late in the year, the campaign he led on behalf of Perley Rideau continues.


Many Canadian Veterans, along with many first responders, suffer from PTSD; sometimes referred to as "shell shock" by past generations. Two Resident Care Liaisons and two Spiritual Care Workers at the Perley Rideau help to identify and relieve the symptoms of residents affected by PTSD.





2011

Perley Rideau embarks on a \$6.6-million facility-renewal project that includes more than 100 energy retrofits and the installation of 1,200 solar panels.



2013

Two buildings of independent apartments open – a major step toward realizing our Seniors' Village vision.




2015

To further improve quality of care, the Perley Rideau implements Comfort Care Rounding. In partnership with the University of Ottawa, the Centre opens a physiotherapy and massage clinic.



2016

The Perley Rideau expands existing partnerships with the Registered Nurses' Association of Ontario and Algonquin College.



2020

The Perley Rideau becomes a Centre of Excellence in Frailty-Informed Care.

Special Events



20th Anniversary Celebrations

Hundreds of residents and their families, along with dignitaries, staff, volunteers and others gathered in Lupton Hall on June 21st to celebrate the 20th anniversary of the Perley Rideau. Along with cake and musical performances, including one by the Perley Rideau Resident Choir, participants enjoyed glowing tributes from representatives of all levels of government.

"It's grown from a small community-care provider to a provincial leader, and, I would suggest, a national leader, in helping Veterans and their families and seniors from the broader community," said Jim Watson, Mayor of Ottawa. Watson also spoke of his father, a Second World War Veteran, who recently passed away. "I've often said that the angels of today are care workers in long-term care homes dealing with our seniors and our Veterans," Watson said.

Among the highlights was a performance by a trio comprised of Perley Rideau music therapists Kathleen Johnson and Samantha DeBenedet, accompanied by Kelsea Harris. Along with a few jazz-pop standards, the trio's set featured *Time Expired Men*, a Kathleen Johnson original based on poems written by Perley Rideau Veterans and included on *Tribute*, her current CD.



Giant Tiger Christmas Party

On November 29th, Giant Tiger Stores Limited staged a Christmas party for 80 Veterans in Lupton Hall. A group of about a dozen Giant Tiger employees decorated the Hall, served food and drinks, and gave the Veterans gifts of blankets and chocolate. Among the highlights was a performance by four talented carolers. Giant Tiger produced a stirring video of the event and posted it online. "Our Canadian Veterans have given so much to this country; to be able to give back to them was an honour and a privilege," said Thomas Haig, Giant Tiger's President and COO. The event could mark the beginning of a strong and lasting partnership.



Caring for the Caregiver

People who move in to the Perley Rideau increasingly tend to be older and have greater and more complex health needs. This makes the transition more challenging for families and caregivers. To help meet these challenges, the Family and Friends Council (FFC) hosted a series of educational sessions in 2016 under the theme of “Caring for the Caregivers.”

The goal of the sessions was to help caregivers meet their own personal needs while caring for loved ones. The topics for the meetings ranged from personal caregiver journeys to expert advice on managing stress and valuable tips on available community resources.

The series culminated in June with FFC's annual education session featuring presentations from Perley Rideau staff and volunteers, offering practical advice and guidance to help manage personal energy and advising the audience to focus on what a caregiver can control. The audience was instructed on self-care strategies and guided to secure support from community resources. Everyone was empowered to communicate with their loved ones and Perley Rideau staff. The FFC plans to build on initiative's success with additional presentations in the future.

Generous Gift Helps Fund Nurse-Call System

Harold Tinker capped off an exemplary life of service with a generous gift in his will to the Perley Rideau Foundation. His donation of approximately \$200,000 enables the Foundation to honour its commitment to contribute \$300,000 toward the cost of a new Nurse-Call System, the communications network that connects residents with caregivers. In many ways the Nurse-Call System is the lifeblood of the long-term care home, because it enables the delivery of timely, effective care. The current system is more than 20 years old and technological advancements embedded in the new system will benefit residents and staff. A career RCAF officer, Wing Commander Harold Tinker was awarded the Order of the British Empire for his service during the Second World War.

He spent his final months at the Perley Rideau and passed away in 2016.



Activities and Events

The Perley and Rideau Veterans' Health Centre has one of Canada's finest recreation and creative-arts programs and hosts a wide range of activities. Intended to improve the quality of life for residents, activities range from painting and woodworking to gardening and special events like Halloween parties and Christmas celebrations involving the entire Perley Rideau Community. Along with the two dozen activities and programs hosted daily, 380 special events were held in 2016 benefiting more than 18,000 participants.

Residents

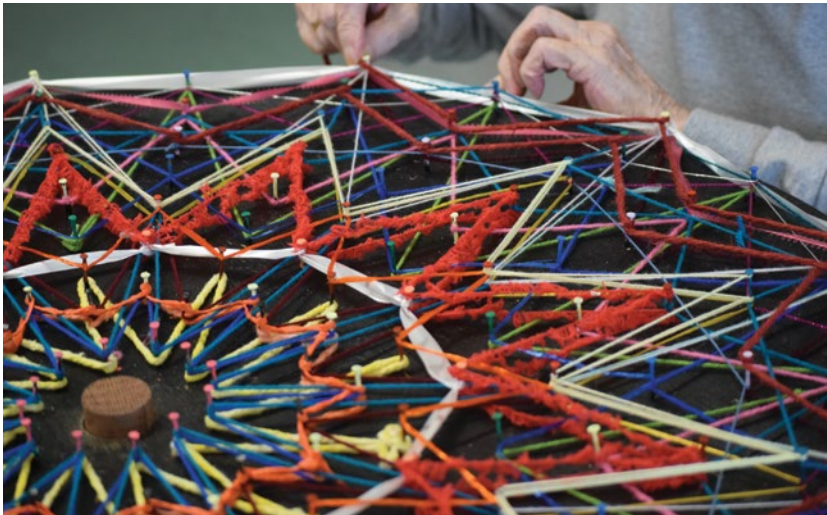


One Model Transition, One Happy Couple

After more than six decades of marriage, three children and eight grandchildren, Georges and Dora Couillard were determined to stay together. As health issues made day-to-day chores increasingly difficult, the couple were among the first to move into the seniors’ apartment building when it opened in 2013. As his mobility declined, Georges decided that they would move to Commissionaires Ottawa Place, the independent-living apartment complex directly connected to the Perley Rideau. The complex features studio apartments with shared space for tenants and supportive staff and Dora made the transition so that the couple could remain under the same roof while having their different needs met. The move also gave the couple ready access to amenities such as the cafeteria, games room and barber, along with the opportunity to easily visit friends living in long-term care.

In 2015, Dora Couillard’s application for long-term care was accepted and she moved into the Gatineau Building. Later that year, George was granted a room in the Rideau Building, home to other Veterans. The two still spend much of their time together. In appreciation, Georges and Dora, on behalf of the Couillard family, recently made a donation of artwork to the Perley Rideau: a series of 40 prints given to him by the Confederation Life Association in 1967 to mark Canada’s Centennial. The couple is proud to know that the artwork will be featured prominently during the Perley Rideau’s celebration of Canada’s 150th anniversary.

In many ways, the Couillards demonstrate the ideal transition that aging Canadians hope to make: living as independently and as comfortably as their health allows. Transitioning easily from one level of care to another is central to the concept of the Seniors’ Village championed by the Perley Rideau.



Mandalas

In January, the Perley Rideau mounted a new installation of artwork created by residents. A collaboration of the Recreation and Creative Arts Program and a member of the Spiritual Care team, the work is a series of nine mandalas – a medium based on Hindu and Buddhist symbolism and featuring lines arranged in a series of colourful circles and arcs. A total of 12 residents worked on the mandalas during four three-hour sessions, using approximately 600 nails, and 50 balls of yarn, string and ribbon. Staff and volunteers in the wood shop created a base for each mandala; these were then mounted on turntables in the creative-arts studio to make it easier for residents to create looping patterns. For some residents, the project stirred up memories of tying knots in the navy and of making Halloween costumes for children.



Wall of Creativity

As part of its 20th anniversary celebrations, the Perley Rideau installed a Wall of Creativity along the main-entrance hallway. The Wall features artworks created by residents and tenants, and has quickly become one of the most photographed spots in the Perley Rideau Centre. It is particularly popular as a backdrop for selfies.

Winter Wonderland

Another unique artwork went up in the second-floor MET gallery in December. Winter Wonderland is a self-guided, interactive installation where residents, visitors and staff can experience some of winter’s magic from the comfort of indoors. Andréa Fabricius and Ross Imrie of the Recreation and Creative Arts Programming staff led the efforts of residents, staff and volunteers to create the installation. “As soon as it gets cold outside,” Andrea explained, “the doors are shut to the courtyard and it becomes difficult for residents to get outdoors. Residents needed both a destination and an experience.”

The Wonderland is a series of pieces mounted along a corridor 25 metres long. Artificial snowflakes hang from the ceiling; along the walls, murals depict a small Quebec village dotted with charming homes and Olympic figure skater Barbara Ann Scott gliding along a pond. There are old hockey skates on display, along with vintage NHL-player cards, period snowshoes and wooden skis. In another section, artworks installed on the walls and ceiling create the impression of a birch forest populated by birds, rabbits and foxes. The last stop on the journey is the interior of a log cabin, complete with armchair and wood stove; knitting needles and library books invite people to linger and relax awhile. The guest book at the end of Winter Wonderland quickly filled with glowing comments and a video of the installation posted to Facebook attracted thousands of views. With spring drawing near, the installation was removed after two months.



Fountain of Appreciation

Dozens of residents, volunteers and staff members collaborated on a large theatrical sculpture erected across from the first-floor volunteer office. Known as the Fountain of Appreciation, the sculpture stood more than three metres high and two metres across, and featured a low faux-rock wall supporting dozens of loops of foil, hundreds of bits of reflective paper, little mirrors, glitter, lights and more. The piece suggested free-flowing water and is designed to inspire feelings of gratitude and appreciation. A sign next to the piece encouraged people to write down what they’re grateful for on slips of paper and then to drop the slips into the fountain. The installation quickly filled up with hundreds of notes.

Some of the notes submitted:

(I appreciate the) wonderful caregivers and volunteers!

I appreciate how kind and nice everyone here is to me.
– Tom, res.

I appreciate the motherhood I had, my two beautiful wives and my five beautiful daughters. I appreciate them – very much so. They are the loves of my life. – H.



Partners and Stakeholders

Perley Rideau works collaboratively with a number of organizations dedicated to improving the health and quality of life of seniors. Developing a strong network of partners helps respond to the evolving provincial healthcare needs while meeting our strategic objectives.

Government & Funders & Partners

- Champlain Local Health Integration Network (LHIN)
- City of Ottawa
- Ministry of Health and Long-Term Care (MOHLTC)
- The Royal Canadian Legion
- The Perley and Rideau Veterans' Health Centre Foundation
- Veterans Affairs Canada (VAC)

Providers

- Alzheimer Society of Ottawa and Renfrew County
- Bruyère Continuing Care
- Carefor Health and Community Services
- Champlain Centre for Health Care Ethics
- Champlain Dementia Network Steering Committee
- Community Care Access Centre (CCAC)
- Ottawa Community Support Coalition (OCSC) / Coalition des Services de soutien Communautaire d'Ottawa (CSSCO)
- Royal Ottawa Mental Health Centre
- South-East Ottawa Community Health Centre
- The Ottawa Hospital

Councils

- Community Residents' Council
- Family and Friends Council
- Veterans' Liaison Council
- Veteran Residents' Council

Associations

- Canadian College of Health Leaders
- AdvantAGE Ontario (Formerly Ontario Association of Non-Profit Homes and Services for Seniors)
- Ontario Hospital Association
- Registered Nurses Association of Ontario

Education Partners

- Acadia University
- Adult High School
- Algonquin College
- Brookfield High School
- Canadore College
- Canadian National Institute of Health (dental students)
- Canadian Patient Safety Institute
- Canterbury High School
- Carleton University
- École secondaire catholique Béatrice-Desloges
- École secondaire catholique Franco-Cité
- Georgian College
- Glebe Collegiate
- Herzing College
- Hillcrest High School
- Immaculata High School
- La Cité Collégiale
- Lester B. Pearson High School
- Michaëlle Jean Centre for Global and Community Engagement (University of Ottawa)
- Sir Sanford Fleming College
- St. Francis Xavier High School
- St. Patrick's High School
- Storefront School (Ottawa Carleton District School Board)
- Trillium College
- University of Ottawa
- The Telfer School of Management's Master of Health Administration program



Champlain Local Health Integration Network

“...Perley Rideau will, separately and in conjunction with the LHIN and other health service providers, identify opportunities to integrate the services of the local health system to provide appropriate, co-coordinated, effective and efficient services...”

Long Term Care Service
Accountability Agreement



The Royal Canadian Legion

From donations to monthly Bingo, special events and supporting increased public awareness, Perley Rideau appreciates the many aspects of support provided by one of Canada's largest Veteran support and community service organizations.



Algonquin College

A longstanding partner, Perley Rideau is thankful for the enriched partnership that will provide experiential-learning opportunities for caregivers resulting in real-world education and training opportunities in the Perley Rideau Village.

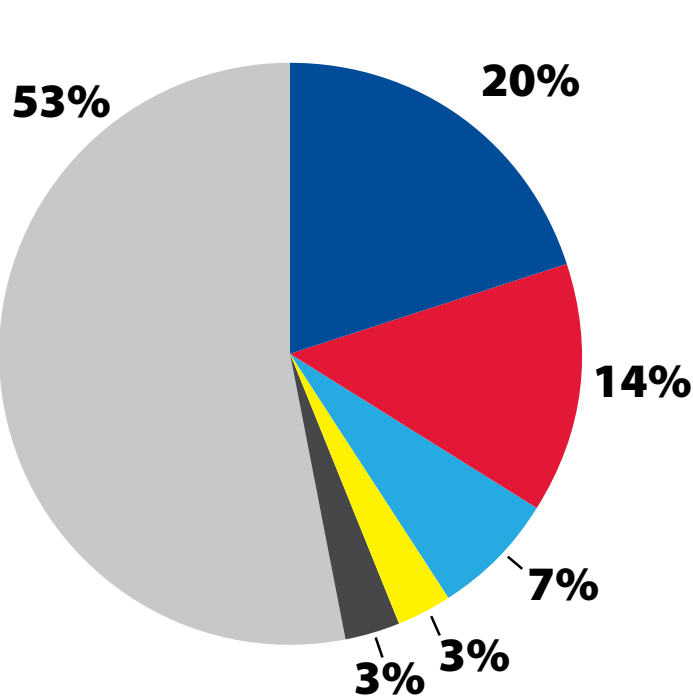
Financial Highlights

Total revenues increased 2.5% to \$56.5 million, attributable to increases in revenues due to funding increases of approximately 2.1% for the long-term care home and associated programs, with other revenues increased at approximately 4.7% reflecting a focus on generating new sources of revenue. Seniors housing now represents approximately 7%, and other services 3% of total revenues, respectively. Overall expenses increased by approximately 2.5% which includes the effect of labour cost adjustments and inflationary increases in supplies. Including a retroactive adjustment for prior years' funding, a small surplus of approximately \$395 thousand was recorded on overall operations.

Capital expenditures were approximately \$548 thousand, with investments being made in additional fit-up costs in Seniors Housing, and equipment and technology to support resident care. Donations received from the Foundation totaled \$592 thousand.

Revenues (% of total)

Total Revenues \$56.5 Million



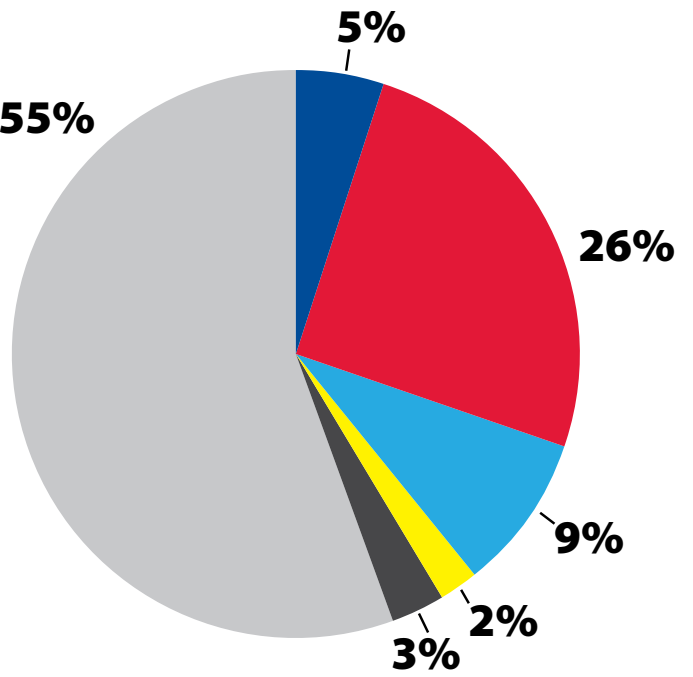
Revenues (in Millions)

MOHLTC (LTC, ALS, CSS*)	\$29.8
Residents	\$11.1
Veterans Affairs Canada	\$8.0
Seniors Housing	\$4.0
Other services	\$1.8
Amortization of Deferred Contributions	\$1.8

Total Revenues \$56.5

Expenses (% of total)

Total Expenses \$56.1 Million



Expenses (in Millions)

Nursing and Personal Care	\$31.0
Program and Support Services	\$3.0
Accommodation Services	\$14.3
Seniors Housing	\$5.0
Other services	\$0.9
Amortization of Capital Assets	\$1.9

Total Expenses \$56.1

Surplus/(Deficit) +\$400,000.00

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

Leadership

Senior Management



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)



Board of Directors

Back Row, Left to Right: Gordon Stock, Margaret Tansey, Kris Birchard, Wendy Grimshaw, Dr. Hans Jung, Mary Dawson, Bill Dickie, Simon Goulet, Terry McEwan

Front Row, Left to Right: Susan Fletcher, Akos Hoffer (CEO), Ron Buck (Chair), Robin Sellar (Treasurer), Michael Jeffery

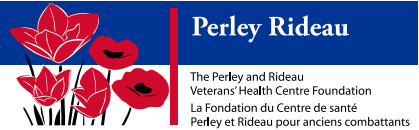
Absent: Mary Ann Lamb, David Walden

The Perley Rideau Foundation

The Perley Rideau Foundation is a fully independent, registered charity that supports the Health Centre in two principal ways: by raising the funds that contribute to residents' quality of life and by building and maintaining links with the community. Donations from the Foundation fund everything from essential equipment such as specialized mattresses to music programs and the arts-and-crafts studio. Foundation staff work closely with the leadership team of the Health Centre to anticipate and help meet its immediate and long-term needs. During 2016, the Foundation provided \$592,682 to the Health Centre on behalf of donors. Since its establishment in 1988, the Foundation has provided more than \$29.3 million to the Health Centre.



On March 9, 2016, the Health Centre received 10 new lifts – essential equipment used continuously throughout the day to make everyday activities much easier. The Perley Rideau Foundation bought the lifts thanks to the generous support of the Audette Foundation and other donors. Foundation Executive Director Daniel Clapin (right) is joined by staff for the presentation of the new lifts.



Wheelchairs for Charity

On November 4, MD Financial Management generously donated 12 new Bios manual wheelchairs to the Perley Rideau Foundation. The donation was part of Wheelchairs for Charity, a team-building charitable exercise hosted by Canadian Outback Adventures & Events. During the exercise, participants assemble wheelchairs and experience the challenge of getting around in them.



Night at the Races

The Foundation's single biggest fundraising event is the annual Night at the Races at Rideau Carleton Raceway. Along with a buffet dinner and harness racing, the event features raffles and silent auctions. With a paid attendance of more than 360 people, the 15th edition, held on May 5, 2016, set a new record by Raising more than \$40,000.

2017 Objectives

- Continue to care for the unique cultural and clinical needs of Veterans and expand services and programs
- Complete the update to the Perley Rideau 15-year strategic plan and communicate widely with partners, stakeholders and the public
- Open the Algonquin College PSW Living Classroom on the Ottawa Unit
- Identify innovative alternate uses for long-term care beds to support sustainability
- Advance the Centre of Excellence in Frailty Informed care and pursue partnerships to meet stated objectives
- Refine the plan for achieving the Seniors Village



Major (ret'd) Gerald Bowen (seated), a Veteran of the Second World War and the Korean War, welcomes Master Warrant Officer Tony Cobden during the May 9th ceremony to officially open the 25 beds for Veterans that did not previously qualify for this long-term care program.



Perley Rideau

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Veterans' Health Centre

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Seniors Apartments Rental Inquiries
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rentaloffice@prvhc.com

**Long-term Care and other programs
require CCAC referral.**
613-745-5525

Copies of this report available online at www.PerleyRideau.ca



Perley Rideau



Perley Rideau



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Perley and
Rideau Veterans' Health
Centre / Foundation

Photo Credits: Many thanks are due to the army of individuals who helped to share Perley Rideau's stories of 2016 in photos. From the talented artists, therapists and programmers in the Recreation and Creative Arts Programming Service to the generous team from Volunteer Services, your support and photos are worth many more than a thousand words. A thank you is extended to photographer Laura Lilly for helping to elevate the profile of the Perley Rideau community. Finally, thank you to all who agreed to appear in this photos capturing the year of Perley Rideau's 20th Anniversary.

Disclaimer: This brochure 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.