



<b>Date</b>	Thursday May 18, 2023
<b>Time</b>	6:30 PM EST
<b>Location</b>	Zoom

Topics	
1	<p><b>Resident Care Liaison</b></p> <p><u>Mary Boutette</u>, Chief Operating Officer (COO), shared key contacts.</p> <ul style="list-style-type: none"> <li>• The <b>managers of resident care</b> are responsible for day-to-day provision of consistent quality person-centered care.</li> <li>• For nursing and care matters that are not addressed at the unit level with the registered staff, caregivers and visitors can contact resident care managers at 613-526-7170 and their extension:                             <ul style="list-style-type: none"> <li>○ For Gatineau building: Kerry Tubman, ext. 2110.</li> <li>○ For Rideau building: Samantha Diceman, ext. 2113.</li> <li>○ For Ottawa building: Stephanie Kim, ext. 2405.</li> </ul> </li> </ul>
	<p><b>Hours of Care</b></p> <p><u>Mary Boutette</u>, COO, presented the Ministry of Health and Long-Term Care regulations on direct hours of care regulations and emphasized latest results for Perley.</p> <ul style="list-style-type: none"> <li>• This multi-year commitment targets <b>direct care</b> (e.g. nursing) and <b>allied health</b> sector-wide averages in the province.</li> <li>• While funding is calculated on resident days (i.e. empty beds are not included), long-term care homes are expected to balance needs without tracking at the individual level.</li> <li>• The Ministry established fiscal year (FY) increases towards goal of 4h of direct care and 36min of allied health by March 31<sup>st</sup>, 2025.</li> </ul>
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- Perley is expecting to comply with, or exceed, targets by the target date and is currently **surpassing** FY 2022 periodic increases:
  - For direct care: 3h and 47min on March 31<sup>st</sup>, 2023.
  - For allied health: 52min on December 31<sup>st</sup>, 2022.
- Funding for **direct care** is eligible for working hours of personal support workers (PSW), registered practical nurses (RPN), nurse practitioner (NP) and registered nurses (RN) providing direct care.
  - Recent positions added to support are:
    - One (1) PSW in each building day and evening shift;
    - One (1) skin and wound RPN;
    - One (1) footcare RPN;
    - One (1) NP at full scope in Ottawa building; and
    - One (1) behavioural support worker (BSO).
- Note that long-term care homes cannot use Ministry funds for special equipment reprocessing and administrative components which explains why footcare is a paid service.
- Funding for **allied health** is eligible for working hours in occupational therapy, occupational therapy assistance, spiritual care, and recreation.
  - Recent positions added to support are:
    - One (1) resident care liaison;
    - One (1) recreation therapist;
    - One (1) recreation programmer;
    - One (1) occupational therapist (OT); and
    - One (1) infection prevention and control consultant.
- As a non-for-profit organization, Perley endeavours to use all available funds to build and maintain robust teams. Management is of the opinion that there is a huge value to allied health and desires to see an increase of funding in this area.
- **Plans** are to explore additional night staffing and continue to address retention, recruitment, and absenteeism challenges.
- To review Perley data, consult the presentation sent to FFC members.
- For more information related to the regulations, consult the [Act](#).

## General Management Update

Mary Boutette, COO, continued to inform on several matters.

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- Perley reinstated the **unit clerk role** on each building floor.
- Perley continues to exclude the Ministry's provisions for **PSW medication administration**. RPNs have primary responsibility for medication with care overseen by a physician. Perley will engage in discussions if the situation changes.
- There are two (2) **spiritual care providers** at Perley who support all residents, staff, volunteers, and family members. Although church attendance has declined, Perley reassured it will continue to offer Roman Catholic mass at 10:00 AM on Thursdays and Sundays. Mass is open to all members of the Perley community.
- Perley confirms that **ecumenical services** will return in September. Services will occur on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of each month led by their local church community.
- Perley will hold **hymn** singing on the 2<sup>nd</sup> Friday of every month, beginning July 14<sup>th</sup>, led by one of Perley's music therapists. Residents will be able to request their favourite hymns.
- Perley announced **new exterior improvements** projects:
  - Repair of all sidewalks around Perley.
  - Refurbishing of patio outside by Gatineau corridor.
  - Installation of a shed with outdoor lawn games.
  - Preservation of one (1) putting hole in mini-put area.
- Perley discussed **gardening and courtyards** update. They are considering contracting periodical seasonal lawn maintenance to a landscaping firm:
  - The Ottawa Gardening Club maintains Rideau courtyards.
  - Workplace volunteer programs and students assist.
  - If interested in donating flowers or plants, or assisting with courtyard upkeep, connect with the Recreation Therapist:
    - For Gatineau building: [Dave Harris](#), ext. 7735
    - For Rideau building: [Rachel Dobson](#), ext 7307.
    - For Ottawa building: [Laura Torontow](#), ext. 7435.

- Perley will provide a current list of **ophthalmology** services.
- Perley shared plans for interior painting and small improvements. Areas will be going through **refurbishment** as part of a multi-year project. The creative arts team aims to create warm and welcoming communal environments and will start by rehangng art in R1N. Perley is also looking at a new room number and picture display.
- The Director of Support Services is following up with the **laundry** team following delivery delay feedback. The return process, which turnaround standard remains 48h, will be audited internally. Adjustments will be made as required.
- Perley specified that, historically, there were 250 **beds designated for qualified Veterans** with eligibility determined by [Veterans Affairs Canada](#) (i.e. Veterans of World War II and the Korean War). To reflect the current demand, there will be 130 designated beds moving forward at the Rideau building and a new, broader category of eligibility which includes Veterans who did not serve overseas. Today, there are approximately 170 Veterans living at Perley including those in the new category.