



<b>Date</b>	Thursday November 16, 2023
<b>Time</b>	6:30 PM EST
<b>Location</b>	Zoom

<b>Topics</b>	
<b>1</b>	<b>Welcome and updates</b>
	Welcome by Heather. Minutes are taken and distributed to all FFC members by email.
<b>2</b>	<b>Management Update</b>
	<p><u>Mary Boutette</u>, Chief Operating Officer. Mary encourages all family members to engage with the team providing care to your loved one.</p> <p>Latest covid directives from the Ministry: -guidance (law) for long term cares – Perley Health is obligated to comply – masking is required in resident care areas, in effect November 7.</p> <p>Services in the Interprofessional Clinic -range of allied health services include dental hygienist, audiology and hearing service – hearing aids, wax removal; speech language service; optometry; physiotherapy (also supplemental private physio services); recruiting a registered massage therapist (to replace a recent departure) -can call the clinic directly or stop by to register -Confidentially, this clinic will be renamed the ‘Care Clinic’ It is to be kept confidential until officially announced by Jay. -(After the meeting, Joan checked with the lead physiotherapist and acupuncture is available if requested.)</p> <p>Thank you to all who supported the Perley Health residents at the Remembrance Day Ceremony.</p> <p>Question: Can we eat snacks in the resident rooms considering that we must wear a mask?</p>

	<p>Mary: Yes. If you are in the resident room, caregivers and family may remove their mask to eat. Some of the Ministry guidance is ambiguous. Question: A particular visitor/caregiver is not wearing a mask. Concern voiced that this person was nevertheless permitted on the unit and the rule not enforced. Why are staff not enforcing this requirement? Mary: Stated she will follow-up.</p> <p>Question: Is Acupuncture available? Pre-covid it was available. Mary will follow-up.</p>
3	<p><b>Michaela Addams</b></p> <p>1. Our Centre of Excellence is Collaborating with Bruyère on a study named “Supporting Long-term Care Residents through Transitions to Acute Care Hospital and End-of-Life Care; A Qualitative Needs Assessment.</p> <p>The Bruyère Research Institute is collaborating with Perley Health on a study named “Supporting Long-term Care Residents through Transitions to Acute Care Hospital and End-of-Life Care: A Qualitative Needs Assessment”.</p> <p>The goal of our research is to understand the experiences of long-term care residents, family caregivers and staff members who have transitioned between long-term care and acute care hospital. We are interested in hearing your experience and how you could be better supported to make the best decision for every resident.</p> <p><b>We are looking for LTC residents, Family members of LTC residents</b>, Personal Support Workers, Licensed Practical Nurses, Registered Nurses and Physicians to participate in a <b>1-hour interview</b> (in French or English) about their experiences with transfers to hospital.</p> <p>All participants will receive a \$25 gift card to Amazon.</p> <p>If you want to participate or are interested in hearing more about this study, please email Michaela Adams (<a href="mailto:madams@perleyhealth.ca">madams@perleyhealth.ca</a>)</p> <p>2. Status of the Antimicrobial Stewardship research? – Michaela responded that she is awaiting on Public Health Agency of Canada to send the final report. She would be pleased to share the results of that study with the FFC and ensure the results are communicated well. If there is a preference of how the results are best shared (eg: presentation at FFC, email to all FFC members</p>

	<p>with 5 main bullet points, combination of both, other options) please Michaela know.</p>
4	<p><b>Heather - FFC AGM, Membership recruitment for FFC, Family Survey</b></p> <p>Our FFC AGM is traditionally held at the end of the calendar year. This year it will be held in January 2024.</p> <p>Please consider recruiting other family members to join the Friends and Family Council – and have their emails added to our distribution list.</p> <p>The resident survey is ongoing</p> <p>The family survey has started. Please take a moment to complete this survey.</p>
5	<p><b>Rachel de Kemp, Director of Nursing</b></p> <p>Encouraged all of us to contact her at any time.</p> <p>This is <b>Ethics Week</b>. Joan is our member on the Ethics Committee. This week the Ethicist is doing walks and talks on the units.</p> <p><b>GPA Training</b> (Gentle Persuasive Approach) – all frontline staff obtain this training (a full day of training). GPA Walk and Talks - <b>Refresher</b> sessions for staff, ½ hour each, are currently being held throughout the Perley. To be repeated annually. These sessions are targeted to staff, however Rachel is receptive to the needs of caregivers and FFC members and our interest in the GPA.</p> <p><b>Mental Health First Aid</b> for staff; a 2-day course available monthly for all staff. Very well attended. Perley has 2 trainers. Seeing an increase in the number of residents with complex mental health needs.</p> <p><b>Flu and covid vaccine</b> – all residents have received what they are eligible to receive. RSV vaccinations have started this week.</p> <p><b>Caregiver information</b> on Perley Health website: <a href="https://www.perleyhealth.ca/information-for-caregivers">https://www.perleyhealth.ca/information-for-caregivers</a>. If there is other information to support caregivers/families that we would like to see on the website, please let Rachel or Ja Innes (Communication Director) know.</p>

### **Christmas meal – information**

Christmas Day Dinner. This special meal will be served starting at 11:00am on Monday, December 25th, 2023 in the Cafeteria. There will be only one seating, from 11:00am to 1:00pm. We plan to add tables and chairs to accommodate this single meal time.

There are two eating options:

Option A: - Enjoy a meal with a resident in the Cafeteria.

Option B: - Enjoy a meal in the resident's room. This accommodation is for residents who cannot attend the Cafeteria. Purchase your meal ticket through the Cafeteria, pick up the meal from the Cafeteria and enjoy with your loved one in their room.

In the event a unit is on outbreak, purchased meals will be refunded.

Meal tickets are available for purchase from the Cafeteria between November 13th, 2023 and December 18th, 2023 or email your order to [catering@perleyhealth.ca](mailto:catering@perleyhealth.ca). The Cafeteria is open 7 days a week from 8 am to 7 pm. Tickets will be available on a first-come, first-served basis. If you have to cancel a purchased meal, please inform us of the change as soon as possible. Refunds will be issued for meals cancelled up to and including Monday, December 18th, 2023.

The cost per meal is \$22.12 plus HST. There is no charge for residents planning to eat in the Cafeteria on this day. All resident dietary requirements will be accommodated.

The Christmas Dinner includes:

"Choice of Butternut or Minestrone Soup "Roast Turkey, Cranberry Sauce, Dressing, Gravy "Mashed Potatoes, Vegetable Blend Medley, "Gourmet Dessert "Choice of Hot or Cold Beverage.

For those planning to take a family member or friend out for Christmas Day, please advise staff on the resident's unit and staff from Food and Nutrition Services no later than Monday, December 18th, 2023 that the resident will not attend this meal. This information will affect the number of residents and family members that can be accommodated on the day. To notify Food and Nutrition Services, please call 613-526-7170, extension 2615. Please leave a message including the resident's name, room number and the date and time the resident will be away from Perley Health.

For questions, please contact the Main Kitchen at 613-526-7170, extension 2615.

**Staffing complement:**

RNs and RPNs – biggest gap continues to be RPNs. Great demand for RPNs throughout healthcare. Still recruiting however frequently ‘short’ RPNs on a daily basis.

The RN pool is complete.

The Perley participates in Ministry incentives to attract RPNs to the Perley Health – monetary incentive, if commit to 2 years of FT work, Ministry pays them \$25,000.

Per 40 bed unit:

Days and evenings – 5 PSW/unit, 2 PSW on nights (hoping to increase to 3 PSW on nights), able to add PSWs if there is a high intensity need on a unit or workload necessitates an additional PSW.

RPNs – 2 on days and evenings; one on night shift.

RN – one / building

SBSU – Days and evenings – 4 PSW, 2 RPN and 1 RN. Nights – 3 PSW, 1 RPN, 1 RN

Intergenerational playgroup – additional PSW staff is brought in to support that group

Question/comment – there is a need for extra staff/help at meal times given the number of residents who need to be fed on some units.

Rachel – the need for assistance with feeding is recognized.

Resident support aids (RSA) – Ministry supported funding during the pandemic. RSAs could pass out food/juice, porter, yet could not help with feeding. Feedback was provided to the Ministry that if this role is reinstated, adding assisting with feeding would be important.

Question – have volunteer services put out a call for more volunteers to participate in feeding assist?

Rachel – unsure if this has been done. Confirmed that if the volunteer was previously trained for feeding, this can be resumed.

(After our meeting concluded, Joan checked with Rachel S and feeding volunteers is always on their list of open volunteer opportunities.

Training is provided.)

Ontario Caregiver website – <https://ontariocaregivers.ca/>

Question – students, can they assist with feeding residents?

Rachel – yes, they get training on feeding and can assist.

Question – a number of people in wheelchairs push themselves to the smoking area. “Often I’m asked to push the resident back to their unit.

Suggestion – ‘please ask me if I want a push today’ – on a tag attached to their wheelchair.”

	Rachel – will relay this suggestion to the team.
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