



<b>Date</b>	Thursday January 18, 2024
<b>Time</b>	6:30 PM EST
<b>Location</b>	Zoom

<b>Topics</b>	
<b>1</b>	<b>Welcome and updates</b>
	<p>Welcome by Heather Moxley. A special welcome to all the new to Perley Health Family members. We would love to hear your thoughts on future topics for this meeting. Notes are taken and distributed to all FFC members by email.</p>
<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. Each building is supported by a Residence Care Manager – Kerry Tubman (Gatineau), Sam Diceman (Rideau), and Stephanie Kim (Ottawa). Each building also has a PSW Supervisor.</p> <p>Perley Health is outbreak free at this time.</p> <p>Mary shared an invitation on behalf of Melissa Norman, Quality Improvement and Interprofessional Care. Invitation to participate on a focus group exercise to review the Seniors Quality LEAP Initiative (SQLI) survey questions and the importance of each item relative to- quality of life. Please see the poster for details. Focus groups will be held in mid-February to mid-March. Please contact Melissa for further information – <a href="mailto:MNorman@perleyhealth.ca">MNorman@perleyhealth.ca</a></p> <p>Intergenerational Play Group – on Mondays and Fridays in the Games Room. Coordinated as part of the partnership with Andrew Fleck Childcare Services. The playgroup is open to parents/and their babies/toddlers. Tenants of the Senior Living Apartments and Residents of LTC are welcome to attend. Perley Health is also working with Andrew Fleck to open a Day Care in the main building in the empty space across from the Pharmacy. The offering would give priority to Perley Health Staff and also be open to those in the local community.</p>

Question from the group added to the discussion that part of the planning is to ensure the health and safety of all participants – infection prevention and control is an important part of the planning.

Expansion ideas – Pre-pandemic Perley Health had considered plans for an expansion. These discussions are being brought forward again, Perley Health is committed to providing a continuum of care and also to serve more adults from the community. Further discussions will take place about the possible ideas for expansion.

Questions:

- There were a number of questions about parking – and safety for commuters. Parking areas are well marked and there is a map available online or at the commissionaire’s desk. Peak parking usage is around the 3pm shift change.
- Other options for transportation –suggestion to have a discussion with OCTranspo to increase the frequency and variety of service near the Perley Health Entrance.
- Safety at Perley Health Russel Road intersection. Suggestion to ask the city for a traffic light.

Answers:

- Mary noted that all the ideas are worth considering. A parking garage had been investigated as part of a previous expansion plan but the cost was prohibitive.
- Mary noted that visitors can park in any spot on the Perley property, including in the staff parking areas. Visitors however are excluded from access to the Tenant parking area.
- Previous discussions with the city had been successful to provide improved bus stops near the entrance and the illuminated cross walk. It is possible to renew those discussions.

Jay Innes, Communications Director had 3 invitations for the Families and Friends.

1. The Perley Health Care Clinic is formally launching and will host an open house on Friday, January 19<sup>th</sup>. The website has been updated and the Andrea Liu, the Manager of the Clinic, would be happy to meet you.
2. Community Report 2023 is in the process of being published - copies of the 28 page report will be available online and around the buildings. There are companion videos including more detail on the “What a Difference a Day Makes” production that involved staff, residents and tenants.
3. Perley Health Exhibition – February 28<sup>th</sup>. An opportunity to meet and greet many of the different members of the Perley Team.

	<p><u>Update from Jay:</u>  Video in support of the Community Report: The story behind What a Difference a Day Makes  <a href="https://vimeo.com/900189797?share=copy">https://vimeo.com/900189797?share=copy</a></p> <p>I hope to expand our testimonials in 2024 as we continue to stand out in the competition for HR. Please contact me if you would like to support this initiative.</p> <p>And video #1: <a href="https://vimeo.com/889275540?share=copy">https://vimeo.com/889275540?share=copy</a></p> <p>Question: on Activity Calendars. Paper copies are usually available at the nursing stations and posted in resident's rooms. The Therapeutic Recreation team will also email copies at the start of the month to those interested – To get on their distribution email list, please contact the Therapeutic Recreation Manager for your building (Dave Harris, Gatineau; Laura Torontow, Ottawa; Rachel Dobson, Rideau).</p>
3	<p><b>Family and Friends Council – Chair, Heather Moxley</b></p> <ol style="list-style-type: none"> <li>1. Please consider recruiting other family members to join the Friends and Family Council – and have their emails added to our distribution list</li> <li>2. The FFC Annual Report has been distributed and includes the 2023 financial statement. The FFC is kindly supported by the Perley Health Foundation. The funds are primarily to provide small support items for residents with no other financial support option and also as a token way to recognize and thank the staff at celebration and recognition events.</li> <li>3. It was requested that if anyone who does not approve the contents of the Annual Report, please comment either at the meeting or within 24 hours, otherwise they will be considered accepted.</li> <li>4. We are always looking for ideas of topics, speakers and ideas that would be a benefit to the families and friends. Please feel free to share your ideas – <a href="mailto:familycouncil.perleyhealth@gmail.com">familycouncil.perleyhealth@gmail.com</a></li> </ol>
4	<p><b>Grace Welch – Champlain Region Family Council Network, Chair</b></p> <p>Grace has been a long time member of family councils and of the Champlain Region Family Council Network (CRFCN). The CRFCN area in the Eastern section of Ontario supports 59 homes. Their focus is primarily information sharing and advocacy. They have participated in numerous investigations and studies, such as the 2020 Ministry Staffing Study.</p> <p>Each year the CRFCN prepares a priority paper for the various pre-budget discussions and Ministry meetings. The 2023-24 version is attached.</p>

Key priorities center around improving care – implementing person centered care. The CRFCN was a key proponent of the 4 hours of care directive which has been legislated province wide to provide an average of four hours of care. Care is intended to be measured as active front line care. The overall plan involves increased funding to long term care homes to increase staffing to meet the directive. The goal is to accomplish this by 2025.

Improving physical environments – there are a number of models being implemented but the general theme is to evolve to a more “home” like setting.

Improvements in accountability and care.

Inspection reports – how to make them easier to interpret.

Questions – in response to a comment about Agency workers being used instead of employees. Answer – recommendation to provide care with employees rather than agency staff. This generally provides better care as the employees get to know the residents and their needs. It also reduces the overhead costs of agencies that can be extreme. Note that this comment is referencing the employee roles that are indicated within the 4 hours of care, and are not intended to comment on other help and supports families may privately arrange for companionship or care.

Question/Suggestion – Need to provide some focus or spotlight on younger residents, who may not see themselves reflected in the opportunities for senior adults. Answer – Grace mentioned that this had previously been an item of focus for the CRFCN, and it would be possible to add it back into the priorities. She noted that 7% of the LTC population are under 65 years old.

Question – how to raise awareness of needs.

Answer – recommendation for onsite visits. Reach out to local MPPs. The MPP for the Perley Health area is John Fraser. Letters to the Minister of LTC. Hon. Stan Cho, Minister, [ltcminister@ontario.ca](mailto:ltcminister@ontario.ca)

Thank you to Grace Welch for her thoughtful and informative discussion. Please feel free to contact Grace with any further thoughts and suggestions:

[crcfnottawa@gmail.com](mailto:crcfnottawa@gmail.com)

[gwelch@uottawa.ca](mailto:gwelch@uottawa.ca)

<b>5</b>	<b>Wrap up</b>
	<p>A repeated welcome and thank you to all the families and friends who attended.</p> <p>We would be very happy to hear your ideas for the content of future Family and Friends Council meetings.</p> <p>Associated documents: FFC 2023 Annual Report SqLi Focus Group Flyer CRFCN 2023 Budget Submission</p>