



Date	Thursday April 17, 2025
Time	7:00 PM EST
Location	Zoom

Topics	
1	Welcome
	<u>Heather Moxley</u> , Chair of the Family and Friends Council (FFC), welcomed everyone at the meeting.
2	Management Update
	<p><u>Mary Boutette</u>, Chief Operating Officer (COO), provided a general management update on several resident care initiatives.</p> <ul style="list-style-type: none"> The Ottawa building and Perley Center are undergoing roof repairs this year, including some work on the main staircase. The admissions office has been moved to a more convenient location on the main floor, making it easier to access. Work has also started on a student lounge in partnership with Algonquin College as part of a learning placement initiative, creating a living classroom. Ontario is experiencing a measles outbreak, with cases reported as close as Kingston. Due to its highly contagious nature, early preparedness is crucial. A small prevention team has been created in collaboration with the IPAC team to address PPE, vaccination, vaccination status, and protocols. More communication will be provided to the Perley community to ensure everyone is informed and confident in the measures being taken. Tanya MacDonald has joined Perley as the new Chief Financial Officer (CFO), tasked with directing resources to best support resident care.

	<ul style="list-style-type: none"> • For nursing and care feedback or matters that are not addressed at the unit level with the registered staff, caregivers and visitors can contact Rachel de Kemp, Director of Nursing, or the resident care managers, who are the first point of contact, at 613-526-7170 and their extension: <ul style="list-style-type: none"> ○ For Gatineau building: Kerry Tubman, ext. 2110. ○ For Rideau building: Samantha Diceman, ext. 2113. ○ For Ottawa building: Stephanie Kim, ext. 2405. <p>They are responsible for the daily provision of consistent quality care along with each unit's PSW supervisor. For matters related to food nutrition, laundry, room temperature, and other support services, contact Lorie Stuckless, Director of Support Services, at extension 2603.</p>
3	<p>Volunteer Services Annual Report</p> <p><u>Rachel Stoparczyk</u>, Coordinator of Volunteer Services, presented the 2024 Volunteer Services annual report and discussed the volunteer program and available support.</p> <ul style="list-style-type: none"> • In 2024, there were 431 volunteers, marking a significant increase since the pandemic. This growth was made possible in part by the investment in volunteer services in 2023, resulting in a record high of volunteer hours contributed. • The program includes many short-term volunteers, such as students, which is beneficial. In 2024, the turnover rate was 31%, aligning with the expected range of 25-35%. • Volunteers with specialized training, including meal assistance, Gentle Persuasive Approach (GPA), and palliative care, are available. The team is equipped to respond to most requests. • The Family Transition Team provides medical escorts for off-site medical appointments, offering communication support and wayfinding assistance. The Entourage Program facilitates one-on-one visits. • To get involved, sign-up sheets are available online or outside the bulletin board at the main entrance. <p>Rachel can connect interested individuals for the various programs. A copy of the presentation will be emailed to FFC members.</p>

4	<p>Private Service Providers</p> <p><u>Nancy Do</u>, Resident Care Liaison (RCL) for the Gatineau building, presented on behalf of the RCL team, which includes Morgan Munro for the Ottawa building and Sarah Tellier for the Rideau building.</p> <ul style="list-style-type: none"> • The RCL team is part of the interdisciplinary care team that supports families and caregivers. Their assistance includes navigating internal resources at Perley, such as volunteer requests, and external resources like private service providers. • They ensure residents have support during transitions and maintain social wellbeing. • Private Service Providers (PSPs) offer companionship, care, or other services. These services are paid for by the resident or their substitute decision maker (SDM) and may be publicly funded. PSPs are not employees of Perley. • To hire a PSP, the SDM or resident must contact agencies directly, as Perley cannot recommend specific providers. Providing a list of PSPs with clients at Perley would imply recommendation. Perley encourages families and residents to network among each other to explore community resources like faith-based organizations and community health centers. Perley provides an information package to help families understand the process and set expectations and limitations. Since PSPs are employed by the resident or SDM, the responsibility lies with them. • Perley does not track the number of PSPs due to logistical challenges. They aren't consistently informed about who has a PSP, and PSPs often change or are hired for specific periods. • There is a PSP agreement form required to proceed. <p>A copy of the presentation will be emailed to FFC members.</p>
5	<p>Next Meeting</p> <p>The next FFC meeting will be May 15.</p> <p>If you have any comments, suggestions or questions about the FFC, please email familycouncil.perleyhealth@gmail.com.</p>