



<b>Date</b>	Thursday September 18, 2025
<b>Time</b>	1:30 PM EST
<b>Location</b>	Live in the Games Room

Topics	
1	<b>Welcome and updates</b>
	Welcome by Heather Moxley. A special welcome to all the new to Perley Health Family members.
2	<b>Management Update</b>
	<p><u>Rachel de Kemp, Director Nursing provided the Management Update</u></p> <ol style="list-style-type: none"> <li>1. The construction for the new childcare centre is underway and this may cause some noise. The partner accountable for the childcare offering is Andrew Fleck. The centre will be open in Spring of 2026 and provide space for 49 children. First priority will be provided to staff of Perley Health. Programs will be developed to provide opportunities for both residents and tenants to participate with the children and the site has been designed to be senior friendly.</li> <li>2. Alexandra Schram has been hired as the Manager of Resident are for the Rideau building.</li> <li>3. Jocelyn Weins, has been hired as a second member of the Clinical Education team.</li> <li>4. The Senior Active Living Centre, SALC, will have a Grand Opening on October 1<sup>st</sup>. The Council on Aging will speak along with Annie Robitaille, the <b>Commissionaires Ottawa Research Chair in Frailty-Informed Care</b> at the Centre of Excellence in Frailty-Informed Care at Perley Health along with others will be speaking. There will be tours and other information available. Some of the events that have been and will be at the centre include, wine tastings, education sessions, and foot care services.</li> <li>5. The Perley Health Village Fair was on Saturday, September 6<sup>th</sup>. A fun time was had by all – residents and their families, staff and their families, tenants and their families.</li> <li>6. Capital projects – the re-roofing project continues focusing currently on the Perley Centre building. Sideway replacement and repairs continues.</li> </ol>

3	<b>Care Conferences</b>
	<p>Rachel de Kemp, Director, Nursing and Melissa Norman, Director, Quality and Interprofessional Care led the group in a discussion about the Care Conference Process as part of a Quality Improvement Project focusing on Resident and Family Centered Care.</p> <ul style="list-style-type: none"> <li>• They have held sessions with the resident councils, and a variety of the staff teams to gather information about what is working and what could be improved in the care conference process.</li> <li>• The focus to start is the 6 week care conference for new residents with the expectation that enhancements can also be integrated into the annual process.</li> <li>• The families were very engaged with the discussion and had numerous contributions about the process. These comments were recorded on pad boards and all were encouraged to highlight the item that was more meaningful to them on the pad boards.</li> <li>• See below, after these notes, for the pad board summary from Melissa and Rachel.</li> </ul>
4	<b>Wrap up</b>
	Thank you to all the families and friends for joining us today. Also thank you to all the staff that prepared for and presented at the meeting.
	We look forward to hearing your suggestions for future topics.
	The next meeting will be Thursday, October 16 <sup>th</sup> at 7pm over Zoom.

Melissa Norman and Rachel de Kemp are sharing the notes they recorded on the pad boards during the meeting. Thank you again for all the great contributions.

**What works well:**

- Attendance at care conference by MD/RN/RCL that are knowledgeable of the resident. Staff in attendance should be a regular on the unit.
- Some attendees appreciated the information received in advance of the care conference from the unit clerk

**What needs to be discontinued:**

- Sharing the care conference package without any context
- Care conferences only focused on medical/nursing lens. Need to emphasize quality of life and wellness more **(+ 4 dots)**
- Rescheduling practices that are not resident/family centred **(+ 2 dots)**
- Resident/family being talked TO during the care conference, not with

**What is missing/needs improvement:**

- Attendance at care conference by physician/nurse/Resident Care Liaison that are knowledgeable of the resident. Staff in attendance should work regularly on the unit. Regular PSW should attend ANNUAL **(+ 1 dot)**
- Having a touch-point closer to the care conference to determine if there are topics the resident (and/or family) would like to discuss and staff they would like to speak with. Confirm ahead of time what will be discussed at care conference based on feedback. **(+1 dot)**
- There is a lot of information being shared during a stressful time, and resident/family may not be absorbing **(+1 dot)**
- Confirm attendance prior to care conference, referencing the information that was shared and whether resident/family have any questions
- Consider offering care conferences beyond once/year, especially for residents that have significant changes **(+1 dot)**
- Current agenda structure is too rigid, needs to incorporate more resident/family directed topics/time. Discussion topics need to be more relatable/relevant to resident/family – need to ask what the resident/family want to address **(+ 2 dots)**
- Care conference should have more time dedicated to wellness, quality of life **(+ 2 dots)**
- Annual care conferences don't seem to be prioritized the same way as Admission care conferences – fewer staff in attendance
- There appears to be some units that have unique processes that aren't occurring elsewhere in the home