



# The Future of Caring

## 2021 Summer Report

We begin this update with a heartfelt apology. As members of the Perley community know, we make it a point to consult extensively before taking important decisions. When we proposed to change our parking system, however, we failed to do that. When we announced the changes in early April, you let us know, loud and clear, and we stopped the implementation. Please accept our apologies. And to all of those who got in touch: thanks for holding us to account. We continue to review how best to modernize our parking system so that it can better meet the needs of our community.

### Pandemic Update

We continue to do an exceptional job of minimizing the effects of the pandemic. It's been more than eight months since one of our residents last tested positive for COVID-19. More than 96 percent of residents, 98 percent of apartment tenants and more than 80 percent of our full-time staff are now vaccinated. Another aspect of this success story is that public-health officials authorized us to conduct vaccination clinics for residents, staff, tenants and essential caregivers. All of these excellent achievements are due to the professionalism and dedication of our staff. Like so many frontline workers, our staff have had to endure in the face of considerable adversity. On behalf of the entire Perley Rideau community, thank you.



The success of our vaccination efforts has caught the attention of many of our stakeholders. To help others emulate this success, we produced a video explaining our vaccination strategy and posted it online. The Ontario Hospital Association requested to post the video to its website and Mary Boutette, our Chief Operating Officer, described the strategy in a presentation to Advantage Ontario, our industry association.

Various members of our team continue to help organizations cope during the pandemic. Dr. Benoît Robert, our Chief Medical Officer, has assisted the Ottawa Hospital's strike team, for instance, and co-hosts weekly community-of-practice sessions for other long-term care homes.

### 25th Anniversary Celebrations

This year marks the Perley Rideau's 25th anniversary. Twenty-five years ago, all three levels of government, along with a long list of private donors, came together under a bold and innovative vision of long-term care and continuous improvement. The wisdom and value of this vision are all around us today: the Seniors' Village, for example, the Guest House and partnerships that enable us to increase our contribution to the community. We will celebrate our 25th anniversary throughout the year; check out website for more details.



## Centre of Excellence in Frailty Informed Care

Relevant research is essential to the ability of long-term care homes to maximize the quality of life of residents, and to protect the health and safety of residents, staff and the larger community. The COVID-19 pandemic highlighted the difficulty of this challenge. The Centre of Excellence in Frailty-Informed Care helps meet this challenge through research and education.

A current example is a study led by the Centre of Excellence that examines how the social isolation resulting from visitation and program restrictions impacts the psychosocial health of long-term care home residents, caregivers and family members. Another study explores the role that technology can play in protecting the health and well-being of seniors who live at home. Participants are able to test out a new technology and share their views on how technology can help them stay safe, connected and active. Several more Centre of Excellence research projects are either underway or in the planning stage.

In March, The Centre of Excellence launched a monthly webinar series. The series is a forum for news and discussions about frailty-related innovation and research, and the goal is to nurture and engage a broad network of older adults, LTC professionals, researchers and caregivers, along with members of the public. The inaugural webinar, titled *Adults with Cognitive Impairments*, featured Philippe Voyer, professor with Laval University's Faculty of Nursing. The session focused on some of Canada's most innovative special-housing units, along with the principles and research data that support them, and attracted more than 120 participants. The April webinar focused on how to maximize safety and quality of life in long-term care during COVID-19.

The Centre of Excellence, along with many other Perley Rideau programs, are made possible by donations to the Perley Rideau Foundation. On behalf of the entire Perley community, thank you, donors!

## Establishing a New Normal

Since the start of 2021, we've welcomed more than 100 new residents.

Throughout the building, residents, staff, volunteers and essential caregivers continue to respect current public-health guidelines about masking and physical distancing. While the guidelines changed regularly during the past year, our community's commitment to respecting them never wavered. Thank you for supporting us, for providing valuable feedback, and for embracing the ever-changing protocols.



PERLEY RIDEAU  
**CENTRE OF EXCELLENCE**  
IN FRAILTY-INFORMED CARE™  
WEBINAR SERIES

**FREE WEBINAR**  
ALL ARE WELCOME

## It's Time to Talk About Elder Abuse



Presented by:  
John E. Johnson and Sabby Duthie, co-authors of  
*Elder Abuse: You Have A Role To Play.*

Join Us...  
**June 24, 2021**  
12:00 p.m. – 1:00 p.m. ET



Perley Rideau  
The Perley and Rideau  
Veterans' Health Centre

Fourth webinar in our series  
with authors of  
*Elder Abuse: You have a role to play*

<http://bit.ly/CoEJune24>

## Quality of Life

Staff and volunteers continue to find ways to maximize residents' quality of life while minimizing risks to health and safety. Our Therapeutic Recreation and Creative Arts studios have re-opened, while Deborah's Gift Boutique is now open five days a week. On Valentine's Day, every resident received a bouquet of balloons, thanks to generous donations to the Perley Rideau Foundation. And several members of our staff performed a special online concert for St. Patrick's Day.

We've also stepped up our testing program in line with an Ontario government directive. All those who come on-site regularly, including staff, volunteers and essential caregivers, are now tested for COVID-19 up to three times a week. While regular testing is important, particularly in reducing the risk that someone without symptoms infects others, conducting such a large number of tests is a significant challenge. Our testing clinic must operate 14 hours a day to accommodate all three shifts and requires four staff members at all times. One recent day, our team of Swab Bosses completed more than 530 tests. The requirement to conduct so many tests with existing resources inevitably impacts the direct care we can provide residents. Starting on February 16th, the clinic reached the milestone of 50,000 rapid tests before Canada Day.



## SAFE Pilot Project Concludes

April 30th marked the end of the successful three-year pilot project known as SAFE, or Sub-Acute Care for Frail Elderly. SAFE was run in partnership with The Ottawa Hospital and the Ministry of Health and Long-Term Care. Under the project, patients transferred from hospital to a special unit here at Perley Rideau. Studies show that patients who transferred to SAFE were more likely than those who stayed in hospital to return home and were less likely to require additional care after returning home. The SAFE pilot benefits the wider healthcare system by documenting an effective way to speed the transition of frail elderly patients from hospital to home, while freeing up much more expensive acute-care hospital beds and staff.

## HOME SAFE & SOUND



A case-control study shows reduced length of hospital stay, improved function and independence, and increased likelihood of returning home.

**18%**  
fewer  
days in  
hospital

**38%**  
more likely to  
be discharged  
to home

**3 times**  
less likely to  
require home or  
community care

The SAFE Unit (Sub-Acute Care for Frail Elderly) is an innovative 20-bed program at The Perley and Rideau Veterans' Health Centre in Ottawa. Eligible acute-care hospital patients move to the SAFE Unit, where they access the individualized medical and restorative care needed to recover and return home.

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INSTITUT DE RECHERCHE  
**Bruyère**  
RESEARCH INSTITUTE



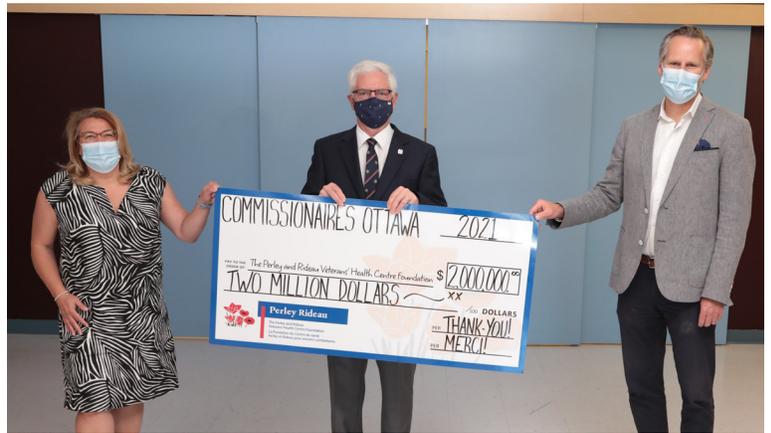
The Ottawa  
Hospital | L'Hôpital  
d'Ottawa

## Expansion Update

The Ministry of Health and Long-Term Care has provisionally allocated an additional 156 new long-term care beds to Perley Rideau in response to growing demand. Combined with a 2018 allocation of 84 new beds, this provisional allocation, if confirmed, could result in a new 240 bed long-term care home under the Perley Rideau brand. Considering the growing number of seniors who will require long-term care in the years to come, we are excited to work with the government to examine the feasibility of this project.

## Commissionaires Ottawa Donation to Centre of Excellence in Frailty-Informed Care

On June 15, we formally launched our Centre of Excellence in Frailty-Informed Care to the public with a major gift announcement and engaging virtual event. Long-time supporter Commissionaires Ottawa donated \$2 million, the largest gift in our history, to empower our Centre of Excellence to continue conducting applied research, knowledge transfer, and creating evidence-based best practices that will positively impact the lives of seniors and Veterans living at the Perley and across the country. We celebrated the news with Commissionaires Ottawa and our community by hosting an expert panel discussion that explored how we can transform seniors' care in Canada. The esteemed panel featured Dr. Annie Robitaille, Commissionaires Ottawa Research Chair at our Centre of Excellence, Nik Nanos, Chief Data Scientist, Nanos Research, Lisa Levin, CEO, AdvantAge Ontario, and Dr. Jane Rylett, Scientific Director, CIHR Institute of Aging, moderated by André Picard, health columnist for The Globe and Mail. The gift generated significant local media attention, with coverage from Ottawa Citizen, Ottawa Sun, CTV Ottawa, CityNews Ottawa, and Ottawa Business Journal. We shared an inspiring video about the trailblazing gift – part of our Answering the Call campaign – on our website and social media channels. Throughout the month of June, we also gave our followers a glimpse into the Centre of Excellence with our social post series, #ExcellenceExplained, which included frequently asked questions, research highlights, and people spotlights. Thank you to everyone who participated and made the launch a resounding success! Learn more at <https://www.answeringthecall.care/>.



## National Volunteer Week

On April 21, we celebrated National Volunteer Week with a virtual presentation for Perley Rideau volunteers. Residents and staff paid tribute to volunteers who have answered the call to support our Seniors' Village during the COVID-19 pandemic. This included many volunteers who pivoted to virtual volunteering, some who took on new roles to help with safe delivery of on-site activities, and those whose support included encouraging messages for staff & residents and generous donations to the Perley Rideau Foundation COVID-19 Fund.

The 2020/21 Volunteer of the Year Award was shared between Heather Moxley and Bob Paradis. Heather is known to many as the Chair of Perley Rideau's Family & Friends Council and a Family Transition Volunteer who has welcomed countless residents & families on their first day in long-term care. Bob has helped out behind the scenes in the Creative Arts woodworking shop, for more than 10 years. During the pandemic, Bob & Heather jumped in to support the Swab Clinic, resident Outdoor Visits and to provide safe escort for babies and parents attending the Infant Hearing Program in the Interprofessional Clinic.

This year's Advocacy Award was presented to the Family & Friends Council Executive and the Swab Clinic volunteers took home the Team Award. Service awards were given to individuals celebrating 5, 10, 15, 20 & 25 years of volunteering at Perley Rideau. Congratulations and thank you to everyone for your inspiring dedication to resident safety and quality of life.

To see the full National Volunteer Week video presentation, visit: <https://www.perleyrideau.ca/volunteer-awards>.



## Financial Highlights 2020

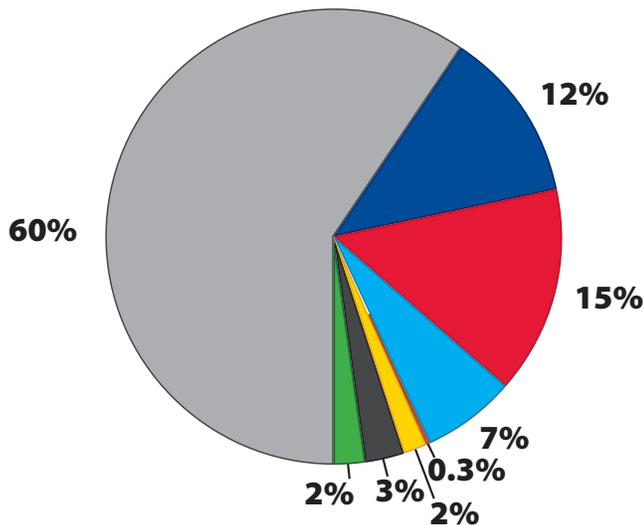
The Perley Rideau in 2020 continued progress with respect to the implementation of the core initiatives of the organization's strategic plan and to build toward a new vision for seniors, and as an institution; to lead innovation in frailty-informed care.

From a financial perspective, previous investments made by the organization, notably Seniors Housing, and the continued focus on ancillary operations have helped generate operating surpluses in those areas, thus providing enhanced financial sustainability to the core LTC operations; as well as contributing to the capital required to make additional strategic investments in the next generation of projects to move us towards the Perley Rideau's vision on expanding the continuum of care services that we offer to seniors throughout the region.

With the emergence of the COVID pandemic in early 2020, the Perley Rideau is slowing progress with some of its strategic initiatives as it is essential that management focus on the of safety and care of our residents. Additionally, we expect many lessons will emerge from the pandemic that will impact senior care and we will adjust our move into innovation in frailty informed care to address these items.

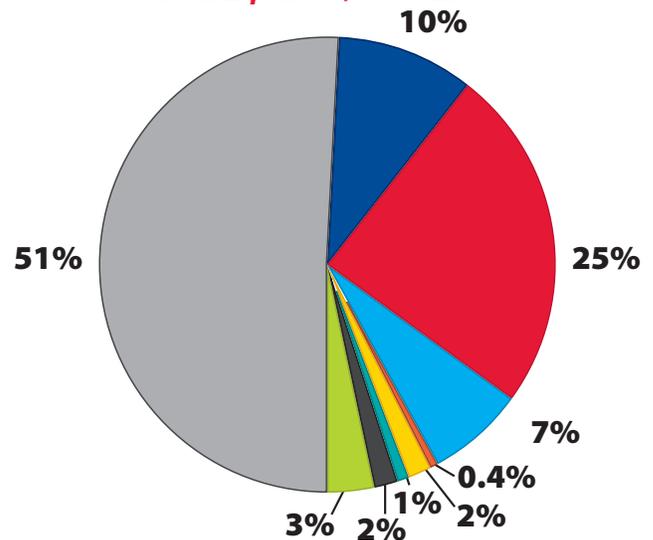
### Distribution of Revenues (% of total)

Total Revenues \$66.1 Million



### Distribution of Expenses (% of total)

Total Expenses \$64.1 Million



### Revenues (in Millions)

MOHLTC (LTC, ALS, CSS*)	\$39.4
Residents	\$8.1
Veterans Affairs Canada	\$9.7
Seniors Housing	\$4.4
Centre of Excellence	\$0.2
Interprofessional Clinic	\$1.0
Ancillary Operations	\$1.9
Amortization of Deferred Contributions	\$1.4

### Expenses (in Millions)

Nursing and Personal Care	\$34.5
Program and Support Services	\$6.5
Accommodation Services	\$16.6
Seniors Housing	\$4.7
Centre of Excellence	\$0.3
Interprofessional Clinic	\$1.1
Village Expansion Project	\$0.6
Ancillary Operations	\$1.2
Amortization of Capital Assets - LTC	\$2.1

**Total Revenues** \$66.1

**Total Expenses** \$67.6

**Surplus/(Deficit) (\$1,160,000.00)**

\*LTC: Long-Term Care; ALS: Assisted Living Services; CSS: Community Support Services

## Ongoing Recruitment

One final note is that we continue to actively recruit staff. As many of you recognize, Ontario's long-term care sector faced a significant labour shortage even before the pandemic hit. To limit the spread of COVID-19, the province made the wise decision of banning care professionals from working in more than one home or residence. Unfortunately, this made a tough situation even more challenging. As of April 2021, approximately half of our part-time and casual employees remain on a pandemic leave-of-absence due to the pandemic. In recent weeks, we have launched a campaign aimed at recruiting Registered Nurses, Registered Practical Nurses and Personal Support Workers.



**Laura MacIntyre flexes in support of all RPNs for an ongoing recruitment campaign.**

## Awards and Kudos

### RNAO Leadership Award in Nursing Administration

*Tania Paolini, RN BScN CIC*

*Manager, Infection Prevention and Control*

The Leadership Award in Nursing Administration is offered to the RN or NP who provides exemplary nursing management by acting as a change agent, resource and mentor within a professional setting. This individual actively collaborates with health-care teams to enhance patient care through the development and implementation of innovative and creative strategies.

### RNAO Award of Merit

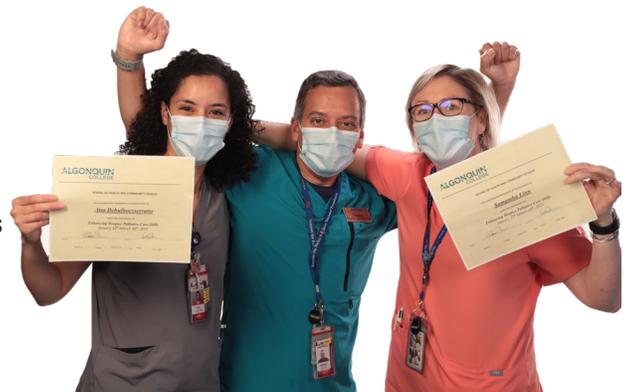
*Daniela Acosta RN, GNC(C), BSc., BScN*

*Collaborative Practice Leader*

The Award of Merit goes to an RN or NP who has made outstanding contributions to RNAO and the nursing profession in Ontario. This resourceful individual is a change-maker, advocating for, promoting and initiating changes to improve healthy public policy through RNAO initiatives. This person serves as a resource and mentor contributing to and enhancing the role of the RN/NP in Ontario.

### Congratulations to Ana, Freddy, Sam and all the staff members who recently completed Enhanced Hospice Palliative Care Skills training.

- Nyajal Wal
- Rachel Dobson
- Rita Tadross
- Chimere Anyali
- Hodan Ali
- Rachel Gibson
- Michelle Wilson
- Ana De Bulhoes Serrano
- Natalie Smith
- Halimo Isak
- Freddy Vazquez
- Julisa Nedoborski
- Crysta Levy-Mignott
- Dakota Kellett
- Patricia Deek
- Fritzie Kit Bellang
- Nixie Chahal
- Khaterah Golparvar
- Samantha Hallgren
- Miranda Burgess
- Justine Evraire
- Chimere Anyali



**Watch our recent videos and read recent news:**

Visit [www.PerleyRideau.ca/future-of-caring](http://www.PerleyRideau.ca/future-of-caring)



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**BPSO Perley Rideau  
@Bpsoperley**



**Perley and Rideau  
Veterans' Health Centre  
/ Foundation**



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