

Family & Friends Council

Presentation by:

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Support Services Agenda

- Introduction
- Laundry Process
- Installation of Pictures
- General Maintenance
- Small Appliances
- Cleaning
- Food and Nutrition
- Parking
- Construction Work Underway/Completed
- 2023 Approved Capital Projects

Laundry Process

- Laundry dept is open 7 days a week from 6:30am to 2:30pm for labelling and reprocessing.
- Lost and founds items are stored in the Laundry
- Resident personal laundry items are processed here on site within 48 hours
- Laundry dept can arrange for dry cleaning and clothing alternations through a contract service provider

Installation of Pictures

- When a resident or family would like pictures hung, requests should be made through PM Worxs. The resident or family should identify approximate installation locations using Post-It Notes. Nursing staff will request a work order be created for the installation.

General Maintenance

- Maintenance team is available from 7am to 10pm, 365 days. PM Worxs can be entered 24/7 by any member of the interdisciplinary team.

Small Appliances

- The following electrical appliances/devices are not permitted in residents' rooms : electric blankets, heaters and heat lamps, heating pads (electrical or non-electrical), lamps attached to beds, coffee makers, kettles, toasters and toaster ovens, microwaves, popcorn makers, hot steam vaporizer and extension cords.
- We are continuing to accept large items for residents. All large items – including furniture and refrigerators – are required to enter Perley Health through the loading dock. **The loading Dock Hours are Monday – Friday, 7:00 AM – 3:00 PM**
- When dropping off larger pieces of furniture and other large items for residents, it is the responsibility of the person dropping off the item – or a person designated by the resident or Substitute Decision Maker – to deliver the item directly to the resident's room. Perley Health Materials Management staff can support these deliveries through the provision of a flatbed cart or trolley to make transportation easier, but staff are not able to transport these items to the resident's room due to current staff limitations.
- Perley Health staff can continue to receive and deliver the following items directly to resident rooms:
 - Resident clothing (all items must be labelled).
 - Electronics, such as TVs or small refrigerators. The Perley Health maintenance team will inspect all electronics and assist with setup to ensure safe installation in a resident's room.

Note: the loading dock is well marked with signs and staff can be reached by calling extension
613.526.7170 x 2512

Cleaning

- Housekeeping Aide on every residential unit from 7:30am to 3:30pm
 - Daily cleaning includes: replenish supplies, garbage, floors if needed, dining rooms, shower rooms, tub rooms, resident lounges, and public washrooms
 - Every resident room is deep cleaned on a five day rotation
- One Housekeeping Aide from 10am to 6pm
 - Daily cleaning includes: Senior Care Centre (Perley Centre) meeting rooms, administration office spaces, public washrooms, swabbing clinic, pub and cafeteria
- One Housekeeping Aide in Rideau, Ottawa, and Gatineau from 4pm to 12am
 - Daily cleaning includes: dining rooms, shower rooms, tub rooms and public washrooms
- Cleaners from 7am to 3pm
 - Daily cleaning includes: exterior entrances, floors, stairs, Housekeeping PM Worx requests, discharge cleaning of resident rooms, and separate cleaners for our apartment buildings and private pay Housekeeping Services offered to tenants in our apartment buildings
- Cleaners 4pm to 12am
 - Daily cleaning includes: deep clean of one unit kitchen per evening, exterior entrances, main kitchen, resident unit hallway floors, public washrooms, contracted service spaces (Hair Salon, Interprofessional Clinic, etc.)

Food and Nutrition

- What has changed:
 - New food management software launched December 19th, 2022
 - Resident diet information, menus, inventory, production instructions, labels for nourishments and supplements
 - New Menu launched December 19, 2022
 - One main choice plus additional a la carte options
 - Previous menu included 40% of our regular texture items that were made in house. Now, approx. 80% of our regular texture items are made in house.
 - Food Committee meets monthly
 - First meeting January 9th, 2023
 - Scope: current menu items, trialing potential menu items, and suggestions for future menu items including holiday menus
- Coming Soon:
 - Seasonal Menus
 - Increasing Minced/Pureed items to be made in house
 - Food and Dining Experience Quality Initiative Team to meet every other month
 - Potential first meeting February 1st, 2023

Parking

- New parking system has been implemented as of January 9th, 2023.
- Thank you to everyone who was involved on the Parking Panel Committee and Mary Boutette who was designated as the chair for this committee.

Construction Work Underway/Completed :

- Enclosed Smoking Shelter located at Main Entrance
- Construction of an outdoor Patio for the Ottawa Residence
- Installation of new equipment in our Laundry Dept
- Construction of R1N Secure Unit
- Renovation of Games Room

2023 Approved Capital Projects

- Renovation of O2W, R2S and R1S residential dining rooms
- Renovation of five Tub and Shower Rooms
- LED lighting upgrade campus wide
- Upgrade telephone and nurse call bell system
- Upgrade HVAC system
- Renovating cafeteria which includes upgrading all equipment.
- Replace the roof Senior Care Centre (Perley Centre Block)
- Repairs to sidewalks

Questions & Discussion

