

Family & Friends Council

Presentation by:

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and the Support Services Team



Support Services Agenda

- Introduction of the Support Services team
- 2025 Approved Capital Projects
- Construction Work Underway/Completed
- Laundry Process
- Laundry – Lost & Found
- Installation of Pictures
- General Maintenance
- Small Appliances
- Housekeeping Food and Nutrition
- Infection Prevention and Control
- Information Technology and Privacy

2025 Approved Capital Projects

- Roof replacement for the Ottawa Residence and Perley Seniors Care Centre
- Replacement of Nurse Call Phones
- Continuation of the 3-year road map for cyber security
- Upgrading HVAC solutions: Building Automation Controls (BAS), Damper and Actuator replacements, Chiller optimization, Refurbishment of three cooling towers and installation of EV Chargers

Construction Work Underway/Completed :

- Renovation of a tub and shower room on O1E
- Relocation of the Admissions office
- Upgraded the audio equipment located in the Boardroom
- Construction of an Algonquin Student Lounge
- Upgrading staircases in all the links
- Exterior grounds work

Laundry Process

- Laundry dept is open 7 days a week from 6:30am to 2:30pm for labelling and cleaning.
- New washers were installed in 2023
- New dryers were installed in 2024
- New labelling equipment installed in 2025

Laundry – Lost and Found

- Start of each month all items will be brought to the unit and left at the nursing station for pickup by residents or family members
- At end of month any items remaining we donate to the community

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 a year. PM Worxs can be entered 24/7 by any member of the interdisciplinary team.
- After hour emergencies are dealt with by the BMW that is on call

Small Appliances

- The following electrical appliances/devices are not permitted in residents' rooms to ensure safety compliance:
- 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.

Housekeeping

- **Housekeeping Aide on every residential unit from 7:30am to 3:30pm**
 - Daily tasks: 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 in Rideau, Ottawa, and Gatineau from 330pm to 1130 pm**
 - Daily tasks: dining rooms, shower rooms, tub rooms and public washrooms

Cleaners

- **Cleaners from 7am to 3pm**
 - Daily tasks: 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 330pm to 1130pm**
 - Daily tasks: deep clean of one unit kitchen per evening, exterior entrances, main kitchen, resident unit hallway floors, public washrooms, contracted service spaces (Hair Salon, Care Clinic, etc.)

Food and Nutrition

- New Spring/Summer Menu launches April 28th, 2025
- Lunch & Supper there are 2 protein choices and sides served with soup and mixed green salad
- Always available list is on all units
- Perley wide menu introduced in March 2025 for Senior Living
- Quality Improvement Projects: Cooking and Food quality audits

Food Committee

- Meets monthly
- Try two menu items
- Feedback from residents is discussed and follow up with actionable plans
- Detailed review of new menu
- Review Quality Improvement

Dining Experience Committee

- Meets quarterly
- Review the overall Dining Experience
- Table Rotations Project
- Food Photos Project

Infection Prevention & Control

- Protect residents and others in the home from infections
- Prevent the spread of infections among those inside the home and from the community to the home
 - Surveillance
 - Outbreak Management
 - Fit Testing (N95)
 - Immunizations
 - Pandemic Preparedness
 - Antimicrobial Stewardship
 - Policies and Processes
 - Audits
 - Education & Training
 - Hand Hygiene Program

Information Technology & Privacy

- Contracted service provider who maintains the computer network and provides support for our office automation tools and software and electronic communication infrastructure
- Adheres to privacy guidelines

Questions & Discussion

