



The Future of Caring

July 2019 Update



Seniors' Village Expansion

The Perley Rideau continues to make progress on the expansion of our Seniors' Village. By housing about 200 seniors in a new multi-storey building on the site of Lupton Hall, the project will help to meet growing demand for seniors' housing, support government efforts to improve healthcare, help to end hallway medicine, and contribute to our long-term sustainability.

The Board of Directors analyzed a long list of factors before approving the expansion. These include long-term opportunities to generate revenues and the challenges associated with developing the Perley Rideau campus, such as complex underground infrastructure, easements and limited parking space. The analysis identified Lupton Hall as the best site for development, in part because future tenants would enjoy ready access to Village services and amenities.

The next step was to issue a call-out to architectural teams. Of the 10 firms that expressed interest, four advanced to the design-competition stage. The four firms have been engaged to develop innovative ideas that meet all established criteria, including replacing the multi-purpose space of Lupton Hall and delivering a true continuum of care to tenants. Later this summer, we'll award the contract to the firm with the best proposal and we expect to begin construction in the next two years.

Throughout the planning and design of the new building, there will be numerous opportunities for the Perley Rideau community-at-large to provide input.

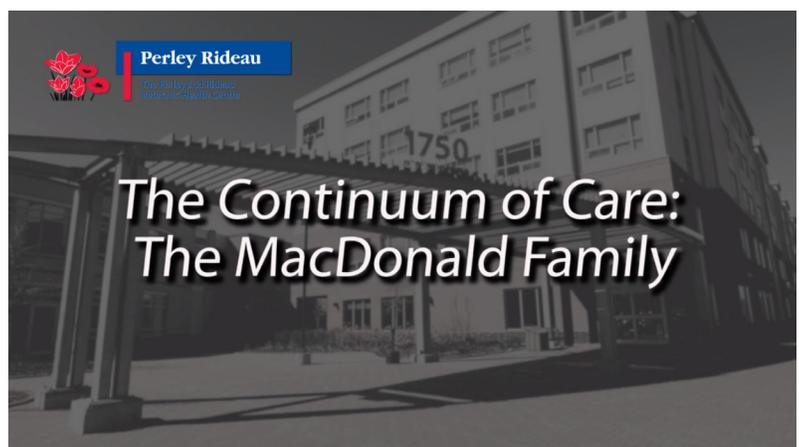
The Health Centre continues to discuss the possibility of partnering with Algonquin College to construct a seniors' care facility.

Continuum of Care Video

To help raise awareness of the growing need for seniors' housing with optional assisted-living services, we produced a video that describes the journey of Mary MacDonald, a tenant in the Commons here at the Perley Rideau. The Commons are units of 10 studio apartments, each equipped with a private washroom, and opening onto large, bright communal living and dining spaces—areas supported by a Personal Support Worker, or PSW.

After raising a family nearby, Mary and her husband, Earle MacDonald, moved in to an independent-living apartment in the Seniors' Village, where they accessed the services of a PSW. Earle passed away last year and Mary moved into the Commons, where a PSW helps her with her activities of daily living.

The video, posted on our website, also raises awareness of the need for more PSWs.



Deficit for 2018–2019

During the 2018–2019 fiscal year, Perley Rideau incurred a deficit of \$1.8 million. The primary cause of the deficit was the establishment of two units: SAFE—Sub-Acute Care for Frail Elderly unit, and SBSU—Specialized Behavioural Support Unit. Although these units deliver critical services to the community, establishing them had a negative impact on our bottom line. Our Board of Directors and management team remain focused on Perley Rideau’s overall financial sustainability, and plan to further diversify and pursue new revenue sources. Please see page 5 for a summary of our audited 2018 financial statements.

Seniors Quality Leap Initiative

In May, Perley Rideau hosted healthcare leaders from across North America for a two-day meeting of the Seniors Quality Leap Initiative (SQLI). A collaboration of 13 member organizations and nine strategic partners, SQLI aims to improve seniors’ quality of life through structured approaches to both post-acute and long-term care.

Topics addressed during the two-day event included caregiver burnout, staff activities, resident quality of life and how to create a toolkit for providing the best care. Health Centre residents and family members also participated in the event.

Perley Rideau has been a proud member of SQLI since 2015. Excellence in Resident Care and Services is one of four pillars of our Strategic Plan.



Best Practices Spotlight Organization

In May, we celebrated a banner achievement also related to Excellence in Resident Care and Services. The Registered Nurses Association of Ontario named the Perley Rideau a Best Practice Spotlight Organization, or BPSO. As a BPSO, the Perley Rideau develops and evaluates best practices in care, then shares them with other homes across Ontario and around the world. It’s rare that a long-term care home such as ours becomes a BPSO. To mark the achievement, we unveiled a banner as part of Nursing Week festivities.



75th Anniversary of D-Day



June 6, 2019 marked the 75th Anniversary of D-Day. The Perley Rideau commemorated the anniversary in multiple ways, including a moving ceremony in Lupton Hall. Several of our residents who are D-Day Veterans, including Jerry Bowen, Lucien Beauchamp and Jack Commerford, attended the ceremony at the National War Memorial.

Also in June, dignitaries from the Republic of Korea visited to honour the Perley Rideau Veterans of the Korean War. Minister Bum-soo Kwak presented the Ambassador for Peace Medal to Veteran and Perley Rideau resident Howard Dickson.

Elder Abuse Awareness Week



Perley Rideau marked Elder Abuse Awareness Week (June 17–21) with a series of education and engagement events. In the cafeteria, an interactive booth hosted by members of the Abuse Awareness Quality Improvement team, provided a wealth of valuable information. A representative of Elder Abuse Prevention Ontario presented to a group of more than 60 people about residents' rights, abuse reporting and available supports. Information sessions were also delivered in all three resident buildings, and more than 75 people completed a Knowledge Quiz to demonstrate their awareness of elder-abuse issues.

Online Store

Perley Rideau has opened an online store that will eventually sell original art made by residents. The first item for sale on the site is a t-shirt that features a painting created by resident and Second World War Veteran Jack Dods. Jack created the painting based on his memories of a training trip he took during the summer of 1943. The image transferred beautifully to the shirt and the shirts are available online only. As a not-for-profit, we worked hard to hold the price for this high-quality shirt under \$30.

Visit www.PerleyRideauStore.ca to learn more.



Foundation News

Each year, The Perley and Rideau Veterans' Health Centre Foundation disburses a specific amount to the Health Centre, based on the amount collected from donors. The latest disbursement set a new record by exceeding the \$1 million mark. The Foundation celebrated the achievement during its Annual Strawberry Social, held this year on June 12. The support of donors is key to enhancing the care and enriching the lives of seniors and Veterans who call the Perley Rideau home.

Another newsworthy development is that Delphine Haslé, the Foundation's former Development Manager, has been named Executive Director, replacing the recently retired Daniel Clapin. Best of luck, Delphine!

National Volunteer Week and Staff Appreciation Barbeque



The Perley Rideau celebrated a series of special events in recent months. As part of National Volunteer Week, for example, we held our annual recognition dinner and awards ceremony on April 11. While we appreciate the contributions of all volunteers, it was a pleasure to celebrate the exceptional commitment of Patricia Johnson, who received her 40-year service pin. Pat joined the Perley Hospital Women's Auxiliary in 1979 and continued to volunteer here after amalgamation in 1995.

We hosted our annual Staff Appreciation Barbeque on May 23rd and went late into the night to thank those who work all three shifts. To celebrate multiculturalism, we encouraged each staff member to wear something from their home country. Managers and executives served dinner to staff.

Centre of Excellence Update

The Centre of Excellence in Frailty-Informed Care continues to progress. With the SeeMe™: Understanding *Frailty* Together program operating on more than half of all long-term care units, a preliminary evaluation of results is underway. We are excited to showcase SeeMe™ and other aspects of the Centre of Excellence at the Canadian Frailty Network National Conference in September.

CENTRE OF
EXCELLENCE
IN FRAILTY-INFORMED CARE

The search for an experienced researcher and leader to serve as Research Chair in Frailty-Informed Care continues. The Research Chair will identify opportunities for applied research related to frailty, and facilitate and conduct innovative and impactful research to advance care for frail seniors. To learn more about this exciting opportunity, please visit our website, www.PerleyRideau.ca.

Stay Informed

In this time of significant change for the Perley Rideau, we are determined to keep our community engaged and informed, and to provide them with opportunities to comment on our ongoing evolution. To learn about upcoming events and online surveys, visit our website and our Facebook page, and subscribe to our Twitter feed.



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Perley and Rideau
Veterans' Health Centre
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Photo from 2019 Staff Appreciation BBQ. Theme: Show us your roots!



CEO Akos Hoffer addressed the 121st Annual Meeting of The Perley and Rideau Veterans' Health Centre Corporation.



Nurse, Veteran and resident Pierette Leblanc (left) celebrates our BPSO achievement with Dr. Doris Grinspun, CEO of the RNAO.

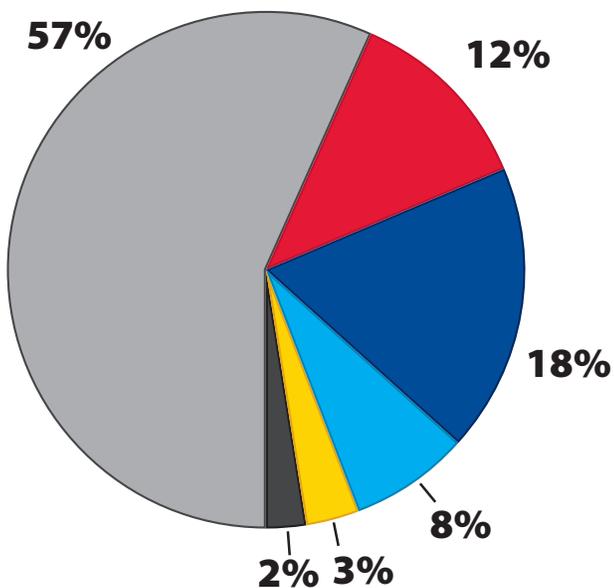
Financial Highlights 2018

The Perley Rideau made significant strides on the journey to become a Centre of Excellence in Frailty-Informed Care by financing new programs and planning activities. In 2018, we opened the first Sub-Acute Care for Frail Elderly (SAFE) unit and the Specialized Behavioural Support Unit (SBSU). These units bolster our commitment to fulfill unmet healthcare needs in our community. On an ongoing basis the operating costs of these units are funded by the MOHTLC and represent an approximate \$2.8m (9.3%) revenue increase, which is substantially invested in nursing and the personal care of residents. Other investments enhance future sustainability by continuing to diversify our revenue, primarily in our non-long term care operations by expanding the continuum of care services we offer to residents, tenants and seniors throughout the Champlain region.

Our commitment to investing in existing and new infrastructure is strong, as approximately \$2.8m went to capital projects, including the new SAFE and SBSU units. Similarly, more than \$500k was spent constructing the new Interprofessional Clinic to expand the availability of on-site services. Improvements within our long-term care home include new specialty beds and mattresses, appliances and information technology, such as the completion of the installation of the nurse call system.

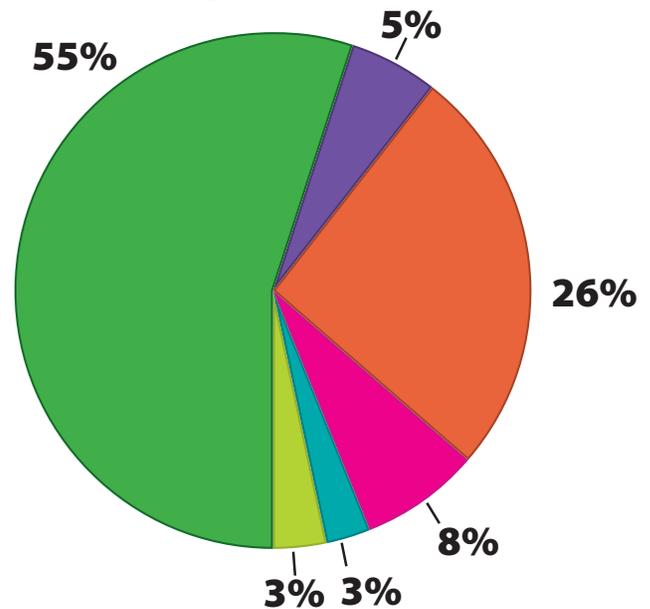
Revenues (% of total)

Total Revenues \$58.1 Million



Expenses (% of total)

Total Expenses \$59.9 Million



Revenues (in Millions)

MOHLTC (LTC, ALS, CSS*)	\$33.0
Residentsv	\$7.0
Veterans Affairs Canada	\$10.4
Seniors Housing	\$4.4
Other services	\$1.9
Amortization of Deferred Contributions	\$1.4
Total Revenues	\$58.1

Expenses (in Millions)

Nursing and Personal Care	\$33.1
Program and Support Services	\$3.2
Accommodation Services	\$15.5
Seniors Housing	\$4.5
Other services	\$1.7
Amortization of Capital Assets	\$1.9
Total Expenses	\$59.9

Surplus/(Deficit) (\$1,800,000.00)

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