



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

**March 27, 2020**

- **A message to families and loved ones**
- **Re: Update on resident services**

The Ministry of Health and Public Health have limited resident services to only essential services to support efforts to stop the spread of COVID-19. To protect resident health and safety, and in consultation with the various professional governing bodies, we provide an update on changes to physiotherapy, massage therapy and audiology services at the Perley Rideau. These changes are effective March 27, 2020.

#### Massage Therapy

- This service has been suspended following the decision of The College of Massage Therapists of Ontario's determining that massage therapy is not an essential service.

#### Audiology

- Audiology will continue to provide essential services to care for these six needs:
  1. Sudden hearing loss
  2. Significant change in hearing
  3. Broken hearing aid
  4. Clean and check heading aids
  5. Hearing aid battery changes and sales
  6. Earwax (on a case-by-case basis)

#### Physiotherapy:

- The decision is pending in whether physiotherapy is essential service.
- At this time, physiotherapy reviews will continue, should there be a change in resident condition.
- Individual physiotherapy will be provided for residents who are at risk of:
  1. Significant harm, adverse outcomes or suffering;
  2. Hospital admission or re-admission, long term incapacity or harm;
  3. A worsening chronic condition that may not allow the resident to recover.

The Perley Rideau Physio & Massage Therapy Clinic and the Interprofessional Clinic at Perley Rideau are committed to ensuring that residents stay active, mobile and engaged during this time and actions have been taken to support residents.

Our team of professionals will continue to support residents in these four ways:

1. Small group exercises classes will be scheduled on each unit;
2. Feeding support will continue to be provided;
3. Mobility support to and from the dining room will continue;
4. A new service, communications between resident and families will be supported in partnership with Therapeutic Recreation and Creative Arts Programming team.
  - Families can contact a loved one using phone, Skype or Facetime
  - This can be arranged through the team at [Skypeteam@prvhc.com](mailto:Skypeteam@prvhc.com) or by phoning the contacts listed below.
    - Robyn: 613.526-7170, ext. 2125
    - Dave: 613.526-7170, ext. 7735
    - Jessica: 613-526-7170, ext. 7435

When families email/call, they are asked to indicate:

1. Your name: \_\_\_\_\_
2. Resident's name: \_\_\_\_\_
3. Resident building, room number: \_\_\_\_\_
4. Preferred method of communicating: 1) Phone; 2) Skype, 3) Facetime
5. Preferred day to communicate: \_\_\_\_\_
6. Preferred time to communicate: \_\_\_\_\_

For all questions and concerns, please call the family hotline (**613-520-2980**) to leave a message that will be addressed within 2 business days.

We ask families for patience and support as we adapt our services and mobilize our resources to help support the quality of life of our residents.

*Together, we improve the well-being of the people we serve.*

Jay Innes  
Director of Communications