



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

**REPORT to the
COMMUNITY**
2011 and beyond



CREATING A SENIORS' VILLAGE – A COMMUNITY OF CARE

ON THE COVER:

The photographs on the cover were selected to illustrate some of the many aspects of The Perley Rideau Seniors' Village.

Top row: Artist's sketch of two new seniors' apartments being built on the Perley Rideau site

Second and third rows: Residents at The Perley and Rideau Veterans' Health Centre

Third row, bottom right: A senior from the community getting ready for her bath at Perley Rideau—one of many services offered as part of our new Assisted Living Services program

PERLEY RIDEAU is expanding its programs and services to include a wider community focus and ensure support is available to seniors and veterans at their individual level of need. This initiative, *Creating a Seniors' Village* is well under way, and will be centred on Perley Rideau's long standing reputation for quality and personal care. The "blue roof" graphic above the photographs symbolizes home and the community in which you live.



Front entrance at The Perley and Rideau Veterans' Health Centre

A MESSAGE FROM THE BOARD CHAIR AND CHIEF EXECUTIVE OFFICER



*Peter Strum
Chair*



*Greg Fougère
Chief Executive Officer*

Perley Rideau has a proud history of service. This past year we have advanced our strategic plan to expand these services and reach a larger number of those in need within our community.

Several key objectives stood out in 2011, including implementing our Assisted Living Services program, commencing construction of two apartment buildings on the Perley Rideau property, and increasing short-stay care programs. Above all was our objective to maintain the high level of care for those we serve.

Implementing our strategy to create a Seniors' Village requires many changes in operations, resources, organizational structure, skills and capabilities. Through this process, we maintained the excellent quality of care on which our reputation is based, which is reflected by the very positive feedback we received from the survey of residents conducted this past year. We are pleased to report that 83% of our residents expressed a high level of satisfaction with Perley Rideau.

We have a long tradition of serving veterans. We will continue to do so, and are working diligently to be there for the future needs of former Canadian Forces members. We will also provide support to a much larger number of seniors from the community at large.

Next year, we will continue to move forward on our Strategic Plan objectives, including the completion and rental of the seniors' apartment buildings, setting up the Seniors' Primary Care and Wellness Centre in collaboration with the South-East Ottawa Community Health Centre, enhancing behavioural support and clinical placement programs, and expanding non-medical services on site, to name a few.

We are very grateful for the dedication of our Board members, staff and volunteers. We would also like to acknowledge the role of the Foundation in the continuing success of Perley Rideau and thank the community for its ongoing support. The challenges ahead, to fully realize our strategy and continue to be sustainable for the future, are achievable through the efforts of government and the community we serve.

We invite you to read our first Report to the Community, which covers accomplishments for the period January 1, 2011 to December 31, 2011, as well as future plans. We also encourage you to send your feedback to us.



The Year in Numbers

- **83%** resident satisfaction
- **36** clients served at home in December
- **2,635** visits to the Day Program
- **150** new residents admitted to long-term care
- **349** residents admitted to convalescent and respite programs
- **60%** occupancy of the Guest House
- **\$428,000** donated to the Health Centre from the Foundation

About Perley Rideau

Perley Rideau is a not-for-profit centre for healthy living, primarily focused on providing quality care for seniors, with a unique responsibility to provide for veterans and community residents.

Building on its many years of experience and excellent reputation in long-term care, Perley Rideau has recently expanded programs and services, along the continuum of care. By continuum of care, we mean facilities and structured programs and services such that seniors have the choice to access different levels of support to fit their current level of need.

A key component of this continuum of care is Assisted Living Services provided to seniors in their own homes. It is complemented by various programs such as convalescent care, daily or short-term duration respite care at the Long-Term Care Health Centre, or respite at the Guest House to allow caregivers of people affected by dementia time off. We are also developing the Wellness Centre to provide access to preventative and primary care. All of the above programs and services are overseen by a team of health care professionals.

Starting in January 2013, seniors may choose to stay in an apartment in one of two residences (139 apartments now under

construction) on the Perley Rideau property on Russell Road where Assisted Living Services will also be provided as needed.

At the same location is the Long-Term Care Health Centre, home to 419 permanent residents, including 250 veterans and 169 community members, as well as 31 spaces for short-term convalescent and respite care. A variety of creative arts, recreational, and volunteer programs contribute to residents' daily life. We welcome family and friends who add richness to the life of residents.

Perley Rideau is respected for its experience and innovative approaches to dementia care. Building on this solid foundation, and in collaboration with other like-minded organizations, it continues to develop in-house expertise in support of a nurturing, safe and dignified environment for people affected by dementia.

The Perley and Rideau Veterans' Health Centre Foundation is an integral part of Perley Rideau. It has launched a \$5 million *Building Choices, Enriching Lives Capital Campaign* to complete the funding of the seniors' housing expansion program. The Foundation also provides annual supplemental financial support to help sustain the quality of life enjoyed by Perley Rideau residents and clients.

Performance

Perley Rideau has developed a long-term strategy with annual objectives to track progress towards creating a Seniors' Village. Objectives have been substantially met. The following report gives details of our performance in 2011 for key initiatives, some of which extend into 2012-13.

Key 2011 Initiatives

- ✓ **Establish Assisted Living Services Program**
 - Began March 2011
 - Now 52 seniors served
 - Plans under way for services to seniors' apartments
- ✓ **Construct 139 seniors' housing apartments with Assisted Living Services**
 - Began construction November 2011
 - 45 apartments to be occupied January 2013
 - 94 apartments to be occupied October 2013
- ✓ **Achieve national accreditation status**
 - Full accreditation achieved in early 2011
 - Residents' survey results demonstrate high satisfaction rate
- ✓ **Increase short-stay care**
 - Proposal submitted to Local Health Integration Network
 - Guest House occupancy increased over 2010 level
- ✓ **Leverage technology**
 - Deploy new software
 - Migrate data to new servers
 - Implement electronic medical record, including new medication administration records
- ✓ **Increase energy efficiency**
 - Completed planning for major energy projects and retrofit
 - Funding approved and \$5.4 million project initiated



Program Highlights

Long-Term Care Health Centre

In 2011, we had 499 admissions, of which 349 were for short-term care. These short-term care admissions were divided almost evenly between convalescent and respite care. The Convalescent Care Program admits people from acute care hospitals. Respite care beds are dedicated to give caregivers time off. Compared to 2010, we experienced an increase of 30% in the number of admissions to long-term care, from 115 to 150. We have noted that the acuity of health issues, and the age of those being admitted, are increasing. As a reflection of ever-increasing resident health requirements on admission, we noted that 148 of the long-term care residents were transferred to local acute care institutions, an increase of 33 this year over last year.

STATISTICS:

Long-term care – 419 beds with 99% occupancy
Convalescent care – 22 beds with 92.3% occupancy
Respite care – 9 beds with 63.6% occupancy

Assisted Living Services, Day Program, and Guest House

These programs all support those who choose to live in their own homes.

STATISTICS:

Assisted Living Services – opened in March 2011 – 88 referrals
Day program – 2,635 visits
Guest House – 12 bedrooms with 60% occupancy

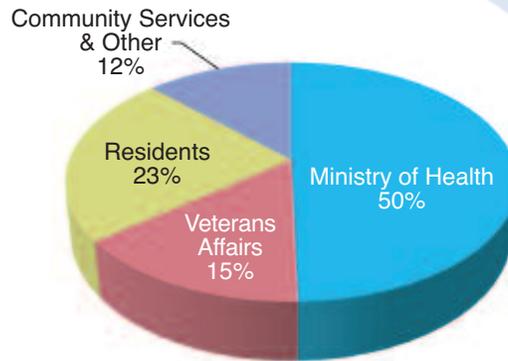
For 2012, the focus will be on the continuing improvement of the quality of life for our community and extending the Assisted Living Services to the apartments. On-site diagnostic services are being explored. Discussions are ongoing with local institutions, both in the long-term and acute care domains.



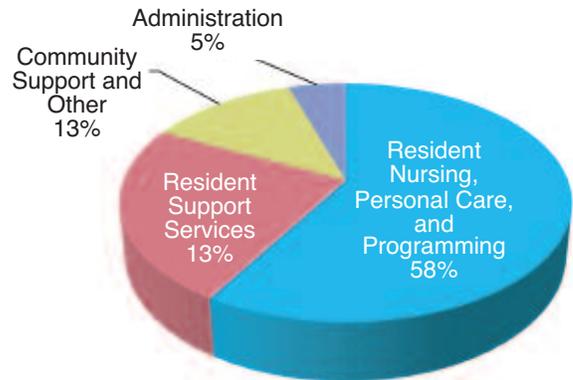
2011 Financial Overview

Total revenues increased from \$43.3 million in 2010 to \$45.2 million in 2011 or 4.3% with the largest percentage increase realized from the Ministry of Health and Long-Term Care, up 7.8%. This increase is primarily caused by the start-up of the Assisted Living Services program for care at home. Overall, there was a small excess of revenues over expenses similar to last year's results. Capital expenditures increased to \$4.3 million, primarily related to the start of construction of the seniors' housing apartments late in the year. Detailed financial statements are available by calling 613-526-7170 extension 2001.

Revenues by Source



Expenses by Category



	2011 (in millions)
Revenues by Source	
Ministry of Health	\$22.4
Veterans Affairs	6.6
Residents	10.5
Services & Other	5.7
Total	\$45.2
Expenses by Category	
Resident Nursing, Personal Care and Programming	\$26.3
Resident Support Services	10.7
Community Support and Other	5.7
Administration	2.2
Total	\$44.9

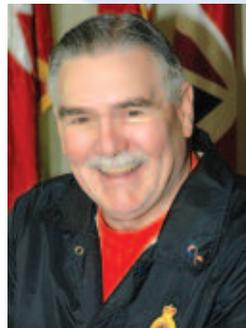
The Perley and Rideau Veterans' Health Centre Foundation

The Foundation raises funds for The Perley and Rideau Veterans' Health Centre by providing information, advice, programs, services, and opportunities for individuals, families and organizations that wish to contribute to the well-being of seniors, including veterans at the Health Centre, and seniors that we serve in the surrounding community.

In 2011, your donations were used to fill a variety of needs that includes purchasing of specialized equipment, refurbishing of several building areas, supporting our creative arts programs, and breaking ground on the two independent and assisted living seniors' apartment buildings scheduled for completion in 2012–13.

The Foundation continues to support the Seniors' Village initiative through its special \$5 million Capital Campaign, *Building Choices, Enriching Lives* to complete the funding of the two seniors' apartments and other initiatives to expand services and programs. In

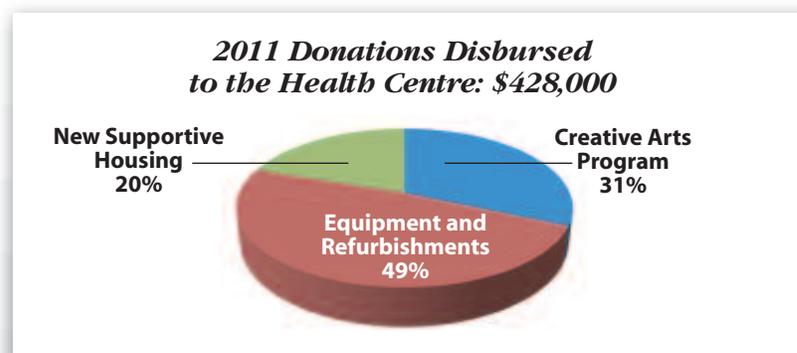
keeping with our tradition, Canadian Forces members will have priority access to 20% to 30% of the apartments. A Campaign Cabinet has been formed to lead this special effort, co-chaired by Kenneth Dye and Merv Beckstead. Three distinguished Honorary Co-chairs will also lead the way: Mrs. Marguerite (Grete) Hale, C.M., G.J., LL.D., G.C.L.J., F.C.G.S., F.R.H.S.C.; General (Ret'd) Rick Hillier, OC, CMM, MSC, CD; and Mrs. Barbara Ann Scott, OC. For more information, and to see the many ways of giving, please visit our Campaign Cabinet website at www.buildingchoices.ca



Ray Desjardins
Chair



Daniel Clapin
Managing Director



TO OUR MANY DONORS WE SAY,

“Thank you for your generous and loyal support!”



Creating a Seniors' Village: next steps

We have set objectives for the next two years to make progress on all major strategy areas and complete the key elements of the expanded programs and services.

This includes the building of the two seniors' apartments shown above, their equipping, staffing, including preparation for providing Assisted Living Services, and finally the rental of the apartments. These apartments will give seniors a choice of accommodation that will allow autonomy with graduated support and services.

The Primary Care and Wellness Centre, to be set up in collaboration with the South-East Ottawa Community Health Centre, Day Program and Guest House respite care services, and Assisted Living Services delivered to seniors' homes, will truly provide a comprehensive system of care to allow seniors the choice of staying in their homes longer.

Alongside these projects are a variety of initiatives to increase and enhance services including short-term care, behavioural and clinical placement programs, as well as introducing additional non-medical services on site as a convenience to residents and to increase revenues.



Board members

Front row (left to right):

Susan Fletcher; Terry McEwan; Robin Ghosh; Carole Guzman; Joan Costello; Andrée Wylie; John Hooper, Honorary Director; Malcolm Collins, David Bell.

Back row (left to right):

Ray Desjardins, Foundation (Chair); William Dickie; Susan Pollak; Greg Fougere, CEO and Board Secretary (ex-officio); Peter Strum, Chair; Robin Sellar, Treasurer; Melanie Macdonald; Duane Daly; Peter Martin.

Absent: Michael Jeffery and Benoit Robert, Medical Director (ex-officio).



***Réjeanne Fairhead** receives the 2012 Volunteer of the Year Award from Greg Fougère, Health Centre CEO and Daniel Clapin, Managing Director, Foundation.*

*Congratulations to **Gaveen Cadotte**, (left), the recipient of the 2012 Advocacy Award shown here with Elia Touesnard, Volunteer Services Coordinator.*



Staff and Volunteers— our most valuable resource

The staff wants to thank the 357 volunteers at Perley Rideau who work tirelessly with residents and clients to help us provide our high level of quality care. Above are some of the volunteers recognized this year for services rendered in 2011.

Also supporting residents is the Family and Friends Council which was established in 2010 in response to changes to the provincial Long-Term Care Homes Act. The council provides families and friends of residents with a forum for discussion, learning and mutual support. Two resident councils also work on behalf of veterans and community residents' well-being.

Staff

Nursing and Personal Care	518
Resident Programming	51
Support Services	145
Administrative Support	38
Administration	10
Total	762
Physicians	13

(includes full-time, part-time and casual staff)

Volunteers – Top six by group

Recreation	62
Creative Arts	51
Visiting	42
Pastoral Services	41
Residential Home Areas	34
Summer Youth	31
Total	261

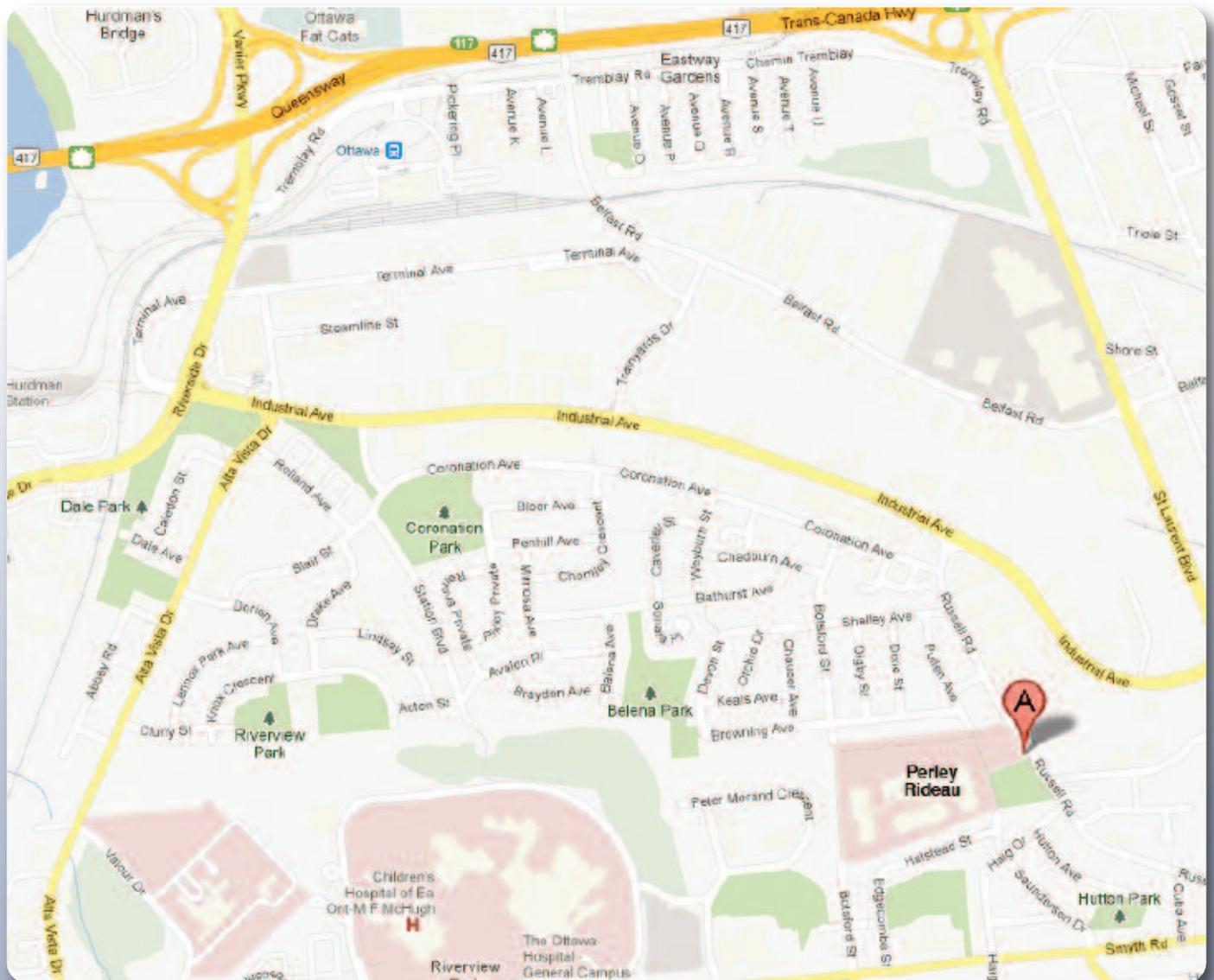
*where to find
Perley Rideau...*

**The Perley and Rideau
Veterans' Health Centre**

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Copies of this report are available online: www.prvhc.com





Building Choices, Enriching Lives
is a \$5 million campaign to raise funds to
help meet the need for more housing
choices for seniors, including veterans.

The Perley and Rideau Veterans' Health Centre has started construction of the \$42.3 million Seniors' Village housing initiative... expanding our quality services to include independent apartment living, the security of assisted living for those who need a little help, and one of the first apartment clusters in Ontario for those having mild to mid-stages of dementia. With your generous support, we will be opening more doors for seniors from the Canadian Forces and the community.



Perley Rideau

The Perley and Rideau
Veterans' Health Centre Foundation

*Find out more about how you can show
your support. Visit www.buildingchoices.ca
or call us today at (613) 526-7194*