

# Family & Friends Council

Presentation by:

Alanah Hazelwood, Manager, Food &  
Nutrition/Housekeeping

Greg Heika, Supervisor, Materials  
Management/Laundry



# Support Services Agenda

- Introduction
- Laundry Process
- Laundry – Lost & Found
- Installation of Pictures
- General Maintenance
- Small Appliances
- Housekeeping & Cleaners
- Food and Nutrition
- Construction Work Underway/Completed
- 2024 Approved Capital Projects

# 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 to be installed this year

# 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. 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 : 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 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.

Note: the loading dock staff can be reached by calling extension **613.526.7170 x 2512**

# 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 330 pm to 1130 pm**
  - 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, Interprofessional Clinic, etc.)

# Food and Nutrition

- What has changed:
  - New Spring/Summer Menu will be launched on April 22<sup>nd</sup>, 2024
    - At lunch one main course with a la carte options
    - At supper there are 2 protein choice and sides
    - Always available list is on all units
  - Food Committee meets monthly
    - Try two different recipes
    - Feedback from residents is discussed and follow up with actionable plans
  - Increasing Minced/Pureed items to be made in house
  - Food and Dining Experience Quality Initiative Team to meet every other month

## Construction Work Underway/Completed :

- LED lighting upgrade campus wide
- Renovation of 3 resident lounges in Gatineau building
- Renovation of dining rooms in R1S, R2S, O2W
- Updating phone system

# 2024 Approved Capital Projects

- Implementing HRIS system
- Replace the roof Gatineau residence
- Replacement of nurse call phones
- Continuation of 3 year road map for cyber security
- Renovation of R1N unit kitchenette
- Upgrade audio equipment located in the Boardroom

# Questions & Discussion

