



# CEO Community Report

## June 2022

Recovering and Increasing our Contribution



## Strategic Plan Update

The Board of Directors has now approved an update to Perley Health’s Strategic Plan through 2025. The update was informed by extensive consultations with the community, including 10 focus groups with staff, residents, tenants, volunteers, and their family members and friends. The Strategic Plan was last updated in 2017. Since then, much has changed, both at Perley Health and across Canada’s long-term care (LTC) and healthcare sectors. Of particular significance are the impacts of the pandemic on these sectors.

Recovering from the pandemic is a key priority of the updated Strategic Plan. Existing staff shortages have worsened during the last two years; so too has the problem of staff burnout. Many members of Perley Health’s staff have worked long hours under difficult conditions, including the ever-present fear of infection. Under the updated Strategic Plan, Perley Health will do a better job of fostering the psychological health and well-being of our staff. An initiative aiming to achieve this goal is already underway. A series of staff surveys have helped to track attitudes and awareness and to identify particular concerns. Since the launch of the initiative, overall awareness of available mental health supports has increased, in part due to training provided to leaders and staff. The initiative is a top priority, as our success absolutely depends on the mental and physical health of staff. Other ways to ease the pandemic’s toll on staff include providing more professional-development opportunities and fully reintegrating volunteers.

## 2010-2025 Strategic Framework

<p><b>Excellence in Care &amp; Services</b></p>	<p><b>Phase 1</b> Provide a broader spectrum of care</p>	<p><b>Phase 2</b> Adapt to the changing Veterans’ population</p>	<p><b>Phase 3</b> Establish a Centre of Excellence</p>
<p><b>Ensure Sustainability</b></p>	<p><b>Key achievements:</b></p> <ul style="list-style-type: none"> <li>✓ Built 139 Seniors’ Apartments</li> </ul>	<p><b>Key achievements:</b></p> <ul style="list-style-type: none"> <li>✓ 130 Beds for Other Qualified Veterans</li> </ul>	<p><b>Key achievements:</b></p> <ul style="list-style-type: none"> <li>✓ Created SeeMe™</li> </ul>
<p><b>Maintain a Quality Workforce</b></p>	<ul style="list-style-type: none"> <li>✓ Launched multiple clinics</li> <li>✓ Opened a Specialized Behavioural Support Unit (SBSU)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provided Veterans with priority access to Apartments</li> <li>✓ Renamed the Rideau Veterans’ Residence</li> </ul>	<ul style="list-style-type: none"> <li>✓ Established the Centre of Excellence in Frailty-Informed Care™</li> <li>✓ Opened the PSW Living Classroom</li> </ul>
<p><b>Lead &amp; Advocate for Change</b></p>			<ul style="list-style-type: none"> <li>✓ Announced the Perley Health brand</li> </ul>

## Striking the Right Note

Not to be slowed down by the pandemic and limitations on gathering, Perley Health produced virtual Valentine's Day and St. Patrick's Day concerts featuring staff musicians and music therapists. More recently, some group programs and activities for residents have started again, respecting current public health guidance.

You can view the concerts on our Vimeo library:



Valentine's Day: <https://vimeo.com/673760980>

St. Patrick's Day: <https://vimeo.com/523926713>

Ongoing efforts to end the pandemic make the resumption of programs possible. Masks and screening are still mandatory and public access is limited to the Main Entrance. Since the Swab Clinic opened 15 months ago, it has completed more than 109,000 tests. Staff recently completed a campaign offering a fourth COVID-19 vaccination to residents and tenants.

The gradual easing of the pandemic's effects enables Perley Health to reinstitute three of its flagship programs.

Our **Living Classroom** is operating again. Under a partnership with Algonquin College, students enrolled in the College's Personal Support Worker Program study in a classroom at Perley Health and gain hands-on experience. The Journal of Aging and Long-Term Care recently published an evaluation of the Living Classroom.

The **Guest House** began to provide respite care on April 2 to people with early to mid-stage dementia. The Guest House is a home-like 12-bedroom bungalow providing short and long-term respite care ranging from a few hours to two weeks.

Our **Day Program** re-opened for in-person programming in the Guest House in 2021 and returned to its original home inside Perley Health in May. Operated by Carefor Health and Community Services, the Program welcomes people aged 55 years and older with early to moderate-stage Alzheimer's Disease and related dementias. Clients enjoy a day of stress-free socialization and fun, while family caregivers enjoy a few hours off.



## Resident Works Featured at Ottawa Art Gallery

Wingspan, a special exhibition at the Ottawa Art Gallery featured artworks created by Perley Health residents during the pandemic. The exhibition, which closed on May 22nd, featured works in a variety of mixed media art (painting, sculpture and ceramics) inspired by birds, and by the healing relationships that can emerge through care, empathy, and the creation of art. Residents who participated in the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program created the works during the past year.





## Senior Living Art Projects

We are extremely excited to share that we were able to secure funding for 2022 to offer a Creative Arts Program for Senior Living tenants of the apartments! The program, funded by Support Our Troops and supported by the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Programs team, meets the growing need for socialization and art therapy for Seniors and Veterans who live in the apartments and allows tenants to participate in dedicated spaces within the comfort of their own homes. The program focuses on five domains of health; physical, emotional, intellectual, spiritual, and social, and is delivered by both professional art therapists and volunteers.

Tenants experiment with a variety of different mediums of art, including but not limited to murals, mosaics, lino art, horticulture, pottery, and music, with the year culminating in a final art exhibition at the Perley Health gallery.

The goals of the program include breaking down the barriers and preconceived ideas that may be attached to those living with frailty. The program promotes wellness and growth as well reduces isolation among Seniors and Veterans through creative expression.



## Significant Decline in Number of Resident Falls

During the last half of 2021, the number of resident falls declined significantly. The decline is excellent news, as the consequences of a fall can be severe for someone who lives with frailty.



Our goal is that no more than nine percent of our residents experience a fall in any given month. In 2019, the rate was as high as 22 percent; last year, it dropped to 18 percent. The decline is promising, although much work remains to achieve our goal. Several actions have contributed to the decline in resident falls. We've stepped up our training efforts, for instance, by adding simulation-based training, and producing instructional videos about post-fall assessments and care-team huddles. Interprofessional team members participate in meetings focused on residents considered at high risk of falling. Thanks to these and other efforts, we expect the number of falls will continue to decrease.

## Advocacy Update

The future of long-term care is increasingly a hot topic of debate across Canada. During Ontario's recent election campaign, the platforms of all major political parties described plans on how best to meet rising demand. While Perley Health is apolitical and does not support any particular candidate or party, we regularly share our views and expertise with governments and stakeholders. This is an important part of our advocacy efforts.

Last year, for instance, I appeared before Ontario's Standing Committee on the Legislative Assembly regarding the Providing More Care, Protecting Seniors and Building More Beds Act, 2021, which subsequently received Royal Assent. Perley Health continues to work with government officials to develop regulations under the Act. Among other recommendations, we are encouraging officials to emulate elements of our SeeMe™: Understanding *frailty* together program into regulations related to palliative care.

Another focus of Perley Health's advocacy efforts is expanding the capacity of Ontario's long-term care system. The Government of Ontario hopes to add at least 30,000 beds over the next decade, including 240 beds at Perley Health. Due to the pandemic and the funding shortfall caused by higher construction costs, however, our expansion plans are now on hold. Other non-profit homes face the same problem. During the pre-budget consultations, I presented some ideas on how to overcome the funding shortfall. I was pleased to see my ideas included in the report tabled in the provincial legislature by the Standing Committee on Finance and Economic Affairs. We look forward to working with Ontario's newly elected government to improve both the availability and quality of long-term care across the province.

**Akos Hoffer, CEO**

## New On-site Parking System Debuts October 17

After careful consideration of input from our residents, tenants, visitors, staff, and our 10-member stakeholder Parking Panel, Perley Health has signed a contract with a local firm for a state-of-the-art, secure, automated and gated parking system. The system begins operations on October 17, 2022. A few highlights:

- Park free of charge for up to 30 minutes
- Special rates for residents and tenants
- Eligible caregivers, including designated family members, enjoy free parking or discounted rates.
- Best of all, all customer service will be handled on-site during normal business hours through the Support Services office. After hours, limited support will be available via the Commissionaire at the Main Entrance.



For more information, visit [www.perleyhealth.ca/parking-changes](http://www.perleyhealth.ca/parking-changes)

## Staff Announcement

We are proud to announce that Stephanie Kim, RN, is our Manager of Resident Care for the Ottawa building. An accomplished professional, Stephanie earned a Canadian Nurses Association Gerontology certificate, and has worked in a variety of roles, including Personal Support worker, Registered Nurses team leader in LTC and Resident Assessment Instrument coordinator. Stephanie joins us from the Registered Nurses Association of Ontario, where she served as LTC Best Practice Coordinator for the Champlain region and as Perley Health's Best Practice Spotlight Organization coach. Stephanie continues to work towards completing the Long-Term Care Executive Administrator Program.



## Renovation of Rideau Veterans Residence

To better meet the current and future needs of our Veteran residents, renovations are underway in the Rideau Veterans Residence. The renovations will make Rideau 1 North a secure unit. The nursing station will be relocated inside the unit, closer to the activity room, which is popular among residents, and new door controls will be installed to ensure secure access. Exit doors will be fitted with automatic locking mechanisms; residents who require the safety of a secure unit will wear a special bracelet—known as a wander guard—that activates the mechanism whenever they approach an exit door. Residents not requiring the safety of a secure unit will receive a fob enabling them to exit the unit.

Earlier this year, Veterans Affairs Canada agreed to fund up to 130 Other Qualified Veteran Beds at Perley Rideau. The number of Veterans requiring secure accommodations continues to rise and the Rideau Veterans Residence is reserved for Veterans only.

## Residents and Family Members Surveyed

Results from the survey of residents and their family members conducted annually indicates significant improvements in quality of life during 2021. This is perhaps not surprising, as visitation and programming restrictions eased during the pandemic's second year, giving residents more opportunities to socialize in person. What is surprising is that Perley Health ranked first among its Seniors Quality Leap Initiative (SQLI) peers for the "would you recommend our home" question. SQLI is an international partnership of homes that collaborate on improving care and quality of life. Each year, Perley Health and other SQLI members survey residents and family members to identify strengths and areas for improvement. The survey results inform proposed improvements.



Photo Credits: Run Ottawa

### Rejeanne Fairhead Sets Canadian Record!

Congratulations to Senior Living Apartment tenant, Rejeanne Fairhead, who set a new Canadian record when she participated in the Ottawa Race Weekend as part of Team Perley Health! Rejeanne set the 5K age group record and placed second in her age category. Rejeanne and her fellow team members raised over \$95,000 to help transform care for Seniors and Veterans. Way to go Rejeanne!



### Achievements

**Andrea Heuving** successfully completed her Certified Nutrition Manager (CNM) designation. The purpose of certification for the Nutrition Manager is to recognize those who have acquired an advanced level of training, skills, work experience, and effectiveness as a Nutrition Manager.

**Lacey Sheng**, Manager Informatics and Analytics, obtained her Information Technology Infrastructure Library Managing Professional (ITILMP) designation. ITILMP has been created for IT practitioners working within technology and digital teams across businesses. The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows.

**Daniela Acosta**, Collaborative Practice Leader, and Jennifer Plant, Director of Clinical Practice, presented Delivering Staff Education in Challenging Times: The Blended Learning Approach. Speaking to members of AdvantAge Ontario, the duo addressed efforts to bring best practice training to the point-of-care and educating large numbers of staff in a short period of time despite staffing challenges such as COVID-19.

## Volunteer Awards

Perley Health is blessed with a remarkable group of selfless, hard-working volunteers. Several of our volunteers have earned accolades in recent months.

In February, the Perley Health Family & Friends Council (FFC) Executive earned the June Callwood Outstanding Achievement Award from the Government of Ontario. During the pandemic, the FFC Executive has demonstrated exceptional dedication and leadership, advocating for residents and their families, and supporting effective communications with the Ministry of Health and Long-Term Care.

**FFC Executive Team (left to right): Barbara Caverhill, Joan Olinik, Heather Moxley, Cindy McCammon, Wendy Nicklin, Yvonne Fitzpatrick, Brenda Tobin, Daryl Dods (inset)**



Every year, we participate in National Volunteer Week, held in late April, and honour our volunteers with a series of events and awards. This year, we presented Long Service Awards to several volunteers, including Cheryl Ranacher, who received a special pin to mark 35 years as a volunteer with Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program.

We also honoured the service of Barbara Caverhill by naming her the 2022 Volunteer of the Year and recipient of our Volunteer Advocacy Award. This marks the first time that the same person has earned both accolades. During the last five years, Barbara has helped improve residents' quality of life by volunteering in a remarkable variety of roles. Along with being a member of the Family & Friends Council Executive, Barbara serves as Secretary to the Veterans' Resident Council, and as Meal Assistant, Family Transition Volunteer and helper with the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program. One indication of how much Barbara's efforts are appreciated is that she was nominated by no fewer than 12 members of the Perley Health community: eight staff members, three families and one resident.

The Volunteer Team Award went to the Perley Health Swab Clinic Volunteers for the second year in a row. This marks the first time that the award has gone to the same group in consecutive years. Swab Clinic Volunteers play a crucial role in protecting the health and safety of the entire Perley Health community, in part by preparing more than 100,000 COVID-19 tests kits.



**Barbara Caverhill and her husband, Warwick, enjoying a Perley Health visit to Mosaicultures in 2017**



Deborah's Gift Boutique presented the Perley Health Foundation with a \$25,000 donation! Deborah's Gift Boutique sells confectionery items, gifts, and one-of-a-kind goods, and is named for Deborah Bennett, Boutique founder and long-serving volunteer. The Boutique is completely run by volunteers and since opening its doors 25 years ago, has raised more than \$580,000 for the Perley Health Foundation! We thank the Boutique for this amazing gift.

Congratulations to all award winners and thank you to all volunteers.

## Quilts of Valour

Robert Lamoureux and John Kobzey, two Veteran residents, received handmade quilts donated by Quilts of Valour. The organization of volunteers presents quilts made by volunteers to members of the Canadian Forces injured in the line of duty. Since it was founded in 2006, Quilts of Valour has presented more than 18,000 quilts to provide comfort and warmth.



## True Patriot Love Donation Supports Research

The True Patriot Love Foundation and the Government of Ontario provided \$50,000 to help fund a study of the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program. The study by the Perley Health Centre of Excellence in Frailty-Informed Care™ explores the Program's impacts on the health and well-being of Veteran residents. To announce the funding, Danielle Sinden, Director, Centre of Excellence & Research Operations, hosted Minister Dr. Merillee Fullerton, Ministry of Children and Social Services, and Minister Lisa McLeod, Ministry of Heritage, Sport, Tourism and Culture Industries along with Nick Booth, CEO of True Patriot Love Foundation, for a tour in advance of the announcement that was broadcast on social media.



## Perley Health Foundation

It has been a banner year for Perley Health Foundation, with more donations and more new donors than ever before. Donations to the Foundation make it possible for Perley Health to deliver exceptional care to residents and to improve the care of Canadians who live with frailty. Earlier this year, the Foundation launched the public phase of its \$10 million Answering the Call Campaign. Thanks to strong support from individual and corporate donors, the Campaign has raised more than \$7.5 million to date. The Campaign will fund the practical research and innovative projects needed to transform care for Seniors and Veterans

Answering  
**THE CALL**  
Donate Today  
[answeringthecall.care](https://answeringthecall.care)

# Answering the call.

Perley Health Is *Answering the Call* to transform the care for Seniors And Veterans.

Will you join us?



Through our \$10M Answering the Call Campaign, Perley Health will play a central role to transform care for Seniors and Veterans through exceptional care, applied research, innovation and education. On June 6, 2022, at Ottawa City Hall, we launched our largest fundraising campaign ever. Thank you to everyone who attended the launch.

## Assisted Living Services for High Risk Seniors Goes Mobile

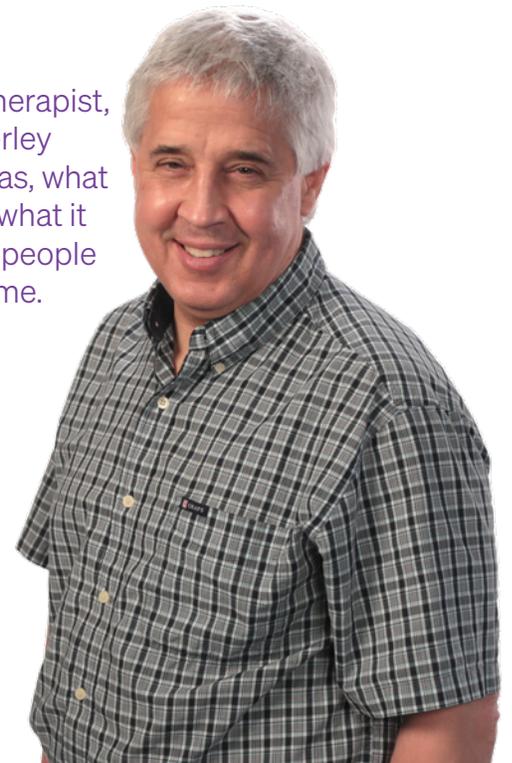
Perley Health provides Assisted Living Services for High Risk Seniors (ALS-HRS) to tenants of our apartments and to people who live in the community. ALS-HRS provides the personal support and homemaking services that enable high-risk seniors to live at home. In April, Perley Health implemented software that replaces paper-based documentation, care planning and communication associated with the program. The software, accessible online, improves the ALS-HRS program by adding features and functions that promote standardized and safe clinical practice, increase operational efficiencies and improve client outcomes.

### Living History: Special Approach Care from a Familiar Face

Dave Harris has been at Perley Health for so long that the residents have referred to him, over time, as resembling their sons, their brothers, and now their dads. This is Dave's own joke, that he shares with a laugh, as he reflects on his time spent at Perley Health – a career spanning 30 years.

“[The residents] have taught me so much and it's almost mind-boggling, getting to work with them because you hear all of their stories. It's living history. They share their lives with you and you get to hear about all of these monumental moments, and you get to live big moments in history through them! There's a difference between reading about history and hearing it first-hand. These stories you hear, they're all so selfless. It really makes you learn so much, and learn so much about yourself, as well.” Read Dave's full feature on the Staff Spotlight page on the Perley Health website, here: <https://www.perleyhealth.ca/staff-spotlight-stories>

Dave Harris, Recreation Therapist, reflects on Perley Health as it was, what it is now, and what it means to the people who call it home.



## Childcare Survey

As noted in a previous Community Report, Perley Health has partnered with Andrew Fleck Children's Services to explore interest in a possible on-site childcare program. Members of the Perley Health community, including approximately 800 employees participated and the response was overwhelmingly positive. Approximately two-thirds of respondents indicated that they would use a childcare program. Given this response, further research is underway on the feasibility of establishing an on-site childcare program that could accommodate as many as 49 children.



## Contribute Items to our Memory Bench!

We invite members of the community to participate in a tradition that began with the construction of the Perley Health campus in the mid-1990s. To mark our grand opening in 1995, we created a time capsule by filling a wooden bench with photographs, artifacts and mementos. Last November, we opened the memory bench and put its contents on display across from the pharmacy.

Later this year, we will re-fill the memory bench and seal it again for another 25 years. We invite you to submit keepsakes that conjure up memories of Perley Health. Since space in the bench is limited, we encourage to submit digital media, such as CDs and memory sticks, although photos, artworks and other items are also welcome. The deadline for submissions is October 21st, 2022. If you require further information or wish to submit your memories please email us at [info@perleyhealth.ca](mailto:info@perleyhealth.ca)

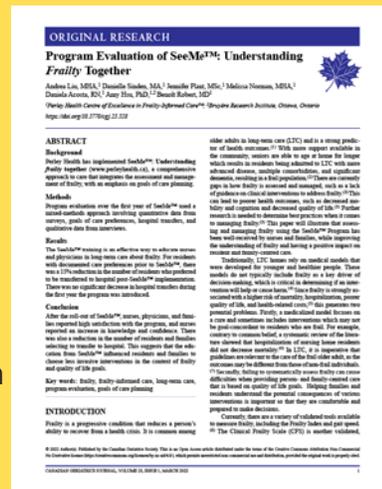
# Journals Publish Centre of Excellence in Frailty-Informed Care™ Research

In recent months, several peer-reviewed journals have published research studies completed by our Centre of Excellence in Frailty-Informed Care™ (CoE). The March 2022 issue of The Canadian Geriatrics Journal features a CoE study documenting several key benefits of a frailty-related program developed at Perley Health. SeeMe™: Understanding *frailty* together, is a comprehensive and collaborative approach to care that integrates the assessment and management of frailty into care plans. The study involved quantitative data from surveys, goals-of-care preferences and hospital transfers, along with qualitative data from interviews, and found that SeeMe™ resulted in high satisfaction levels among nurses, physicians, residents and their families.

As mentioned elsewhere in this update, the Journal of Aging and Long-Term Care published a study evaluating the Living Classroom, a partnership between Perley Health and Algonquin College. The study found that the Living Classroom was a success: the opinions of students about the LTC sector improved, several graduates transitioned directly into careers at Perley Health and both partners were satisfied. Similar partnerships can be used to ease the serious staffing shortages in the LTC sector.

And finally, Frontiers in Virtual Reality published a study regarding the use of virtual-reality therapy to help Veterans living with dementia who exhibit responsive behaviours.

CoE research is destined to increase in importance as the number of Canadians aged 85+ grows and increases demand for effective and efficient models of care.



“As many of you know, the Board of Directors recently approved an update to Perley Health’s Strategic Plan through 2025. Years of dedicated committee work – borne by dedicated volunteer board members – and broad consultations, including focus-group sessions, informed the strategic update. The input received from so many parts of the Perley Health community— staff, residents and their families, volunteers and others— helped to strengthen the Strategic Plan and re-invigorate our efforts moving forward. It is through consultation and engagement that we will overcome these many challenges and prevail.”

An excerpt from Recovering and Increasing our Contribution, the remarks of Margaret Tansey, Chair, Perley Health Board of Directors, at the 124th Annual Meeting, June 2, 2022.

A video recording of the Board Chair’s remarks and the 2021 Financial Highlights will be available on the [Perley Health website](https://www.perleyhealth.ca).

## Coffee with Princess Margriet

Perley Health Senior Living tenants and Veterans, William Gunter and Ron Moyes enjoyed coffee with Her Royal Highness Princess Margriet of the Netherlands during her visit to Ottawa this spring. Princess Margriet held an audience at the Canadian War Museum with Canadian Veterans involved in the liberation of the Netherlands, and William and Ron were recognized.

In the picture, Veterans pose with the Honourable Lawrence MacAulay, Minister of Veterans Affairs and Associate Minister of National Defence.

William and Ron were also in attendance at City Hall when Princess Margriet met with Mayor Jim Watson to view a photo exhibition about the life of the Dutch royal family in Canada during the Second World War. Originally scheduled for 2020 and postponed because of the pandemic, the visit commemorated the 75th anniversary of the liberation of the Netherlands and the close wartime relationship between Canada and the Netherlands.

Thank you, William, Ron, and all Veterans for your service!



“ With our high vaccination status, we remained one of the success stories in the management of COVID – 19. In collaboration with the Ottawa Hospital and Ottawa Public Health, we developed a system to allow the very fragile Pfizer – BioNTech vaccine to be distributed to the various LTC homes in the Ottawa area.

Our approach to Infection Prevention and Control (or IPAC), preceded the directives, and allowed us to maintain the safest approach to our residents and continues to be used as a model. Our exceptional approach to COVID care resulted in members of the IPAC, and nursing team to be seconded to two other homes in distress from COVID – 19. One of these partnerships was with the Ottawa Hospital. Our experiences continue to be shared amongst regional partners.”

An excerpt from *Recovering and Increasing our Contribution*, the remarks of Dr. Robert, Chief Medical Officer, at the 124th Annual Meeting, June 2, 2022.

## Resident Marcel Joannis Receives Ambassador of Peace Medal

Congratulations to Perley Health resident, Marcel Joannis, who was awarded the Ambassador of Peace Medal by the Embassy of the Republic of Korea in Canada! The Ambassador of Peace Medal is given on behalf of the Republic of Korea to Korean War Veterans. The team from the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program hosted this special visit from the Korean Veterans Association to bring together Veterans and to commemorate the service of the Defense Attaché of the Republic of Korea.

The award was presented to Marcel by Colonel Keunsik Moon.

Thank you for your service, Marcel!



“ Today, June 6th is the 78th anniversary of D-Day. On this day in 1944, Canadians landed on the beaches of Normandy and helped begin the liberation of Western Europe. June 6th, 1944, is regarded by many as the beginning of the end of the Second World War. For the men and women who were present that day and served over the brutal 10 week period that followed in the Norman countryside, D-Day also represents great suffering and loss. Perley Health has a long tradition of caring for and honouring Canada’s Veterans – in times of joy, in times of pain, and in the ordinary of everyday life. Today we remember, and commit to continuing this purpose.”

Excerpt of remarks from Mary Boutette, Chief Operating Officer, at public event, June 6, 2022