



Laurel Stewart, Recreation Programmer, with Second World War Veteran Warrant Officer (ret'd) Roland Lalonde, 99, a Perley Health resident, share a smile. Learn more about Roland, visit page 6.

Find out *what a
difference a day makes.*

Community Report
January 2023



A Message from Akos Hoffer, CEO



As I review content for this edition of our Community Report, I'm struck by how everyone in the Perley Health community—from managers and employees, to volunteers, donors and families—is determined to make a difference in the lives of Veterans and Seniors. Our ongoing success is due to countless numbers of actions—both large and small—taken by staff, volunteers and donors. Just as staff know that even a single act, such as adjusting a bed or changing a dressing, can improve a resident's wellbeing, donors and volunteers recognize that their selflessness has a tangible impact on quality of life. More than 60 years ago, Dinah Washington found success by singing *What a Difference a Day Makes*. Every day at Perley Health, we see the difference an individual act makes. On behalf of the entire community, thank you. Your efforts and perseverance throughout these challenging times are appreciated by all.

The pandemic will soon enter its third year and it continues to make work at Perley Health more difficult. I'm pleased that the Board of Directors chose to make staff health and wellness the top priority in our recently updated strategic plan. This priority inspires People First—a series of initiatives that will, over time, inspire much-needed culture change.

To further support staff, we recently hired additional staff including: nurses specializing in foot care and wound care; an extra PSW for each unit during day and evening shifts, as well as an additional Behavioural Support PSW; and an extra housekeeping supervisor on evening shift. The new hires, along with additional educational

opportunities for staff across the facility, and investments in equipment, such as computers, lifts and commodes (funded by donors), make it easier for staff to deliver top-quality care. And to make it easier for both casual and full-time staff to apply for job openings, we recently established an online portal.

Another important development is the re-opening of our 34-bed convalescent-care unit. Convalescent Care provides care to people recovering from illness or surgery and who are not yet well enough to return home. During the pandemic, we were directed to suspend all short-stay programs. The easing of the pandemic enables us to re-open the unit in the Ottawa building, increase our contribution to the healthcare sector and relieve some of the pressure faced by hospitals.

I am also pleased to report progress on our advocacy efforts, a pillar of our Strategic Plan. In late November, the Government of Ontario increased the subsidies it offers to support the construction and redevelopment of long-term care homes. Perley Health, alongside other non-profit homes, has long pushed for better funding. I can also report that Veterans Affairs Canada approved Perley Health to provide long-term care to a larger number of Veterans. As a result, we can now care for more Veterans who did not serve overseas in either the Second World War or the Korean War. Clearly, our voice is being heard.

Last year, the Government of Ontario updated legislation regulating long-term care in the province. The Fixing Long-Term Care Act, 2021 touches on everything from staffing and care, to accountability and licensing. Perley Health was already in compliance with the vast majority of the updated requirements and has updated numerous policies and practices to align with new definitions and standards. Visit our website for more information.

To view the CEO Video please visit bit.ly/PerleyHealthCEOreport

Community News

In August, we inducted 24 residents into Perley Health's Century Club during a special celebration in Lupton Hall. Century Club celebrations had to be suspended early on in the pandemic, but the event returned in 2021 thanks to the efforts of Rachel Dobson and her colleagues with the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program. Of the 24 men and women inducted in August, 10 turn 100 during 2022, while the other 14 have already celebrated that milestone.



Residents and tenants gathered in the courtyards throughout the summer months to enjoy some food, music and fun, along with the warm weather. Staff of two programs—Senior Living independent living apartments and the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts teams—hosted a series of events including a Canada Day concert and the first Senior Living art exhibition.



Poppy Campaign Launch, Remembrance Day

In October, Her Excellency the Right Honourable Mary Simon, Governor General and Commander-in-Chief of Canada, hosted several Perley Health Veteran residents to launch the 2022 Poppy Campaign. To commemorate the sacrifice made by Veterans during World War One and the Second World War, the Royal Canadian Legion conducts the annual Poppy Campaign to raise funds in support of Veterans and their families. In 2022, various branches of the Royal Canadian Legion donated a total of more than \$200,000 to Perley Health Foundation for the care and wellbeing of our Veteran residents.



GG Photo credit: Sgt Mathieu St-Amour, Rideau Hall © OSGG, 2022

As part of Remembrance Day ceremonies at Perley Health, three of our staff musicians performed to an audience of residents, tenants and family members. A video of the concert, streamed on Facebook Live, is posted to www.Vimeo.com/manage/videos/768685273. The video starts with five residents and tenants reciting In Flanders Fields, the poem written by John McCrae during World War One. The tribute was part of a CBC News special available online at www.YouTube.com/watch?v=x58zl-mbaNU.



More than 3,000 miniature Canadian flags adorned our grounds for Remembrance Day. Each flag represents a generous donation to Perley Health Foundation. Thank you to everyone who donated this year and helped to create this magnificent sea of red and white.

Roland Lalonde Feature Video

Warrant Officer (ret'd) Roland Lalonde is a 99-year-old Veteran resident who spends much of his time creating art at Perley Health. He recently donated many of his paintings to the Perley Health Foundation. A Perley Health produced feature story shares some of Roland's story and describes the support he received from The Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program www.PerleyHealth.ca/staff-spotlight-stories.



**“When I’m painting, I’m the master with my brush.”
-Warrant Officer (ret’d) Roland Lalonde**



Senior Living Knitting Club

Members of the Senior Living Knitting Club hosted their annual sale of hand-knit goods in the atrium at Perley Health and raised \$1,000—a new record. The Club donates all proceeds to Perley Health Foundation to support the care of Seniors and Veterans. Congratulations and thank you!

Meet the Team from the Centre of Excellence in Frailty-Informed Care™



Members of the Centre of Excellence team (L to R): Daniela Acosta, Danielle Sinden, Dr. Benoît Robert, Annie Robitaille, Sina Pourfarzaneh, Michaela Adams, Suey Yeung, Kainat Bashir.

Absent from photo: Amy Hsu, Brynn O'Dwyer, Danielle Cruise, and Kimberly Campbell.



**Perley
Health**

Centre of Excellence
in Frailty-Informed Care™

Sharing Lessons Learned During the Pandemic

Perley Health partnered with peopleCare Communities, an independent operator of long-term care homes and retirement residences in Ontario, to produce *Lessons from Long-Term Care Home Partners during the COVID-19 Pandemic*. The article is posted to www.Longwoods.com, a leading website for healthcare research, reports, reviews, commentaries and news from and for academics, scientists, clinicians, policymakers and administrators. Key takeaways from the article: appropriate preparation, timely communications and strong leadership enabled long-term care homes to respond rapidly and effectively, and minimize negative outcomes. The article leverages research conducted by the Centre of Excellence in Frailty-Informed Care™ and further demonstrates the value of Perley Health's culture of applied research and innovation.

Award for Outstanding Early Career Researcher

Canadian Frailty Network (CFN) and Perley Health are proud to co-fund the work Dr. Jennifer Bethell, an Affiliate Scientist at the KITE Research Institute, Toronto Rehabilitation Institute—University Health Network. The funding, under the 2022 Springboard Grants Program – Early Career Researcher Competition, will support Dr. Bethell's her project entitled: Empowering Ontario's long-term care residents to shape the place they call home.

An epidemiologist, Dr. Bethell uses large health administrative and survey datasets for various research topics, while also prioritizing patient engagement in research. Her interests are in the fields of mental health, dementia, injuries and prescription medication use, as well as research related to social connection, long-term care and older adults. The collaboration between CFN and Perley Health focuses on research that aims to improve the lives of older adults and Veterans living with frailty in long-term care.

Centre of Excellence in Frailty-Informed Care™

Several recently established partnerships demonstrate that our Centre of Excellence in Frailty-Informed Care™ (CoE) continues to mature and increase its contribution to the community. Under a partnership with AGE-WELL, Canada's leader in ageing and technology research, the CoE is involved in several projects. One is a research study exploring the role that virtual-reality technology can play in helping older adults cope with visual impairments. The study is featured in this article published by York University <https://magazine.yorku.ca/issues/summer-2022/seeing-things/>.

A second study under the partnership involves a device known as ARMM, an acronym for ambulation, retraining and mobility mechanism. Designed in Canada, the device attaches to a walker or wheelchair and has been proven to reduce falls and improve mobility. Our research study, funded in part by AGE-WELL, will explore how implementing the ARMM device would impact the workflow of physiotherapists in a long-term care home such as Perley Health.

Under a partnership with Veterans Affairs Canada, the CoE is researching the health and well-being of older Veterans and their families both over time and across various settings. The study uses the determinants of health model and implementation science to assess the needs of older Veterans and their families, and to evaluate the effectiveness and sustainability of programs and policies. We're actively recruiting participants for these and other projects. To learn more, read the latest issue of the CoE newsletter www.PerleyHealth.ca/newsletter.



Two Perley Health employees get a hands-on demonstration of ARMM. Left to right: Ivan Vukosavljevic, Registered Physiotherapist; Anita Barrios, Physiotherapist Assistant; Daniel Bordenave Co-Founder and CEO of BISEP.



Second SAFE Study Published

The Journal of Medical Economics has published a study documenting the cost-effectiveness of SAFE (Sub-Acute Care for Frail Elderly), an innovative program piloted at Perley Health in 2018. SAFE was Canada's first long-term care unit designed explicitly for patients who no longer require hospital care but who are not yet well enough to return home. The study found that SAFE was more cost-effective than the current model of care because SAFE patients spent fewer days in hospital and were less likely to require readmission. The results align with those from the 2020 study conducted by Perley Health's Centre of Excellence in Frailty-Informed Care™ and published in the Journal of the American Medical Directors Association.

The Centre of Excellence recognizes that sharing relevant research broadly—a process known as knowledge translation—is key to transforming the care of older adults and Veterans living with frailty.

Re-opening of Respite House at Perley Health and Return of Convalescent Care



Closed early on in the pandemic, Respite House at Perley Health (formerly known as Guest House) re-opened for overnight stays on October 17. Built in 2007, Respite House is a detached 12-bedroom bungalow that accommodates adults living with mild to moderate dementia for up to 90 days each year. Perley Health operates Respite House in partnership with Carefor Health & Community Services and The Dementia Society of Ottawa and Renfrew County. To learn more or to book an introductory day, visit www.PerleyHealth.ca/respite-services.

During the last year, Perley Health has gradually re-introduced many programs suspended due to the pandemic. The Adult Day Program, for instance, is now open to people at least 55 years old who live with early to moderate stage Alzheimer's Disease and related dementias. Convalescent care is available for patients recovering from surgery and other treatments.

Katrin Spencer, Director, Senior Living Portfolio & Community Programs at Perley Health, appeared on the Rogers TV program Daytime to share the news. To watch her interview, click here bit.ly/3MSiUWH. Rachel de Kemp, Director of Nursing, discussed the return of convalescent care during an interview on The Sam Laprade Show bit.ly/3NMqRgF.

Respite House



Advocating for Childcare at Perley Health

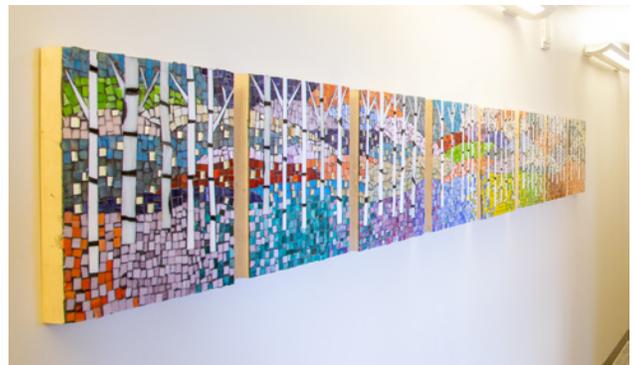
Work continues on our plan to establish a childcare centre on-site in partnership with Andrew Fleck Children's Services. In support of the plan, we recently completed a series of consultations with stakeholders, including staff. Many staff members are particularly interested in childcare that accommodates shift work.

A key aspect of the partnership with Andrew Fleck Children's Services is the opportunity to implement Canada's first truly intergenerational care model. The model provides opportunities for children and seniors to connect organically through caring, responsive interactions as part of their daily routines. To learn more, visit www.AFChildrensServices.ca/intergenerational-programming.



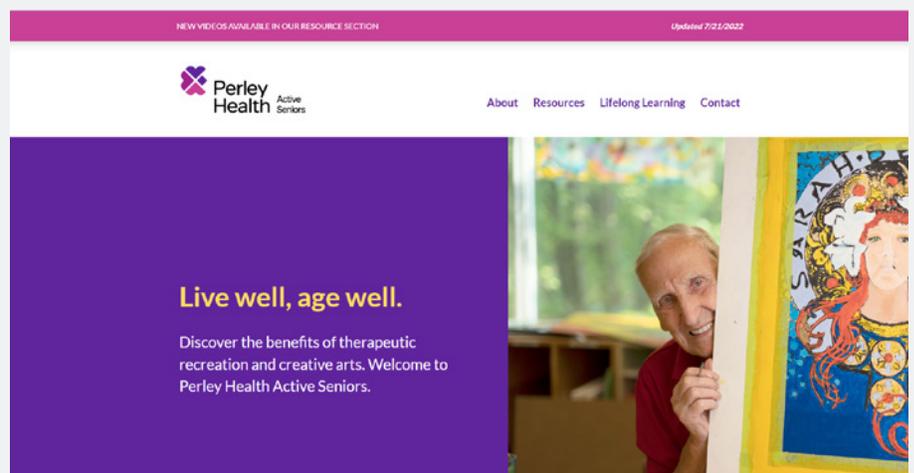
Tenants Enjoy Lifelong Learning

Lifelong Learning programming continues to provide physical, intellectual, and social benefits to Senior Living tenants, and is increasingly popular. The series of in-person workshops in creative arts, funded by Support Our Troops and led by staff of our Ozerdinc Grimes Therapeutic Recreation and Creative Arts Program, for instance, drew more than 150 participants. Staff artist Andréa Fabricus led work on the beautiful mosaic (see photo right) created during the workshops mosaic and now on display at Perley Health. The seminar on using technology, delivered in partnership with Connected Canadians, attracted a record number of participants, as did the course on music in film, led by Seniors Junction. In January, US Ambassador to Canada, David Cohen, joined members of the Perley Health community and author Buzz Bissinger to discuss *The Mosquito Bowl*, the story of a game of life and death during the Second World War (see photos below).



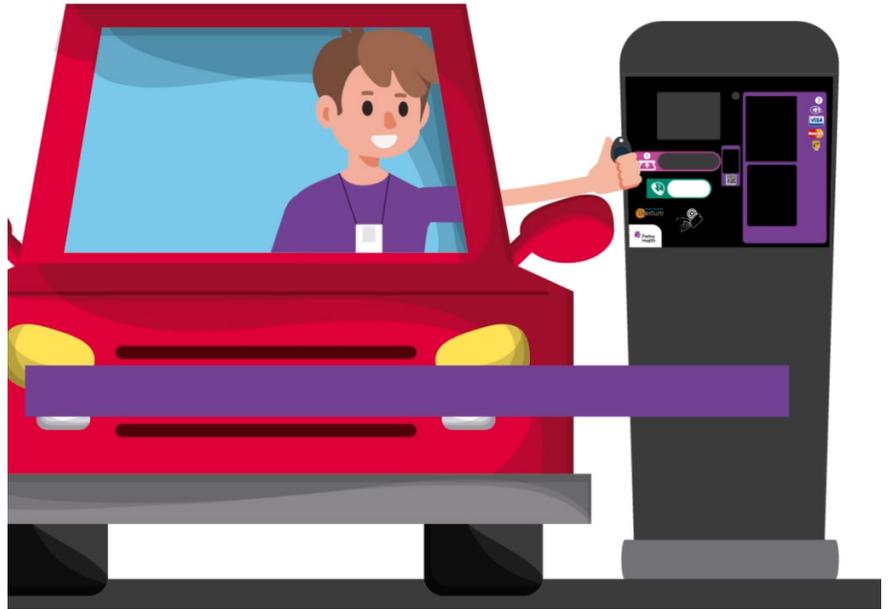
Active Seniors Website Launch

Perley Health Active Seniors has been created to share our programming expertise with all Seniors and Veterans – part of our mission to transform care for Seniors and Veterans everywhere. With a wealth of accessible resources, videos, and courses, this website offers something to help everyone move, think, and learn – and in a way that works for them. To learn more, please visit www.PerleyHealthActiveSeniors.ca



New Parking System

Our new *Tap & Go™* parking system is now up and running. The system features special discounts for eligible caregivers and frequent users. To accommodate drop-offs and pick-ups, there is no charge to park for up to 30 minutes. Many thanks to members of the Parking Panel, who helped design the system. For more information, please visit www.PerleyHealth.ca/parking-news.



Memory Bench Update

We will continue to collect items to be sealed into our Memory Bench throughout 2023. The project aims to engage the community in a tradition that began with the construction of the Perley campus in the mid-1990s. To mark our grand opening in 1995, we created a time capsule by filling a wooden bench with photographs, artefacts and mementos.

Last November, we opened the Memory Bench (watch the video at www.PerleyHealth.ca/memory-bench-museum) and put its contents on display across from the Physiotherapy and Massage Therapy Clinic. In 2024, we will re-fill the 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 you to submit digital media, such as CDs and memory sticks, although photos, artworks and other items are also welcome. For more information, please email info@perleyhealth.ca.



Fond memories from the first 25 years at Perley include frequent visits from Barbara Ann Scott, 1948 Olympic Figure Skating Champion. Popular with Veterans, Seniors, staff and volunteers, the Barbara Ann Scott Walkway in the Senior Living apartments honours her connection and a tribute to her will be included when the Memory Bench is sealed for another 25 years.

Perley Health Foundation Update

In June, community leaders, family, friends, volunteers, tenants and residents came together in the heart of the city to celebrate a major milestone in Answering the Call, the largest fundraising campaign in our history. Thanks to the generosity of donors, the Campaign has now raised more than \$8.5 million.

Clearly, the Campaign's message of hope, backed by a solid plan, resonates with the community. Donors believe that Veterans and Seniors deserve to live life to the fullest, in comfort and with dignity. And they recognize that the care protocols designed and validated at Perley Health can also improve the lives of Seniors and Veterans across Canada.

Transforming the care of Seniors and Veterans requires much more than research. It also requires knowledge translation and mobilization, and the establishment of research partnerships and education networks. The Campaign encompasses all of these and more. While much work remains to achieve Campaign goals, we continue to make great progress. Together, we are transforming care for Seniors and Veterans.



Answering
THE CALL
Donate Today

[answeringthecall.care](https://www.answeringthecall.care)

Renovations to Rideau Veterans Residence

Work is underway to establish a secure unit dedicated to Veterans. Consultations with our psychogeriatric resource team and other unit staff inspired a series of improvements to the original design. The nursing station (pictured) will be located within the unit, for instance, and a wall will be added near the unit's entrance. The changes, made possible by the generous support of donors, will improve the monitoring of residents prone to wandering, and enhance the experiences of both residents and staff. These changes help to accommodate the increasing incidence of adults living with dementia.



Update on Resident Meal Service

Thanks to the feedback provided by residents and family members, Perley Health has updated its menu offering and meal service. Changes include the introduction of one main entrée complemented by à la carte options at all three meals. The changes were discussed at meetings of both the Community Council and Veteran Resident Council, earning broad support. Along with the implementation of new food-management software, the changes make it easier for our Food and Nutrition team to add seasonal fruits, vegetables and dishes to resident menus. In addition, the weekly and daily menus posted on units now feature larger font to make them easier to read.

Two other initiatives also aim to improve meal service. In January, Perley Health established a Food Committee, comprised of staff, residents and family members, that will meet on a monthly basis. We have also established a Quality Initiative Team that meets quarterly to review menus and the dining experience.

Interprofessional Clinic Services Change

In December, the Interprofessional Clinic at Perley Health ceased providing speech-language pathology and occupational therapy services. The Clinic will continue to provide audiology, adapted physiotherapy services and will continue to operate the stuttering clinic. The Clinic has contacted all clients affected by the changes to suggest alternative service providers.



Youth Volunteer Award

Audrey Hnatiw is the winner of the 2022 Summer Youth Volunteer Award. Perley Health staff nominated Audrey for her exceptionally kind and thoughtful service to residents. Thank you to Audrey and to all Summer Youth volunteers for helping enrich the lives of our Seniors and Veterans.

L to R: Serena Chen, Summer Youth Program Assistant; Audrey Hnatiw, 2022 Summer Youth Volunteer Award Recipient; and Rachel Stoparczyk, Coordinator, Volunteer Services.



Perley Health Volunteer Wins Provincial Award

The Honourable Elizabeth Dowdeswell, Lieutenant Governor of Ontario, presented the Ontario Senior Achievement Award to Réjeanne Fairhead a Perley Health tenant and dedicated volunteer. The Award recognizes exceptional contributions to the community made by individuals over the age of 65. The presentation took place at Queen's Park on January 31. Réjeanne has volunteered at Perley Health for 27 years and counting. In 2022, Rejeanne, then 95, set a new Canadian record for her age group in the 5 km when she participated in the Ottawa Race Weekend.



Petro Canada Volunteers

Eight managers of Petro Canada stations in east-end Ottawa recently volunteered their time to help prepare our courtyards for winter. The volunteers worked alongside Sarah Shapiro, our Horticultural Therapist, to protect our gardens from the ravages of winter. Growing numbers of residents and tenants enjoy spending time in our courtyard gardens and the efforts of volunteers help keep the gardens in top shape. Thank you! We look forward to hosting this group for another volunteer project in February.

Staff News

Staff Appreciation Barbeques

Members of our leadership hosted a series of barbeques to thank staff for their dedication and professionalism. Separate events were held to accommodate staff working all three shifts. The events featured games, prizes and costumes, and staff collected donations of non-perishable food items for Ottawa Food Bank.



Staff Spotlight: Gord Gall

Gord Gall is yet another Perley Health staffer who regularly goes above and beyond the call of duty. For more than 36 years, Gord worked in stores and retired as Lead Hand before the pandemic. When he recognized the pandemic's significant impacts on Perley Health, he decided to come back to work, joining the Swab Clinic team. Thank you, Gord, for your support and passion for serving our Seniors and Veterans.

Gord Gall holds a photo taken more than 30 years ago outside the Perley Hospital. Gord is front and centre.

Award of Merit

During their annual Christmas party, the Korean War Veterans Association of Canada presented an Award of Merit to Rachel Dobson, Recreation Therapist. A well deserved honour. Kudos, Rachel!



Have you seen us on social media?

We've been there



Special Approach PSWs, Rachel Powers and Kelly Donahue, presented Tammy DeGiovanni, Senior Vice-President and Chief Nurse Executive, CHEO, with a unique Perley Health card supporting our healthcare partners during challenging times. We hear you. We see you. We've been there.

Christmas Dinner



Seniors and Veterans enjoyed festive holiday meals! Residents are able to gather with the rest of their unit and enjoy music and performances by Perley Health Music Therapists, a visit from Santa, and other holiday merriment.

What a difference a day makes



What a difference a day makes, the Perley Health theme for 2023! Watch a performance of *What a difference a day makes* by Gertrude Letourneau, Perley Health musician.

[Vimeo.com/760070615/a55099a246](https://vimeo.com/760070615/a55099a246)

Comfort Care Cart



Staff unveil a new Comfort Care Cart to support the important work of the Psychogeriatric Resource and Palliative Care team. This valuable mobile resource was made possible thanks to generous donations from Deborah's Gift Boutique and local Royal Canadian Legion Branches.



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Wisdom from the Century Club

In celebration of our cohort of Perley Health centenarians, we asked them for their most tried-and-true advice for living life to the fullest!



“It’s a pleasure to gather to celebrate the members of our Century Club who now must use three digits to track their age. And while living 100 years and beyond is certainly noteworthy, what’s even more impressive is the contributions that you and your generation have made to Ottawa, to Ontario and to Canada.

Most of you raised families, worked at careers and helped shape our modern world. Your presence here today is an inspiration to all of us.

Just about 10 years ago I was invited to join the Board of Directors as a member of the Quality of Life and Safety Committee. We are given a first-hand look at the many quality improvement initiatives and innovations undertaken by the Perley team. But more than that, we meet the compassionate and professional staff inspired by the pursuit of excellence.

Like members of the Century Club, Perley Health is determined to continue to serve our community. We are working hard— together — to create a bright future for Seniors and Veterans.

Margaret Tansey, Chair, Board of Directors,
Excerpts from remarks during the Century Club, 2022.

Whether it’s 1 or 36524+(~100 years), Perley Health knows *What a Difference a Day Makes!*

Thank you to the entire Perley Health community for all your efforts to transform care for Seniors and Veterans every day.