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Her Excellency the Right Honourable Mary Simon, Governor General and Commander-in-Chief of Canada visits with members of the Perley Health community in December, 2023. Her Excellency, Viceregal Patron to Perley Health, was joined by His Excellency, Whit Fraser, for the visit.

Community Report January 2024

And the difference is you!



A Message from Akos Hoffer, CEO

Perley Health's strong and ongoing recovery from the COVID-19 pandemic has inspired our Board of Directors to make a new commitment: double the number of seniors and older Veterans we serve by 2035. The tangible progress made during 2023 on all elements of our strategic plan supports our ability to achieve this ambitious target.

A significant achievement is the successful completion of Perley Health Foundation's Answering the Call campaign, which raised \$10 million! Thanks to your support, work is well underway on several projects that support Perley Health's goal of transforming care for Seniors and Veterans. The various initiatives and accomplishments described in this report demonstrate that Perley Health continues to drive change and is increasingly recognized as a leader in the sector.

A strong example involves a series of recent developments related to the Lead and Advocate for Change pillar of our strategic plan. In late October, I visited Queens Park alongside Board Chair Margaret Tansey and Katrin Spencer, Director of Strategy, Partnership and Growth. We met with Minister of Health Sylvia Jones, and attended a session of the Ontario Legislation, where John Fraser, Member for Ottawa South and interim leader of the Liberal Party, introduced us to his fellow MPPs. We also met with senior provincial officials.

A key takeaway is that an issue for the officials leading LTC reform is also a strength for Perley Health. The issue involves caring for residents living with both dementia and multiple other health conditions. Perley Health's community-of-care model, which includes the Specialized Behaviours Support Unit, Respite House and Day Program, along with the supports provided to both residents and tenants were of particular interest to officials, as were our rent-geared-to-income apartments for seniors.

In November, Minister of Long-Term Care Stan Cho enjoyed his first tour of Perley Health. The Minister visited the arts studio and the Commons apartments, sang along during a music class, and addressed a group of Algonquin College RPN students in our Living Classroom. The Minister also met with Kim Hiscott, Executive Director of Andrew Fleck Children's Services, our partner in the intergeneration playgroup and childcare projects described elsewhere in this report.

Establishing an on-site childcare centre will also support another pillar of the strategic plan: Focus on Our People. As detailed elsewhere in this report, we continue to make progress on this project in partnership with Andrew Fleck Children's Services. And our recruitment efforts this year continue to bear fruit; one campaign alone led to 46 hires.

I'd also like to link a few items mentioned elsewhere in the report to strategic-plan pillars. Assuming management of the Interprofessional Clinic, along with the Registered Nurses' Foundation of Ontario's award of \$20,000, will improve revenues. And earning Exemplary Status from Accreditation Canada is one of several accomplishments that align with the Excellence in Care and Services pillar.

Common to most of the accomplishments documented in this report are effective partnership and a determination to improve the lives of the people we serve. A current example involves a project with the Public Health Agency of Canada (PHAC) to address antimicrobial resistance, an increasingly prevalent problem among seniors. As many people recognize, excessive use of antibiotics can result in infections for which there is no effective treatment. Healthcare providers often prescribe antibiotics when they suspect a patient has a UTI (urinary-tract infection). Research has shown, however, that many seniors are prescribed antibiotics even when neither a UTI nor any of the associated symptoms are present. To combat the problem, PHAC invited the Perley Health Centre of Excellence to partner on a behavioural science approach project that involved essential care providers—typically family members and members of our healthcare team. Under the project, essential care providers and members of our healthcare team received information and guidance about effective non-medicinal strategies—ways to prevent UTIs. Our Infection Prevention and Control Team is tracking the impacts of the project and will share the results.

Perley Health's ability to deliver exceptional care and to continually increase our contribution to the community is made possible by broad collaboration among staff, volunteers, residents, tenants, families, donors and various organizations. This sense of shared purpose defines the Perley Health community and inspires each one of us to do our best. Together, we are transforming care for Seniors and Veterans.

 [View the Video: bit.ly/PerleyHealthCEOreport](https://bit.ly/PerleyHealthCEOreport)

Putting People First

In its December 2021 update of the strategic plan, the Board of Directors established as a top priority improving the experience of staff. Several factors influenced this decision, such as the pandemic's negative impacts on staff and chronic labour shortages across all healthcare sectors.

To act on this priority, Perley Health began to implement a series of initiatives collectively known as People First. These include everything from additional support for staff appreciation and wellness to the establishment of a Cultural Awareness and Inclusion Committee. Perley Health has also adopted a new approach to leader rounding: managers and supervisors are encouraged to speak directly and regularly with staff about topics not necessarily related to employee performance. The goals of these conversations, now known as Connecting Sessions, are to: strengthen rapport; collectively identify and address potential and emerging issues; and create an environment where staff feel safe to speak about topics that matter to them.

Perley Health also established several new full-time positions, including a foot-care RPN, a wound-care Registered Practical RPN, and additional PSW personal support worker for each unit during day and evening shifts. The What a Difference a Day Makes campaign, described elsewhere in this report, also contributes to People First. The campaign led to dozens of new hires, for instance, and the testimonial videos posted online help to remind employees of the meaningful impact their work has on the day-to-day lives of residents, tenants and families.

“The health and well-being of staff directly impacts the quality of resident care,” says Rachel de Kemp, Director of Nursing. “The new hires and the People First initiatives, will inspire much-needed cultural change and help to ease the burden of our day-to-day work.”



**And the difference is you!
Managers of Resident Care
(L to R), Kerry Tubman, Stephanie
Kim, Samantha Diceman attend a
staff appreciation event.**

Cultural Awareness & Inclusion Committee Established

A number of initiatives are underway that aim to foster an environment that feels safe, welcoming and respectful for the entire Perley Health community. Key initiatives include the establishment of the Cultural Awareness & Inclusion Committee (CA&I)—comprised of staff and managers—and a partnership with CCDI Consulting. Staff and managers can now access a wealth of relevant information, webinars and events through CCDI, a full-service consulting firm focused on inclusion, diversity, equity and accessibility.

“Promoting respect for diversity and inclusion benefits everyone—from staff and managers to residents, tenants and families,” says Lisa Peuhkuri, Director of Human Resource. “Encouraging people to be honest, compassionate, humble and authentic, and promoting a non-judgemental culture support the larger goal of continuous improvement.”

During June, Perley Health celebrated Pride Month by temporarily incorporating the rainbow flag into the corporate logo, distributing pins and posting relevant content on corporate social-media accounts. Perley Health has made name badges available that include gender pronouns, and employees are now able to add their gender pronouns to their email signatures if they so choose. There are also plans to designate some washrooms as gender-neutral. Other initiatives include a series of lunch-and-learn sessions, suggestion boxes and an employee survey.



Initial results have been positive, although modest. The first three lunch-and-learn sessions drew a total of 24 participants, for instance, while the suggestion boxes have received five submissions. The next step in Perley Health's diversity-and-inclusion journey is to analyze the results of the CCDI survey, completed by approximately one-third of employees.

All members to the Perley Health community are encouraged to join in the journey by sending an email to cai@perleyhealth.ca or by submitting a suggestion via the Committee's suggestion box, second floor, Perley Centre.

PerleyHealth.ca/cultural-awareness-inclusion.

More Awards for the Perley Health Community

On November 7, the Registered Nurses' Foundation of Ontario (RNFOO) presented Nurse Innovator Awards to three Perley Health staffers: Daniela Acosta, Heather MacLeod and Andrea Liu. The three women earned the Award for their development and delivery of a workshop on SeeMe®: Understanding *frailty* together, the framework for developing care plans that prioritize residents' values, preferences and desired lifestyle. The Award comes with a grant of \$20,000 to support further development of training materials.

"We're very pleased to support this work," says Margaret Blastorah, President of the RNFOO Board of Directors. "This creating valuable educational tool will help nurses have meaningful conversations about priorities and goals with long-term care residents and their families. Person-centered care is an important focus in nursing; this resource can help patients and residents understand and communicate their goals and will sustain nurses in their role as advocates in a wide variety of settings."

Two other Perley Health staffers, both Registered Practical Nurses (RPNs) earned weRPN awards from the Registered Practical Nurses' Association of Ontario. Kamal Koirala received the Preceptor Award of Excellence, while Kristin Brown earned an award for Excellence in Palliative Care.

The Ontario Council of Hospital Unions named Kelly Donahue Personal Support Worker (PSW) of the year. Donohue is a Special Approach PSW and a member of Perley Health's Psychogeriatric and Palliative Care Team. Among her many accomplishments: helping to develop the GPA Walk and Talk program (a mobile, on-the-job program that equips staff with practical and real-life strategies for responding with confidence to behaviours associated with dementia); and co-authoring Share Because We Care: GPA in Palliative and End-Of-Life Care, a research article published in the Advanced Gerontological Education Inc. newsletter.

Registered Nurse Samantha Boulерice earned a bronze medal in Antimicrobial Stewardship in the Journal of Wound Care's annual awards. Boulерice has worked at Perley Health for more than a decade and is currently a Wound, Ostomy & Continence Nurse.

The Canadian Association of Environmental Management awarded Perley Health's Housekeeping Department first place in its annual competition. Congrats to all members of the team, headed by Housekeeping Supervisors Chris Smith and Bobby Sampson. In addition, Housekeeping Aide Avelina Fonacier won the Canadian Health Care Housekeeping Association's Frontline Award of Excellence.

Healthcare Excellence Canada's annual Innovation Challenge celebrates new and effective practices that improve care. Among this year's Challenge winners was the program introduced at Perley Health to welcome and orient new hires.

Kudos to all!



Outstanding Volunteer Contributions

During National Volunteer Week Perley Health celebrated our amazing volunteer team, who continue to “weave us together” by providing compassionate care and service to the Perley Health community.



Christiane Charron – 2023 Volunteer of the Year

Christiane Charron was distinguished as the Volunteer of the Year for going above and beyond, providing exceptional support to our community, always showing compassion, joy and respect for all. Christiane is well known to our community for her work in the Swab Clinic, amongst other roles.

Judi Sarginson - Advocacy Award Recipient

Judi Sarginson was recognized for her strong advocacy for residents attending Roman Catholic masses and the Ice Cream Parlour. Judi speaks up to help improve these programs, always with the well-being and safety of residents in mind.



Horticultural Therapy Volunteers win Volunteer Team Award!

The Horticultural Therapy volunteer team was recognized for providing exceptional care for residents and tenants attending horticultural therapy programs and for their devotion to our courtyard gardens, no matter the weather conditions, including many personal donations of plants, seeds and materials.

Long Service Awards were presented to several volunteers, including a 25-year pin for volunteer woodworker Dave Hamel and a 20-year pin for Therapeutic Recreation volunteer and Korea Veterans Association Liaison, Phil Lepage. Thank you, Dave & Phil, for your tremendous dedication! Be sure to visit Perley Health social media channels to see features on Dave & Phil, which were shared this week, as well as a special video spotlighting Joan Olinik, who received her 10-year volunteer service pin at yesterday's event.



Perley Health's 2023 Summer Youth Program Award was presented to Gabrielle Muhuni. The Award recognizes Gabrielle's exceptionally kind, compassionate and respectful resident-focused care. She contributed 138 hours of volunteer service throughout July and August, providing mealtime assistance and helping residents to participate in church services, exercise classes, and Bingo.

10th Anniversary of Senior Living



Doreen Morgan and Marion Adams proudly hold their 10th-anniversary certificates as Perley Health “Pioneers of Perley Health Senior Living”.

On June 8th, members of the Perley Health community gathered for a barbecue celebrating the tenth anniversary of an important milestone: the opening of 139 independent-living apartments for seniors. Known as Senior Living, the project was a bold move. At the time, Perley Health was home to 450 people, including about 200 Veterans, in long-term care. By becoming a landlord to Seniors and Veterans with a variety of needs and income levels, however, Perley Health significantly increased its contribution to the community.

“The apartments were the cornerstone of a new strategic plan that set us on a new path—a path to modernize the housing and care of Seniors and older Veterans,” says Perley Health CEO Akos Hoffer.

Senior Living caters to the realities of modern seniors—the fastest-growing segment of Canada’s population. While many seniors can live independently, others require assistance with day-to-day living. The Senior Living project created one- and two-bedroom independent-living apartments, as well as multi-unit apartments known as The Commons. Tenants of The Commons share living and dining rooms, and a kitchen, and on-site care professionals provide assistance with daily living. Regardless of apartment type, all tenants enjoy access to Perley Health’s many amenities, services and programs. Veterans enjoy priority access to both the Senior Living apartments and to long-term care.

Another unique aspect of Senior Living is the financial deal that made the \$42-million project possible. All three levels of government contributed, with the City of Ottawa waiving various fees in return for a guarantee that at least 45 apartments are rented below market rates.

“Perley Health has always been a valuable partner for the City of Ottawa,” says Marty Carr, Councillor for Alta Vista Ward. “Part of what’s unique about the Perley is that Seniors and Veterans of various income levels and with various needs live side-by-side.”

The Perley Health Foundation raised more than \$3 million from private and public donors, including a \$1 million gift from Commissionaires Ottawa. In honour of this generous donation, the main apartment building is named Commissionaires Ottawa Place.

“This was really a community effort and it was heartwarming to see so many people donate to the campaign,” says Delphine Haslé, the Foundation’s Executive Director.

The success of projects like Senior Living—the apartments have been continually occupied—along with ongoing strong donor support continue to drive innovation at Perley Health. The strategic plan that inspired the project also led to the establishment of the Centre of Excellence in Frailty-Informed Care.

“We need better ways of housing and caring for our Seniors and Veterans,” says Akos Hoffer. “In the next 20 years or so, the number of Canadians aged 85 and older will triple. This surge threatens to overwhelm our healthcare and long-term care systems. Thanks to the support of donors, Perley Health is helping to transform care for Seniors and Veterans.”

▶ View the Video: bit.ly/PerleyHealthCEOreport



David O’Neill, Business Lead, Senior Living, thanks Perley Health pioneers Gail and Bob Christy.



MISSION ACCOMPLISHED!

THANK YOU
FOR ANSWERING THE CALL



Answering the Call Campaign Cabinet
L to R: Guy Thibault, Louise Mercier, Rick Campagna, Delphine Haslé, Kammal Tannis, Erin Binks, Mariette MacIsaac, Micheal Burch, Daniel Charron, John Jarvis, Chloe Allaham (missing from photo: Kristan Birchard, Paul Fortin, Adam Kane, Colleen McBride, Walter Robinson, Jonathan Westeinde)

Answering the Call Achieves its Fundraising Goal

In late November, Perley Health Foundation announced that its Answering the Call campaign had reached its \$10 million fundraising goal.

“Thanks to the remarkable generosity of donors, Perley Health will advance innovation and excellence in the care of Seniors and Veterans living with frailty,” says Delphine Haslé, the Foundation’s Executive Director. “I am incredibly grateful to donors. Because of strong community support, older adults across Canada will be able to live life to the fullest throughout the aging process.

While many factors contributed to the campaign’s success, the exceptional leadership provided by Campaign Cabinet Co-Chairs John Jarvis and Micheal Burch was particularly important. Their passion, dedication and professionalism helped to attract donors who were previously unfamiliar with the critical role Perley Health can play in transforming care for Seniors and Veterans. Early in the campaign, Commissionaires Ottawa made a leadership gift of \$2 million to fund the Centre of Excellence in Frailty-Informed Care.

Donors responded to the strategy central to the Answer the Call campaign. The strategy features three complementary pillars: rapidly advance the care of Seniors and Veterans living with frailty through applied research and innovation; transfer relevant knowledge and lessons learned so that evidence-based best practices are implemented broadly at the bedside; and continuously improve the quality of care that Perley Health provides to Seniors and Veterans.

A key goal of the strategy is to shorten the time it takes to translate research findings into practical improvements in care that can be readily implemented. Currently, this process takes 17 to 20 years. Perley Health’s knowledge-translation team is using implementation science to significantly reduce this time.

None of this is possible without the ongoing support of donors. Together, we are transforming care for Seniors and Veterans.

Thank you.

Visit PerleyHealthFoundation.ca to read the latest impact story.



Centre of Excellence in Frailty-Informed Care™ Update

The Centre of Excellence in Frailty-Informed Care (CoE) achieved a series of milestones in its mission of transforming care for Seniors and Veterans. In June, the CoE hosted its first-ever conference: a three-day event highlighting the experiences, perspectives and needs of non-professional caregivers—typically family members.

The impetus for the conference came from interRAI, an international network of researchers and practitioners determined to improve the care of people with medically complex needs. During the last 30+ years, interRAI has developed, refined and promoted a wide range of evidence-informed tools for clinical practice and policymaking around the world. With the role of non-professional caregivers increasingly important worldwide, interRAI developed a tool to measure their health and well-being. Known as SCaN (Self-Report of Carer Needs), the tool is undergoing trials in more than a dozen countries. To review preliminary results, interRAI invited the CoE to host researchers from four countries.

On the conference's final day, several of the researchers participated alongside non-professional caregivers—all members of the broader Perley Health community—in a ground-breaking panel discussion about caregivers' needs and the future of care. The audience included representatives of more than 20 care and research organizations. Among the many issues discussed: how best to recognize and value the efforts of caregivers; how best to involve caregivers in research into the use of technologies that could improve care; and at what point does the monitoring of care become excessive and potentially compromise privacy considerations. The conference enabled the CoE to engage meaningfully with several key stakeholders, and to share and analyze relevant data—important milestones in its knowledge-translation journey.

During the fall, the CoE made further progress by presenting some of its recent research at a series of industry conferences. Four members of the CoE



Dr. Annie Robitaille, Commissionaires Ottawa Research Chair in Frailty-Informed Care, moderates the panel discussion. Left to right: Linda Hunter, Inga V. Kristinsdottir, Dr. John P. Hirdes, Dr. Connie Schumacher, Dianne Leclerc, Walter Robinson.

team presented at the Canadian Institute for Military and Veteran Health Research (CIMVHR) Forum, for instance. At the AGE-WELL conference, the CoE presented on Perley Health's implementation of a mobility-assistance technology known as ARMM. And the Ontario Long-Term Care Association annual conference featured a workshop on SeeMe®: Understanding *frailty* together, Perley Health's framework for developing care plans that prioritize residents' values, preferences and desired lifestyle. Meanwhile, the CoE is involved in growing numbers of research projects and partnerships—further proof of its maturation and of its determination to transform care for all Seniors and Veterans. Consult the CoE newsletter for a full update.



Centre of Excellence
in Frailty-Informed Care™

Established in 2019, Perley Health Centre of Excellence in Frailty-Informed Care™ (CoE) aims to set a new benchmark in seniors' care, facilitating applied research that fuels innovation in education, best practices, and knowledge translation.

View past and present Centre of Excellence Newsletters at PerleyHealth.ca/newsletter





Support the Centre of Excellence

There are many ways to support the Centre of Excellence in Frailty-Informed Care™ (CoE) as Perley Health aspires to double the number of Seniors and Veterans served by 2035.

Your support can take various forms:

1. **Participation:** Embrace the opportunity to be directly involved in transforming care for Seniors and Veterans. Participate in research studies, ensuring that the voices and experiences of members of the Perley Health community inform and guide our work. We encourage residents, tenants, families, caregivers, clients, staff and volunteers to engage to help ensure our community’s needs are represented.
 - **Read about our projects:** PerleyHealth.ca/ongoing-research-projects
2. **Education:** Expand your knowledge and understanding on a variety of topics related to aging, frailty and long-term care, by attending our monthly webinars. Subscribe, participate, and learn alongside experts for leading-edge information about frailty-informed care.
 - **Register here:** PerleyHealth.ca/collaboration
3. **Stay Connected:** Keep informed on the latest developments of the CoE, read about the impact of our ongoing research projects in our newsletter and our social media channels.
 - **Access our newsletter and recent media coverage:** PerleyHealth.ca/newsletter
4. **Collaborate with us:** We welcome inquiries to partner with researchers, healthcare professionals, industry, organizations and local groups to strengthen our outreach and impact.
 - **Contact us:** centreforexcellence@perleyhealth.ca
5. **Generosity:** Your donations to the Perley Health Foundation support innovative projects and help to transform care for Seniors and Veterans.
 - **Donate here:** PerleyHealthFoundation.ca

Every action you take, whether it’s advocating for our cause, volunteering your time, or donating resources, elevates our impact. Your engagement expands awareness and will help to share best practices within our community, across Canada and around the world. **Join us in championing a future where compassionate, innovative, and personalized care transforms care for Seniors and Veterans.**

Veterans and Tenants Art Program Renewed

For the second year in a row, Senior Living tenants participate in an arts program funded by Support Our Troops, a non-profit dedicated to improving the lives of Canadian Forces members and Veterans. The organization typically funds programs for only one year, but was inspired to renew after several of its officials attended an exhibition of art produced by program participants.

“We were blown away by the quality of the art in the exhibition,” says Sandy Gauthier, Associate Director, Support Our Troops Operations. “During the event, a Veteran tenant by the name of Stan Stewart described the positive impact that participating in the program had on his health and well-being. We decided to renew the funding for another year.”

Here is an excerpt from Stan Stewart’s speech: “Art classes provide me with a sense of achievement, increase my self-esteem and above all they give me an opportunity to interact with other people who also suffer from dementia.”

Local artists, including some members of the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts team, facilitate the weekly sessions, which feature a variety of media, and are held in Commissionaires Ottawa Place and in the 1780 Russell Road apartment building.

 **View the Video:** bit.ly/PerleyHealthCEOreport



Artist, Graham Mastersmith, leads Senior Living tenants in a winter-themed art project

Perley Health's Quality Improvement Plan (QIP)

A QIP is a formal statement of goals, along with the proposed actions and initiatives designed to fulfill them. Perley Health has prepared a QIP in each of the last ten years. Since 2016, legislation has required all healthcare organizations in Ontario to develop and submit QIPs to the Government of Ontario. QIPs must align with provincial priorities for improvement; at Perley Health, they also align with corporate priorities and are driven by indicators for quality of care and other performance measures. By formalizing the process of establishing goals and reporting on progress, QIPs help to inspire improvements not only in quality of care, but also in quality of life. A compelling example at Perley Health is wound care.

Among LTC residents, pressure injuries (some are also known as bedsores) are quite common due to a number of factors, such as reduced mobility and altered skin integrity. Pressure injuries are often quite painful and can significantly diminish a resident's quality of life. However, research studies show that proper nursing care can prevent pressure injuries from occurring and from worsening.

Perley Health tracks the incidence of pressure injuries among residents, along with whether existing injuries worsen over time. In 2016, our QIP began to include measures to better track and prevent pressure injuries. Since that time, the percentage of pressure injuries that worsen has decreased significantly: from a little over 5% to less than 2%.

During the last year, Perley Health analyzed the specific actions that led to these remarkable results and developed a six-step strategy to share with other homes. In October, members of Perley Health's wound-team presented the strategy at the Ontario Long-Term Care Association's annual conference, and work is now underway to create a guide to share this knowledge. The lessons learned at Perley Health now benefit residents of other LTC homes.

Highlights of QIP 2023–2024

The QIP aligns with Ontario Health's Quadruple Aim framework and is informed by corporate priorities set by the Perley Health Board of Directors. The QIP establishes specific goals for a series of focused and moderate actions; the performance measures for many of these goals are based on the results of surveys.

Focused action:

- Improve the staff experience by continuing to implement People First initiatives.
- Improve the experience of residents by focusing on meaningful activities and mealtimes.

Moderate action:

- Reduce the percentage of residents taking antipsychotic medications.
- Reduce the percentage of residents experiencing symptoms of depression.
- Reduce the percentage of residents experiencing pain.
- Improve end-of-life care planning.

Work on the QIP involves broad collaboration and follows an incremental approach. The Quality Council establishes preliminary priorities and presents them for review to a series of groups, including the Family and Friends Council, Perley Health's leadership team, both resident councils, and the Quality of Life and Safety Committee. Responsibility for final approval rests with the Board of Directors.

Family and Friends Council

The Family and Friends Council (FFC) is a group of volunteers dedicated to honouring Perley Health residents by providing support and guidance to their family members and friends. Input from the FFC informs Perley Health initiatives and policies; Chief Operating Officer Mary Boutette attends the Council's monthly meetings, while CEO Akos Hoffer attends the separate monthly meetings of the FCC Executive.

"We hope to resume in-person meetings sometime in 2024—since the pandemic, we've been limited to video conferences," says FFC Chair Heather Moxley.

Heather's father John Moxley was a Second World War Veteran who passed away at Perley Health in 2014.

"Like so many people, I knew little about long-term care when my father moved into Perley Health," she says.

"The Council is a particularly valuable resource for the families and friends of new residents."

During 2023, the FFC hosted eight sessions with senior Perley Health staff about specific topics, such as spiritual care, quality-improvement efforts, and infection prevention and control initiatives.

"Our Council is a welcoming community," says Heather. "Coming together, sharing stories, and influencing policies and practices makes the experience of having a loved one in long-term care much easier."

For more information, visit the FFC, PerleyHealth.ca/family-and-friends-council or send an email to familycouncil.perleyhealth@gmail.com.

Susan B. Davies Scholarships

Marisol Alvarez and Zoe Dufour are this year's recipients of the Susan B. Davies Scholarship. Each receives \$5,000 to assist with tuition or associated fees related to a nursing undergraduate, master's, or doctoral program.

Born and raised in the Philippines, Marisol left her job as a pharmacist to come to Canada as a live-in caregiver in 2007. She later completed Algonquin College's PSW program and started at Perley Health more than a year ago. Marisol has since completed the College's RPN program and is now a full-time RPN. The scholarship money will enable Marisol to enrol in Nipissing University's five-year RPN to BScN Bridging Program (part-time distant learning) while continuing to work at Perley Health. "Long-term care is where my heart is," says Marisol.

Zoe Dufour is also a graduate of Algonquin College's PSW program who started at Perley Health in 2022 and is keen to further her education. Previously, Zoe worked in retirement residences and a hospice, and has completed a long list of practical training courses, along with the prerequisites needed to enrol in a Registered Nursing program.

"I am at a point in my career, where I want to push myself," says Zoe. "I believe that education is at the heart of achieving excellence, and of doing better and being better for those we serve."

The scholarships are funded by Susan B. Davies, a former Perley Health tenant who enjoyed a stellar 42-year career as a registered nurse and educator. While living at Perley Health, Susan became involved in several initiatives, including Centre of Excellence research projects and the Intergenerational Childcare Advisory Committee. Although she moved away in September 2023, Susan continues to support Perley Health's mission to transform care for Seniors and Veterans.

Congratulations, Marisol and Zoe—and thank you again, Susan!



Scholarship recipient Marisol Alvarez (centre) enjoyed family support when receiving her scholarship from Susan B. Davies, retired nurse, education and donor.

Project Nest Connects Tenants with Nature

A new initiative known as Project Nest enables Senior Living tenants to indulge their love of nature and conservation. The initiative involves building and installing birdhouses designed to accommodate four species of native birds considered endangered in Ontario. The birdhouses, assembled from kits, are designed to mimic the nesting conditions of each of the four species. Partners in the initiative include the Canadian Wildlife Federation (CWF); Ottawa City Woodshop, an independent, members-run organization dedicated to woodworking; and Wild Outside, a national conservation-based youth-leadership program.

Leading Project Nest are Manon McDonic, a Perley Health Nursing Unit Clerk, and Mena Wallace, a participant in CWF's Canadian Conservation Corps program. The two are determined to share their passion for nature by providing people with opportunities to conserve native species and protect biodiversity. The Project involved two sessions: one focused on building the kits, the other on education. On build day, Senior Living tenants paired up with youth volunteers from Wild Outside. With the help of a facilitator, each pair described their nature-related experiences and stories. During the second session, tenants learned about the four native species, backyard conservation and how their birdhouses would contribute to biodiversity and enhance the ecosystem.

"Working with the tenants was an absolute pleasure," says McDonic. "I couldn't have asked for a more engaged and enthusiastic group of people. It was so touching to see how each and every person had a connection to nature, and, with some, seeing it play such an integral part in their lives. I am incredibly grateful to have had the opportunity to spend not one but two weekends with such a lovely group."



(L to R) Mena Wallace and Manon McDonic share their love of nature and conservation with the Perley Health community.

Réjeanne Fairhead Receives Senior Achievement Award

It's been quite a year for Réjeanne Fairhead, a Senior Living tenant, volunteer and accomplished athlete.

In January, to mark her 25 years as a Perley Health volunteer, Fairhead received a Senior Achievement Award from the Honourable Elizabeth Dowdeswell, Lieutenant Governor of Ontario. The award was presented to Réjeanne and 15 other volunteers (65+) by, at a ceremony at Queen's Park, Toronto. The group was recognized for their contributions to community service and their humanitarian activities.

Fairhead began volunteering at Perley Health soon after it opened and has served in a variety of different roles. These include welcoming residents, distributing flyers in the Senior Living apartments, helping at bingo and mentoring new volunteers. She has also logged more than 3,000 hours with the Spiritual Health team, and served at Roman Catholic masses and funerals.

A few months later, the 96 year-old completed the five-kilometre run in 51:09 at Ottawa Race Weekend, setting a new world record in her age category. Last year, at age 95, she set a new Canadian benchmark for her age group in the race.



Intergenerational Playgroup and Childcare Update

In the spring of 2023, Perley Health began to regularly welcome a much younger age group. Twice a week, children accompanied by a parent or guardian participate in two-hour playgroup sessions alongside seniors who live at Perley Health. The intergenerational playgroup is part of a larger partnership with Andrew Fleck Children's Services, one of Ontario's oldest and most diversified family-support organizations. A not-for-profit, the organization specializes in childcare and early learning.

"From the moment our discussions started, we could see that our two organizations had much in common," says Kim Hiscott, Executive Director of Andrew Fleck Children's Services. "We may serve different age groups, but both organizations strive to improve the health and well-being of the people we serve."

While the number of playgroup participants varies, each session typically involves 5 or 6 children and a similar number of residents and tenants. An Early Childhood Educator facilitates each session, while a Personal Support Worker tends to the needs of residents.

"I love being a part of it," says Laura Boucher, a tenant who participates regularly. "It fills my heart with joy and makes me feel better."

While a few retirement residences in Australia run intergenerational playgroups, Perley Health's represents the first of its kind at a long-term care home in Canada.



Volunteer Joan Olinik helps facilitate a greeting across the generations.



Dorothy Ford starts her week with a laugh with a mother and daughter.

"There is evidence in the scientific literature documenting benefits to health and well-being for seniors participating in programs like these," says Katrin Spencer, Perley Health's Director, Strategy, Partnership and Growth. "Our Centre of Excellence in Frailty-Informed Care is evaluating the program."

The partnership with Andrew Fleck is also behind a larger initiative: a licenced childcare centre at Perley Health that would accommodate up to 49 children. Details have yet to be finalized, but construction could begin next summer.

"I would love to have my child in an onsite program while I'm working," says Amberlee Gray-Henderson, a Food and Nutrition Manager at Perley Health who participates regularly in the intergenerational playgroup. "It would ideal for our family and I know that my child benefits from spending time with seniors."

Once the childcare centre is up and running, the partners plan to continue the intergenerational playgroup.

In November, Perley Health began to pilot a similar intergenerational program under a partnership with Christie Lake Kids, a non-profit that provides year-round community and camp programs to children and youth from low-income households. During each weekly two-hour session, approximately six youth and a similar number of seniors share a meal and participate in musical activities. Based on the success of the initial sessions, the partners hope to extend the pilot project.

▶ View the Video: bit.ly/PerleyHealthCEOreport

Honourable Jenna Sudds, Minister of Families, Children and Social Development Visit



Kim Hiscott, Executive Director of Andrew Fleck Children’s Services, (left) shares with Jenna Sudds, Minister of Families, Children and Social Development and Member of Parliament for Kanata—Carleton (right), the renovation plans to convert office space in Perley Centre, in Perley Centre, to establish a licenced childcare to welcome up to 49 children.

In December, the Honourable Jenna Sudds, Minister of Families, Children and Social Development and Member of Parliament for Kanata—Carleton visited Perley Health. Minister Sudds was particularly interested in visiting the EarlyOn intergenerational playgroup that has operated onsite for the last year in partnership with Andrew Fleck Children’s Services. [see page 13] Co-hosting the visit were Katrin Spencer, Perley Health’s Director of Strategy, Partnerships and Growth, and Kim Hiscott, Executive Director of Andrew Fleck Children’s Services. Also present were executives and board members of both organizations, as well as City of Ottawa officials. Perley Health and Andrew Fleck Children’s Services are collaborating to build and operate an early-learning and childcare centre at Perley Health.

Valentines for Vets

Every Valentine’s Day, Veterans Affairs Canada (VAC) presents hand-crafted greeting cards to Veterans who live in long-term care homes across the country. The Valentines for Vets program began in 1989, and encourages students and individuals to create and donate cards. In 2023, the pandemic restrictions in place on February 14th limited the number of Valentines distributed to Veterans at Perley Health. Only the dozens of Veteran tenants who live in the independent-living apartments received greeting cards under the program.

To further mark Valentine’s Day, Perley Health welcomed several special guests, including: the Honourable Lawrence MacAulay, Minister of Veterans Affairs and Associate Minister of National Defence; Mrs. Frances MacAuley; and Darrell Samson, Parliamentary Secretary to the Minister of Veterans Affairs and Associate Minister of National Defence. The guests met with several Veterans, along with Board Chair Margaret Tansey, and Director of Strategy, Partnership and Growth, Katrin Spencer.



Veteran Ron Moyes shares a laugh with the Honourable Lawrence MacAulay, Minister of Veterans Affairs and Associate Minister of National Defence and Mrs. Frances MacAuley

Honouring Her Roots

Perley Health continues to increase its contribution to the community thanks in part to Katrin Spencer's remarkable ability to apply simple, small-town values to complex challenges. The plan to build an onsite childcare centre in partnership with Andrew Fleck Children's Services is just the latest example.

"Creating a childcare centre is another way that Perley Health's staff and facilities can serve the community," says Katrin Spencer, Director of Strategy, Partnership and Growth. "It will be good not only for Perley Health residents, tenants, volunteers and staff, but also for young families who live nearby."

A commitment to community service and to helping the disadvantaged was widely shared among residents of Goemnigk, the small German town where Spencer was born and raised.

"Goemnigk is a town of only about 300 people," says Spencer. "Residents worked together so that no one was left behind."

To complement this altruistic spirit, Spencer acquired a strong work ethic and a drive to excel from her parents—a doctor and an engineer. As a young woman, she served a series of volunteer stints in other countries and developed a passion for helping disadvantaged people. In Zanzibar, for instance, she helped to establish and resupply remote medical stations, and to build an elementary school. In Ireland, she cared for people living with developmental and physical disabilities at a Camphill community.

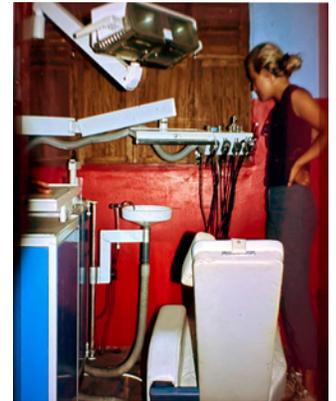
"At Camphill communities, everyone—regardless of ability or disability—does whatever work they can do," she recalls. "I did everything from cooking for 12 people to carding and spinning wool from the sheep we raised."

Spencer began her career in healthcare before immigrating to Canada, where she furthered her studies, earning Bachelor of Science and Master in Health Administration degrees. Prior to joining Perley Health, Spencer managed the \$29 million project to expand Grove Nursing Home in Arnprior, Ontario.

In 2019, Spencer came to Perley Health to manage a proposed expansion project, which is currently on hold. During the pandemic, she assumed additional responsibilities, leading the Senior Living independent apartments, Assisted Living Services, the Adult Day Program, Respite House at Perley Health and more. With the support



As part of ongoing meetings to establish the intergenerational playgroup at Perley Health, Katrin is happy to engage with all ages.



As part of the overseas work, Katrin helped develop the town of Uroa, Zanzibar Island. Living in the East African village meant drawing water for cooking, cleaning, and construction. She was also involved in establishing a medical station in the town.

of a small and dedicated team, she fostered the partnership with Andrew Fleck Child Services that led to the ongoing intergenerational playgroup [see page 13] and a proposed childcare centre at Perley Health. Another recent partnership, with Christie Lake Kids, involves an on-site intergenerational music-and-food program for older adults and teenagers. Spencer's proven ability to establish innovative, successful partnerships convinced the leadership team to assign her a larger role and additional responsibilities.

"For the more than 600 people who live here, Perley Health is first and foremost their home," she says. "We're a community rather than an institution. By leveraging our assets and expertise, and partnering with like-minded organizations, we can improve the lives of vulnerable people. This mission inspires me every day."

What a Difference a Day Makes

By celebrating the essential spirit of Perley Health, a unique communications campaign has managed to recruit significant numbers of new staff and to raise public awareness. The campaign was the brainchild of Director of Communications Jay Innes.

“During the pandemic, long-term care homes across Canada were the focus of a lot of negative media coverage,” Innes says. “We wanted to find a new way to tell people about who we are and what we do. To compound the challenge, we rebranded as Perley Health in the middle of the pandemic.”

The new brand aimed to communicate more clearly the organization’s focus on innovative, evidence-based, person-centred care. The brand also aimed to celebrate essential attributes such as strong community support, thriving creative-arts programming and a commitment to helping residents live each day to the fullest. Thinking about these ideas inspired Jay to recall a classic song popularized in the late 1950s, when many current residents and tenants were in their prime.

What a Difference a Day Makes is a sentimental song originally written in Spanish in the 1930s and popularized by Dinah Washington, whose version won a 1959 Grammy Award. The song’s English lyrics describe how simple acts can make a significant difference in another person’s life—exactly what Perley staff and volunteers set out to do every day. In consultation with various members of staff and peers, Jay designed and executed a multifaceted campaign based on the concept.

Innes secured the rights to What a Difference a Day Makes and a crew videotaped a performance featuring Perley Health musician Gertrude (Trudy) Létourneau on vocals accompanied by freelance pianist Mark Ferguson. The crew then videotaped various residents, tenants, volunteers and staff singing along to the recorded version. In addition, many recorded their thoughts on the campaign’s “what a difference” theme.



Gertrude (Trudy) Létourneau sings with Veteran Joe Quinn.

From this wealth of materials, more than a dozen videos were created, including a 30-second advertisement designed to entice candidates to apply for jobs at Perley Health. The ad ran on select television stations and was also posted online and promoted on social media. The recruitment campaign attracted more 450 applications and 46 new hires.

Along with the recruitment ad, a series of other videos were created, posted online and promoted on social media. The videos include a series of testimonials, an overview of Perley Health’s history and a full-length version of the song featuring all participants. So far, the videos have elicited more than 6 million impressions. The full-length song video closes on a touching moment: Second World War Veteran Joe Quinn and Trudy Létourneau ad-lib the last line of the song, with each claiming that “the difference is you...no you...no it’s you.”

“To me, it first seemed to be a communication project about Perley Health,” says Létourneau. “But it really became more than that, it became a celebration of what Perley Health is all about. What a Difference a Day Makes was a perfect choice for the project because that’s really what we’re trying to do—we’re trying to make a difference in our residents’ or our tenants’ day. And what ends up happening is that the is that the difference happens to us, too.”

▶ **View the Video: bit.ly/PerleyHealthCEOreport**

And this Difference is You!

What makes Perley Health special and why?

We invite you to share your memories, kudos, heartfelt thank-yous, and moments that highlight how Perley Health touches lives each day.

Your stories and testimonials will explain the impact we create together.

Contact info@perleyhealth.ca

New Faces at Perley Health



Lisa Peuhkuri is our new Director of Human Resources. Lisa earned a degree in psychology along with Certified Human Resources Leader designation, and has more than 20 years' experience in a variety of industries, including veterinary medicine, renewable energy and sustainable technologies.



Susan Shea, Perley Health's first Nurse Practitioner Lead, has a long history with Perley Health. Her father lived here years ago and Susan occasionally collaborated with Perley Health staff when she worked with the Regional Palliative Consultation Team. Susan has also served as a diabetes educator, and in leadership positions in cardiac and rehabilitative care and clinical nursing. Other previous roles include adjunct professor at McMaster and Queens universities, and as a peer assessor for the College of Nurses of Ontario.

Alison Zhang, CPA, CGA, is Perley Health's new Director of Finance. A graduate of Nanjing (China) University of Information Science and Technology, and Algonquin College, Alison has amassed nearly 20 years' experience working in a variety of sectors, including construction and information technology.



Alanah Hazelwood is Perley Health's new Manager of Food and Nutrition/ Housekeeping. A Registered Dietician, Alanah earned a Bachelor of Science (Nutrition) degree from Acadia University, as well as a Culinary Management certificate from Niagara College. She has worked as a dietician and food nutrition manager/supervisor in both hospital and LTC settings.



Ongoing Improvements to Menus and Menu Planning

Perley Health residents enjoy improved meal service thanks to a series of initiatives, such as the establishment of the Residents' Food Committee. The Committee, comprised of residents, staff, volunteers and family members, meets regularly to review menus and processes, and to recommend potential improvements. While the Residents Council and Veterans Council have long informed meal service at Perley Health, the new Committee brings a broader perspective to menu planning.

A second contributor to improvement is the best-practices guide published by the Ontario Seniors Nutrition and Advocacy Committee (OSNAC), an independent group of dietician and nutrition professionals. Dedicated to both advocacy and education, OSNAC balances the needs of residents and of LTC homes.

Actions taken by the Government of Ontario also influence meal service at LTC homes. Last year, the Government of Ontario updated the regulations that govern long-term care homes in the province, and increased the amount it allots for meals. OSNAC contributed to many of the changes.

For Perley Health residents, the improvements include greater choice of menu items and more regular special-occasion meals, such as those for Grandparents Day and Hawaiian Luau Day. Among the changes for staff is the replacement of paper-based audits with digital versions. Food and Nutrition Supervisors regularly audit meal services, along with the freezers and refrigerators used to store food. To build Perley Health's managerial capacity, other managers are also learning to conduct these audits.

The Care Clinic Opens at Perley Health

We announce the exciting transformation of our onsite clinic to The Care Clinic at Perley Health, effective January 1. Formerly known as the Interprofessional Clinic at Perley Health, this rebranding represents a significant step in our commitment to providing exceptional care and expanding our services within the community. Under the leadership of Andrea Liu, Manager of Interprofessional Care, the clinic will continue offering a range of essential services to residents, tenants, staff, and the public. The Care Clinic at Perley Health remains dedicated to providing audiology, physiotherapy, speech therapy (including specialized services for stuttering/cluttering), and massage therapy.



PerleyHealthCareClinic.ca

As part of this transition, Perley Health assumes sole management of the clinic, with the hopes of establishing a primary care clinic onsite in the future.

This transition does not change the current care provided to long-term care residents and clients of the convalescent care program. Upon admission, all long-term care and convalescent care residents are assessed by a physiotherapist to determine if treatment is appropriate under Ministry of Health guidelines. Qualifying residents receive Ministry of Health-funded treatment from the Perley Health physiotherapy team. For residents seeking additional physiotherapy beyond Ministry of Health-funded treatment, private physiotherapy services are an option, and may be covered by private health care insurance plans. Residents and families seeking private physiotherapy services to complement their care can contact unit staff or the Care Clinic for guidance and information. Please note that audiology, massage therapy and speech therapy services are not covered by Ministry of Health funding.

Read the media release here: PerleyHealth.ca/in-the-news

Contact the clinic: careclinic@perleyhealth.ca | 613.526.7125

Exemplary Standing from Accreditation Canada

Perley Health has again earned the highest-possible rating from Accreditation Canada, the national, independent, non-profit body that reviews and assesses the operations of care facilities. The rating, known Exemplary Standing, is the result of a comprehensive assessment against established standards of excellence in healthcare quality and safety. Perley Health first earned Exemplary Standing in 2018.

Members of Accreditation Canada are audited every four years against criteria set by the Standards Council of Canada, the International Society for Quality in Health Care and the Asia Pacific Accreditation Cooperation. The audits evaluate performance on 580 criteria related to everything from infection control and emergency preparedness to safety and governance. Along with on-site examinations and document reviews, independent evaluators conduct interviews with residents, family members, staff, volunteers and Board members.

During its latest assessment, Perley Health met or exceeded all relevant criteria. The Accreditation Canada assessment report cites several highlights, including: the ability to operate successfully throughout the pandemic; investments in employee education and training to safeguard excellence in care and services; and the establishment and rapid rise to prominence of the Centre of Excellence in Frailty-Informed Care™.

The Board of Directors, the leadership team, and the rest of the Perley Health community extend their heartfelt congratulations to all staff. It's your hard work and professionalism that make accomplishments such as this one possible!



▶ [View the Video: bit.ly/PerleyHealthCEOreport](https://bit.ly/PerleyHealthCEOreport)

Ontario Volunteer Service Awards

Congratulations, Perley Health Ontario Volunteer Service Awards Winners!

Every year the Ontario Volunteer Service Award recognizes volunteers for providing committed and dedicated service, and Perley Health is thrilled to nominate a number of outstanding adult volunteers with more than five years of consecutive service, and youth volunteers with two or more years of service.

The following group of Perley Health volunteers were honoured by the Government of Ontario at a special 2023 Ontario Volunteer Service Awards ceremony in October.

Thank you so much to all Perley Health volunteers for your continued hard work, your compassion, and for making a difference in the days of Seniors and Veterans, staff, and the greater Perley Health community every single day. We couldn't continue to transform lives without you!

Adult volunteers

- **Bill Atkinson**
(15 years volunteering at Perley Health)
- **Patrick Cummins**
(20 years volunteering at Perley Health)
- **Dave Hamel**
(25 years volunteering at Perley Health)
- **Biruta Krumins**
(15 years volunteering at Perley Health)
- **Joan Olinik**
(10 years volunteering at Perley Health)
- **Fred Ranacher**
(15 years volunteering at Perley Health)

Youth Volunteers

- Ashley Innes
- Mihiret Sinkie



Pictured receiving their awards at the ceremony are volunteers Patrick, Ashley, Joan, and Bernadette Lee-Wo, Volunteer Services Clerk, Perley Health.

Pictured receiving their awards at Perley Health are Mihiret and Bill.

Perley Health Annual General Meeting

On June 1st, Perley Health held its 125th Annual General Meeting by teleconference and video conference. Among the highlights was an address by Board Chair Margaret Tansey, who reported on the organization's ongoing efforts to recover from the ongoing pandemic. In particular, she noted the return of the Adult Day Program, Respite House and Convalescent Care. Another significant development is Veterans Affairs Canada's decision to fund the long-term care of a larger number of Veterans at Perley Health.

In her remarks, Ms. Tansey outlined the many challenges facing not only Perley Health, but also the entire long-term care and healthcare sectors. These include a chronic shortage of workers with the appropriate skills and training, and the rapid growth in demand. With the number of older Canadians living with frailty expected to triple over the next few decades, current models of care and housing must evolve.

"Solutions are urgently needed," Ms. Tansey said, "and Perley Health is helping to develop them. Our future lies in continuing to empower Seniors and Veterans to reach their full potential and live their best possible life at every age."

To help ease the labour shortage, Perley Health's Living Classroom has begun to accommodate a second Algonquin College program. Students enrolled in the school's RPN (Registered Practical Nursing) program now attend classes and serve practicums on-site. The Living Classroom, established in 2019, continues to accommodate students of Algonquin's Personal Support Worker (PSW) program. Significant numbers of graduates of both programs are expected to move directly into jobs at Perley Health. The plan to build an onsite childcare centre in partnership with Andrew Fleck Children's Services will also help Perley Health attract and retain talented staff.

Ms. Tansey also described the increasing importance of the Centre of Excellence in Frailty-Informed Care, and how its research projects and partnerships continue to improve the quality of care for Seniors and Veterans across Canada.

In her address, Ms. Tansey unveiled a new goal for Perley Health: to double the number of seniors it serves by 2035. She expressed confidence that the goal will be achieved given the strong support Perley Health receives from the entire community.

Chief Medical Officer Dr. Benoît Robert also addressed the Annual General Meeting, and described how a less-virulent strain of COVID, along with successful vaccination, and infection prevention and control measures, helped protect the health and wellness of the Perley Health community. As a result, many group programs resumed, as did visits from essential caregivers and volunteers. Dr. Robert also explained how the hiring of full-time nurse practitioner Susan Shea further strengthens Perley Health's ability to deliver exceptional care.

"The Perley Health community both recognizes and appreciates our team approach to care," Dr. Robert said. "This supports our capacity to protect the health and wellness of our residents and tenants."

Financial Summary

J.J. (Joe) Lund, Treasurer, Perley Health Board of Directors, delivered an update during the Annual General Meeting in June. The update outlined how Perley Health's finances continue to recover with the resumption of operations suspended during the pandemic.

Revenues for 2022, for instance, increased by approximately \$4.3 million due to higher occupancy levels and the addition of personal care hours under the Government of Ontario's funding strategy. Expenses associated with the delivery of long-term care increased by a similar amount. Revenues from ancillary operations, such as non-resident food sales and parking, also increased due to the easing of pandemic restrictions.

- View the video presentations and the 2022 financial summary: PerleyHealth.ca/report

Opening of Rideau Veterans Residence



In March, several special guests participated in the official opening of Rideau Veterans Residence. The Residence features a secure unit for the provision of safe, compassionate, person-centered care to Veterans living with dementia. Funding for the renovations to create the Residence came from the Government of Ontario and from donations to the Perley Health Foundation. During the visit, the Honourable Lawrence MacAulay, Minister of Veterans Affairs and Associate Minister of National Defence, also met with Arnold (Robbie) Roberts, Chair of the Veteran Residents Council. Minister MacAulay has visited Perley Health several times and participated in the 1996 official opening as Minister of Veterans Affairs.

City of Ottawa Honours Jessie Chenevert



In July, the City of Ottawa named a street in honour of former Perley Health resident Jessie Chenevert. Chenevert, who passed away in November at the age of 101, served as a front-line nurse during the Korean War. Year later, she rose to Lieutenant Colonel and served as Director of Nursing at National Medical Defence Centre.

70th Anniversary of Korean War Armistice



Perley Health marked the 70th anniversary of the armistice that suspended the Korean War with a couple of events. On July 27th, members of the Korean Veterans Association laid a wreath at the Perley Health cenotaph. The next day, members of the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program hosted a social tea to thank Veteran residents and tenants for their service. Highlighting the tea was the performance by music therapist Tim Cote of a traditional Korean folk song remembered by many Veterans; some of those in attendance sang along.

Province Provides Additional Funding to Perley Health



(L to R) Kris Birchard, former Perley Health Board Chair; Rachel de Kemp, Director, Nursing; John Jordan, Parliamentary Assistant to the Minister of Long-Term Care & MPP for Lanark-Frontenac-Kingston; Margaret Tansey, Board Chair; Danielle Sinden, Director, Centre of Excellence & Research Operations; and Dr. Benoît Robert, Chief Medical Officer.

In March, John Jordan, MPP Lanark-Frontenac-Kingston, visited Perley Health to announce an investment totaling more than \$2 million in four Ottawa long-term care homes. The investment is part of the Government of Ontario's Local Priorities Fund. Perley Health received nearly \$175,000 to help pay for bariatric equipment, wound-care equipment and training, and for the creation of a secure unit for Veterans living with dementia.

Minister Stan Cho Visits



The Honourable Stan Cho, Minister of Long-Term Care, visited Perley Health to tour the facility, meet residents and tenants, witness some of our transformative programming, and to speak with Akos Hoffer, CEO; Margaret Tansey, Perley Health Board Chair; and Katrin Spencer, Director, Senior Living Portfolio & Community Programs.

Sharing Leadership and Innovation Insights



The first cohort of the new Executive Masters of Health Administration (EMHA) program from the uOttawa's Telfer School of Management visited Perley Health as part of their Capstone Week in Ottawa. The focus of the week was Leadership and Innovation, and the students had the opportunity to tour the Perley Health facilities. Students were hosted by Katrin Spencer, Director, Senior Living Portfolio and Community Programs, and were introduced to Akos Hoffer, CEO; Mary Boutette, COO; and Dr. Benoit Robert, Perley Health's Chief Medical Officer.

Walk and Talk Training



Walk and Talk is a new initiative designed to raise awareness of techniques developed at Perley Health that can be used to effectively respond to certain behaviours associated with dementia. The techniques, known as Gentle Persuasive Approach (GPA), are incorporated into a training program for Perley Health staff who deliver care to people living with dementia. Walk and Talk is designed to share some of the techniques with staff and volunteers unable to complete traditional GPA training. More than 350 staff and volunteers participated in Walk and Talk this year.

SeeMe®: Understanding frailty together



SeeMe®: Understanding frailty together was the subject of a feature article in Long Term Care Today Magazine, published by the Ontario Long-Term Care Association. Developed at Perley Health and the subject of ongoing research and evaluation, SeeMe® is a comprehensive framework for developing care plans that prioritize residents' values, preferences and desired lifestyle. The article describes the journey of Diane and Laird Eddy, and how SeeMe® helped them ensure that Diane, who lives with Alzheimer's, receives the best-possible care as a Perley Health resident. The article also outlines relevant research conducted by the Centre of Excellence in Frailty-Informed Care™.



View on page 36:
MediaEdgeMagazines.com/the-ontario.../ol231/

Van Doos Easter Social



In April, Perley Health hosted an Easter social for the Van Doos—the Royal 22nd. Special guests included members of the Royal 22e Régiment Association of Ottawa/Gatineau.

(L to R) Maj.-Gen. (ret'd) Richard Blanchette; Brig.-Gen (ret'd) Charles Lemieux; Maj. (ret'd) Jacques Grenier; Capt. (ret'd) Gaetan Lortie; and Warrant Officer Gaétan Cyr.

Century Club Celebrations



On June 14, Perley Health honoured the 28 residents and one tenant aged 100 years or more. Hosting the event—the sixth consecutive year of Century Club celebrations—was the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program. The centrepiece this year: a giant birthday cake made in collaboration with residents and featuring 100 candles. Perley Health musician Gertrude (Trudy) Létourneau and music therapist Patricia Deek provided musical entertainment

Service Milestones and Retirements



On October 5th, Perley Health held its first in-person ceremony since the pandemic to honour staff milestones and retirements. The event recognized employees with 10, 15, 20, 25, and 35 years of service, along with recent retirees. Thanks to the team from the Human Resources Department for planning and hosting this gathering to celebrate staff.

Holiday Variety Show



The Perley Health Christmas Variety Show returned for the first time since 2019. A heartwarming showcase was organized by the Ozerdinc Grimes Therapeutic Recreation and Creative Arts team. Gale Ramsden, left, Chair of the Community Residents Council, performed as part of the showcase that featured tenants, staff, residents, volunteers, and other community members. Gale was joined by Patricia Deek, Music Therapist. A special surprise visit from the man in red added an extra sprinkle of magic. The December 25th meal returned for the first time since the pandemic. Credit for the success of the meal, that required additional tables and seating, is shared by the Food & Nutrition team and the Therapeutic Recreation and Creative Arts team.

Staff Appreciation BBQ



This year's edition of Perley Health's annual Staff Appreciation BBQ, held on May 30th, attracted hundreds of employees. The theme of this year's event, "And the Difference Is You," focused on celebrating the unique and diverse contributions that every staffer makes, and on the similarly named communications campaign [see page 16]. Many staff showcased their individuality through their fashion choices and many participated in games—such as cornhole, axe throwing, wheel of fortune, and more. As in previous years, Perley Health's leadership team helped prepare and serve the food.

25th Anniversary of Adult Day Program



(L to R) Mary Falkenhagen, retired VON nurse and founder of ADP at Perley Health; Jason Samson, Director, Community Services & Hospice, Carefor Health & Community Services; Mary Boutette, Chief Operating Officer, Perley Health.

On December 8th, Perley Health and Carefor Health & Community Services celebrated 25 years of the Adult Day Program (ADP) at Perley Health.

“Throughout its history, this program has been a daytime break for laughter, engagement, and companionship for older adults, offering them a day of stress-free socialization and activities. Providing caregivers with a break as well.”

Mary Boutette, Chief Operating Officer, Perley Health

Friends and Allies Engage



U.S. Ambassador David L. Cohen strengthens ties with Perley Health: Embracing community, US Ambassador Cohen visited Perley Health Senior Living, introducing the most recent work of author Buzz Bissinger and connecting with 30 Veterans, tenants and volunteers. Later, on July 4, 2023, the Ambassador and Mrs. Rhonda R. Cohen hosted Perley Health members to commemorate and celebrate the United States' Independence Day.

Visit from Celebrated Author



Renowned author Buzz Bissinger paid a visit to Perley Health as part of the Lifelong Learning program. Bissinger won a Pulitzer Prize for Investigative Reporting in 1987, but is perhaps best known for his 1990 book *Friday Night Lights: A Town, a Team, and a Dream*. During his visit, Bissinger read from his latest work, *The Mosquito Bowl: A Game of Life and Death in WW II*, answered questions and swapped stories with Veterans.



R. de Kemp

A. Hoffer

L. Peuhkuri

K. Spencer

M. Boutette

D. Haslé

The Perley Health Exhibition - Uniting our Community for a Vibrant Future

The First Perley Health Exhibition is February 28, 2024!

Open to all members of the Perley Health community.

Plan on attending this showcase that celebrates our vibrant community and shares our commitment to excellence, education, sustainability, and advocating for change.

To make this event even more engaging, we're introducing a special element: passports for attendees. These passports will serve as your entry into a raffle to win exciting prizes!

Experience six unique exhibits in our Cafeteria, spanning all three shifts.

This event will gather the entire Perley Health family – staff, volunteers, families, residents, tenants, clients, caregivers, and friends. At the core, our mission is to enlighten and engage while highlighting the strategic pillars that drive our vision and mission.

Exhibits will spotlight:

Excellence in Care and Services	Experience innovative approaches defining our commitment to exceptional care.
Sustainability	Explore our dedication to environmental responsibility.
Quality Workforce	Discover initiatives supporting staff well-being and growth.
Advocating for Change	Uncover our role in leading positive change.
People First	Witness our unwavering dedication to community well-being.
Perley Health Foundation	Learn about the foundation's pivotal role in our success.

Plan on attending, pick up your passport, engage in meaningful conversations and gather signatures to win raffle prizes!

The exhibition's goal is to foster unity, learning, and appreciation within our community, putting 'People First' and aligning with our strategic pillars.

For more information, contact Jay Innes, info@perleyhealth.ca

Prize winners will be notified so that arrangements can be made to pick up your prize.

Governor General Visit



Photo credit: GG11 series: MCpl Matthieu Racette, Rideau Hall © OSGG, 2023



Photo credit: GG11 series: MCpl Matthieu Racette, Rideau Hall © OSGG, 2023

On December 4th, Their Excellencies the Right Honourable Mary Simon, Governor General and Commander-in-Chief of Canada, and Mr. Whit Fraser visited Perley Health. The visit included a high tea with Veterans Tenants, spouses and other tenants, and stops in the art studios and pub.



This video was produced by the Office of the Secretary to the Governor General.

Watch for members of the Perley Health community in the New Year's message from the Governor General:

www.gg.ca/en/multimedia/videos/2023/new-years-message-governor-general

Note: This document and companion videos may include photos of individuals who have died. We include their images to honour them and celebrate their many contributions to the Perley Health community.

Community Report

For questions, concerns or comments, please contact Editor:
Jay Innes, Director of Communications - 613-526-7170, ext. 2207 | jinnes@perleyhealth.ca

Follow the Perley Health social media channels.



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