

Transforming care for Seniors and Veterans

Honour and Care

2022 Community Impact Report



Creating Joy

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**Perley
Health**
Foundation

About Perley Health

Perley Health is a unique and innovative community that empowers Seniors and Veterans to live life to the fullest. Home to more than 600 Seniors and Veterans in long-term care and in independent living apartments, Perley Health provides a growing number of clinical, therapeutic and recreational services to older adults and people from across the region.

One of the largest and most progressive long-term care homes in Ontario, Perley Health is also a centre for research, education, and innovation. The Perley Health Centre of Excellence in Frailty-Informed Care conducts and shares the practical research needed to transform care. Future caregivers come here to study and to acquire hands-on skills and experience.

Perley Health's values are brought to life each day by our over 800 employees and more than 300 volunteers. Together we are transforming care for Seniors and Veterans from coast to coast to coast.



Donors like you make it all happen. Thank you!

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Creating Joy

Peter McKinnon

Now 94 years young, Howard Dickson spends as much time as he can in the studio participating in the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program.

“I love working with clay the most,” he says, “but I do ‘em all—painting, woodworking, pottery, whatever’s available. I wish I could spend even more time in the studio.”

Howard’s current project is a large birdbath for a courtyard garden at Perley Health. He hasn’t felt this passionate about arts and crafts since he attended high school eight decades ago. Born in Perth, Ontario, Howard enlisted in the Canadian Armed Forces at age 19 and served overseas in Korea and Cyprus, mostly on peacekeeping missions. He was later posted to various bases across Canada, and married and raised four children. After retiring from the Canadian Armed Forces, he bought a farm in southern Manitoba, where he grew wheat and kept a small herd of cows. When his health began to decline, he returned to Ontario to live with his brother’s family and moved into Perley Health six months before the pandemic.

“I found out about Perley Health online,” he says. “It looked like the perfect place for me and I’m happy to be here—especially when I’m working on a project.”

A self-described fixer-upper, Howard often finishes art projects started—and then abandoned—by other residents. His positive attitude and determination inspire residents and staff alike.

“I keep my eye on others and will offer my help if I think they need it,” he says. “I’ll help anybody that’s trying to do good.”

Howard keeps active at Perley Health in other ways; he serves on the Food Committee, for instance, and maintains a vegetable garden.





“Even if I don’t feel 100%, I’ll drag myself to the studio because it helps me feel better,” he says simply.

The roots of the Program stretch back more than a century, when the United Kingdom began to provide handicraft training to Veterans of World War I. During the Second World War, the Canadian Red Cross provided similar training to Canadian soldiers recuperating in military hospitals and convalescent homes. After the war, the initiative continued in institutions across Canada, including at Perley Hospital, which was amalgamated into Perley Health in 1995. Virtually no research has been done about the therapeutic impacts, however.

“Over the years, thousands of Veterans have benefitted from these activities,” says Danielle Sinden, Director of the Perley Health Centre of Excellence in Frailty-Informed Care (CoE). “To understand how and why they benefit, we need to gather empirical data about impacts on health and well-being.”

As part of this effort, two CoE studies currently underway at Perley Health focus on the Program. This essential research stands to strengthen the case for implementing similar initiatives in other homes. Your donations to Perley Health Foundation fund both the Program and the work of the CoE, and promise to improve the lives of Veterans and seniors across Canada.

Transforming Care for all Veterans and Seniors



Generous donors have long supported Perley Health because they know the difference it makes in the day-to-day lives of the Seniors and Veterans who live here. Every donation, regardless of size, helps to ensure that residents receive top-quality care.

Perley Health is rooted in the selflessness of Veterans—the men and women who answered the call when Canada was in need, often risking their lives for their country. In appreciation of Veterans' service, Canadians established a network of hospitals and convalescent homes across the country to provide top-quality care. In 1995, three of these were amalgamated to create Perley Health. The expertise and knowledge amassed along the way have inspired Perley Health to pursue a larger goal: to transform care for all Veterans and Seniors—not only those who live at Perley Health. Throughout 2022, donors expressed overwhelming support for our new goal.

It is widely understood that Canada's healthcare and long-term care systems are in crisis. Due to an ageing population, the problem will likely worsen in the coming decades. Perley Health proposes an appropriate solution: develop, validate and implement new models of care. And Perley Health has all of the elements needed to accomplish this task: dedicated, experienced staff; a proven ability to continuously improve quality of care; supportive families, and government, healthcare and educational partners.

Thanks to the support of donors, more older adults and Veterans have an opportunity to live life to the fullest. Three years ago, donor support enabled Perley Health to take a giant step toward our larger goal by establishing of the Centre of Excellence in Frailty-Informed Care (CoE). The CoE conducts and shares the practical research needed to transform care for Seniors and Veterans—research about the efficacy of specific interventions and care practices, for instance, and about the best ways to train caregivers.

Since its establishment, the CoE has rapidly matured into a thriving, respected hub of research and knowledge mobilization. Peer-reviewed journals increasingly feature CoE research—studies about a proven falls-prevention program and a collaborative approach to the development of care in long-term care homes. With many additional studies underway, the CoE continues to attract a growing number of research partners. As a result, relevant innovations and knowledge are widely shared, and used to train professional caregivers, educate students and shape public policy. Ultimately, quality of care improves for all Seniors and Veterans.

Our Answering the Call Campaign is raising the funds needed to transform care for Veterans and Seniors. To date, the Campaign has raised well over \$9.2 million—a clear indication that you believe in our larger vision! Thanks to your ongoing support, loyalty and trust, I'm confident we can fully realize the vision. Canada's older adults and their families are forever grateful.

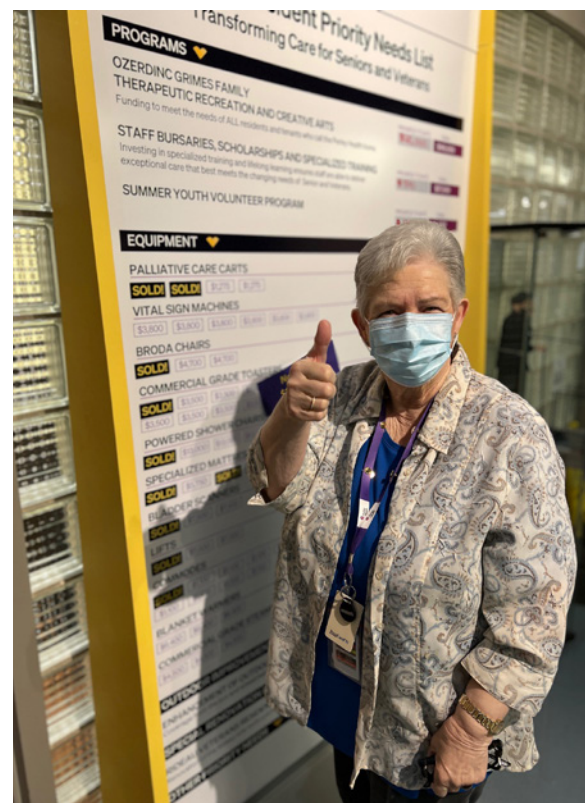
More than a century ago, a group of progressive, compassionate Ottawans established the Perley Home for the Incurables—a residence dedicated to providing top-quality care. While Perley Health has evolved significantly since then, its commitments to delivering top-quality care and continuous improvement remain constant. The Answering the Call Campaign aims to build on this legacy. Each donation brings us a step closer to our goal. Together, we can transform care for Veterans and Seniors

Delphine Haslé, CFRE
Granddaughter, Donor, Executive Director

You Believe Exceptional Care is at the Heart of Perley Health

Here are examples of how your donation has transformed care for Seniors and Veterans who call Perley Health home.

- You provided care and comfort to families when they needed it most with four palliative care carts.
- You gave residents a good night's sleep with seven new specialized mattresses.
- You improved care with three new portable bladder scanners.
- You enhanced infection, prevention and control measures with four new commercial-grade steamers.
- You equipped front-line staff with six new vital sign machines to easily provide care when it is needed most.
- You enabled safe transfers with three new lifts.
- You helped residents enjoy concerts, and visits to the pub and movie night with four new Broda chairs.
- You gave a warm hug to residents with three new blanket warmers.
- You provided safe and comfortable showers with seven new powered shower chairs.
- You provided comfortable and safe hygiene routines with eight commodes.
- You made sure residents had a perfectly toasted piece of toast each morning with 13 new commercial-grade toasters.
- You provided residents with a wonderful range of activities including pottery, painting, woodworking, concerts, day trips, and music therapy.
- You supported the Summer Youth Volunteer Program.
- You enabled staff to enhance their skills and stay at the forefront of care.
- You created a new gathering place for tenants and residents with a new patio area.
- You helped create a new secure unit for Veterans living with Dementia in the Rideau Veterans Residence.



Please visit

PerleyHealthFoundation.ca/2022communityimpactreport for a full list of donors who helped to transform care for Seniors and Veterans in 2022.

You Believe Applied Research is the Magic Ingredient to Transforming Seniors Care



Research into seniors' care has been historically underfunded. One in five Canadians are over 65 today. In the next twenty years, the number of seniors will triple. We are proud to say that thanks to you, we've begun the much-needed research in this area.

Throughout 2022, philanthropic support has been leveraged to attract additional large-scale grants, grow our team of researchers and partners, and begin sharing best practices while establishing Perley Health as a unique living lab.

You have played a critical role in advancing the mission and plans of Perley Health Centre of Excellence in Frailty-Informed Care so that all older adults can live their best possible lives.

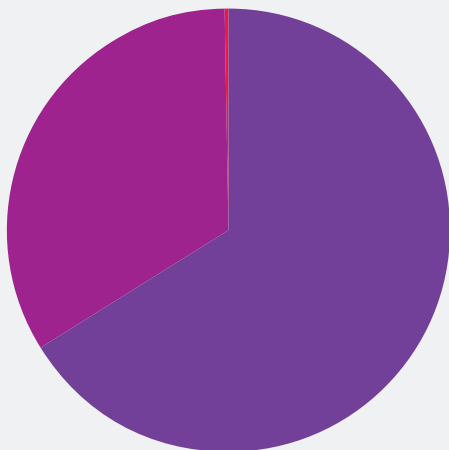
You Believe Education and Best Practices will Improve Seniors Care

In 2023, we are concentrating our efforts on the launch of Perley Health's Knowledge Translation Hub. The Hub will be a platform capable of sharing expertise and best practices in seniors' care faster and further.



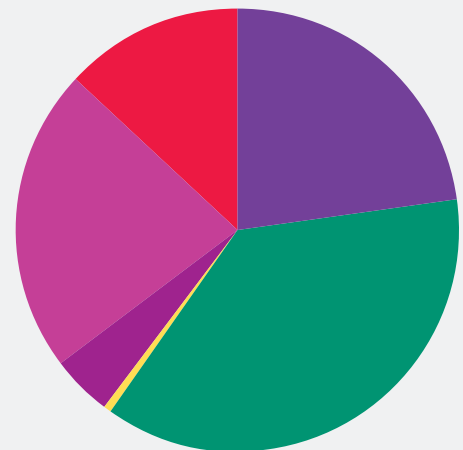
2022 Financial Highlights

Revenue \$1,977,230



- Received Donations \$1,604,060
- Non-Received Donations \$818,431
- Investment Revenues Loss of \$447,652
- Other Income \$2,391

Disbursements and Expenses \$2,509,220



- Exceptional Care (Disbursement) \$574,533
- Centre of Excellence (Disbursement) \$930,691
- Unrestricted Donations (Disbursement) \$8,800
- Charitable Programs \$113,974
- Fundraising \$555,812
- Administration \$325,410

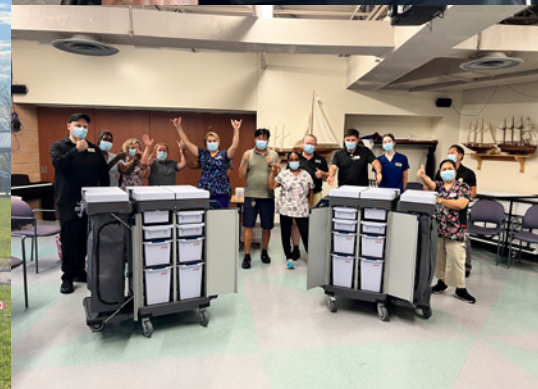
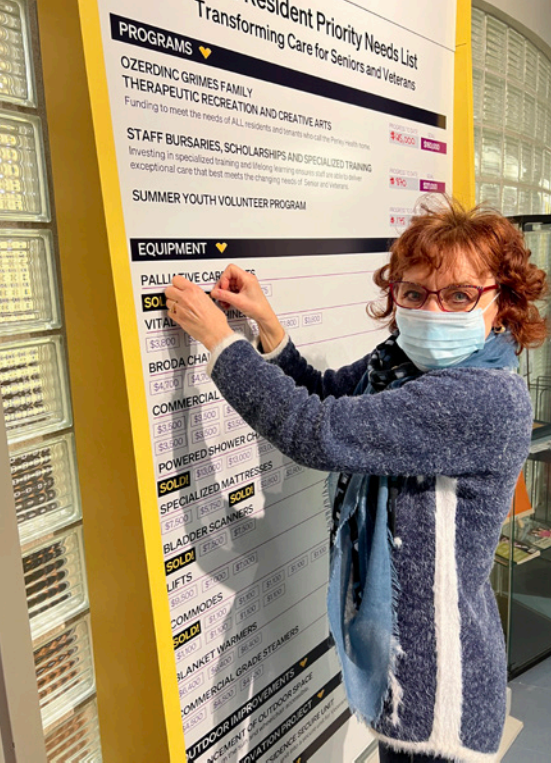
It takes a community

Whether an event is run by Perley Health Foundation or is one of the many events run by community members, organizations and sponsors, money raised through these events is an important means of ensuring Perley Health remains the leader in long-term care it is today. In 2022 you raised, \$206,346 through events! Thank you.

If you would like to organize an event with proceeds benefiting Perley Health, please contact Courtney Rock – crock@perleyhealth.ca | 613-526-7170 x 7111





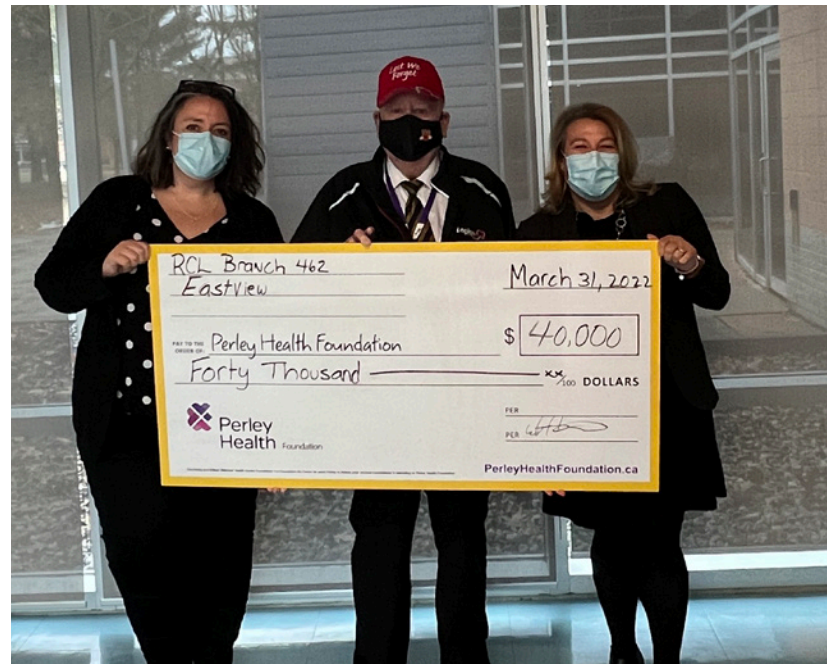


Ongoing support from the Royal Canadian Legion

2022 marked another remarkable year of giving from the Royal Canadian Legion Branches throughout District G. In total, \$217,950 was donated from 27 branches. Thank you.

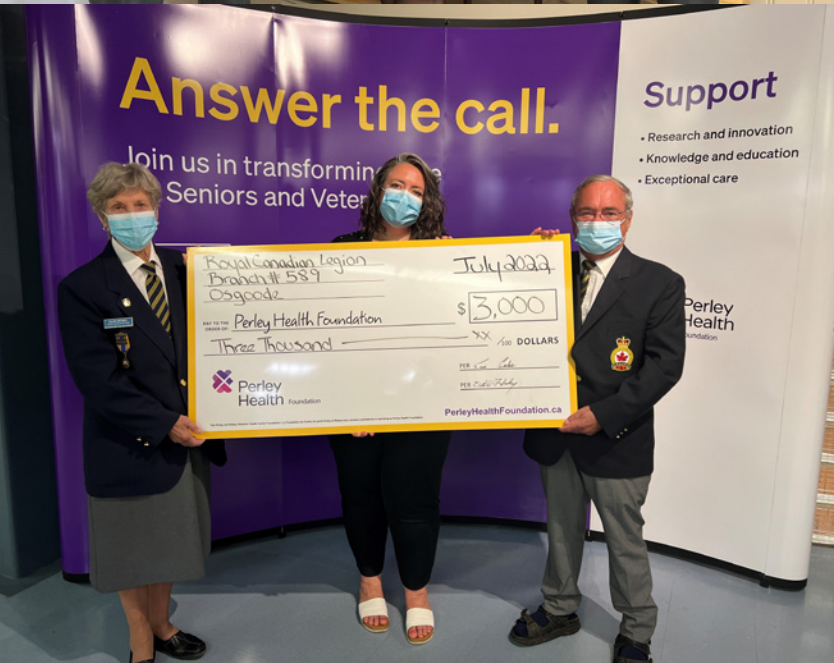
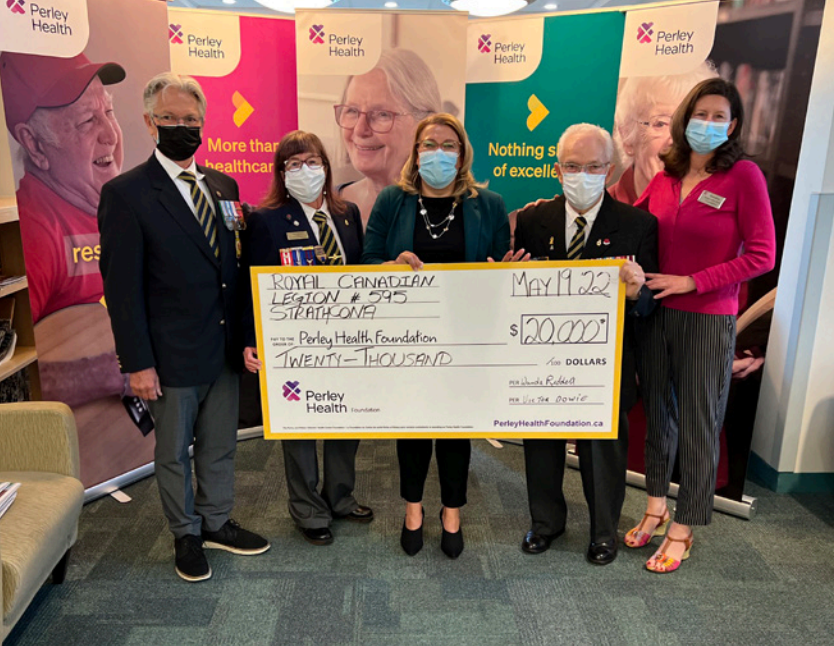
Money raised from the Royal Canadian Legion's annual Poppy Campaign is donated to support the care and comfort of Veterans living at Perley Health's Rideau Veterans Residence.

In 2022, the Royal Canadian Legion Branches provided everything from peace of mind during showers thanks to new powered shower chairs, to a good night's sleep on new specialized mattresses and enabled more Veterans to participate in programs thanks to overbed tables and Broda chairs and much more.



For more information on how your branch can support Veterans, please contact:

Courtney Rock at 613-526-7170 x 7177 or crock@perleyhealth.ca



Honouring their Values



Ruth and James (Jim) Gray's decision to leave significant gifts in their wills to the Perley Health Foundation honours their values. During their lifetimes—Jim passed in 2014 and Ruth in 2022—each also donated regularly to the Foundation.

“Jim served in the Royal Canadian Air Force during the Second World War,” says niece Karen Martin, executor of her Aunt Ruth's estate. “And his time in uniform marked the rest of his life and profoundly influenced Ruth. Although neither one

lived or received care at Perley Health, they both appreciated the exceptional care that Veterans receive there.”

Ruth Gray (née Johnsen) emigrated from Denmark with her family before the Depression. Jim came of age in Cornwall, Ontario and enlisted in the Royal Canadian Air Force at age 18. The two met at a bowling alley after the war, soon became inseparable and eloped in 1962. They settled in Ottawa, where both enjoyed long careers in the

public service: Ruth in municipal government and Jim with the federal government. The two enjoyed skiing, golf and tennis; Ruth was also a talented seamstress and painter. They spent summers at the cottage that Jim built in the Gatineau Hills and eventually spent their winters at their condo in Florida.

“They were a private couple and I didn’t get to know them very well until my husband and I also bought a property in Florida,” says Karen Martin. “They were always willing to help family, though.”

Niece Lisa Gray thoroughly researched Jim’s wartime service. Between 1942 and 1945, Jim completed a total of 43 missions for Bomber Command, including 31 missions aboard a Lancaster as a bomb aimer for attacks on Nazi Germany. Other missions included deliveries of food and humanitarian aid. Although eligible for transfer after completing 25 missions, Jim chose to continue.

“Like many Veterans, Jim rarely spoke about his years of service,” says Lisa Gray. “As Jim approached his 25th mission, he chose to stay because they had survived as a group—which was exceptional—it was considered bad luck to break up the crew. Several of Jim’s fellow crew members needed to complete more missions to reach that milestone, so he stayed on.”

Of the approximately 125,000 airmen to serve in Bomber Command (including 50,000 Canadians), 55,573 died in action—a mortality rate of 44.4



percent, the highest of all the armed services. While Allied bombing raids damaged Nazi war infrastructure, they also killed many German civilians—500,000 by some estimates—creating a conflicted legacy for Bomber Command in the decades after the war. Only in 2011 did Commonwealth countries begin to honour the men who served in Bomber Command.

“In 2012, the Government of Canada finally created a special medal—the Bomber Command Bar—for those who served,” says Lisa Gray. “By that time, however, only 17 Canadian Bomber Command Veterans were still alive. Uncle Jim was bitter that the recognition took so long and declined the invitation to attend a ceremony to receive his medal in person. I have no doubt that his wartime experience left him with psychological scars for the rest of his life.”

After the war, Jim never got into an airplane again. He kept in touch with members of his crew, but declined invitations to attend reunions in Europe.

“Uncle Jim always seemed a bit restless,” says Lisa Gray. “He always positioned himself in the room so that he could see the door.”

“Uncle Jim and Aunt Ruth were patriotic Canadians who believed in service and commitment to God, King and Country,” says Karen Martin. “Their gift-in-will to Perley Health and to four other charities reflects this commitment. We will miss them forever.”

We did it!



**Thanks to your trust
and generosity**

Making a Difference Every Day



Thanks in large part to the support of donors, Perley Health continues to make a difference every day in the lives of Veterans and Seniors. During 2022, your donations contributed to many significant accomplishments, such as the creation of a secure unit in the Rideau Veterans Residence. All of our Veteran residents living with dementia are now together in one place, where they receive the specialized care they need and deserve. The renovations enhance the experiences of residents, their families and staff.

Ongoing donor support also contributes to a key goal for Perley Health: making a difference in the lives of Veterans and Seniors both within, and outside our walls. The most prominent proof of this is the Centre of Excellence in Frailty-Informed Care™ (CoE), established in 2019. The CoE leads and partners in projects to develop, validate and disseminate evidence-based best practices and models of care. Two recent examples demonstrate the CoE's impact.

The article *Lessons from Long-Term Care Home Partners during the COVID-19 Pandemic* provides the long-term care (LTC) sector with practical guidance that individual homes can readily apply. To prepare the article, the CoE partnered with peopleCare Communities, an independent operator of LTC homes and retirement residences in Ontario. The article reported that appropriate preparation and strong leadership enabled some LTC homes to respond rapidly and effectively, and minimize negative outcomes. The article was published in *Healthcare Quarterly*, a journal that aims to document and disseminate leading practices and innovation in health service delivery.

A second important CoE study appeared in *The Canadian Geriatrics Journal*. The study is an evaluation of SeeMe®: Understanding frailty together, an innovative program developed and implemented at Perley Health. SeeMe® is a comprehensive approach to care that integrates the assessment and management of frailty with an emphasis on early and transparent communication with residents and families to establish a resident's goals of care. The evaluation of SeeMe® documents high rates of satisfaction among nurses, physicians and the families of long-term care residents, along with fewer residents and families choosing to transfer to hospital. Publishing the study in a leading peer-reviewed journal, combined with the CoE's ongoing knowledge-transfer efforts, make it easier for other homes to improve the quality of care they deliver.

The effectiveness of the CoE contributed to another stellar accomplishment:

Accreditation Canada has again awarded its top-level designation to Perley Health. The designation, known as Exemplary Standing, is the result of a comprehensive assessment against established standards of excellence in healthcare quality and safety. Accreditation Canada is the national, independent, non-profit body that reviews and assesses the operations of care facilities. Perley Health first earned the Exemplary Standing designation in 2018

Akos Hoffer,
CEO, Perley Health

Answering the call.

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

Will you join us?



answeringthecall.care



At Perley Health, we work hard every day to provide exceptional care to our residents and peace of mind to families and caregivers. We also work diligently and quietly to transform care for Seniors and Veterans across Canada. We know, from recent history there is an urgent need to elevate care and quality of life in long-term care homes nationally.

Perley Health is ready to transform care for Seniors and Veterans from coast to coast to coast. We have a long history of caring for Seniors and Veterans, and the trust of families, governments, healthcare and educational partners. We have the people, plan and place to deliver on our vision of transforming care for Seniors and Veterans living with frailty while continuing to deliver exceptional care.

Through the *Answering the Call* Campaign, Perley Health is taking its first major step in playing a larger role in elevating care for seniors living with frailty through exceptional care, applied research, innovation and education.

Today, we are asking people of all ages across all its communities to help complete the final phase of our \$10 million *Answering the Call* Campaign for innovation and excellence in Seniors and Veterans care. **We are at just over \$9.3 million raised.**

Funds raised will go toward three critical areas of transforming care for seniors; research and innovation, knowledge sharing and education and sustaining exceptional care.



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Answering THE CALL



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Perley Health is a unique and innovative campus of care. Home to more than 600 Seniors and Veterans living in independent apartments or receiving long-term care, Perley Health is also a centre for research, education, and clinical and therapeutic services.

Donors help ensure Seniors and Veterans can enjoy their best life at every stage of the aging process.

Louise Mercier
Foundation Board Chair

Delphine Haslé
Foundation Executive Director

Margaret Tansey
Perley Health Board Chair

Akos Hoffer
Perley Health Chief Executive Officer

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