



Fall 2020

Together we improve the well-being of the people we serve

Honour and Care

The Perley and Rideau Veterans' Health Centre Foundation • OTTAWA, ONTARIO

A Soldier's Journey

By Peter McKinnon

Born into a military family, Sandra Perron continues to exemplify the values of duty and service. These days, she is dedicated to the honour and care of Canada's Veterans. Recently named Donor Ambassador of the Perley Rideau Foundation, she also serves on the Board of Directors and updated her will to include a donation to the charity. She also mentors soldiers and recently opened a retreat centre where she helps women transition to

civilian life from the Canadian Armed Forces (CAF).

"At this stage of my life, it's a privilege to help make sure that older Veterans get the respect and admiration they deserve," Sandra says. Sandra Perron's life journey and career accomplishments are both exceptional. She grew up on bases across Canada, like many children born into military families. Her father served as a CAF Fire Marshall for more than 40 years; her mother left her job as a CAF administrative clerk to marry

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Sandra Perron

An Insiders' Perspective

Two staff members describe how donations benefit resident quality of life

By Peter McKinnon

Like most Perley Rideau employees, Neda Golfam and Leanne Lafrance have first-hand knowledge of how donor support for the Foundation directly improves residents' quality of life. Both are long-serving Perley Rideau employees (22 and 18 years, respectively) and both are Registered Practical Nurses (RPNs).

"I can see and feel the impacts of donor support in every corner of this place," says Neda Golfam. "It improves day-to-day life for every resident."

"Many people don't recognize that

donors pay for much of the equipment used for everyday care, such as adjustable beds, pressure-relief mattresses and patient lifts," says Leanne Lafrance.

When asked to identify the single-most impactful item funded by donations, both women instantly identify the nurse-call system installed in 2016. The previous system, more than 20 years old, was antiquated and inefficient. Whenever a resident pressed the button in their room – for any reason – lights in the

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“because that’s how it was in those days,” says Sandra. “I loved being in a military family: the devotion to duty, the adventure of moving to a new location every few years.”

At age 15, Sandra became a Royal Canadian Army Cadet, rising to the rank of lieutenant and earning The Duke of Edinburgh’s Award. At 18, she enlisted in the CAF, graduating near the top of her class in both combat training and the airborne parachutist course. She joined the Royal 22nd Regiment (the famed Van Doos) and became Canada’s first female infantry officer. In 1995, she commanded an anti-tank platoon in Croatia – one of her two tours of duty in the Yugoslav Wars – earning an exceptional service commendation.

Despite these



Captain Sandra Perron visits a patient at Fojnica hospital, Bosnia in 1993.

accomplishments, however, she is better known for speaking out about the abuse, harassment and disrespect she endured from some of her male comrades-in-arms. A prime example was the CAF’s decision to assign her to a posting she considered junior a

year after returning from the front lines. Sandra felt she had no choice but to resign in 1996, after 15 years in the CAF.

“I didn’t want to fight my colleagues anymore, I wanted to fight for my country,” she says. “I didn’t want to defend my right to defend my country, so I had to leave.”

Sandra began a second, equally successful career in the private sector, but the past soon came calling in the form of a photo taken four years earlier. Published widely in the press, the photo showed Perron barefoot in the snow and tied to a tree during a prisoner-of-war exercise. It touched off a media firestorm. The CAF formed an advisory board to investigate its treatment of women and minorities, and asked Sandra to lead it. The board submitted its report to the Minister of National Defence, but it would take another 15 years before the CAF began to institute substantial policy changes.

In her late 40s, Sandra recognized that to fully process her CAF experiences, she had to



Captain Sandra Perron with the anti-armour platoon she commanded during the 1995 Croatian offensive.



Sandra Perron and her dog Gunther visit Gerry Bowen, who passed away in May.

revisit them in a calm, safe, compassionate way.

"You don't heal by just hiding and trying to forget things, you heal by dealing with them, and by talking and writing about them," she says.

In 2017, Sandra Perron published *Out Standing in the Field* a no-holds-barred account of her time in uniform, including the sexual, physical and psychological abuse she experienced. The title is a play on words; it references both Sandra's amazing accomplishments, and the isolation many of her fellow soldiers imposed on her due to her gender. The book won the Quebec Writers' Federation Award for nonfiction and was shortlisted for the Shaughnessy Cohen Prize for Political Writing.

"Writing the book enabled me to come to terms with it," Sandra says. "All of my life, the military has been my family. Rather than turn my back on them, I want to help the CAF get

better and become a more welcoming place for women."

Sandra was delighted that the Minister of Defence, along with senior CAF officers, attended her book launch. She said to the Minister: "What's in my book is not a pretty story." And he said, "Perhaps, but we're not going to let you down a second time." "That blew me away," says Sandra.

In 2015, the CAF launched Operation Honour to prevent and address sexual misconduct within its ranks. In 2019, Canada's Federal Court approved an agreement to settle a class-action lawsuit initiated by former CAF members alleging harassment, assault and discrimination based on sex, gender, gender identity or sexual orientation.

"I have a lot of faith that they are trying to do what needs to be done to make the CAF a more welcoming place for women," Sandra says.

She also believes that Canadians must improve their

understanding of the many sacrifices made by CAF members and their families. "Every few years, you have to uproot your family and accept that some of your possessions will be lost or damaged in the move. You have to find new schools, doctors and activities for the whole family and, unlike most Canadians, you rarely get to build equity in your home."

Around the time Sandra began to write her book, she visited the Perley Rideau for the first time. She was immediately smitten and soon joined the Board of Directors.

"I could see that residents were happy and the staff were really attentive," she says. "Now, every time I visit, it feels like my heart grows exponentially. I'm proud to be part of the team that is creating something innovative. Veterans deserve a soft landing."

HC

Adjusting to the New Normal



By Delphine Haslé, CFRE, Executive Director
The Perley and Rideau Veterans' Health Centre Foundation

The ongoing support of donors ensures that residents of the Perley and Rideau Veterans' Health Centre continue to experience an exceptional quality of life despite COVID-19. While the pandemic restricts many aspects of their day-to-day lives – as it does for all Canadians – residents have settled into routines that reflect the new normal.

Part of the new normal is adopting new behaviours. Perhaps the best example is how staff and residents responded to the ban on non-essential visitors during the height of the pandemic. To help residents adjust to this reality, staff arranged virtual visits – video chats using tablet computers. The virtual visits quickly became extremely popular. The Foundation also created special cards so that residents and their families could celebrate Mother's Day and Father's Day meaningfully. Currently, friends and family are permitted to visit again, although they must abide by specific restrictions.

The Therapeutic Recreation and Creative Arts team continues to customize its programming to respect both the needs of residents and public-health

guidelines. The team delivers more one-on-one programming in residents' rooms, for instance. And when weather permits, activities such as sing-alongs and recitals are held outside, where social-distancing guidelines are more easily followed.

Your donations play a major role in the ability of staff to minimize the impacts of the pandemic and to maximize residents' quality of life. Your support for the COVID-19 Emergency Response Fund (more than \$142,000 through August 31), for instance, helped defray the massive and unexpected costs of PPE (personal protective equipment), hand sanitizer and additional cleaning. The Infection Prevention and Control Team thanks donors for supporting the Health Centre's ability to protect the health of residents, staff and their families. The commitment demonstrated by staff during this challenging time is an inspiration to all of us. Your donations represent a small way to thank frontline staff for the amazing care they deliver.

Donations also help to fund critical research conducted by the Centre of Excellence in Frailty-Informed Care. The findings of ongoing projects,

such as the research of Dr. Annie Robitaille on the impacts of social isolation on health and well-being, will inform approaches to coping with both the current and future pandemics.

You play a vital role in supporting seniors and Veterans year-round, and your donation has never been more necessary. Because of you, residents continue to receive top-quality care and live happy, fulfilling lives. Thank you.

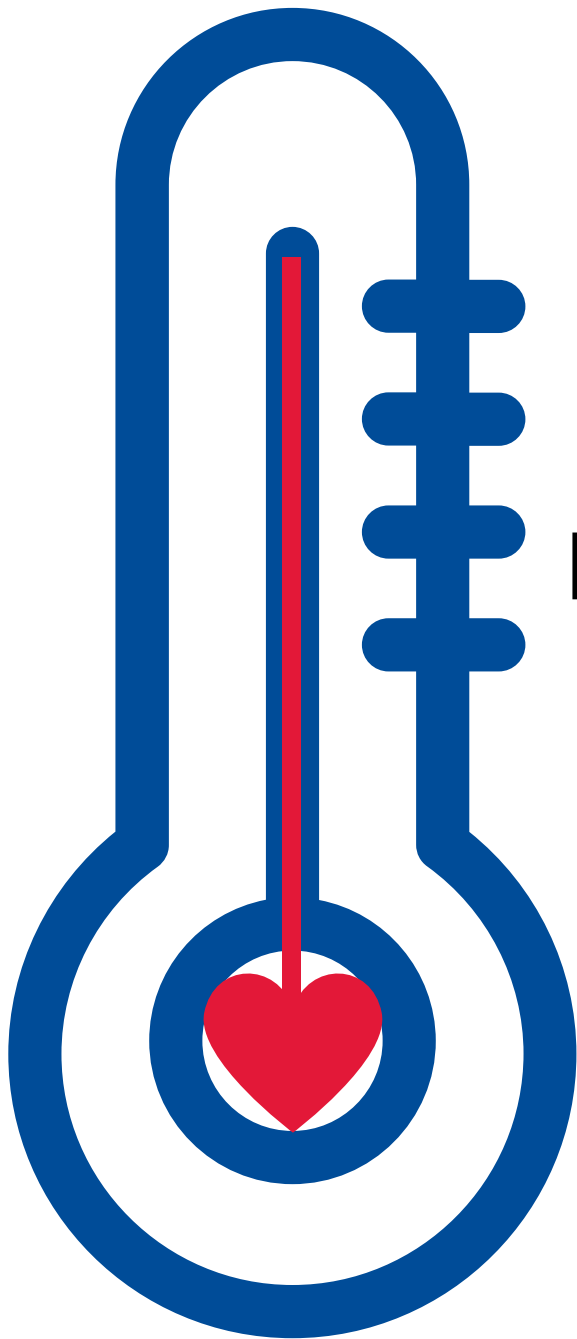
A handwritten signature in black ink that reads "Delphine".

The Perley Rideau Seniors' Village is comprised of a 450-bed long-term care centre (including 200 beds reserved for Veterans) and 139 specially designed seniors' apartments. Thanks to the generosity of donors, residents and tenants enjoy ready access to a wide range of on-site amenities, activities and healthcare services, enabling them to live life to the fullest.

We appreciate your support in making a bequest in your will and/or making a donation

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**OVER \$142,325
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COVID-19
EMERGENCY
RESPONSE FUND**

Our community has
come together to make
a real difference in
keeping residents and
staff safe through the
pandemic.

Thank You!

hallway would flash and bells would chime continuously until a caregiver manually reset the system. The near-constant ringing of bells and flashing of lights was disruptive and annoying, caused alarm fatigue in staff and decreased overall quality of care. While most people would consider a modern call system to be essential infrastructure, it's not funded any government program. The new system sends alerts via telephone and facilitates the collection of data essential to top-quality care.

"The new call system completely changes the atmosphere on the units," says Neda Golfam. "It's much more peaceful for residents, their families and for staff."

"Donor support of activity programs, such as Therapeutic Recreation and Creative Arts, also makes a big impact on quality of life," says Leanne Lafrance. "Prior to the pandemic, residents rarely stayed in their rooms because they were always at some activity or other."

During their careers, the two RPNs have helped to introduce a tool used to assess residents' care needs and calculate funding levels. Known as Resident Assessment Instrument (RAI), the tool evaluates everything from mobility and cognition, to mood, sight, hearing, communication skills and more. All residents undergo a full RAI assessment at least every three months and the results inform each resident's care plan.

"Interacting with residents is



Neda Golfam and Leanne Lafrance

one of the great joys of working here," says Leanne Lafrance.

Leanne earned her RPN certification at St. Lawrence College, where she also completed the Social Services Worker program. Early in her career, she also worked part-time at The Ottawa Hospital.

"I love everything about this place: the residents, the staff, the environment," Leanne says. "And donations to the Foundation help to make it all possible."

Neda's career journey was a bit more circuitous than Leanne's; she originally planned to teach and earned a Bachelor's degree from the University of Ottawa before deciding on a new path. She graduated from Algonquin College's RPN program, started working at Perley Rideau and has never looked back.

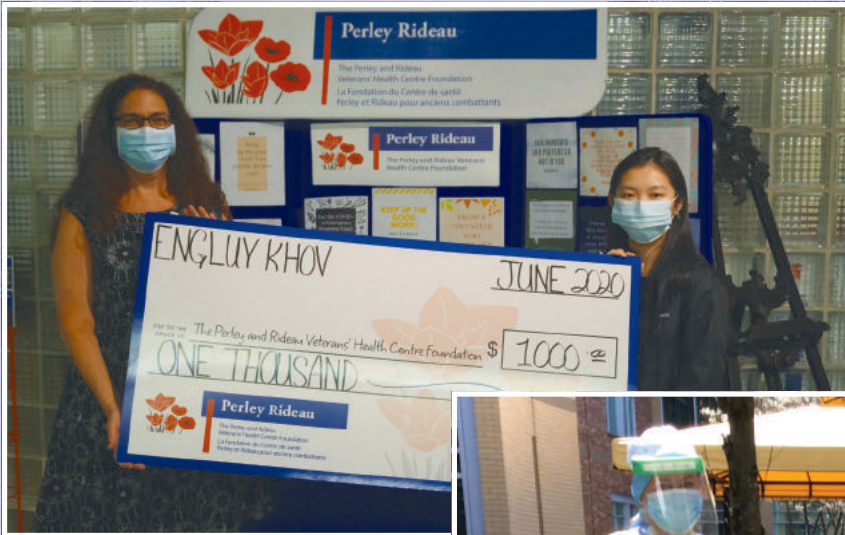
"Part of what sets the Perley Rideau apart is a sense of community," says Neda Golfam. "And the Foundation plays a big role in that by organizing events like the fashion show and the

high tea, and by fun activities like the Catch the Ace fundraiser."

"The Foundation helps to broaden the Perley Rideau community by connecting donors with residents and staff," says Leanne Lafrance.

Prior to the pandemic, the Foundation regularly took donors and prospective donors on seeing-is-believing tours. First-time visitors never fail to be impressed when they feel the energy of the place. For further evidence of the sense of community that characterizes Perley Rideau, both women point toward the remarkable response of staff to the pandemic.

"Many staff members work outside their normal assignments and will do whatever is required to maximize residents' quality of life," says Neda Golfam. "That kind of all-for-one, one-for-all attitude is one of the things that makes this a great place to work. Donors help to keep it alive at Perley Rideau, though." **HC**

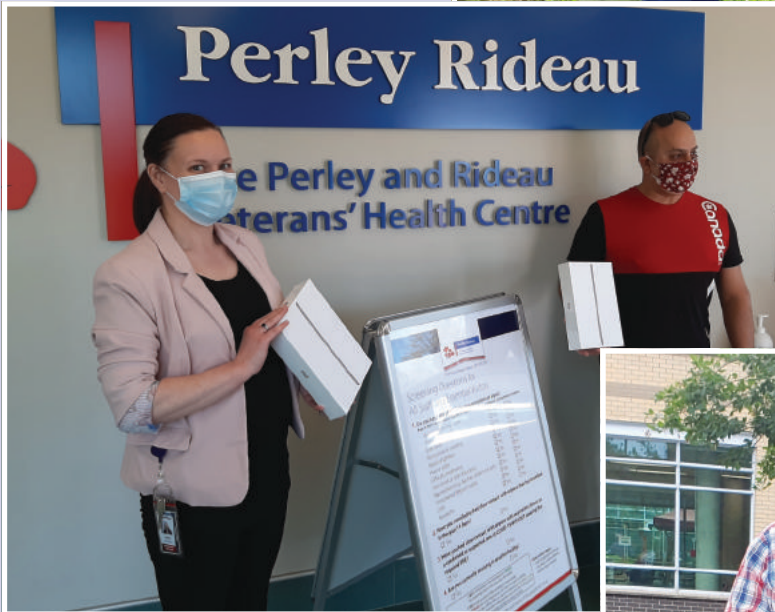


On behalf of her family, Engluy Khov (right) a Registered Practical Nurse at the Perley Rideau, made a generous donation to the COVID-19 Emergency Response Fund. Accepting the donation is Tania Paolini, Infection, Prevention and Control Manager.

With a long history of supporting causes that are important to him, Albert Denis Gagnon donated to the COVID-19 Emergency Response Fund to say thank you to the staff who work hard to keep everyone safe.



Thank you to Eldercare Foundation for donating three iPads to the Virtual Visit program. L to R: Carla Morden, Administrative Assistant; Dan Saikaley, Board of Directors, Eldercare Foundation.



Thank you to members of Royal Canadian Legion Br. 462 Eastview for their generous donation of \$20,000 to support Veteran comfort and priority needs. Pictured alongside Foundation Executive Director Delphine Haslé, is Bill Redmond, a member of Br. 462 and regular Perley Rideau volunteer.



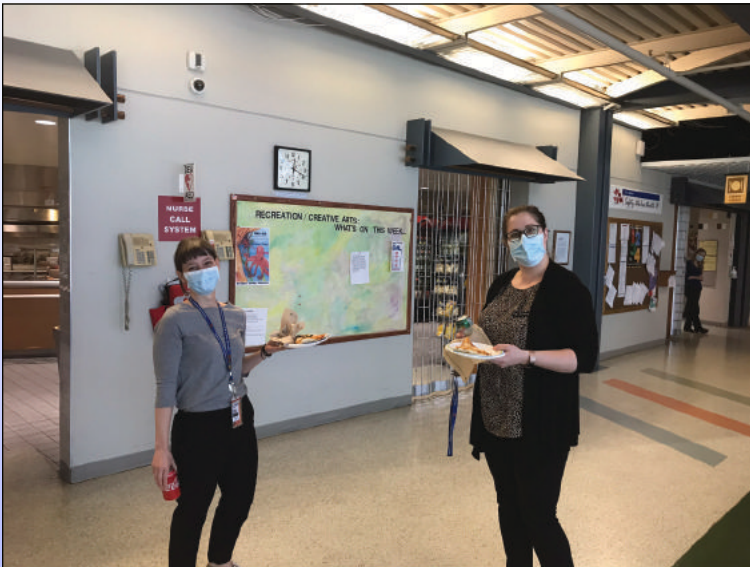
Thank you, generous



Big Rig Brewery shifted operations and started to produce hand sanitizer, and generously donated 75 bottles to the Perley Rideau.



The Embassy of the Republic of Korea to Canada donated 1,000 masks for staff. Delphine Haslé, Foundation Executive Director, accepts a box of masks from Julian Bae, Assistant to the Defence Attaché, Embassy of the Republic of Korea in Canada.



Pizza days are the best days! Local law firm McMillan LLP treated staff on all three shifts to pizza on April 28. Jessie Stephenson, Spiritual Care Worker, and Jessica Lee, Recreation Therapist, were all smiles that day — under their masks, of course!

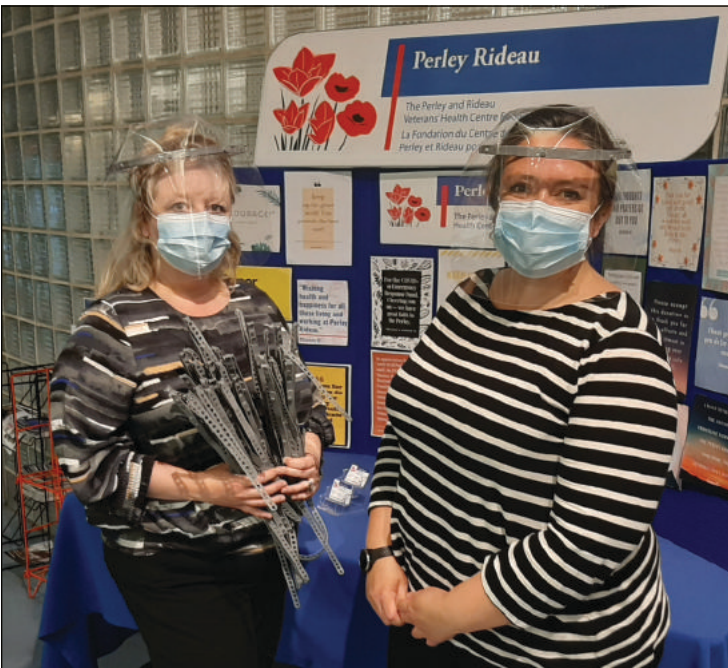


Kwesst, a defence and security firm, donated more than 100 of its face shields. David Luxton, Executive Chairman, along with his wife, Laura Brown, made the delivery.

community partners!



Thank you to Conquer COVID-19, a local group of physicians, business leaders, entrepreneurs and other volunteers, for the donation of 17 boxes of PPE (personal protective equipment) and hand sanitizer.



Thank you, Ottawa Senators Foundation, for the donation of face shields! L to R: Andréa Fabricius, Creative Arts instructor (who helped coordinate the donation); Courtney Rock, Foundation Development Manager.

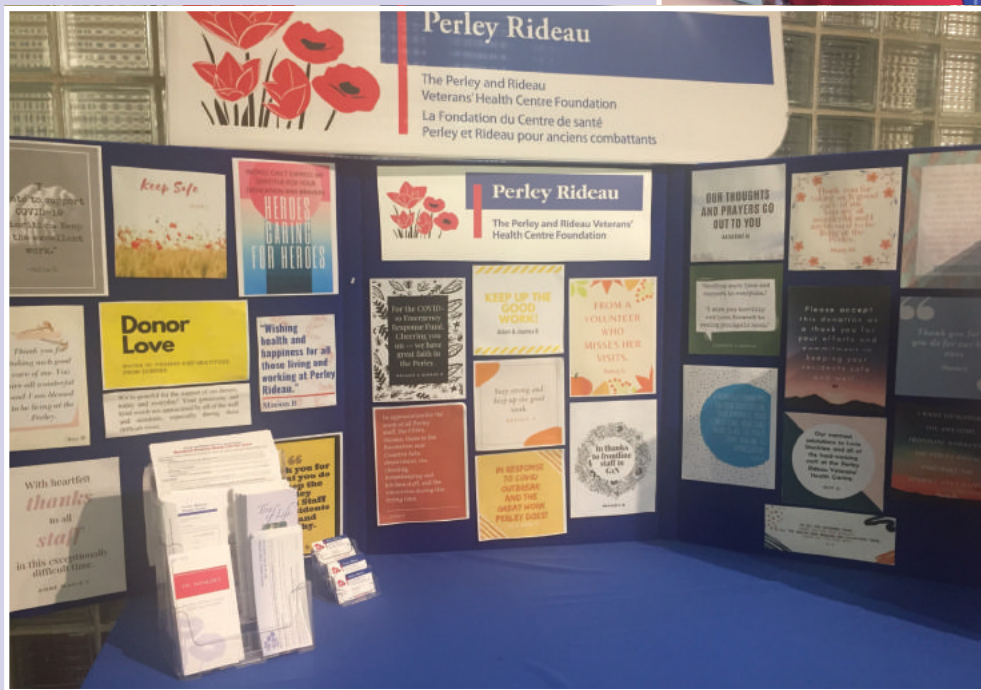


Thank you Tim Hortons for the donation of coffee and donuts to front-line staff. L to R: Samantha Diceman, Manager of Resident Care (Rideau Residence); Shevon Thompson, Manager of Resident Care (Ottawa Residence). Photo taken before introduction of masking and physical-distancing policies.



▶ The Foundation hosted a virtual Donor Reception and Strawberry Social on June 10. The event featured updates from Foundation Board Chair Keith de Bellefeuille Percy, Health Centre CEO Akos Hoffer and Foundation Executive Director Delphine Haslé, along with a video of staff thanking donors to for their support. The Foundation team, left to right: Carla Morden, Maureen Forrester, Delphine Haslé and Courtney Rock.

▶ Alyssa and Danielle Charbonneau are both Perley Rideau nurses who work with residents suffering from dementia. They describe some of their experiences working during COVID-19 in a letter sent to donors this fall.



▶ During the pandemic, the Foundation created a special bulletin board to share the hundreds of messages of kindness and inspiration it receives from the Perley Rideau community. Thank you for your inspiration!



Thank You!



In appreciation of the important work done by the staff at the Perley Rideau CN Rail donated \$10,000 as a matching gift to the COVID-19 Emergency Response Fund — a gift matched in no time at all thanks to the generosity of other donors.

Thank you CN Rail for all you do!

The COVID-19 Emergency Response Fund helps to provide everything from additional PPE and housekeeping staff to enhanced cleaning measures and new meal helpers.

Remembrance Tribute

Sponsor a flag at Perley Rideau this Remembrance Day

To mark the 75th anniversary of the end of the Second World War, a mass planting of miniature Canadian flags will adorn the lawn in front of the Perley Rideau on Remembrance Day.

You can help by sponsoring flags for \$20.00 each. To sponsor a flag, visit perleyrideaufoundation.ca or call 613-526-7173.

Team Perley Rideau Raises Over \$17,000 in Ottawa Race Weekend



Posing with their shirts and medals are L to R: Susan Davies, tenant; Stephanie Deschamps, Assisted Living Services staff; Marie Gauthier (tenant); and in the foreground, Manon Harvey, Tenant Relations Coordinator.

L to R: Ryan Lawrence, Azariah Lawrence and Dan Clapin raised a total of \$6,300.



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WHEN: NOVEMBER 7, 2020

WHERE: WHEREVER YOU ARE

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www.perleyrideaufoundation.ca/events

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Containing COVID-19, Planning for the Future



*By Akos Hoffer, Chief Executive Officer
The Perley and Rideau Veterans' Health Centre*

In early September, the Perley and Rideau Veterans' Health Centre experienced another small outbreak of COVID-19. Staff responded with the appropriate measures, such as isolating anyone who tests positive for a minimum of 14 days followed by re-testing. By adhering to strict protocols, members of our staff continue to do a remarkable job of minimizing the risks posed by COVID-19 and maximizing the quality of life experienced by residents. Support from the community, in the form of donations of cash and goods, along with best wishes and the occasional cheer, are all important.

The pandemic brings a new sense of urgency to efforts to address ongoing and emerging challenges in long-term care. It is in Perley Rideau's DNA to lead and advocate for change while sharing the many lessons we learn about how best to serve our community.

Some of these lessons involve the 20-bed SAFE Unit, a pilot project launched two years ago in partnership with the province and The Ottawa Hospital. Frail seniors recovering from surgery or short-term illness transfer from hospital to the SAFE Unit, where they access

the medical and restorative care needed to return home. Like all short-stay programs in long-term care homes across Ontario, SAFE has been suspended during the pandemic. But the findings of an independent, peer-reviewed study demonstrate the effectiveness of SAFE.

The study, published this summer in a prestigious journal, evaluated the SAFE Unit's performance by comparing the outcomes of SAFE patients with those of similar patients who remained in hospital. The study found that SAFE patients had shorter lengths of stay, were more likely to return home and required less care afterwards.

The Centre of Excellence in Frailty-Informed Care (CoE) was a key partner in the study. Established at the Perley Rideau last year, the CoE conducts applied research, and identifies, develops and shares best practices in the care of older adults living with frailty. The CoE plans a follow-up study to dig deeper into the performance of SAFE, in part to examine costs. A preliminary comparison reveals that a stay in the SAFE Unit costs the system considerably less than a stay in hospital.

The CoE is also involved in two other research projects: one

involves the decontamination and sanitization of personal protective equipment (PPE) for re-use in long-term care (LTC) settings; and the other examines the psycho-social health impacts of COVID-19 on LTC residents, caregivers and their families. My hope is that all of these studies will inform the future of healthcare and long-term care.

While our primary focus remains the health and well-being of our residents, staff and their families, we remain committed to broadening our reach through projects such as the expansion of the Seniors' Village. COVID-19 has forced us to temporarily suspend design work on the expansion, however. The Perley Rideau community is united in its determination to stop the spread of COVID-19 and to maximize quality of life. I'm confident that the strength of our community will help us pull through the COVID-19 crisis. Let's continue to stand strong and lift each other up.



HOW IT WORKS



DOWNLOAD THE FREE GIVESHOP APP AND EASILY START DONATING OR BUYING ITEMS, WITH PROCEEDS SUPPORTING THE PERLEY AND RIDEAU VETERANS' HEALTH CENTRE



1

Donor posts an item they wish to donate by taking a photo, selecting beneficiary charity and setting the asking price.

2

Buyers search the GiveShop product listing by merchandise category or charity.

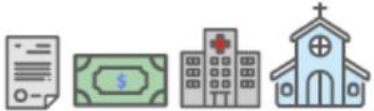


3

Once a donor and buyer agree on price, they communicate via the app to arrange a meeting time.

4

Donor and buyer meet to exchange item. Buyer pays by credit card using the GiveShop app.



5

GiveShop remits the net proceeds to the donor's charity of choice and the donor receives a tax receipt for the sale amount.



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The Perley and Rideau Veterans' Health Centre Foundation

Memorial Tributes

March 25, 2020 to August 31, 2020

In memory of one or more of those listed below, supporters have recently made donations to the Perley Rideau Foundation.

Mr. Arthur Barker • Mrs. Diana Barrett • Mr. George Bartlett
Mr. Lucien Beauchamp • Mr. Claude Bennett • Maj. Gerald Bowen (Ret'd)
Ms. Betty Bull • Mr. John E. Cairnie • Mr. George Couillard
Ms. Brenda Cunningham • Mr. Robert Daley • Mrs. Teresa Davis
Mr. Raymond Désormeaux • Mr. Steve Dye • Mr. Frederick Farmer
Mr. Stanley C. Fields • Mr. James Finnie • Mr. Robert Fletcher
Mr. Ross Folkes • J. Gange • Mr. Roy Geddes • Mrs. Francoise Gervais
Mr. Wilfred Gibbons • Mr. Douglas D. Graham • Dr. Carole Guzman
Mr. Robert Hanley • Mrs. Mary Hawley • Mr. Gordon Hilchie
Mr. Thomas Holmwood • Mrs. Catherine "Tingy" Jackson
Mrs. Charlotte E. Jamieson • Mrs. Doris Jenkins • Mr. Wallace R. Jennings
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Mr. Gilbert F. McElroy • Mr. Robert McGaw • Mr. Wesley McNaughton
Ms. Sarah Joan Ethel Millard • Ms. Betty Mitchell • Mr. Raymond Neilson
Mr. Jacob Julien Olson • Mr. Frank Perry • Mr. Donald Peterkin
Mr. Z. Pier-Pierscianowski • Mr. Louis Sadowski
Mr. Richard Blake Savage • Mr. Hubert J. Snow • Mr. Allan Todd
Mr. Cyril Webster • Rev John Wiebe • Mr. Gilbert J. Williams-Leir
Mr. Clifford Michael Woodhouse

Honourary Tributes

In tribute to one or more of the living persons listed below, supporters have recently donated to the Perley Rideau Foundation.

Mr. John W. Caverhill and Mrs. Barbara Caverhill
Ms. Alyssa Charbonneau • Ms. Danielle Charbonneau
Mr. Martial Dagenais • Ms. Helen Gilliatt • Mr. Patrick Griffith
Mr. John Hanley • Ms. Hannah Lilly • Ms. Courtney Rock
Ms. Barbara Wright

Perley Rideau Foundation

Together we improve
the well-being of
the people we serve

The Perley Rideau is an innovative Seniors Village with 450 long-term care beds and 139 independent-living apartments. Veterans enjoy priority access to 200 of the long-term care beds and to the apartments.

Keith de Bellefeuille Percy
Foundation Board Chair

Delphine Haslé
Foundation Executive Director

Kristan K. Birchard
Health Centre Board Chair

Akos Hoffer
Health Centre
Chief Executive Officer

The Perley Rideau Foundation publishes
Honour and Care three times a year.

Writer/editor: Peter McKinnon
Layout: André Campeau

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Publications Mail Agreement No. 40069406

Return Undeliverable Canadian Address to:

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