

Honour and Care

Winter 2023

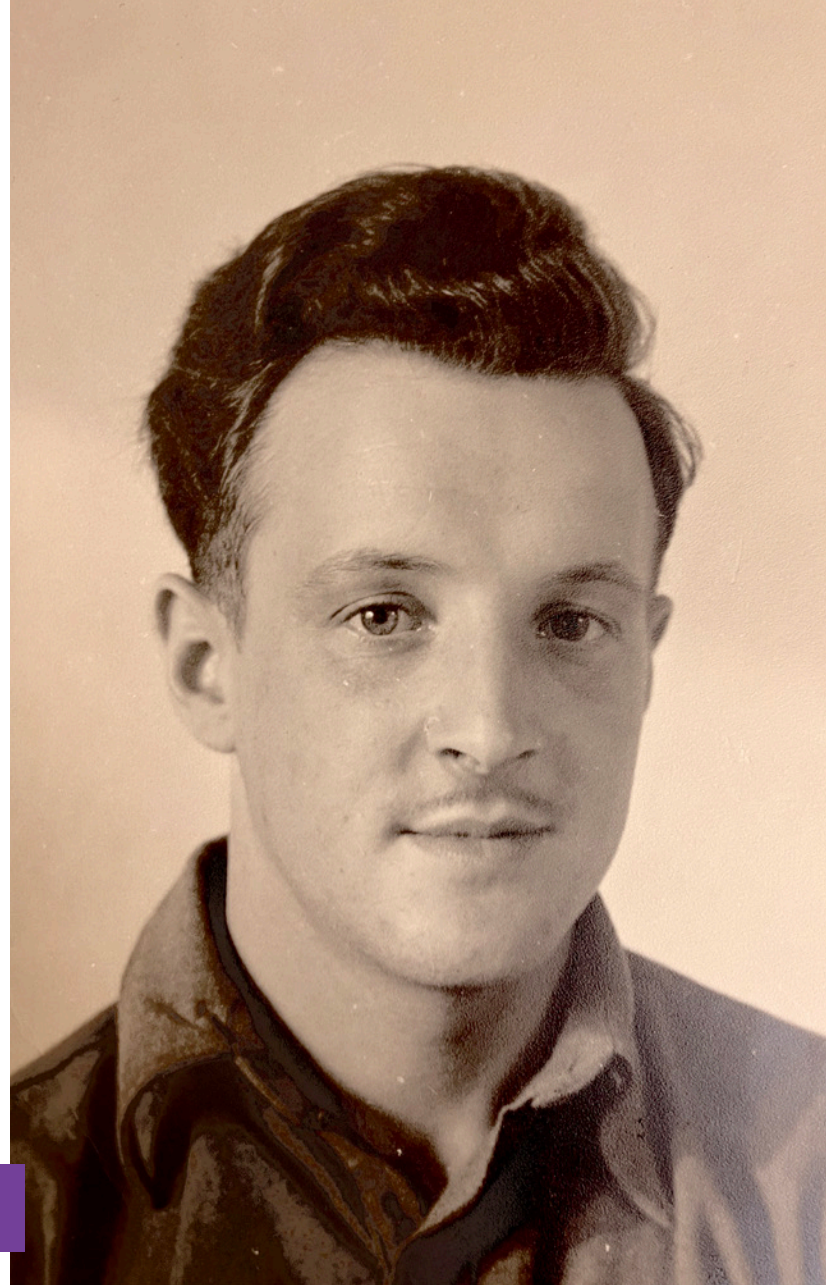
A Family Man

Peter McKinnon

While Roland Lalonde has witnessed dramatic changes during his 99 years—“from buggies and Model Ts to electric cars,” as he likes to say—close family ties have remained a constant.

Roland Joseph Lalonde, known to many as RJ, was born in Lowertown, a predominantly francophone working-class Ottawa neighbourhood. He had nine siblings—a tenth died of whooping cough, an often-fatal childhood disease at the time. A grandmother also lived with the family for a time. These days, Roland leads a quieter life at Perley Health. Yet every Saturday, two of his daughters and one of his sons take him out to breakfast, usually in the company of a grandchild or two, and often a few great grandchildren.

Roland Lalonde



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Perley
Health
Foundation

The Power of Hope



A key lesson I've learned during my nine years at Perley Health Foundation is the enduring power of hope. Most of us hope for a better future for ourselves and for our families. And we are willing to support initiatives that promise to improve the future in specific, measurable ways. This is evident both in the day-to-day operations of Perley Health and in our Answering the Call Campaign.

For more than 25 years, Perley Health has helped improve the lives of Seniors and Veterans, along with their families. Nearly every day, I'm treated to some version of the following story: since moving in, a resident is doing and feeling much better. And their family members are also doing better, because they know that their loved one is getting the best of care.

Throughout its history, Perley Health has continually improved the quality of care it delivers thanks to several advantages, such as a staff of dedicated and hardworking professionals, generous donors, selfless volunteers, and effective partnerships with schools and community groups. These advantages help drive the development of much-needed care models and best practices, improving quality of life for all Seniors and Veterans.

While those who work in the sector have long recognized the inadequacy of long-term care systems across the country, the COVID-19 pandemic has made it abundantly clear to everyone else. With Canada's population of older adults set to triple in the coming years, there are growing calls for effective solutions.

Our Answering the Call Campaign proposes to meet the challenge by investing in the practical research needed to develop and implement new models of care. The Campaign funds the work of the Centre of Excellence in Frailty-Informed Care, established by Perley Health in 2019. The Centre of Excellence researches and evaluates

the effectiveness of care models and practices, and shares them with other homes across Canada. Many of these models and practices were developed and piloted at Perley Health.

The Centre of Excellence research is increasingly featured in peer-reviewed journals. Recent examples include studies about falls prevention, virtual-reality therapy and SeeMe: Understanding Frailty Together—a comprehensive framework for developing care plans that prioritize a person's values, preferences and desired lifestyle. With many studies underway, the Centre of Excellence continues to attract a growing number of research partners across the country. The innovations and knowledge developed will benefit the healthcare system, train professional caregivers, educate students, shape public policy and ultimately improve quality of care for Seniors and Veterans.

The Campaign is off to a strong start because its message of hope for a better future is backed by a sound, multi-faceted plan. Transforming the care for Seniors and Veterans requires much more than research. It also requires knowledge translation and mobilization, and the establishment of research partnerships and education networks. The Campaign encompasses all of these and more. While much work remains to achieve Campaign goals, we continue to make great progress.

The system Canada uses to care for Seniors and Veterans is broken. By providing people with the opportunity to contribute to a viable solution, the Campaign inspires hope. Together, we can transform care for Seniors and Veterans.

Delphine Haslé, CFRE
Granddaughter, Donor, Executive Director

Couple Makes Leadership Gift to Campaign



Inspired by a rich family history of supporting Veterans, Françoise Gagnon and John Jarvis have made a significant donation to the Answering the Call Campaign. Both have Veterans in their family—Fran’s maternal grandfather and paternal uncle, along with John’s father and uncles, served overseas during the Second World War. In 2014, Françoise Gagnon took up the reins at ADGA, alongside her husband John. Founded in 1967 by her father, ADGA is a Canadian leader in providing engineering solutions to the Department of National Defence.

“My father is strongly committed to Veterans, and to the Canadian Forces and the defence community,” says Françoise Gagnon, former owner and CEO of ADGA. “It was a tradition I was proud to carry forward. When my father needed specialized care, we were comforted to know that he would receive best-in-class care at Perley Health.”

“Françoise and I recognize that Perley Health delivers exceptional care,” says John, ADGA’s former COO. “In light of the crisis facing Canada’s healthcare and long-term care system, we appreciate Perley Health’s expertise in ageing and frailty and their efforts to transform care for this growing demographic in our population.”

Inspired by his knowledge of Perley Health, John joined Perley Health Foundation’s Answering the Call Campaign Cabinet as co-chair. Perley Health is asking people of all ages across all its communities to support the \$10 million Answering the Call Campaign for innovation and excellence in Seniors and Veterans care.

“The work being done by the Centre of Excellence in Frailty-Informed Care will fan out across Canada,” says Françoise Gagnon. “The research findings, the partnerships, the new models of care will benefit all Canadians. This is important to us and we’re proud to be able to support it.”

A Family Man

Continued from page 1

Roland made up for his small stature by growing up tough and excelling at sports. His nose remains crooked from a teenage street fight. He left school in grade 9 to work alongside his father, a journalier (labourer) who hauled ice in the summer, and coal and wood the rest of the year. Although the work made him physically stronger, Roland saw little future in it and applied for a job with the Government of Canada. In 1940, he started as a clerk typist with Customs and Excise (later Revenue Canada). At the age of 18, he met Claire Sabourin and the two began dating. “I was knocked off my feet,” says Roland.

Bowing to peer pressure, Roland enlisted in November 1942. The tide of the Second World War appeared to be turning; the Allies had won in North Africa and the Nazi invasion of the Soviet Union had stalled at Stalingrad. A self-described army man, Roland joined the Royal Canadian Ordnance Corps as a clerk typist.

“My mother was not happy that I enlisted,” says Roland, “but I don’t think that many mothers are happy when a son enlists.” All seven of Roland’s brothers served, although he was the only one to see combat. Roland and Claire married two weeks before he left for Europe.

In 1944, Roland deployed to Italy as part of the largely francophone Royal 22nd Regiment (known as the Van Doos, an anglicized pronunciation of vingt-deux).

“When the Germans welcomed us with a barrage of mortars called Moaning Minnies, I realized that giving up my typewriter for a .303 rifle may have been a big mistake,” he recalls. Roland later came under active fire during the Liberation of Holland, witnessing a horrific event that would haunt him the rest of his life.

“You can’t forget those things,” he says. “They come back constantly, the horrors we lived through.”

While in Europe, Roland missed two major family milestones: the death of his mother and the birth

of his first child, daughter Madeleine. Once safely back in Ottawa, family members hoisted Roland on their shoulders and paraded him around Lowertown. The celebrations continued for more than a week.

Roland threw himself back into his family and career. He and Claire raised six children in Eastview, a town renamed Vanier in 1969 and eventually amalgamated into the City of Ottawa. Claire’s mother lived with them, and they spent their holidays with the rapidly growing Lalonde and Sabourin families. Roland excelled in the public service. Despite a lack of formal education, he was an early adopter of emerging technologies such as Burroughs bookkeeping machines, which combined the functions of typewriters and calculators to facilitate processing and recording of financial transactions. He also managed the



Roland with his family



Roland celebrating his 99th birthday!

implementation of technologies such as Mohawk encoders and the IBM 1400 computer. Roland volunteered extensively in the community. He was on the Board of Directors of Caisse Populaire Rideau-Vision d'Ottawa for 25 years, and served as school trustee and church usher.

The years flew by. The children grew up, moved out and started families of their own. Today, he has 11 grandchildren and 20 great grandchildren. Roland retired from the public service in 1978. Sadly, Claire passed away in 1981. A few years later, with the blessing of his children, he remarried to Alice Labonté, a former work colleague who was 11 years his senior. He and Alice spent winters in Florida. Roland golfed 3-to-4 times a week until age 86.

At various times in his life, Roland has struggled with Post-Traumatic Stress Disorder (PTSD) caused by his wartime experiences. He credits the support he receives from family for helping him cope. Creative arts have also helped; Roland has sketched and painted most of his life and loved crafting gingerbread houses with his children when they were young. In his retirement, he began oil painting, but had to stop when the fumes compromised his health.

In 2007, Alice passed away. Roland moved to a retirement home and continued to see family several times a week. When his care needs grew too great in 2021, Roland moved into Perley Health, where he has rediscovered his love of painting.

“Ross Imrie, an instructor in the creative arts studio here, saw some of my old paintings and encouraged me to paint in acrylics,” says Roland. “Since then, I’ve created dozens of paintings and I love it.”

Roland set up an easel in his room and now spends much of his time painting.

“I find it very satisfying and liberating,” he says. “I feel I’m the master, but the paintbrush tells me what to do.”

In 2022, Ross Imrie helped Roland mount an exhibition of his paintings in Perley Health’s art gallery near the studio.

“The staff here are excellent,” says Roland. “I’ve had a hell of a life. I don’t move around as well as I used to and my eyes are bad, but I feel incredibly lucky to still have my health and to be able to see my family regularly.”



Roland shortly after moving into Perley Health Rideau Veterans Residence.

Ongoing support from the Royal Canadian Legion

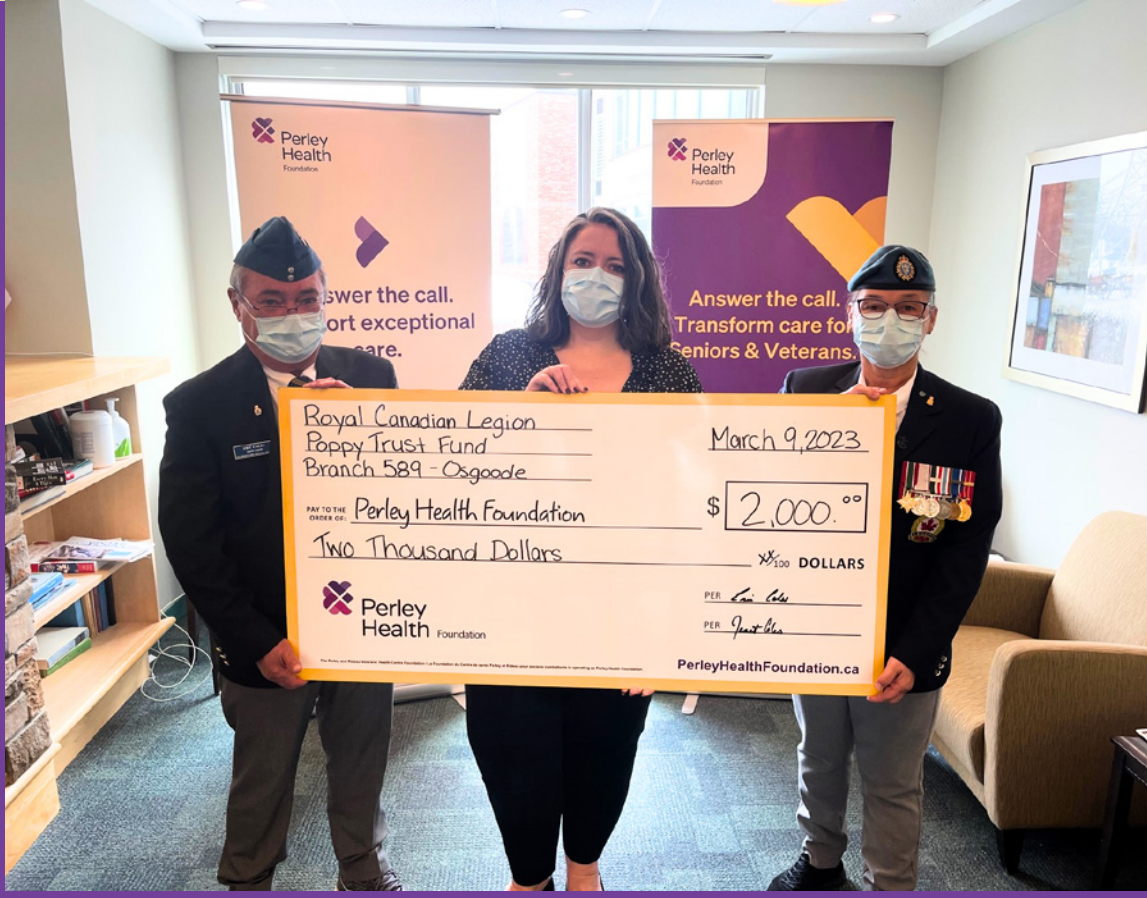


To learn more about Veteran Priority Needs and how your local Royal Canadian Legion can help, contact Courtney Rock. crock@perleyhealth.ca or 613-526-7170 x 7177



Thank you Royal Canadian Branch 632 Orleans for your incredible donation which provided Veterans with care and comfort enabling them to live life to the fullest.

Thank you, Royal Canadian Legion Br 589 Osgoode for your ongoing trust and support. Your members donation will provide Veterans with care and comfort enabling them to live life to the fullest.





A good night sleep was had by Veterans needing specialized mattresses thanks to a generous donation by Royal Canadian Legion Br 616 West Carleton. Thank you!



Royal Canadian Legion Br 314 Manotick was proud to present a donation to support exceptional care for Veterans living at Perley Health.



Thank you Royal Canadian Legion Br 641 Barrhaven for your continued trust and generosity. Your members donation provided Veterans at Perley Health with the care and comfort they deserve.

It takes a comm



RNEQC

The Royal Naval Engineers' Quart Club was founded on July 1st, 1930, as a beer drinkers club designed to discourage the "gin habit." Since its inception, the Club has grown to be so much more, including taking on a more general character with a particular emphasis on charitable work. Thank you so much to the Ottawa branch of RNEQC, who once again made a special donation to the Perley Health Foundation this Remembrance Day and contributed to our work providing excellent care for Seniors and Veterans. Cheers to all of you!

Knitting Club

Thank you, Perley Health Senior Living Knitting Club, for hosting your annual knitting sale and donating the proceeds to Perley Health Foundation! We appreciate your generous gift, and congratulate you on your best year ever!



OPVA

Thank you, Ottawa Police Veterans Association for once again choosing Perley Health as a charity partner for your annual golf tournament. Since 2019, over \$10,000 has been donated to support exceptional care for Seniors and Veterans. Thank you!

unity

To learn more about Veteran Priority Needs and how your local Royal Canadian Legion can help, contact Courtney Rock, crock@perleyhealth.ca or 613-526-7170 x 7177



HMCS Ottawa

His Majesty's Canadian Ship Ottawa (HMCS Ottawa) crew members landed in Ottawa to visit residents who had served in the Navy and honour them with a donation towards purchasing much-needed equipment from the Resident Priority Needs List.



Ontario REALTORS Care Foundation

Thank you to the members of Ontario REALTORS Care Foundation and the Ottawa Realtors Association, who showed just how much they care with a \$4,500 donation towards exceptional care at Perley Health.



ANAVETS

Continuing their longstanding tradition of supporting Veterans at Perley Health, The Army, Navy, and Air Force Veterans in Canada donated towards Veteran Priority Needs. Thank you ANAVETS for your continued trust and support.

Remembrance Day 2022

On November 11th, a sea of Canadian flags adorned the lawn surrounding the Rideau Veterans Residence and our Cenotaph to honour and remember the men and women who have served and continue to serve Canada during times of war, conflict and peace. Thank you to those who donated.

Rear-Admiral Thomas S. Allan

Sgt. Lorne L. Anderson

Clinton Ashley

Bert Banks

John Banks

Cpl. Arthur Barber

Emerson Gordon Barrie

F/L R. F. Bedford

Joseph A. Belanger

Douglas Roy Bonell

Robert A. J. Boucher

Graham Bryson

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Jean-Paul Caron

Harry Carter

John Warwick Caverhill

Maj. Leonard Chivers

Maj. John A. Commerford

Ida Crocker

Sgt. Harold Dabbs

Barbara Mary Davies

Kenneth Gladwin Daynard

Paul Desmond

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Edward K. Donovan

Brig.-Gen. Michael F. Doyle

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George Dunn

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Maj. M. Evans

Lance Corp. D. Evans

James Finnie

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Hallgren Family

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Marjorie Jardine

John Jardine

Thomas Rowland Harrie Jenkins

Brian Jerome

Brett Johnson

Jean-Paul Lalonde

Roland Lalonde

Norbert 'Bert' LaViolette

Cmdr. H. C. Ledsham

Cmdr. Harold Ledsham

Sgt. Chuck Ledsham

Thomas Edward Lisle

Leslie Longthorp

George H. Magee

Albert Martel

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Master Corporal Philippe Mercier

Alice Milmore

Audrey Moore

Gordon Moore

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Ronald Moyes

George Murphy

Col. Conrad A. Namiesniowski

Gordon Noseworthy

Mervin Olinik

Brig.-Gen. Stanley Parkhouse

Leonard G. Pendergast

Able Seaman Douglas Pike

Gordon Walter Pitts

William George Pryde

Gordon Ralph

Gordon Robb

Esthel Marie Robb

David Wills Scribner

Alexander Smaluk

Dawson Stevenson

Niclas Stoss

Vernon Alexander Sutherland

François Théoret

Larry Thivierge

Joe Thompson

Lt.-Col. Peter Tinsley

Capt. Mark David Walden

Private Harrison Henry Walsh

Brig.-Gen. Jack Watts

Norma Watts

Malcolm Welch

Cyril Wilding



Thank you for Answering the Call

Our community continues to Answer the Call. Thank you to everyone who has supported our campaign for innovation and excellence in Seniors and Veterans care.

To learn more please visit www.AnsweringTheCall.ca



Ottawa Race Weekend

Team Perley Health members are once again lacing up their sneakers and ready to go the distance for Seniors and Veterans.

This year, Commissionaires Ottawa and ADGA Group are helping us cross the finish line with a matching gift of up to \$50,000!

A big thank you to Commissionaires Ottawa and ADGA Group for your incredible impact and role in transforming care for Seniors and Veterans.

Thank you!



You can help the team go the distance by donating today – visit us at www.PerleyHealthFoundation.ca/ORW23



Making a Difference Every Day



The ongoing success of Perley Health is due to countless numbers of actions—both large and small—taken by staff, donors and volunteers. Just as staff know that a single act, such as spending extra time with a resident or changing a dressing, can improve an individual resident's wellbeing, donors and volunteers recognize that their selflessness has a tangible impact on quality of life. More than 60 years ago, Dinah Washington found success by singing *What a Difference a Day Makes*. Every day at Perley Health, we see the difference an individual act makes, so we have embraced the song for 2023.

The renovations to establish a secure unit in Rideau Veterans Residence, made possible by generous donor support, will make a difference for years to come. The changes will improve the monitoring of residents prone to wandering and help to accommodate the increasing incidence of adults living with dementia. Consultations with our psychogeriatric resource team and other unit staff inspired a series of improvements to the original design. The nursing station will now be located within the unit, for instance, and a wall will be added near the unit's entrance. This design change promises to improve the experience of Veteran residents and their families, as well as staff.

The return of several key programs also makes a difference. For example, Respite House at Perley Health (formerly known as Guest House) re-opened for overnight stays in October. Closed early on in the pandemic, Respite House is a detached 12-bedroom bungalow that accommodates adults living with mild to moderate dementia for up to 90 days each year. Another important development is the re-opening of our 34-bed convalescent-care unit. The unit provides care to people recovering from illness or surgery and who are not yet well enough to return home.

To help share what we've learned from the pandemic with other long-term care (LTC) homes, our Centre of Excellence in Frailty-Informed Care™ partnered in the publication of the paper *Lessons from Long-Term Care Home Partners during*

the COVID-19 Pandemic. The project involved a partnership with peopleCare Communities, an independent operator of LTC homes and retirement residences in Ontario. The paper is posted to Longwoods.com, a leading website for healthcare research, reports, reviews, commentaries and news from and for academics, scientists, clinicians, policymakers and administrators.

Ontario's LTC sector continues to experience a chronic shortage of frontline staff. The situation has gotten worse during the pandemic, as many have retired or left the LTC and hospital sectors for other opportunities. As a result, employers have had to redouble their recruitment and retention efforts. To find and attract care professionals, we take many actions such as partnering with post-secondary schools in Ottawa and Eastern Ontario. Each year, approximately 500 students enrolled in relevant programs serve short-term placements and practicums at Perley Health. We also encourage nursing schools to incorporate more content related to gerontology and frailty into their programs, and actively post on social media and job boards to raise awareness of career opportunities.

Retaining current staff is of equal importance. I'm pleased that the Board of Directors chose to make staff health and wellness the top priority in our recently updated strategic plan. This priority inspires People First—a series of initiatives that will, over time, drive much-needed culture change.

The financial support of donors makes it possible for Perley Health to increase our contribution to the community and to foster our sustainability. On behalf of the entire community, thank you for making a difference in the lives of Veterans and Seniors.

Akos Hoffer,
CEO, Perley Health

Donations in memory

June 2022 – January 2023

Harry Dennis Abbott	Regis Dion	Pierrette LeBlanc	Joshua Randell
Marjorie Achbar	Mary Doherty	Helen Leslie	Audrey Renton
Ginette Askett	Michael Doherty	Edward J. L'Heureux	Lawrence Renton
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Edward Dewitt	Etienne Lavoie	Terence Powell	
	Clark Hayward Leach	Dorothy Price	

Donations in honour

June 2022 – January 2023

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Doug and Donna Brousseau	Ed Guylits	Terry Newby	Perley Health IPAC Team
Alfred Cassidy	Therese Hanley	Sunny Pal	Perley Health Staff
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Sara Francis	Robert Lamoureux	Michel Sabourin	
Bob Frenette	Suzy Lister	Jessie Stephenson	
Wayne Galley	Debra Mannard	James Walden	

To make a gift in honour or memory please visit PerleyHealthFoundation.ca or call 613-526-7173

Answering THE CALL



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Through our \$10 million Answering the Call Campaign, Perley Health is poised to play a central role in elevating care for Veterans and Seniors living with frailty through exceptional care, applied research, innovation and education.

Today, Perley Health is asking people of all ages across all its communities to help complete the final phase of the \$10 million Answering the Call Campaign for innovation and excellence in Seniors and Veterans care.

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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