

Transforming care for Seniors and Veterans

# Honour and Care

## 2023 Community Impact Report



# A Positive Spirit

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Community Impact Report



**Perley  
Health**  
Foundation

# Your Impact on the Transformation of Care

## Your far-reaching support of Seniors and Veterans in long-term care is truly remarkable

Thanks to your steadfast support, Perley Health continues to make solid progress toward its goal of transforming care for Seniors and Veterans. The entire Perley Health community—residents, tenants, staff, families, volunteers, partners and stakeholders—deeply appreciates your generosity.

Transforming care requires a broad, sustained and multifaceted effort. At the core of this effort is improving bedside care and residents' quality of life. As you will read in this year's report, the pursuit of these complementary goals at Perley Health also serves to transform the care provided at other homes.

You will hear how your gift helped launch a quality-improvement project at Perley Health, which has significantly improved the prevention and treatment of pressure injuries, commonly known as bedsores, among residents. Your caring support enabled the Centre of Excellence in Frailty-Informed Care to compile lessons learned from the project and has now begun to share them widely with other homes.

You will also read about resident, Nicole Lafleche and how the project has helped transform her day-to-day life. Meanwhile, staff at Perley Health continue to pursue opportunities to further improve the prevention and treatment of wounds and infections of all kinds, all thanks to you.

With your vote of confidence, Perley Health continues to actively invest in research and new

methodologies in frailty-informed care, and share findings, best practices, and breakthroughs widely – so Seniors and Veterans everywhere can live life to the fullest. Transforming care involves partnering on projects led by other organizations, such as the Public Health Agency of Canada (PHAC). A current PHAC project aims to reduce the overuse of antibiotics among people living with frailty by educating essential care providers. These providers typically include friends and family members. During 2023, PHAC partnered with Perley Health to identify and design effective ways to communicate key information with essential care providers. PHAC is now piloting the materials developed in partnership with Perley Health at LTC homes in 5 other provinces.

Implementing and validating innovative models of care also helps transform care. Several years ago, Perley Health and The Ottawa Hospital partnered on a project known as SAFE—Sub-Acute care for Frail Elderly. Under SAFE, hospital patients who no longer needed acute care, but who were not yet well enough to return home, transferred to a special unit at Perley Health. There, they received the supports and therapies needed to recover, but in a far less costly—and more effective—setting. A Centre of Excellence study demonstrated that the SAFE unit reduced re-admissions to hospital. While the SAFE pilot project ended in 2021, The Ottawa Hospital established similar units in retirement and LTC homes across the city during 2023.

These are just a few examples of the many diverse ways that Perley Health is transforming care with your help. Our success stems from the remarkable set of attributes we've been blessed with: strong support from donors, volunteers



and families; an expert and dedicated staff; and a unique population of residents and tenants. As we reflect on Perley Health’s recent accomplishments, we are keen to express our heartfelt gratitude for your generous support towards our mission of transforming care for Seniors and Veterans. Your selflessness not only inspires us, but also enables us to design and implement projects that improve quality of life both at Perley Health and across Canada. Thank you.



Delphine Haslé, CFRE  
Executive Director  
Perley Health Foundation

Akos Hoffer  
CEO  
Perley Health



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# The Irrepressible Nicole Lafleche

Peter McKinnon

## Empowering senior health and happiness through your generosity

Throughout her 79 years, Nicole Lafleche has relied on a relentlessly positive spirit to face—and overcome—a long list of difficult challenges. The latest were massive pressure injuries, commonly known as bedsores, that failed to heal despite a four-month hospital stay. Since moving into Perley Health two years ago, both the injuries—and Nicole’s quality of life—have improved dramatically.

Nicole is one of many residents who benefit from a quality-improvement project at Perley Health that helps prevent and reduce the severity of pressure injuries. **Thanks to your support, lessons learned from the project can now help residents of other long-term care (LTC) homes.**

*“I know that Perley Health saved my life,” says Nicole. “I was in serious trouble when I arrived here. I had a long gash on my lower leg and two bedsores; the one on my coccyx was about the size of a grapefruit and the one of the upper part of my leg was 8 centimetres deep. Both were infected and had reached bone.”*

Nicole was born on the American side of the Vermont-Quebec border. Her father was a Government of Canada customs officer, but since there were no suitable homes near the border station on the Quebec side, the family lived in Vermont. Her father, in his spare time, had begun to build a family home on the Quebec side but suffered a fatal heart attack. Nicole and her sister Lise were quite young, and their mother moved the family to her hometown of Sturgeon Falls, Ontario, and started working as a teacher.

Nicole married in the early 1960s and soon had two children: Carole and Denis. During her mid-20s, she began to experience several unusual symptoms, including fatigue and double vision. After a battery of tests at St. Michael’s Hospital in Toronto, she was diagnosed with multiple sclerosis (MS), an incurable and progressive disease that



**Nicole’s positive spirit shines brightly in this candid photo with her children, Carole and Denis.**

affects the nervous system. In her case, the disease progressed relatively slowly.

In the late 1970s, her husband was transferred to the National Capital Region and the family moved to Pointe Gatineau, Quebec. The couple eventually divorced, and Nicole moved to Ottawa with their two children. Nicole earned a diploma in Commerce from Algonquin College and worked at the Government of Canada until failing health forced her to retire.

By age 54, Nicole had lost the ability to walk. Recognizing that she would eventually need LTC, she and her sister visited several homes in the Ottawa area. She considered only one to be acceptable: Perley Health. A space became available a decade later, but Nicole turned it down since she could still live independently.

In her 70s, a series of health issues forced Nicole to reconsider her situation. She broke her leg and



**Nicole with Ross Imrie, Studio Lead at Perley Health's Creative Arts Studio. Nicole enjoys spending time there painting, sculpting and woodworking.**

***“I know that Perley Health saved my life. I am very lucky to be here.”***

- Nicole Lafleche, Perley Health Resident

developed a nasty bedsore on her coccyx. Since Nicole couldn't see the wound, she asked her PSW to take a photo of it as the community nurse changed the bandage. When Nicole saw how bad it was, she went to the emergency room and was admitted to hospital. After four months in hospital, it was clear that she couldn't return home. Luckily, a space at Perley Health became available. She moved in and immediately began to receive care from Samantha Boulrice, a Registered Nurse and certified Wound Ostomy and Continence Care Specialist.

Nicole's pressure injuries began to heal, in large part due to the quality-improvement project launched at Perley Health a few years earlier. Boulrice is quick to share credit for the initiative's success with Perley Health staff, donors and partners.

**Thanks to your support, Perley Health acquired a sophisticated camera that uses violet light to identify infections, launched an in-house training program and purchased mannequins for hands-on instruction.**

*“My family and I are grateful to both donors and to Perley Health staff for my wellbeing,”* says Nicole,

who now fills her days with various activities, such as painting, sculpting and woodworking.

*“It's a joy for me to go to the studios; Ross Imrie and the studio team are so patient and caring. They always have interesting projects and the results are quite impressive. I cannot find the words to thank the instructors, the musicians, the volunteers and the entire medical staff for their care. They have created a peaceful and agreeable atmosphere. They go the extra mile to make Perley Health a home.”*

*“I've never been so busy in my life, I should have come the first time Perley called, ten years ago,”* Nicole says with a laugh. “I once overheard a woman tell her mother during a visit: ‘Mom, coming here is like winning the lottery.’ How well said, I thought to myself. I am very lucky to be here.”

**Your gift to the Perley Health Foundation is instrumental to Perley Health's ability to develop and share innovations in care. Thank you.**



If you are moved to help another senior like Nicole, scan the QR code or visit [perleyhealthfoundation.ca/stories/newsletter](https://perleyhealthfoundation.ca/stories/newsletter).



# Exceptional Care Is at the Heart of Perley Health, Because of You



## Your support is life-changing for Seniors and Veterans

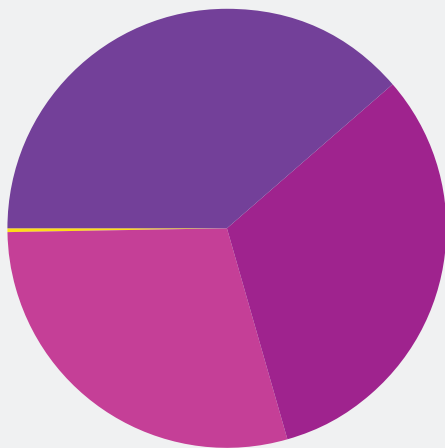
As we reflect on the impact of your generosity, we are filled with gratitude for the remarkable enhancements you've made possible for our beloved Seniors and Veterans at Perley Health. Your compassion and generosity have helped to address critical needs and provide essential equipment that significantly improves the comfort, safety, and wellbeing of our residents.

Your gift is at the heart of the exceptional care necessary for preserving dignity and privacy while enhancing quality of life. And because of your generosity, residents benefit from cutting-edge frailty-informed research, specialized staff training programs, and fulfilling leisure activities through updated outdoor spaces, and the Ozerdinc Grimes Family Therapeutic Recreation and Creative Arts Program.

Your impact is truly transformative, enriching the lives of those we serve. Thank you!

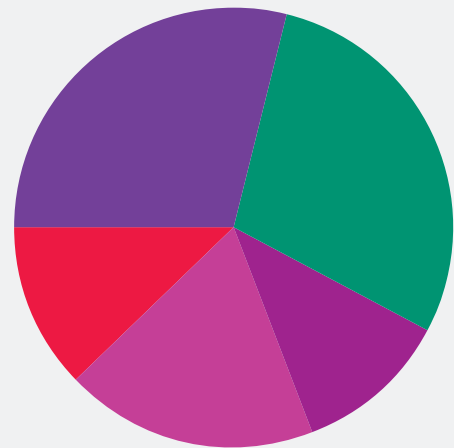
## By The Numbers: 2023 Financial Highlights

**Revenue**  
**\$2,821,487**



- Received Donations \$1,092,774
- Non-Received Donations \$901,417
- Investment Revenues \$820,616
- Other Income \$6,680

**Disbursements and Expenses**  
**\$2,293,030**



- Exceptional Care (Disbursement) \$664,580
- Centre of Excellence (Disbursement) \$666,329
- Charitable Programs \$257,738
- Fundraising \$429,365
- Administration \$275,018

# You are Helping to Revolutionize Senior Care at Perley Health

## Unveiling the Impact of Leadership in Pressure Injury Prevention and Treatment

A few years ago, with your generous support, Perley Health launched a quality-improvement project aimed at improving the tracking, prevention and treatment of pressure injuries among residents. The results have been overwhelmingly successful: the number of worsening pressure injuries at Perley Health has declined by 52%, while the number of infections in all types of wounds is down by 56%. The driving force behind this success is Samantha Boulerice, a Registered Nurse and certified Wound Ostomy and Continence Care Specialist at Perley Health.

**Boulerice is quick to share credit for the initiative's success with Perley Health staff, donors and partners.** The initiative began with a comprehensive analysis of how staff identify, treat and track pressure injuries, along with a review of relevant clinical guidance, including best practices published by the Registered Nurses Association of Ontario (RNAO). Perley Health has long participated in RNAO's Best Practices Spotlight Organization program. Under the program, Boulerice completed an advanced clinical practice fellowship and mentored under Christine Murphy, PhD., a recognized leader in wound care who works at the Ottawa Hospital.

**Thanks to your generous support, Perley Health established a quality-improvement team with representatives from across the organization** — not only nurses, personal support workers and occupational therapists, but also those responsible for staff training, and ordering and stocking supply cupboards. Together, the team identified a series of effective operational actions and an overarching strategy to foster adherence. The actions focus on operations—measures that ensure staff can consistently apply clinically proven prevention and treatment protocols.



***“I’ve always had a passion to care for the elderly. I know that pressure injuries can have devastating impacts on residents. Many can’t find a comfortable position, so they choose to stay in their rooms and avoid activities, which can make matters worse.”***

- Samantha Boulerice, RN

To share lessons learned with other LTC homes, Perley Health's donor-supported Centre of Excellence in Frailty-Informed Care created a tip sheet—*Six Key Elements of an Effective Wound-Care Program*—along with a booklet of guidelines and a website. Centre of Excellence Knowledge Translation Specialist, Heather MacLeod and her team are distributing and promoting these resources at a series of events, such as this spring's conference of AdvantAge Ontario, the association of non-profit LTC homes.

*“It makes me happy to know that what we learn and apply at Perley Health can benefit residents of other homes,”* says Boulerice, who is now also involved in a quality-improvement project related to antimicrobial stewardship. *“And a big thank-you to donors, who make it all possible.”*

# A Remarkable Act of Compassion and Creativity



Victoria lovingly hugs her 'Grampie' Harold Miller, RCAF Veteran and Perley Health resident. Victoria raised \$500 on her birthday for the Perley Health Creative Arts Program.

## How one child's passion for art and love for family made a difference

Meet Victoria, an impressive 11-year-old whose recent birthday celebration took a truly inspiring turn. In lieu of traditional presents, Victoria made a heartfelt decision to raise funds for Seniors and Veterans at Perley Health.

Victoria was driven by her passion for art, and her deep connection to her Grampie, Harold Miller, a revered RCAF Veteran who became a resident at Perley Health in January 2023. Before his health declined, Harold was an avid woodworker, crafting impressive aircraft models that filled the hearts of his grandchildren with wonder. He now enjoys spending time in the Perley Health's woodworking studio.

Victoria's dedication to her Grampie, and her belief in the transformative power of creativity led

her to present an incredible gift of \$500 for the Creative Arts Program. Through her selfless act, Victoria has not only brightened the lives of those at Perley Health, but also inspired us all with her compassion and generosity.

**As we celebrate Victoria's incredible gesture, we are reminded of the profound impact that each of you, our cherished supporters, has on our mission.** Your unwavering dedication as participants, donors, sponsors, and volunteers fuels the positive change we strive for every day, bringing joy and comfort to the lives of Seniors and Veterans at Perley Health.

From all of us at the Perley Health Foundation, thank you for being at the heart of our mission.

**If you would like to organize an event with proceeds benefitting Perley Health, please contact Courtney Rock at 613-526-7170 x7177 or email [crock@perleyhealth.ca](mailto:crock@perleyhealth.ca).**



# Unwavering Support from the Royal Canadian Legion



**Perley Health Foundation celebrates the Royal Canadian Legion and their dedicated support of Veterans at Perley Health.**

For decades, the Royal Canadian Legion has stood as a beacon of support for our nation's Veterans, exemplifying the true spirit of service and sacrifice. Year after year, their unwavering dedication has played a pivotal role in enhancing the quality of life for Veterans at Perley Health, leaving an indelible mark on our community.

In the past year alone, Legion branches across the region rallied to raise an astounding **\$181,000** in support of Perley Health's Veteran priority needs. This generous contribution was instrumental in procuring essential equipment and resources, ensuring the utmost care for our Veterans.

As we reflect on the profound impact of the Royal Canadian Legion's ongoing support, we extend our heartfelt gratitude for their continued partnership and steadfast commitment. Together, we stand united in honouring, supporting, and uplifting those who have served our country.

## **Thank you Royal Canadian Legion for your generous support in 2023!**

RCL Branch 48 Morrisburg  
RCL Branch 54 Buckingham  
RCL Branch 72 Pembroke  
RCL Branch 92 Gananoque  
RCL Branch 95 Smiths Falls  
RCL Branch 97 Prescott  
RCL Branch 108 Winchester  
RCL Branch 148 Renfrew  
RCL Branch 174 Arnprior

RCL Branch 245 Merrickville  
RCL Branch 314 Manotick  
RCL Branch 351 Montgomery  
RCL Branch 372 Russell  
RCL Branch 425 Sharbot Lake  
RCL Branch 462 Eastview  
RCL Branch 480 Westboro  
RCL Branch 554 Rockland  
RCL Branch 589 Osgoode

RCL Branch 593 Bells Corners  
RCL Branch 604 Spencerville  
RCL Branch 616 West Carleton  
RCL Branch 627 Greely  
RCL Branch 632 Orleans  
RCL Branch 638 Kanata  
RCL Branch 641 Barrhaven  
RCL District G

**For more information on how your Legion branch can support Veterans, please contact Courtney Rock at 613-526-7170 x 7177 or [crock@perleyhealth.ca](mailto:crock@perleyhealth.ca).**

# Champions of Care

## Kindness and compassion are at the core of your support

For Noreen, Perley Health is more than just a place of care and comfort for her husband, John, who is living with dementia. It is a lifeline that has allowed her to reclaim a semblance of normalcy in her own life. Her days were once consumed by her role as John's caregiver, but now that the challenges of caregiving are lifted, Noreen is able to cherish moments of respite. She can breathe again knowing that John is receiving the utmost care at Perley Health. **But it isn't just the clinical care at Perley Health that stands out to Noreen; it is the human touch, and the gestures of kindness and compassion she witnesses regularly on her visits.**

Etched in Noreen's memory is the gentle grace of Ralph Palces, a Registered Practical Nurse whose compassion knows no bounds. She recalls it was during mealtime that she noticed Ralph's kindness shining brightly, his demeanor radiating patience and understanding. Noreen watched with admiration as Ralph assisted a resident who was distressed and disoriented, and struggling with the simple act of eating.

Ralph, like a guardian angel, wrapped his arm around the resident, offering comfort in his embrace. With soothing words and a tender touch, Ralph coaxed the resident to take each bite, his reassuring presence calming the storm within.

What touched Noreen's heart even more was how Ralph addressed the resident as "Dad." In that simple word lay a universe of comfort, a reminder of familial love that transcended the confines of his distress. It was a gesture that not only eased the resident's troubled mind, but also resonated deeply with Noreen, reassuring her that her husband is in caring hands even when she is not there.

Inspired by Ralph and the tireless efforts of the staff who care for her husband every day, Noreen decided to make a donation in their honour to



**Ralph Palces, RPN extraordinaire, shines as a true Champion of Care for residents at Perley Health.**

the Perley Health Foundation. Her thoughtful gift recognizes staff for their dedication and compassionate care with a commemorative pin and personalized certificate, while also continuing to support the essential programs, equipment and research initiatives at Perley Health.

**If you would like to honour a staff member as a Champion of Care for their exceptional service, please contact Courtney Rock at 613-526-7170 x7177 or email [crock@perleyhealth.ca](mailto:crock@perleyhealth.ca) for more information.**



# Incredible Acts of Kindness



## ILLUMINATING THE PATH FOR GENERATIONS TO COME

At the heart of every act of kindness lies a personal story woven with threads of compassion, caring, and the desire to make a difference in the life of another. Meet Wayne and Judy Latour, whose incredible generosity is still impacting the quality of life of Seniors and Veterans at Perley Health today.

Judy's commitment to serving others extended beyond her tenure at the Ottawa Hospital Civic Campus, where she worked for over two decades in the Lab Medicine Department. Her beloved husband, Wayne was a dedicated volunteer at Perley Health for years, winning many awards for his kind and compassionate service.

Wayne's endearing wit and boundless spirit fostered a sense of community and spread joy wherever he went. From donning the mantle of Santa during the holidays, to taking residents on outings throughout the region, Wayne was always there, bringing a smile to the faces of residents and staff.

Wayne and Judy's long-time, dedicated support of the residents and staff of Perley Health underscored their personal values and their desire to make a lasting impact. Although, their passing left a void in the hearts of all those who were touched by their incredible spirit, a transformative gift in Judy's will ensured their legacy continues on today. The Centre of Excellence in Frailty-Informed Care at Perley Health, which was once a dream is now a reality, ensuring that pioneering research and knowledge translation is transforming care for seniors everywhere.

Through their selfless acts of generosity, Judy and Wayne have become architects of change. As we honour their memory, we carry forward their spirit, ensuring that their legacy of love continues to illuminate the path for generations to come.

**If you would like more information on leaving a gift your will, please contact Delphine Haslé at (613) 526-7194 or email [dhasle@perleyhealth.ca](mailto:dhasle@perleyhealth.ca).**



**Dedicated volunteer, Wayne Latour, fostered a legacy of community and joy throughout the halls of Perley Health.**



[PerleyHealthFoundation.ca](https://PerleyHealthFoundation.ca)

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Perley Health is a community where over 600 Seniors and Veterans thrive - from independent living to long-term care. We support each resident with a person and family-centric approach to the continuum of care, improving not only their physical wellbeing but their mental and emotional health too.

One of the largest and most progressive long-term care homes in Ontario, Perley Health is also a centre for research, education and innovation.

Thanks to your generosity, we are transforming care for Seniors and Veterans from coast to coast to coast.

Perley Health Foundation publishes Honour and Care three times a year.

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