Transforming care for Seniors and Veterans

Honour and Care

Spring 2022

Living her dreams

Peter McKinnon

At the age of 91, Pierrette LeBlanc occasionally allows herself to reflect on her remarkable life. At various times, she's been a daughter, wife, mother, grandmother, nurse and adventurer, excelling in each role. Since moving into Perley Health in 2019, she has started gardening again, discovered a passion for woodworking and created hand-made Christmas presents for family members.

Born in the depths of the Depression, Pierrette spent her first few years in her grandmother's house in Hull (now Gatineau), Québec. During that era, multi-generational households were the norm for working-class families.

"One of my first memories was being in the garden with my grandmother," she recalls. "Maybe I saw her pick a radish and take a bite of it, because I started eating dirt. My mother wasn't too happy. But I think my love of gardening comes from my grandmother."

> Pierrette LeBlanc in 1951

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Donors' passion for helping others



One of the favourite parts of my job is thanking donors in person and learning what motivates their generosity. While their reasons for giving differ somewhat, our donors all share a desire to help others. This desire warms my heart and inspires me and the rest of the Foundation team every day. It's a privilege for us to help donors express their passion. And the fact that they act on their desire to help others inspires the entire Perley Health community.

During the pandemic, I've had relatively few inperson, mask-free interactions with people from outside my family. Like everyone else, I miss faceto-face chats over coffee or a meal. That said, I've had a few remarkable conversations with donors in recent months via telephone and video conference that reinvigorated me and taught me a great deal.

A case in point is the conversation I had with a long-time regular donor whose recent contribution was much larger than normal. I know that the woman has no direct connection with Perley Health — no family member ever lived or received care here, for instance, although her father had served overseas in the Second World War. After thanking her, I asked what motivated her donation. She told me that she's followed us closely during the pandemic and particularly appreciates staff efforts to protect health and safety while maximizing quality of life. She said that supporting the organization brings her great joy because she knows that donations improve the lives of individual residents.

Another long-time donor, also a woman, made the unusual decision to establish and fund a two-year scholarship for a staff member who wishes to become a Registered Practical Nurse. Her rationale combines education with inspiration. She recognizes that tuition costs can prevent some staff from furthering their education. And she believes that whoever receives the scholarship

will inspire others to also pursue their studies. She wants to encourage staff to grow as care professionals.

The last anecdote I'll share involves a donation to fund our Youth Volunteer Program. Under the Program, 60–80 high-school students volunteer during the summer months, when they're not in school. The Program is quite popular with everyone in the Perley Health community. Residents enjoy the energy that teenagers bring with them, while students — many of whom don't have older people in their lives — relish the stories they hear from residents. And staff certainly appreciate the positive mood that spreads throughout our home during the Program. The donor saw the impact the students had on their Mother and wanted to ensure that others can have the same joyful experience.

As other articles in this issue of Honour and Care illustrate the entire Perley Health community deeply appreciates the generosity of donors. Staff rely on donor-funded equipment and programs to continually improve quality of life. Residents and their families never fail to recognize that donor support is a big part of what sets us apart. And leaders in the Ottawa community appreciate that donor support drives ongoing innovation and excellence in care. While donations come in all sizes and forms, they all share a desire to help others — to improve the quality of life of the men and women who call Perley Health home. For Perley Health, the support of donors is a sacred trust. Thank you. Together, we are transforming care for Seniors and Veterans.

Delphine Haslé, CFRE Granddaughter, Donor, Executive Director

Tannis family answers the call with a gift of \$150,000

The Tannis family, already well respected for supporting local charities, has donated \$150,000 to the Answering the Call Campaign.

"The Ottawa community has been good to three generations of my family and we appreciate the opportunity to give back," says Kammal Tannis.

During the Great Depression, brothers Toufic and George Tannis left their hometown of Kfarmichki, Lebanon and came to Ottawa. In 1940, they founded Tannis Trading Company. Initially, the family company thrived, but fell on hard times in the 1970s, after the two founders passed away. Under the leadership of Souad Tannis, Toufic's widow, the company evolved into Tannis Food Distributors and grew into one of Ottawa's most successful family businesses. At its peak, it employed 170 people and generated annual revenues of more than \$120 million.

More than two decades ago, the family established the Tannis 21 Foundation, named in honour of Souad's 21 grandchildren. Over the years, the Foundation has donated more than \$1.5 million to a long list of local charities and fundraisers. One of the reasons the family chose to donate to the Perley Health Foundation is that a third Tannis brother — Elias — was killed in action during the Second World War.

"We never got to know our uncle Elias, because he died before me and my siblings were born," says Kammal. "We'll put up a commemorative plaque in Elias' name at Perley Health to help keep his memory alive for future generations."

One of Souad's grandchildren, Dr. Eddy Malouf, completed his medical residency at the University of Ottawa and now works as an attending physician at Perley Health. Three other grandchildren still work in the family business, which was acquired by Sysco in 2015.

"Souad, my mom, is now 92 and still lives in the same house she moved into when she left Lebanon more than 70 years ago," says Kammal. ""As her care needs have increased over the years, our family came to recognize the importance of the work Perley Health does for all Veterans and Seniors. I was inspired enough to join the Campaign Cabinet and my family is proud to provide their support."



Private Michael Elias Tannis, killed in action during the Liberation of Holland in December, 1944



The 21 grandchildren who inspired the Tannis 21 Foundation name.

Living her dreams

Continued from page 1

Along with gardening, another constant in Pierrette's life has been cottaging in the Gatineau Hills. Various members of the extended LeBlanc family owned or rented cottages on Lac Viceroy and Lac Simon, and Pierrette summered there often. Her family was at the lake when Germany invaded Poland, touching off the Second World War.

"I was only 9, but I remember my father looking out at the lake and saying, in an unusually serious and wistful tone: 'Things will never be the same again.' He was right, of course. Everyone was affected. It was much worse

than the current pandemic, of course, but similar in some ways."

Pierrette's father was a successful salesman and the family eventually settled in the Ottawa neighbourhood of Sandy Hill. During the Second World War, he was one of the country's top sellers of War Savings Certificates, also known as war bonds. He travelled continually and Pierrette has warm memories of accompanying him on a few trips to small Quebec communities along the Ottawa River.

"It was exciting for me," recalls Pierrette. "We ate in restaurants and stayed in hotels where my dad knew the owners well. He was very outgoing."

One of these trips included a visit to the Grey Nuns Convent in Papineauville, which ran a home-economics school for girls. The mother superior encouraged Pierrette to come study at the school, but Pierrette told her that she wanted to be a nurse, like her aunt Yvonne.



Pierrette LeBlanc with her two children, Danielle and Mark Malone, and Miki the dog, at Lac Viceroy in 1961

"I could tell the nun was disappointed," says Pierrette. "But I knew that I wanted to be like my aunt Yvonne. At the time, nursing was one of the few professions open to women."

Pierrette enrolled in nursing at the University of Ottawa, a four-year program that had students alternate between in-class studies and in-hospital placements. Most of her placements were at the Ottawa General Hospital, although she also visited the Perley Hospital, which was then located on Aylmer Avenue. Pierrette thrived. Upon graduation, she became head nurse of the General Hospital's gynecology department.

"I also loved obstetrics, but chose gynecology because I prefer to work with individual patients for longer periods of time," she says. "I enjoyed teaching women how to lead healthier lives."

At the time, the head of gynecology was a surgeon, who was conducting research into treatments using antibiotics, a relatively new class of drug.

"The doctor needed lots of antibiotics for his research," Pierrette says. "I contacted the manufacturer and was put in touch with Murray Malone, their salesman. Murray and I hit it off and we married in 1954."

Unlike her mother, who had to quit her teaching job upon starting a family, Pierrette continued to work after her daughter and son were born in 1956 and 1959, respectively. She later served as head nurse of the intensive-care unit and emergency department, and as director of nursing at Bellevue Nursing Home. The family went cottaging each summer. As Murray's career also blossomed, however, the strain of his constant travel began to take its toll and the couple divorced once the children had grown. By this point, Pierrette had left hospital work in favour of a job in a physician's office.

In her 50s, Pierrette began dating Paul Taillefer. Twice widowed, Paul enjoyed a long and stellar career as a photojournalist and author. He served two years in the Canadian Armed Forces during the Second World War and photographed the historic 1944 Québec Conference involving Prime Minister Mackenzie King, U.S. President Franklin Roosevelt and British Prime Minister Winston Churchill.

In 1987, the couple started a new chapter in their lives by opening a bed-and-breakfast in Iroquois, Ontario, near the St. Lawrence River. The first summer, they hosted several couples from Europe, which led to a listing in the Guide du Routard, the annually updated travel guide for francophone Europeans. Pierrette's muffins, jams and jellies — many made with fresh ingredients from her large garden — made the B&B especially popular. The couple eventually married, became avid sailors and one fall sailed to the Caribbean for an extended holiday.

"We brought our cat with us and she fell in only once," recalls Pierrette with a laugh. "It was a wonderful adventure, although we had to cut it short for my daughter's wedding back in Canada."

When the upkeep became too much, they sold the B&B and moved back to the National Capital Region — first to Gatineau, then to



Danielle LeBlanc and Paul Taillefer aboard *Arabesque* in 1990

Ottawa. At the age of 93, Paul published the book Canada 1867–2017, 150 Years of History, A Yearly Chronicle. As the couple's health began to decline, they moved into a retirement home. Paul moved into Perley Health in 2019 and Pierrette followed less than a month later.

"We were extremely lucky to live only a few doors apart," says Pierrette. "Paul always went for breakfast before me, stopping on the way to say: 'Bonjour mon amour.' He passed away in 2020."

Although she misses her husband, Pierrette continues to enjoy life to the fullest. These days, she spends as much time as possible in Perley Health's woodworking studio, making everything from birdhouses to clocks to coat racks. Pierrette also helped to re-start the gardening program, which had been suspended during the early part of the pandemic.

"The staff treat me like a queen," she says. "They look after even the smallest of details and take great pride in their work. To me, that's the mark of a true professional."

The link between donors and quality of care

Every day, Perley Health staff witness the impacts of donors' generosity.

"Thanks to donors, we can access the equipment and other supports that make it possible to deliver exceptional care," says Freddy Vasquez, Special Approach Personal Support Worker.

Each year the Foundation releases its annual Priority Needs List. Front-line staff identify items that will provide care, comfort, and improve quality of life for residents and are not covered by government funding. Donors can choose to direct their gift to a particular item on the List or ask the Foundation to decide.

"For those of us who care directly for residents, it's an important list," says Freddy.

According to Special Approach PSW Kelly Donaghue, one small item on the list — the humble blanket warmer — perfectly illustrates the impact that donations have on care.

"When a resident is having a hard time — perhaps they're in pain or missing loved ones — wrapping them in a warm blanket makes all of the difference in the world," says Kelly. "The warmth of the blanket helps remind them whatever's bothering them will soon pass. They just seem to melt and relax. In those moments, I appreciate the support of donors with all my heart and soul."

Along with equipment, the Priority Needs List also includes the professional development fund, which supports individual members of staff who wish to complete specialized training and certification programs. Psychogeriatric Resource Nurse Samantha Hallgren credits the fund with helping her ongoing professional development. In recent years, she's completed the training and testing needed to become a Certified Hospice and Palliative Nurse, and to earn certification in Gerontological Nursing.

"Ongoing professional development is essential to



Perley Health staff Kelly Donaghue, Samantha Hallgren and Freddy Vasquez pose next to the Priority Needs List

our ability to deliver exceptional care," Samantha says. "Part of what sets Perley Health apart is the staff's commitment to continuous improvements in care. As the saying goes, 'perfection is unattainable, but the pursuit of perfection leads to excellence."

Thanks to the professional development fund, frontline caregivers at Perley Health complete Gentle Persuasive Approach (GPA) training. During the full-day GPA course, staff improve their understanding of dementia and learn how to interact more safely and respectfully with residents. Freddy and Kelly are both GPA trainers.

"GPA is particularly important in caring for people living with dementia or those who may have physical or verbal responsive behaviours." says Freddy. "These techniques often help to calm them down and enable them to receive the care that improves their quality of life."

"Every item on the list — from specialized mattresses to bursaries for staff training — has a direct and significant impact on quality of care," says Kelly Donaghue.

Nurse, traveller, donor



Captain Trudi Langlois with her **Canadian Forces Decoration in 1974** much of the last 40 years.

Tracing the life of Gertrude (Trudi) Marie Langlois reveals just how remarkably the world has evolved in recent decades. Born during an era when career women were exceedingly rare, she became one of Canada's top psychiatric nurses. And the rapid development of the international tourism industry enabled her to travel the globe for

"My aunt Trudi likes to say that she's had two careers: military nurse and world traveller," says Michelle Bentley, one of 25 nieces and nephews.

Trudi was born in 1925 into a large family accustomed to loss: only 11 of her of 15 siblings survived childhood. The Langlois family ran a hotel along Quebec's Gaspé coast. Her parents wanted all their children — including their daughters — to pursue an education, an unusual idea at the time. Trudi earned a nursing degree in Québec City, then returned home to work for a local doctor, who was also her boyfriend for a time. The couple, accompanied by one of Trudi's sisters, travelled through Europe for much of 1953, igniting a passion that Trudi would pursue in earnest decades later.

Trudi's career took off upon her return to Canada. She moved to Montreál for a nursing job in the psychiatric ward of Ste. Anne's Veterans Hospital. Many of her patients were Veterans suffering from what is now known as Post-Traumatic Stress Disorder (PTSD), a condition poorly understood at the time and sometimes treated with electro-shock therapy. For her protection, a bodyguard usually accompanied Trudi on her rounds.

In 1962, Trudi joined the Royal Canadian Air Force, in part to acquire the skills and knowledge she needed to provide better care. She earned diplomas in advanced psychiatric care, learned about new and emerging treatments, such as antidepressants, and served at bases in Canada and Europe. Trudi eventually rose to the rank of acting Major and served as a head psychiatric nurse at National Defence Medical Centre, one of three facilities amalgamated decades later to create Perley Health.

Trudi retired in 1980, claiming that work interfered too much with her many hobbies, such as belly dancing, calligraphy and competitive Scrabble. She also began to travel extensively — more than 65 countries in all — and documented her adventures in stories and scrapbooks.

"I've gotten to know my Aunt Trudi much better since we moved to Ottawa 25 years ago," says Michelle Bentley. "She's always been spry, energetic and sociable."

Trudi volunteered as a greeter at the Ottawa Airport and escorted residents of the long-term care home near her apartment to mass on Sundays. And for many years, she donated regularly to Perley Health, where she rehabilitated from a fall she suffered in 2017. On the wise advice of her financial manager. Trudi donated some of her stock portfolio to Perley Health, as part of her ongoing estate planning.

"She has a deep and longstanding admiration for Veterans, for the Canadian Forces and for Perley Health," says Michelle. "Sadly, her dementia has gotten much worse during the pandemic. Looking through her memoir and scrapbooks, I'm struck by the exceptional life she's led and her determination to give back."

It takes a comm





Sarah, Zoey, and Darcey Decooman

The Bearded Dad Project

Darcey DeCooman is the founder of The Bearded Dad Project, an Ottawa-based clothing company that sells apparel celebrating fatherhood and seeks to raise awareness of the role that fathers play in raising their children. Each month, the company donates a portion of its sales revenues to local charities. Perley Health Foundation will receive a portion of the company's sales for June. Check him out at TheBeardedDadProject.com.





Roy and Terry of Kanata Soup Co. at the Carp Farmers' Market in 2019.

Kanata Soup Co.

We are excited to announce that Kanata Soup Co. has found a creative new way to support Seniors and Veterans at Perley Health. Kanata Soup Co. is a Veteran-owned business, a proud supporter of Perley Health. To continue their support, owners Terry and Laura created Perley Pea Soup and will donate a portion from each sale of the soup to the Foundation. Perley Pea Soup is available online as of April 1 at KanataSoup.ca

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Scott Mullins' Birthday Gift

To help celebrate his birthday, Scott Mullins, Food & Nutrition Aide at Perley Health, organized a Facebook fundraiser that raised more than \$200. Thanks, Scott!

Facebook fundraisers have become increasingly popular. Facebook charges no fees for donations to registered charities. To learn more about hosting a Facebook fundraiser, check out

www.facebook.com/fundraisers/



Lorente Statue

Thank you to the Lorente family for the donation of a statue commemorating Claude Nunney, Canada's most decorated soldier. Depicting Claude the night before Canadian soldiers took the Drocourt-Quéant Line in 1918, the statue commemorates his actions as well as his history as a British Home Boy and migrant. The statue was commissioned by Dan and Kay Lorente, and designed and casted by Susan Murar of Stratford, Ontario. The statue is now installed above the fireplace near Perley Health's main entrance.





It takes a comm



Shirley Dunn & Keith Cornforth

Dunn Bench

Thank you to members of the Dunn family for their generous donation in memory of their mother, Mrs. Shirley Dunn. Shirley's children Jessica, Timothy and Matthew donated to honour of their mother and the excellent care she received while living at Perley Health. To mark their donation, a plaque was installed on the bench just outside of the Ottawa unit — a bench often enjoyed by Shirley and her partner Keith.







#TimsForGood

Thank you to the Tims For Good team for your delivery of delicious goodies! To thank frontline staff, owners of a local Tim Hortons franchises nominate organizations in their community to receive a visit by the Tims For Good team, along with coffee, donuts, and cookies. On behalf of all Perley Health staff, thank you!

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Alex Huneault and Greg Heika

Alex Huneault and Greg Heika married in the fall of 2021. Both proud employees of Perley Health (Alex works as an Infection, Prevention & Control Analyst and Greg is the Supervisor of Material Management and Laundry), the couple chose to donate to Perley Health in lieu of wedding favours. Thank you for your generosity, we wish you a lifetime of happiness.



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Korea Veterans Association

Thank you to members of the Korea Veterans Association – Unit 7 (Ottawa) for your ongoing support of Korean War Veterans who call Perley Health home. This donation will be used to help purchase a new bladder scanner for the Rideau Veterans Residence.

Belanger Family

The Belanger Family made a beautiful gift in memory of their mother, Ethel, who lived in the Ottawa Residence, and in recognition of the staff on that unit who gave her such wonderful care. This gift will help support the Professional Development Fund, which invests in the specialized training and education to support staff in delivering exceptional care. Thank you, Belanger family!



Team Perley Health: Ottawa





Team Perley Health is participating in Ottawa Race Weekend's Charity Challenge for the seventh straight year. Here are a few members of the Team who are raising funds to support the Seniors and Veterans who call Perley Health home. If you'd like to join Team Perley Health or to make a donation, call 613-526-7173 or online at perleyhealthfoundation.ca/ORW22.



Ryan and Azariah Lawrence

I have run for Team Perley Health every year since 2016. My son Azariah often runs with me. We are already talking about our plans to run in support of Perley Health this year. In fact, the other morning he stopped me while we were preparing breakfast together and said: "Hey Papa, this year we should try and raise over \$5,000 for them!" I couldn't agree more and needless to say, we're eager to run again this year so that the amazing people who put so much effort into the care of others at Perley Health have the tools and resources they need to love and support its equally amazing residents. God bless and keep you, and we'll see you on the asphalt!

- Lt.-Col. Ryan Lawrence and Azariah, Perley Health supporters

Race Weekend 2022



Bernadette Lee-Wo

I am celebrating my seventh year with Volunteer Services. Every day, I have the most enjoyable task of working with Perley Health volunteers. These wonderful people provide special comfort and care to our residents and tenants. Volunteers range in age from 13 to 95 and include people of all abilities. While pandemic restrictions have reduced the current number of volunteers from 400 to about 250, the role they play remains as important as ever. Members of the Perley Health community often stop by the Volunteer Service offices to share their stories. We have lifted each other up on many occasions especially during the pandemic. I feel connected to a caring community here. I love to walk and have completed Ottawa Race Weekend's 5k event as a member of Team Perley for the past three years, raising more than \$6,000.

> -Bernadette Lee-Wo, Perley Health Volunteer Services Clerk



Michael Carrol

I came to running fairly late in life. While I had run some small charity events in my earlier years, most of my running was on the treadmill. When I was 55/56 my younger brother convinced me to take it outdoors. so I started running 5-8k in and around the east end of Ottawa. In 2017 I began running the half marathon at the Ottawa Race Weekend every May. I chose Perley Health as I admire what they do for our aging Veterans and the general public. I've never served in the military but some family members have served. I've also worked for a couple of companies that design and maintain ships for the Royal Canadian Navy and the Canadian Coast Guard for almost 38 years, so I've worked with a lot of Veterans over the years. I'm looking forward to running with Team Perley Health again this May! I've signed up for the in-person 21.1k.

-Michael Carrol, Perley Health resident family member

Spring 2022 – Honour and Care

Advocacy and improvements in care



During the ongoing pandemic, our day-to-day focus remains protecting health and safety while maximizing residents' quality of life. How we achieve this balance changes continually based on a long list of factors, including the latest COVID-19 test results and case counts among our residents and tenants, as well as in the community at large. Along with this vitally important work, we must continue to pursue our long-term goal of transforming care for Seniors and Veterans across Canada. Advocacy is central to this pursuit.

Our advocacy efforts take many forms and involve a variety of audiences: all levels of government and key stakeholder groups, along with staff, residents, tenants, volunteers and their families. To succeed, our communications with all audiences must be coherent, consistent and accurate. We must also maintain a culture of excellence in care and continuous improvement. And finally, we must continually strengthen our relationships with stakeholders and partners. A good example of this is the ongoing effort to update our Strategic Plan in consultation with more than a dozen stakeholder groups.

Sharing our unique perspective and expertise is another component of advocacy. Last year, I appeared before Ontario's Standing Committee on the Legislative Assembly regarding the Providing More Care, Protecting Seniors and Building More Beds Act, 2021. The Act received Royal Assent late last year. Perley Health continues to work with the government officials developing regulations under the Act. Among other recommendations, we are encouraging officials to emulate elements of SeeMe™ into regulations related to palliative care.

More recently, I participated in the Government of Ontario's pre-budget consultations. Sharing our views through these fora helps shape the future of long-term care in Ontario. Increasing

capacity in long-term care is a top priority for the Government of Ontario; the Ministry of Long-Term Care aims to add at least 30,000 beds over the next decade.

The rise in construction costs during the pandemic makes it much more difficult to reach this goal. According to the final report of Ontario's Long-Term Care COVID-19 Commission, lengthy approval processes represent another obstacle. As of December 2019, only 177 of the nearly 8,000 beds approved for development were under construction. The situation could get much worse, as demand for long-term care is expected to increase significantly in the coming years,

Perley Health's waiting list consistently includes more than 1,000 names. During the last several years, the Ministry of Health and Long-Term Care allocated us funding to expand and add 240 beds. Due to the pandemic and the funding shortfall caused by higher construction costs, our expansion plans are now on hold. Other non-profit homes face the same problem. During the prebudget consultations, I presented some ideas on how to overcome the funding shortfall.

One of the most important aspects of our advocacy involves engaging continually with our supporters: donors like you. Thank you! Your donations have a direct and immediate impact on quality of care. They also help us to secure the collaboration of stakeholders and partners, and to continually increase our contribution to the community. Together, we are transforming the care of Veterans and Seniors.

And Im

Akos Hoffer, CEO, Perley Health

Donations in memory

November 25, 2021 - February 16, 2022

T. Harold Aves Diana Barrett James Barter **Bruce Bennet** Ed Bonderski Barbara Boyer Peter Brennan Jacques Brûlé Elaine Burt Margaret Butler Bruce Chick, Jr. Clifford Coates Geoffrey Coleman Walter Conrad Frank Corbett Richard Crossley Peter De Tracey Elie Descarie Marcel Desiardins Joseph Doyle Shirley Dunn Sandra Estabrooks James Finnie **Audrey Forbes** Harry Forbes Doreen Gage

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November 25, 2021 - February 16, 2022

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Kevin Shea

Staff of Perley Health SBSU

To make a gift in honour or memory please visit PerleyHealthFoundation.ca



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



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Donors help ensure Seniors and Veterans can enjoy their best quality of 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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