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### HAPPENING AT BAYCREST

## Apotex Resident Celebrates 103rd Birthday With Family Members Via eVisit

Amid the challenges that are presented to us daily during this pandemic, there are still good news stories happening around us. Recently, one of our Apotex residents, Molly Starr, happily celebrated her 103rd birthday with family members, thanks to our ongoing eVisit initiative and the Baycrest staff members who helped arrange this celebration.

Baycrest's eVisits are supported through funds raised by the SOS campaign and facilitated by our Telemedicine Rapid Implementation (TRIM) team, who are using technology to reduce social isolation and help deliver medical care at Baycrest and in the community.

Visit [www.baycrestfoundation.org](http://www.baycrestfoundation.org) to view this and other heartwarming videos and to learn more about the positive impact the eVisit program is having on our community.



## Supporting our Staff During COVID 19

As we navigate through this unprecedented time, Baycrest staff are encouraged to visit the COVID-19 section on the intranet to learn about the resources available to them. This intranet page will be updated regularly with new resources as we continue to build on this catalogue of available help. Below are a few of the resources currently available to support staff during this challenging time.

- Staff appreciation days
- Self-care tools and resources
- Light-hearted stories and videos
- Discounts for healthcare workers
- Mindfulness and breathing practices
- Live, weekly meditation classes (registration is free)

As always, our Employee Assistance Program (EAP) is available to you online or by phone at 1.844.880.9142. The EAP offers immediate, confidential and complimentary access to support for work, health or life issues as they arise. Additionally, our Spiritual Care team is available to support you and can be reached at ext. 3732.

If you have questions or want to submit an idea, please contact Diana Goliss at [dgoliss@baycrest.org](mailto:dgoliss@baycrest.org) or call ext. 2365. For support in accessing the intranet, please contact the IT Help Desk at ext. 4357. Research staff may direct inquiries to Research IT through the RIT Help Desk web portal.

# Updates, Questions and Comments

The health and well-being of everyone at Baycrest is our priority, and we are doing everything we can to serve the needs of our residents and patients during this time. Baycrest is committed to communicating with you about COVID-19. For the most up-to-date information, please visit the intranet

or [www.baycrest.org](http://www.baycrest.org) and sign up to get email notifications when there are COVID-19 updates. Please also refer to the list of Frequently Asked Questions, which we continue to update. If you have questions or comments, please email [covidquestions@baycrest.org](mailto:covidquestions@baycrest.org)

## Notes of Gratitude



Every member of our Baycrest family plays an important role in demonstrating our commitment to excellence in all that we do every day. Below are excerpts from a few of the many client and family letters we've received praising the outstanding efforts of Baycrest staff.

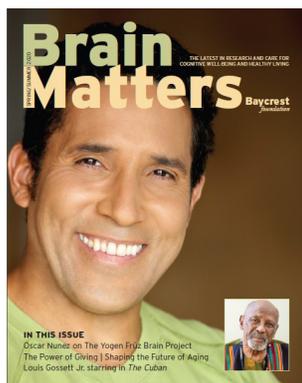
*"I would like to write this note and to express our heartfelt thanks to all nurses, PSWs and kitchen service staff who come in every day to work with a smile."*

*"I wish to commend your staff for providing excellent, compassionate care to my father and all of the residents."*

*I also appreciate the hard work of all Baycrest staff who are working to keep everyone safe and healthy. I am also grateful for the weekly phone calls to check in with me and update me from staff who are part of his Care Team. They are professional and filled with compassion. I am so happy that I chose Baycrest for my beloved father to live. Even with his Alzheimer's, he knows that he is being treated well and is very happy. Keep up the great work!!!"*

*"For over three decades, four generations of our families have had strong connections with Baycrest, as volunteers, donors, residents, patients and even as an employee. All of you should be very proud of the way that your patient care teams embody and demonstrate Baycrest's values every single day, even in the midst of a pandemic. We could not be more thankful."*

## BrainMatters is Available Online



The latest issue of Baycrest's BrainMatters magazine is available to you online.

We invite you to read an in-depth interview with actor Oscar Nunez from The Office about his involvement with The Yogen Früz Brain Project; an article featuring Academy Award-winner Louis Gossett Jr. on his role in the film

The Cuban; the perfect power lunch recipe from the Bite Me More sisters, the scene at our events and much more.

To view our latest edition of BrainMatters, please visit [www.baycrest.org/brainmatters2020](http://www.baycrest.org/brainmatters2020)

## Baycrest Develops Online Learning System for Healthcare Workers Being Redeployed into LTC Homes

On May 1, the Ontario Centres for Learning, Research and Innovation (CLRI) in Baycrest's Centre for Education, in partnership with the Ontario COVID Education TaskForce, launched training content to facilitate redeployment of workers across Ontario to long-term care homes in need of additional staffing.

Through these efforts, Baycrest is helping healthcare workers in other organizations to quickly bridge their knowledge from their current practice to the specialized care of frail, long-term care residents.

# Baycrest

Baycrest is fully affiliated with the University of Toronto.



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Contribute your Baycrest stories, news and events at [marketing@baycrest.org](mailto:marketing@baycrest.org)

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