

Baycrest Matters

A bi-weekly update for Baycrest staff, families and clients

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www.baycrest.org

Baycrest is fully affiliated with the University of Toronto.

Live, love, laugh and learn through Therapeutic Recreation.

In their powder blue t-shirts, you couldn't miss Baycrest's therapeutic recreation staff as they celebrated Therapeutic Recreation Week, February 2 to 6. With tables set up in front of the cafeteria at lunch time, recreation therapists

were on hand throughout the week to raise awareness about their profession, to talk about the work they do, demonstrate new methods they use to engage their patients (like the Wii - an award-winning video game system), hand out literature

and brochures on their individual programs and show slides of active patients participating in the different activities therapeutic programming offers.

Continued on page 2



Therapeutic recreationists **Fernanda Fabrizi** and **Karen Grauer** look on as physiotherapist **Daniel Galessiere** plays piano on the Wii.

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Live, love, laugh... continued from page 1

More than just fun and games, Therapeutic Recreation (TR) is a profession that recognizes leisure, recreation and play as integral components of quality of life. It is used to maintain and/or improve

abilities that promote well-being, enhance participation and facilitate independence. TR is used to teach or enhance recreation skills and to promote health and growth through leisure and recreation experiences.



Therapeutic recreationists **Mara Swartz, Helen Braun and Jenypher Ashby** are ready to sell baked goods made by Baycrest clients.

Sales from greeting cards (made by Baycrest clients), a bake sale and a flower sale all helped raise funds to support therapeutic recreation programs in Baycrest Hospital, the Apotex, the Community Day Centre and the Terraces.

A Wii bowling competition drew a crowd as contestants competed for Mind Buster puzzles.

Congratulations to the following winners:

- **Anna Petrovic**, BHCC
- **Ken Kowalchuk**, Physical Plant
- **David Grimby**, Payroll
- **Zelda Mandell**, Admissions
- **Janis Sternhill**, Volunteer Services.

BM

Safe Practices Save Lives now on-line

Baycrest is pleased to launch Safety at Baycrest - a new website devoted to safety procedures, policies and best practices. This site is a tool which enables Baycrest to communicate updates and promote safety initiatives. The themes explored include: medication safety, safe movement, equipment safety, wandering clients, emergency preparedness, falls management, medical alert, communication between clients, families and staff, infection prevention and control and aggressive persons. The site will describe Baycrest's safety initiatives and offer new information, safety tips and links to articles related to these and other topics.

Safety at Baycrest is everyone's responsibility, regardless of his/her role. Every staff member, client or family member, private companion or volunteer can help to ensure that Baycrest is a safe environment.

This new website is just one initiative dedicated to safety. Over the next few weeks, you will see other resources, including a brochure which will be distributed to clients and family members, describing some situations they may encounter and what they should do. A similar brochure was produced for Baycrest staff members and volunteers in June 2008, in addition to a series of leaflets on falls, medication and restraints

practices. All materials can be ordered through Stores at ext. 2079.

Baycrest staff and volunteers can access the site at Baycrest@Work and clients, family members, private companions and visitors can go to the Family Information page at www.baycrest.org

We encourage you to visit this site often for up-to-date, detailed information on safety. At any time, please speak with **Dr. Maria Huijbregts**, director, Quality, Risk & Patient Safety, if you have any questions or concerns.

BRAVO Baycrest!

by Kate Richards

An exciting new project joins together two of Baycrest's strengths - research and volunteerism - and studies how you spend your time can result in healthy aging.

Baycrest Research About Volunteering among Older Adults, or BRAVO, is a research project conducted by the Kunin-Lunenfeld Applied Research Unit (KLARU) and Volunteer Services which will strengthen the role of volunteerism at Baycrest and enhance the quality of life for Baycrest clients.

BRAVO is built on the momentum created by the "Volunteering is Good for Your Health" focus of the Baycrest Volunteer Week 2007. KLARU scientist **Dr. Nicole Anderson**, one of the speakers during Volunteer Week, recognized the research potential of exploring how volunteering contributes to healthy aging. She approached **Syrelle Bernstein**, director, Volunteer Services, to discuss a possible research project. Syrelle also saw the study as a potential volunteer recruitment tool. "BRAVO targets the baby boomer demographic as they reach retirement age, and the long-term scientific objective of BRAVO is to see whether volunteering does, in actual fact, protect against dementia," explains Dr. Anderson. "Volunteering provides the opportunity for physical, cognitive and psychosocial activity which has been shown to have a positive effect on brain fitness and may provide a buffer against the onset of dementia."

Previous research has focused almost exclusively on how people *feel* volunteering has helped them, but has not explored how volunteering improves older adults'

cognitive functions, such as memory and attention. BRAVO volunteers' physical, cognitive and psychosocial functioning will be assessed before and after a year of volunteering. "We expect to see improvements overall, but we will also relate those improvements to the demands of each volunteer's placement. Individuals placed in high cognitive and social roles - like a cashier at the WA Café - would be expected to show large cognitive and social gains, but not so large physical gains," adds Dr. Anderson.

The BRAVO project also provides the opportunity to evaluate the added value of volunteer work for people over 55 years, a highly educated and skilled group who is more discerning with how they spend their volunteer hours. "BRAVO will provide me with an effective recruitment vehicle to outreach into the community and to create leadership roles that will challenge and engage Baycrest volunteers to work in collaboration with staff," notes Syrelle. She anticipates that the development of BRAVO will demonstrate the caliber and quality of a new sector of volunteers who can bring a diversity of skills and life experiences to the table.

Although the project revolves around volunteerism, research studies of this nature still come with costs. While Syrelle plans to apply for federal and private funding for BRAVO, she was a recipient of Baycrest's Hy & Bertha Shore and Harry & Sara Gorman Award, which is granted annually to employees who wish to further their careers or produce a manuscript or educational product that can be shared by others. The project also just received funding

from the Government of Canada New Horizons for Seniors Program.

BRAVO will also seek to provide individuals who are accustomed to functioning in leadership roles in their former professions, with the opportunity to continue to contribute at a high level. Unlike other studies, a core group of leadership volunteers have been involved in the design of the project and its implementation. The unique role of a leadership volunteer developed in BRAVO addresses the aspirations of retiring boomers who are determined to remain fully engaged with life.

Lesley Miller, a dedicated volunteer for Baycrest and a leadership volunteer in the BRAVO study, is enthusiastic about the innovative step Baycrest has taken toward broadening the spectrum of volunteer roles. "I take my hat off to Baycrest for really 'walking the walk' with respect to integrating volunteers into the research enterprise, rather than the typical isolation of science seen in other settings," she says. "To a remarkable degree, BRAVO demonstrates that breaching the gap between research and clinical care is an achievable aspiration."

Kate Richards recently obtained a Master of Arts, History from the University of Toronto.



Worth Repeating: Here is the latest edition of Bill's Journal

February 10, 2009

Dr. William E. Reichman, Baycrest president and CEO

There have been a series of meetings today with our staff across Baycrest that I want to summarize in this message. The goal is to ensure that everyone is familiar with and understands what changes were announced today and as importantly, why these changes were made.

Today, we announced a series of very difficult actions impacting several of our colleagues and friends, many of whom have worked by our side for many years to make our organization as special as it is. The elimination of their positions has been taken to help Baycrest get through this very difficult financial downturn and to enable us to sustain our long-term commitment to our clients and their families.

Since mid-September, Baycrest's fundraising and investment income have been drastically and negatively impacted by the economic downturn to the point that the reserves we have relied upon previously to top up our government funding and allow us to do very special things, are being drawn down at an unprecedented rate. Over the years, Baycrest has been able to successfully supplement government funding through the successes of our Foundation's efforts and the returns on its

investment portfolio. But today, the environment is much different and we cannot rely on those sources of income as we have in the past.

As you have heard in the media, these are difficult economic times for all organizations, including those organizations engaged in healthcare. We, at Baycrest are not alone in having to confront such serious challenges. Importantly, we had chosen early on in the very first phases of the economic downturn to take action; to ensure that we did everything possible to keep the organization healthy; to ensure that we could continue to maintain our major services and to not, unless we have absolutely exhausted all other options, cut services at the "bedside".

Today's changes that impact a variety of areas across the organization are essential to implement given the magnitude of our financial challenge. As we went about determining how to find savings we looked at ways to realign program expenses toward original funding envelopes; examined some of the smaller, low volume out-patient services that are also offered elsewhere in the community; and looked at how services could be provided differently. As a result, the changes announced do impact people's positions—in some cases

a reduction in hours, and in other cases positions have been eliminated. In addition, some vacant positions have now been frozen indefinitely. Here are the specific positions impacted:

Vacant positions eliminated:

- Senior Occupational Therapist, BHCC
- Clinical Manager, Community and Ambulatory Clinics
- Director, KLARU
- Clerk/Typist, Seniors Counselling and Referral

Full-time positions eliminated:

- Vice-President, Facilities & Redevelopment
- Secretary, Executive Offices
- Social Worker, Seniors Counselling and Referral
- Clinical Nurse Specialist, Mood Clinic, BHCC
- Director, Planning
- Art Coordinator
- Clerk/Typist, Diagnostic Imaging

Part-time positions eliminated:

- Physiotherapist, Gait Clinic
- Senior Physiotherapist, Self-Management Program
- Occupational Therapist, Orthotics Clinics
- Senior Occupational Therapist, Seating Clinic
- Lifeguard, Hydrotherapy Programs

“I commit to you that as we learn more from the government about how they will respond to us, we will share the progress as soon as possible.”

Reduction of hours impacting positions:

- Secretary, Community and Ambulatory Services/Audiology
- Secretary, BHCC
- Museum, Coordinator

There are also administrative areas where budgets have been significantly reduced and these areas are being challenged to do things very differently.

Unfortunately, when we have to look for such significant savings in a service delivery organization it is extremely difficult to avoid impacting positions. That makes decisions like the ones I have outlined very hard for all of us and not something any one of us wants to have to do—but we know that it is necessary to stabilize our financial situation—to protect the essence of what Baycrest is. I am asking all of our staff to do all possible to support those who have been adversely affected by these downsizing activities. Please offer them your support. We will do everything possible to minimize the impact of these actions on their lives and to honour their contributions to our organization.

We continue to work with government to reinforce the fact that Baycrest is an excellent investment, not just because of what we provide to the

community, but what we provide to the provincial health care system in terms of innovation and best practice. I cannot tell you at this time if our efforts will result in a much needed new investment in Baycrest. I can tell you that we are working full tilt in our efforts to liaise with government. Just yesterday, the Minister of Health, David Caplan, took time out of his very hectic schedule to meet with Tony Melman, our Board chair, and me here at Baycrest. We had an hour of his time to discuss the special contribution we make to the province and how an additional investment would seed even more advancements. He certainly showed appreciation for the great things Baycrest is doing. We will continue to work with the Minister and his staff to ensure Baycrest is strong and moving forward with our innovations that have become a core identifier of this organization. Right now, that is my top priority—to get us more government financial support.

I commit to you that as we learn more from the government about how they will respond to us, we will share the progress as soon as possible.

I encourage you to look at the video of the Staff Forum on the Intranet sometime over the next few days so that you can hear all of the information shared.

In closing, I again ask that in the true Baycrest spirit, you support to the fullest our colleagues who have been most impacted. Over the years Baycrest has become a relatively big organization, but we have never lost our sense of community and camaraderie. It is in especially difficult times such as these when this is so critically important. Thank you all for your support as we move ahead with our great work despite the present day challenges. We will persevere and we will be successful. We owe this to ourselves and more importantly, to our clients and their families.

Bill

<http://intranet/ceo/>

Speech language pathologists bond across the world

While it is nothing new for health care professionals from across the world to visit Baycrest, an Israeli speech language pathologist recently came here as a result of a connection she made through Telehealth.

Speech-language pathologist Nophar Ben David, Department of Otolaryngology, Edith Wolfson Medical Center, Holon, Israel, was hosted by **Lisa Sokoloff**, Baycrest speech-language pathologist and interprofessional team coach and project coordinator for the Mental Health Guidelines Implementation Project, when she came to Canada last week and toured Baycrest and a Reena Foundation Elder Home.

Lisa met Nophar through the Dysphagia International video conference rounds in March 2007 in a presentation from Wolfson Medical Centre. Baycrest speech-language pathologists participate in a monthly Ontario/Saskatchewan telehealth Dysphagia (difficulty with swallowing) Interest Group which is linked with the Peter A. Silverman Global eHealth Program and Canada International Scientific Exchange Program (CISEPO). Through this program, Lisa and Nophar developed a professional relationship, and Lisa had the opportunity to meet Nophar in person and visit her Dysphagia clinic two years ago when a number of Baycrest staff members journeyed to Israel through a knowledge exchange

forum. Over the years, the two speech-language pathologists would consult each other on different cases.

"The structure of the teams we are working with are quite different," Lisa explains. "The swallowing clinic at Baycrest consists of a speech-language pathologist and a dietician, while Nophar closely works with a gastroenterologist and an ear nose and throat (ENT) specialist. Each of our teams brings different views to the case. The Baycrest focus is more allied health, while the Wolfson focus is more medical, although the overall goal of the best client care is the same."

While Lisa has many fellow speech-language pathologists she can confer with at Baycrest, Nophar is the only one on staff at Wolfson working with dysphagia. She often turns to Lisa for support, but Lisa admits there are many things that Nophar brings to the affiliation. "Israel is very advanced in technology and medicine, and Nophar introduced to us an instrumental procedure to assess swallowing that we do not currently use at Baycrest. There are always possibilities to learn something new." **BM**



Recognition brings nurse to tears

When registered practical nurse **Maureen Nurse** walked into a small meeting room with her colleagues from 6 East last month, she had no idea she was about to receive an award from grateful family members who wanted to thank her through the Baycrest Rewards and Recognition program for her compassionate client care and energy she brings to her role every day.

“We want to recognize Maureen for the wonderful way she cares for her patients,” said Ilana Ovadya and Niki Christoforou, both of whom have husbands being cared for by Maureen. “She walks in with all this spirit and is so wonderful, the way she talks to our husbands and our families.” After a warm round of applause from colleagues, Maureen, who has worked at Baycrest since 1990, thanked the two women and her supportive team of colleagues. “Every time I step into Baycrest to carry out my duties, I do so with all my heart,” she said.

“Maureen is an exceptional, registered practical nurse, who

has a unique, compassionate approach to patient care. She has a genuine concern for her patients, and she always delivers care with a sparkle in her eye,” says **Julie Grossman**, manager, 6 East. “Maureen is just one example of the excellent nurses

we have on the unit. They should all be applauded for their dedication and hard work.” **BM**



Greatful family members from 6 East show their appreciation and affection. From left to right - Ilana Ovadya, Iani Charalambous, **Maureen Nurse**, registered practical nurse and Niki Christoforou.

Private Companion 2009 - 2010 Update

Every year private companions working with a Baycrest client receive an updated sticker for their identification badge. Stickers will be distributed throughout the month of

February. Before receiving the sticker please ensure registration forms and contact information is up to date. Times and dates of distribution will be posted. For more information,

please contact **Fran Cossever**, manager, Private Companion Program at ext. 3195 or FCossever@baycrest.org

Announcements

Congratulations to **Bonnie Bereskin**, speech-language pathologist, whose article "Communication Circles" was featured in the December issue of Parkinson Post (this is the first electronic issue of the magazine). Bonnie's article depicts her research project supported by a Shore-Gorman grant on an intensive and cost-effective treatment program for the speech changes of Parkinson's. Friends and family members of individuals with Parkinson's disease are trained to provide a specific voice and speech therapy program for the individual. These "Communication Circles" provide on-going and effective treatment and help to maintain social support for the individuals involved.



Registered nurse **Madeline D'Arpino** (with flowers) is surrounded by her colleagues at a farewell tea.

Farewell to **Madeline D'Arpino**, registered nurse, who retired last week after 29 years at Baycrest. Although Madeline has worked in different capacities around

Baycrest, she has been in the Day Treatment Centre for more than 20 years. We wish you the best for your retirement.

Baycrest

INTERPROFESSIONAL ROUNDS

View of the World Through the Eyes of the Elderly: *"I'm 90 Going on Middle Age"*

Presented by:

**Joel Walker, MD, FRCP, Photographer,
Psychiatrist**
www.portraitsofthehumanspirit.com

Joel's lifework is based on the unique integration of his photography with his psychiatric practice. He has powerful stories to share regarding the time he spent volunteering in the early 1980s with Baycrest clients with various challenges (physical and emotional) resulting directly from his double internship here in the 1970s. He will illustrate how the use of photography can open up untapped creativity and increase feelings of self worth and discovery.

FRIDAY, FEBRUARY 20, 2009

10:30 am - 11:30am

11:30-11:45 view the artwork and meet the artist
Classrooms ABC, 2nd FLOOR, HOSPITAL

EDUCATIONAL OBJECTIVES

Participants of this session will:

develop an understanding of how artwork can portray aspects of the creative spirit in a way that impacts quality of life for both clients and staff discuss how to tap into their client's life-long creative spirit.

Join us to experience Joel's generous gift of a new learning tool - a rare, historical photographic collection of Baycrest clients (1981-1983), now permanently installed in Classrooms ABC and the Telehealth Boardroom.

Also available on Ch. 23!

This event is an accredited group learning activity as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada