

Baycrest Matters

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Recognition and Rewards Program brings out the best at Baycrest

“These are exceptional people who do extraordinary things here at Baycrest as part of a group, through innovation, through leadership and through sharing knowledge. They develop and implement new innovations; they lead with excellence; they collaborate to implement new initiatives and they share new knowledge and practices. And each of them helps to keep Baycrest great.” These were the words of CEO Steve Herbert as he paid tribute to this year’s recipients of Annual Awards.

Three individuals received the award in the category of Excellence in Leadership: Mee Mee Low Sin, Informatics was nominated by clinical systems support specialist Marissa Polidori. As project manager, Mee Mee oversaw the Meditech Upgrade 5.5 Ring Release for

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Dr. David Conn (right) is given a hearty congratulations by Dr. Michael Gordon.

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Recognition and Rewards Program...Continued



The Baycrest R & R committee members: **Joanna Szewczyk**, Rotman Research Institute; **Neil Shepherd**, Physical Plant; **Tina Waisglass**, Medicine; **Ellen Shanfield**, Social Work; **Paula Ferreira** (Chair), Education & O.E.; **Joyce Lagunoff**, Community Day Centre for Seniors; **Manson Locke**, Human Resources; **Joanne Gittens**, Foundation; **Bobbie Cohen**, Therapeutic Recreation. Absent: **Victor Oliveira**, Housekeeping, Linen & Laundry; **Susan Romeril**, Communication Disorders; **Claire Taasin-Lau**, Nursing; **Melissa Ziraldo**, Behavioural Neurology, Brain Health Centre.



Maria Piccini (left) is congratulated by her colleague **Penina Ackerman**.

entire Baycrest Centre. She provided exceptional direction, coordination and guidance for all informatics team members.

Dr. David Conn was nominated by **Dr. Michael Gordon**, Vice President, Medical Services. As head of the Canadian Coalition for Seniors' Mental Health, Dr. Conn was responsible for leading this project that produced national standards in psychiatric practice. This is a leadership role not only in the Department of Psychiatry at Baycrest but also with the University of Toronto. Dr. Conn is also the Medical Director of the Telehealth program at Baycrest.

Manson Locke, who has recently been promoted to Manager, Labour and Employee Relations, was nominated for his work as Human Resources Advisor over the past year by **Pat Howard**, Director, Education and Organizational

Effectiveness. "Since Manson has come to Baycrest he has learned new roles and demonstrated leadership in whatever role he was assigned. Manson consistently showed a professional approach, took initiative and was proactive to ensure that the task at hand was done, and ensured that customer needs were identified and met, and provided advice to customers in an assertive and mature manner," says Pat.

Rotman Research Institute design engineer **Alain Fournier** was nominated by programmer **Constantine Chernenko** for the category of Outstanding Innovation. When the Research Information Technology group was required to expand the storage system for brain scans, Alain came up with ingenious solution and built a storage from off-the-shelf components.

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Recognition and Rewards Program...Continued

The Apotex Documentation Task Force, consisting of Lilya Ashkenazy, Rosemarie Bonadie, Ai Chang, Elena Gutkin (team leader), Conrado Miranda, Elena Samoilova, Marilou Tolentino, Sandra Thompson and Joyce Tsui received the award for Group Achievement, nominated by Catherine Kohm, Director of Nursing, Apotex,

“This task group dedicated itself to both redesigning the Apotex Care Plan, and preparing our home for classification in a professional, logical way that ensured we could sustain the initiatives implemented,” states Catherine.

Two recipients received this year’s new award, Excellence in Sharing Learning. Dr. Fabio Varlese, Medicine was nominated by Dr. Jamie Spiegleman, resident. “Overall, Dr. Varlese is compassionate with patients, he goes out of way to help patients, nurses, administration assistants, and even residents,” says Dr. Spiegleman.

Speech language pathologist Maria Piccini was nominated by her colleague Penina Ackerman for her enthusiasm for clients and the client-centered process. “Maria is always researching literature to make sure she has the most up-to-date information available to help clients and their families and then shares that knowledge with multidisciplinary team members,” adds Penina.

R&R nominations and how they work

If you’ve recently nominated a colleague for a monthly Recognition and Rewards (R&R) award, you may be wondering what happens after you’ve submitted your nomination.

Once Education and Organizational Effectiveness (E &OE) receives the completed the nomination form, it gets

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This year’s Annual Recognition and Rewards recipients:

EXCELLENCE IN LEADERSHIP

Dr. David Conn, Psychiatry
Manson Locke, Human Resources
Mee Mee Low Sin, Information Technology

OUTSTANDING INNOVATION

Alain Fournier, Rotman Research Institute

GROUP ACHIEVEMENT

Apotex Documentation Task Force

A NEW AWARD: EXCELLENCE IN SHARING LEARNING

Maria Piccini, Communication Disorders
Dr. Fabio Varlese, Medicine



The Apotex Documentation Task Force: Ai Chang, Conrado Miranda, Joyce Tsui, Rosemary Bonadie, Catherine Kohm and Elena Gutkin. Absent: Lilya Ashkenazy, Elena Samoilova, Marilou Tolentino and Sandra Thompson.

Recognition and Rewards Program...Continued

assigned to a member of the Recognition and Rewards Committee for review. If necessary, the committee member calls the nominator for further information, and also contacts the nominee's manager to confirm that the award is endorsed.

The committee meets on a monthly basis to determine the award winners.

Once an award has been confirmed, the committee member handling the nomination then sets up an appropriate date, time and location to present the award to the recipient.

If you would like to nominate a fellow staff member, be sure to pick up an R & R nomination form at any of the **Speak Your Mind** boxes located throughout the Centre, or from the **E & OE Department** on the 2nd floor of the hospital.

The Baycrest R & R committee members:

Bobbie Cohen	Paula Ferreira
Joanne Gittens	Joyce Lagunoff
Manson Locke	Victor Oliveira
Susan Romeril	Ellen Shanfield
Neil Shepherd	Joanna Szewczyk
Claire Taasin-Lau	Tina Waisglass
Melissa Ziraldo	



Manson Locke and Pat Howard.



Rotman Research Institute design engineer **Alain Fournier** (centre) with nominator **Constantine Chernenko** (left) and **Sasha John** (right).



Dr. Fabio Varlese with nominator **Dr. Jamie Spiegelman.**



Award recipient **Mee Mee Low Sin** and nominator **Marissa Polidori.**

Sharing knowledge happens in many different ways at Baycrest

Once a week, Dr. Benjamin Williams comes to Baycrest to work under the supervision of neuropsychologist Dr. Angela Troyer, as a post-doctoral fellow in psychology/neuropsychology. And while it is not unusual for Baycrest to be playing this kind of educational role, what is special is how this new knowledge will be used by Dr. Williams.

For the rest of his time, Dr. Williams is on staff at the Southdown Institute, an organization that offers residential and outpatient psychological treatment and spiritual guidance to clergy, vowed religious and persons actively committed to Christian Ministry.

While Southdown also offers residential treatment programs for individuals who suffer from addictions and alcohol abuse, it also treats people with mood and anxiety disorders and aging-related concerns like Baycrest. It was suggested to Dr. Williams by his Southdown colleagues to join Baycrest to expand his skills. By working with a similar population, Dr. Williams can build on his knowledge of the elderly and a variety of psychological and psychiatric disorders.

Raised in Ontario, Dr. Williams recently received his doctorate in clinical neuropsychology from the University of Victoria. Even before his return to Toronto, he was already familiar with the reputation of Baycrest. “For geriatric neuropsychology, Baycrest is the one of the most well-known facilities in Canada, possibly the world,” reflects Dr. Williams. “Not only am I learning a great deal from the clients that I see here, but I also feel that my time at Baycrest is a great opportunity to foster relationships with the best and brightest in the field of neuropsychology. Both of these experiences will help to better treat the clients at Southdown.” As he continues his work there, Dr. Williams hopes to develop memory intervention and cognitive rehabilitation programs in the future.

While Dr. Williams has only been at Baycrest since January, he already can see the cultural similarities to Southdown due to its cultural roots and emphasis on religious values. “There is a sense, at both places that you are working in an environment that greatly differs from other health care institutes. Even though I have been here for a short time, I can tell that there is a presence of culture and spiritual needs being addressed and cared for.”

Blue Permit parking reserved for evening shift

If you are using the Blue Permit spaces after 2:30 p.m., please take note that these spaces need to be available to the evening shift by that time as indicated on the signs. When these spots are used inappropriately, the evening staff comes to work, there is no available parking and the closest spots are at the Terrace Wagman Centre.

Please remember that the parking spaces labeled **BLUE PERMIT PARKING** are only for the evening and night shift staff from 2:30 p.m. to 7:30 a.m. for security and safety reasons. Your vehicle will be tagged and/or towed at your expense if parked in these spaces between 2:30 p.m. and 7:30 a.m. without a valid BLUE permit issued and signed by the Director of Security. Also, if this BLUE permit is used before 2:30 p.m., the vehicle will be tagged and/or towed at the owner's expense.



Apotex residents Ida Orliffe (left) and Helen Goodman (far right) are thrilled to have the opportunity to be Friendly Residents as part of a new pilot program in Volunteer Services. The program is the fantastic idea of friendly visitor volunteer Bev Zwaigen (centre). Along with Bev, Ida and Helen will provide friendly visits and fun conversation to fellow residents in the Apotex.

For Ida and Helen, this new opportunity is really old hat for them. Years ago, both volunteered their time as friendly visitors to the elderly at Baycrest. Helen even visited residents at the old Cecil St. building.

All three women were featured in the acclaimed Allan King film, “Memory with Max, Claire, Ida and company”.

Stroke survivors get the MOST out of program

On a cold January morning in 2004, 50-year-old Edward Bhim started his van to warm up the engine. When he returned to the front door of his house, he was unable to turn the doorknob to get back inside. He then fell to the ground and was discovered there by his thirteen-year-old daughter. Edward was rushed to Toronto Western Hospital, where he was diagnosed with a stroke, affecting his speech and paralyzing his right side.

As a husband and father of three daughters, Edward's life had changed instantly. After two weeks in hospital

followed by months of rehabilitation, he regained his speech and ability to walk, but he was no longer able to work, or take part in the outdoor activities he loved like cricket, golf and salmon fishing. Edward did not lose hope, and he knew that there had to be a way to overcome some of his limitations. Through the Toronto Rehabilitation Institute, Edward discovered the Moving on after Stroke (MOST) program at Baycrest.

The MOST program is a nine-week, twice-weekly self-management program for individuals, and their care partners, who have completed active stroke rehabilitation, live in the community, and want to learn the skills needed to live successfully with stroke. Facilitated by a physiotherapist and a social worker, the program involves participatory discussions with other stroke survivors and education on managing their condition as well as exercise sessions on land and in a warm water pool.

Angela Chan, Director, Physiotherapy, describes the MOST program as the “graduate school” of rehabilitation. “These stroke survivors have completed their recovery and care in hospital, and now they are at home on their own, without the ongoing support of health professionals” she states. “This program provides them with the knowledge and practice on how to live actively and constructively with their stroke condition.”

MOST is just one of the condition-specific self-management programs offered at Baycrest. Self-management programs are facilitated by health professionals such as a physiotherapist with a social worker or an occupational therapist for people living with chronic illness such as



MOST program participant Edward Bhim demonstrates how he can now climb stairs.

arthritis and Parkinson's disease. These programs help them improve their own health by developing the confidence and skills needed to manage their condition on a daily basis. “The health care professionals provide the tools to help, but ultimately the clients and their care partners contribute to their own progress by setting meaningful goals, developing problem solving skills and identifying resources and supports” explains Angela.

“The benefits of the MOST program are numerous – it covers a wide range of topics, such as exercise, nutrition and relaxation,” says Edward. “It also restored my confidence by teaching me how to set short-term as well as long-term goals for myself.”

For Dietrich Boecker, learning how to set those goals was key to his recovery. Dietrich suffered a stroke eighteen

MOST Program goals:

- Understand more about stroke and how it affects you
- Learn how to reduce the risk of another stroke
- Set and achieve realistic goals that are important to you
- Discuss common concerns such as care giving, receiving help, working with your health care professionals, maintaining and developing relationships
- Learn to better manage your daily activities
- Learn about specialized equipment
- Learn how to safely and comfortably exercise in warm water and/or an exercise room
- Learn to improve flexibility, muscle strength and endurance
- Learn about and practice relaxation techniques
- Become aware of and connect with appropriate community resources
- Explore recreational opportunities

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Stroke Survivors...Continued

months ago which left his right side paralyzed and thus unable to use his right hand. As a result, he could not continue working as a successful architect or play tennis. "To have a stroke is really devastating. Although I know I have made much progress, there are days when I don't even want to get out of bed," Dietrich quips. After completing the MOST program, Dietrich would leave the house at least five days a week. He had set a long-term goal of combing his hair with his right hand and although he is not there yet, he knows that he is improving. He is able to consult a little with former clients, is driving a car, and has joined the pool at Variety Village.

Both Dietrich and Edward have completed the MOST program and have stayed on as volunteers, providing support to fellow stroke survivors. Both men agree that after what they themselves have gone through, they want to give back, and do whatever they can to help others move on.

For more information or to register for the MOST program, please call the Physiotherapy Department at 416-785-2500, ext. 2683. There is a \$100 program fee. Your private health insurance plan may cover this cost. Care partners attend at no extra cost.

The Anne and Louis Pritzker Wellness Library

Information Sessions Winter/Spring 2007
Call 416-785-2500 Ext. 3374 to register

Eating for Digestive Health

Monday February 19, 2:00 – 3:30
Wortsmann Hall, 1st. Floor Hospital

Speakers:

Barb Wendland, Clinical Dietician at Baycrest and author of the book *Chronic Heartburn*

Julie Grossman, Volunteer, Toronto Chapter President, Crohn's & Colitis Foundation of Canada

Janet Dalziel, Volunteer, National Vice President, Board of Directors, Canadian Celiac Association

Alzheimer Disease

Monday March 26, 2:00 – 3:30
Wortsmann Hall, 1st. Floor Hospital

View the acclaimed film *Complaints of a Dutiful Daughter*

Speaker:

Melissa Ziraldo, Coordinator - Division Of Neurology/Brain Health Clinics will introduce the film, *Complaints of a Dutiful Daughter*. This film chronicles the various stages of film Director Deborah Hoffman's mother's Alzheimer Disease.

It is a life-affirming exploration of family relations, aging and change, the meaning of memory, and love.

Visiting with Elders: Strategies to help you have a meaningful and rich visit with an elderly loved one

Tuesday April 24, 2:00 – 3:30
Wortsmann Hall, 1st. Floor Hospital

Speaker:

Ruth Goodman, Senior Social Worker at Baycrest

Education and Organizational Effectiveness

February 2007 Calendar of Events

Clarica Lunch & Learn: Managing Your Money

Tues., February 13
12 – 1 pm
Loftus Community Hall
Lunchtime seminar for all staff

GRAND ROUNDS

Fri., February 16
8:30 - 9:30 am
Hospital Classrooms ABC
No pre-registration required.
Topic to be announced

Respect in the Workplace: Human Rights Training for Managers

Tues., February 27
9:00 – 12:00 pm
Loftus Hall, Apotex Bldg.

For **managers and/or leaders** who supervise staff; **pre-registration required**

Facilitator: **Gary Rosborough**, Education Specialist

Attracting and Selecting Talented Staff

Thurs., February 15
9:00 – 12:30 pm
Loftus Hall, Apotex Bldg.
For all staff/volunteers interested in attending; **pre-registration required**

Performance Development Learning Labs

Fri., February 23
10:30 – 11:30 am
(note new time)
Hospital Conference Rm. 2H01

For **managers and/or leaders** who conduct performance reviews.
No pre-registration required

Facilitator: **Gary Rosborough**, Education Specialist

*Please contact **Ursula Zamora**, ext. 2365 in Ed & OE if you have any questions. For complete details on these and any future events please check the Events Calendar on the home page of the Baycrest intranet for the most up-to-date information.

A fond Farewell

Colleagues bid farewell and paid tribute to **Nina Baltzan MSW, RSW** at a tea in honour of her retirement on January 25. Nina has been a social worker at Baycrest for over 21 years. She held a position in the Intake Department (now called Seniors Counselling and Referral) and for the past 13 years on the Inpatient Psychiatry Unit, 4East. Nina was also actively involved in social work student education as a field instructor and in the mentoring program. "I want to thank all of you for your friendship throughout the years and warm wishes on my retirement. You are truly a terrific, thoughtful and skilled group of people. I am going to miss you all very very much," says Nina.



Congratulations

Dr. Bruce Pollock, Sandra A. Rotman Chair in Neuropsychiatry, has been elected President of the American Association for Geriatric Psychiatry, an organization of 2,600, American and Canadian geriatric psychiatrists. He is the first Canadian to be elected to this position. Dr. Pollock is also Senior Scientist at the Centre for Addiction & Mental Health and Head, Division of Geriatric Psychiatry at the University of Toronto.

Dr. Donald Stuss, Director, Rotman Research Institute, has been selected by the American Psychological Foundation (APF) to give the 2007 Frank J. McGuigan Lecture for Understanding the Human Mind at the American Psychological Association Convention in San Francisco in August.

Congratulations to **Dr. Paula Rochon**, whose student Daniel Fantus won the Health Care prize for his poster presentation on Injury and poisoning in Ontario's aboriginal communities at the University of Toronto's 21st Annual Undergraduate Medical Student Research Day held January 18, 2007. The prize is part of the George Brown Awards given to MD students judged to have the best poster presentations. A total of 105 abstracts from a broad range of research areas were presented from all years of the MD program.




Baycrest Family Purim Carnival

Sunday, March 4, 2007
1:30pm to 3:30 pm



Play Station Games,
Face Painting & Crown Making
1:30-3:30 - Loftus Hall



Selma Jelinek Sunday Concert
Entertainment: 1:30 – 2:30
Winter Garden Court

Dance Recital by our Baycrest Private Companions
 and
Entertainer: Marie Gogo

Refreshments Available for Purchase in the W.A. Cafe



Children

PRIZES FOR BEST COSTUME AND THE CATEGORIES ARE!!



Staff



Personal Companions



Volunteers

Great, Great Grandchildren
Visit with your Bubbie & Zaidy