

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.

Helping Hands

A group of enthusiastic student volunteers are working with Infection Prevention and Control to promote the importance of hand hygiene throughout Baycrest, particularly in the dining areas for clients, visitors, volunteers and staff.

The "Helping Hands" team visits the dining room areas at mealtimes

with antibacterial solutions, offering individuals the opportunity to disinfect their hands before they eat, and provide information about hand hygiene. The teens will also post the "4 Moments of Hand Hygiene" on resident's bulletin boards in the Apotex as a helpful reminder for staff.

"The Helping Hands team is a terrific way to

both engage these young volunteers as infection prevention and control educators and to remind all of us the importance of remembering to wash our hands several times a day," says **Jane Van Toen**, Infection Prevention and Control coordinator. "Seniors are especially susceptible to illness at all times of

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The Helping Hands team helps to remind everyone to wash their hands.

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

21st century learning at Baycrest

Having a computer as an instructor was once thought of as something out of 1970s television shows like the Jetsons or Star Trek, but in the 21st century, we sometimes wonder how we ever learned without it.

Baycrest supports eLearning, the use of computer-based technologies, as a significant education tool and piloted eLearning with Core Curriculum Online courses (Jewish Life at Baycrest, Fire and Disaster Planning, Workplace Hazardous Information Systems (WHMIS), Institutional Abuse, Infection

Control Education and Emergency Evacuation of Clients. The roster of eLearning will grow with the addition of Respecting Client Privacy, an eCourse which will be rolled out in September. Several other courses will soon follow.

"eLearning provides everyone at Baycrest with the opportunity to learn when they need it in a format that is interesting and engaging," explains **Gary Rosborough**, Specialist, Organizational Effectiveness. "If you cannot make it to a workshop that is offered during the on a

week day because you are working evenings or weekends, you can still benefit from an online version of the course at your convenience."

eLearning delivers content through electronic information and multimedia online technologies and includes text, images, video, audio and simulations, or other interactive tools. eLearning can help to support classroom learning as a complimentary piece or allow people to learn on their own time.

Gary adds that e-learning is not designed to replace face-to-face learning, but rather to enhance it. "eLearning is most valuable when it is used to develop knowledge or awareness of a topic. When we instruct new clinical skills to staff, eLearning could provide basic knowledge about how the technique is done through video or simulations, but to develop the skill you would still need to demonstrate it in an environment where you receive direct feedback from an expert.

One of the challenges of e-Learning is the dependence on many resources such as experts in education technology and web design. Co-chaired by Gary, Baycrest will actively participate in the TAHSN eLearning

Collaborative that will allow shared eLearning experiences and resources. There is a lot of work that needs to be done before launching a course and it needs to be designed to appeal to many people. "Considering the cost and the amount of time and effort it takes - months of planning - it does not make sense to design an elearning course for a group of five people. We need to be strategic, and concentrate on what we can do that will reach a broader audience," Gary says.

For our purposes, eLearning includes online courses, blended learning (a combination of online resources with face-to-face interactions), electronic performance support tools, self assessment, online educational communities, and other resources that encourage learners to assess, improve, enhance their knowledge or clinical performance.

For more information about available online eCourses go to <http://intranet/BaycrestWork/corecurriculum>. New courses will be promoted through internal Baycrest communications vehicles and by managers. **BM**

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year, so it is vital that staff, visitors, family members and caregivers follow certain protocols, including hand washing."

Washing your hands only take 15 seconds yet it is the single most effective way to prevent the spread of germs. It is required that you wash your hands, or disinfect them:

- ◆ Upon entering the facility
- ◆ After using the toilet
- ◆ After blowing your nose
- ◆ Before and after you touch a dressing or wound
- ◆ Before eating and drinking
- ◆ When your hands are dirty
- ◆ More often when you are ill

All health care providers need to follow the four moments of hand hygiene.

Baycrest's music therapist **Amy Clements-Cortés** even recorded a special song for the Helping Hands team, which they play as they travel around Baycrest to let everyone know they are on their way. **BM**

Meet the leaders

Syrelle Bernstein

Baycrest Matters continues with its “meet the leaders” series and met with **Syrelle Bernstein**, Director of Volunteer Services.

BM: What programs/areas does your portfolio include?

SB: Any volunteer who comes to Baycrest must come through the Volunteer Services Department no matter what area they may be serving. This means that I oversee volunteer activities throughout Baycrest.

BM: How has your portfolio changed?

SB: The shift to program management has given Baycrest an opportunity to move volunteerism up a notch, a chance for the volunteer really to be recognized as part of the interprofessional team. We will embark on new initiatives and strengthen our roles throughout Baycrest by are supporting staff in their programs and services.

B.M.: What are your new goals?

SB: We want Baycrest to be the place of choice for volunteers. We want to encourage people to come here and see how they can make an impact on the quality of care that we provide.

The demographics of volunteers are changing and this is prime time for all generations to join Baycrest and continue the mission that began in 1918. Baycrest was built upon volunteerism, and are still grounded in what we believe in.

We are also trying to recruit young



Syrelle Bernstein, Director of Volunteer Services

volunteers. We are strengthening our partnerships with schools, corporations, and the community. We are looking at innovative ways of collaborating with these external partners to attract volunteers of all ages.

BM: What are some of the positive changes that clients and families will see?

SB: They will see that there is a new leadership of volunteers - many of our volunteers are newly retired, they are skilled, educated - they often hold masters degrees and PhDs - they were career professionals and that is translating into their volunteer work.

BM: What are some of the challenges that you face?

SB: Like all other organizations, recruitment of volunteers is always a challenge. The main challenge is the pace of being able to implement new initiatives. It is important for internal

staff to be able to understand the volunteer position and how it compliments their role before the placement of the volunteer, and to educate staff on how to work with volunteers. This often takes time, and there is usually an adjustment period on both sides. The volunteer often wants to experience the same sense of workplace culture as staff members and share the same goals.

BM: What are some of the innovations that will put Volunteer Services at the forefront of aging?

SB: We are working with KLARU scientist **Nicole Anderson** to develop Baycrest Research About Volunteering among Older adults (BRAVO), a research project designed to explore the physical, cognitive, and psychosocial benefits of volunteering and to increase recruitment of potential volunteers age 55 years plus.

Earlier this year, I presented this research project with Baycrest volunteer Lesley Miller at, the International Conference on Volunteer Efforts in Panama City, Panama where over 600 delegates participated from countries including South America, North America, Scotland, Israel, Australia, Cuba, Lebanon, Brazil, Singapore, Nigeria, Taiwan, Russia, England and Denmark. I also presented at the Associates of Jewish Homes and Services annual conference held in West Palm Beach, Florida. We hope to present the findings at the next international conference in Singapore in 2011, the International Year of the Volunteer

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People profile

Illness does not rob **Cuizhi Li** of her creativity

Since a diagnosis of lung cancer over a year ago, Mrs. Cuizhi Li has been in and out of hospitals, receiving invasive treatment like chemotherapy and radiation. Now on 6 West, the Philip and Shirley Granovsky Palliative Care Unit at Baycrest, Mrs. Li proves that in spite of a serious illness, she can still use her creative skills to “give back” to the people who care for her.

One of Mrs. Li’s recent achievements includes knitting a large afghan, consisting of 54 colourful squares, for the unit. The Therapeutic Recreation knitting program began three years ago when skeins of yarn and knitting needles were left at the nursing station for families, visitors or patients to help create afghans to bring comfort to patients. Volunteers on the unit, including Sylvia Spiegel, support the program and help knitters work towards a goal. Sylvia helped Mrs. Li finish her afghan by teaching her how to crochet the squares together.

“Mrs. Li is a fast knitter, but it is still an amazing accomplishment for a patient on this unit to finish a project of this magnitude,” says recreation therapist **Joanne Ingell**. “The idea behind the blanket is that they are

created by people on the unit – patients, volunteers, family members – to be used on the unit. It is a way of giving back. Even though she is a patient, Mrs Li is always looking for ways to be helpful around the unit,” Joanne explains.

Creativity has always been a significant part of Mrs. Li’s life. She learned how to knit over 30 years ago as a young girl in China, helping her mother make clothes for her family. But sewing was her real passion, and when she came to Canada 23 years ago it became her livelihood. She had her own business making custom-made window dressings. “I made very fancy drapes for very fancy customers across North America,” Mrs. Li jokes. She also made many curtains for movie and television productions. “Those were all rush jobs, but when the time came to take care of my own parents as they were aging, I



Volunteer Sylvia Spiegel, 6 West patient Mrs. Cuizhi Li, and recreation therapist **Joanne Ingell** show off the afghan Mrs. Li created.

couldn’t keep up with those kind of demands,” she adds.

Mrs. Li also likes to tend to the plants on the unit and paint in the Creative Arts Studio on Baycrest’s main floor when her health allows it. “A person who lives should be useful,” she claims, but unfortunately, there are days when she is not up to the task. She goes to Sunnybrook Health Sciences Centre for chemotherapy and Mount Sinai Hospital for radiation, and the treatment can knock her off her feet. She is grateful for two Baycrest

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plus 10.

BM: What are your strengths that you bring to this role?

SB: Before I came here nearly 13 years ago I was managing the six branches of the Volunteer Centre of Metropolitan Toronto and had an existing relationship with Baycrest. I had a personal connection too - my

mother-in-law was a resident here and my husband volunteered for 25 years. I always wanted to make a difference in the Jewish community, but working at Baycrest gives me the opportunity to connect with all communities.

I have always been an advocate for volunteerism to be respected, and I live by the standard of being professional in everything that you do

regardless if you are being paid or not.

What does aging well mean to you?

To be able to enjoy life as you age - to do as much as you can to feel better, to think better, to engage in life long learning and to continue to build relationships. Volunteerism enables you to age well.

Facilitators needed for Pain Curriculum

The Interfaculty Pain Curriculum 2009 will take place Monday, March 23 to Thursday, March 26. Facilitators are needed for small group-interprofessional teams on Tuesday, March 24, 9:00 a.m. to 12:00 p.m. and Thursday, March 26, 9:00 a.m. to 12:00 p.m.

The University of Toronto Centre for the Study of Pain (UTCSP), a unique partnership of pain specialists in the Faculties of Dentistry, Medicine, Nursing, and Pharmacy, was established in 2000 to be a model of interprofessional collaboration to create and disseminate knowledge about pain, and to promote excellence in scholarship.

What is the Interfaculty Pain Curriculum 2009?

This curriculum is based on guidelines published by the International Association for the Study of Pain. The UTCSP

education committee, together with faculty from six disciplines: Dentistry, Medicine, Nursing, Pharmacy, Physical Therapy and Occupational Therapy, developed a 20 hour pain curriculum in which students from all six disciplines would participate together. This initiative was designed to increase students' knowledge of the neurophysiologic, clinical, social and ethical issues surrounding pain assessment and management.

Your commitment to the Interfaculty Pain Curriculum - 2009 program will include:

Small group facilitation at the IPC:

Tuesday March 24, 2009 from 9:00 to 12:00 noon and Thursday March 26, 2009 from 9:00 a.m. to 12:30 p.m. (includes short debriefing session from 12:00 to 12:30. Lunch will be provided).

Attendance at a facilitator preparation session:

If you are a **Returning Facilitator** you may choose to attend only a '**Breakfast Briefing**' at 7:30 a.m. March 24, 2009, just prior to the first group teaching **OR** attend one of the Facilitator Workshops for new Facilitators.

If you are a **New Facilitator**, you need to attend **ONE** three-hour Workshops (dates to be determined - usually late February/early March).

Please email Nancy Mitchell (Nancy.Mitchell@dentistry.utoronto.ca) if you are interested.

For more information, please visit:
<http://icarus.med.utoronto.ca/pain2008/index.htm>

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volunteers, who accompany her on her trips to hospital, who help to make her feel safe.

Another tool that helped Mrs. Li on 6 West was the use of a CADD (Continuous Ambulatory Drug Delivery) pump, a portable, battery operated pump designed to deliver medication to patients to help alleviate pain, nausea and other symptoms. The CADD pump is programmed to give a prescribed amount of medication and allows patients to deliver breakthrough doses of medication when needed. There is also a time-saving component for nurses as well. Once

the patient is set up on the pump and trained how to use it, then they are less reliant on the nursing staff for medication administration.

"The advantage of CADD pumps for someone like Mrs. Li is that it really provides her with a sense of autonomy, as she can control her symptom management. Mrs. Li is very independent and she was the perfect candidate for the CADD pump," explains **Mary Lou Ip**, Program Director, 6 West. "CADD pumps can be used by patients while they are up and about, and it allowed Mrs. Li to move around freely."

However, after six months, Mrs. Li decided to stop using the pump. She hopes to return to China in the next few weeks to visit her brothers and sisters and unfortunately she cannot travel such great distance with the pump. "I try to do a lot by myself, but I have to admit that I could not be here today without the help of the wonderful staff and volunteers at Baycrest," she says. Always looking to return the favour, she states positively: "If one day I could volunteer here then I would. It is a glorious thing to do."

Celebrating Excellence in Living Our Values



In shaping the culture of Baycrest, the Recognition and Rewards Program acknowledges exceptional contribution by staff to the organization.

Baycrest employees for exemplifying our values of compassion, advocacy, respect and excellence.

Staff at Baycrest believe being recognized for their achievements in the workplace, especially by co-workers and supervisors, makes them feel valued, motivated and gives them a sense of job satisfaction.

The Recognition Program gives staff, clients and families opportunities to recognize and reward

The award categories for which Baycrest staff can be nominated are:

MONTHLY:

- *Outstanding Service*
- *Exceptional Acts of Kindness*
- *Passion for Learning*

ANNUALLY:

- *Outstanding Innovation*
- *Excellence in Leadership*
- *Group Achievement*
- *Excellence in Sharing Learning*

Nomination forms are available in the O.E. Department, as well as in the "Speak Your Mind" boxes located near elevators. Please send your completed forms to O.E.

GET INTO THE RECOGNITION HABIT, NOW!



Blast from the past!

This cute little girl has been at Baycrest for nearly three years, and has proven to be very resourceful.

Send your guesses to **Joan Mortimer** at mortimerj@baycrest.org or call her at ext. 2952. If there is more than one correct guess

then a name will be drawn for the winner. If you would like to reveal what you once looked like (as an adorable baby, dressed in bell bottoms or a mini skirt, 30 pounds thinner or with hair), then dust off those old photos and send them to Joan.



The last issue featured volunteer and Terraces resident Milton Goldstein. Congratulations to registered nurse **Maria Lereu**, who wins a Baycrest travel mug for her correct guess.