

Baycrest Matters

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

NOVEMBER 26, 2008 VOLUME 4, NO. 24

IN THIS ISSUE

Dancing, singing,
flying at Things
with Wings
Annual Baycrest
Staff/Physician
/Volunteer Holiday
Party 2

Personal Digital
Assistant
(PDA) Usage 3

Worth Repeating:
Here is the latest
edition of Bill's
Journal 4

Engagement Survey
Frequently Asked
Questions 6

Baycrest Matters
is published 26 times
a year.

Email submissions to:
Joan Mortimer, Editor,
mortimerj@baycrest.org
or call 416-785-2500,
ext. 2952

www.baycrest.org

Baycrest is fully
affiliated with the
University of Toronto.

Baycrest among best in the world for aging brain science

Baycrest's Rotman Research Institute (RRI) continues to be a "jewel" in the crown of the very best neuroscience programs in the world, according to an external review panel of highly respected scientists from Canada, the U.S. and Europe.

The international panel was at Baycrest in early November to conduct a five-year review of the RRI - assessing the depth and quality of its science and the researchers who carry it out, and how the Rotman ranks compared to other leading research institutes conducting similar work.

"We view the Rotman as one of the pre-eminent neuroscience research programs in the world," said Dr. Robert Knight, the review panel chair and Director of the Helen Wills Neuroscience Institute at the University of California, Berkeley. "It's in a league with MIT, Max Planck (Institute for



Pictured here are some of the external reviewers of the Rotman Research Institute five year review before the formal presentation to senior management. Left to right: **Dr. Donald Stuss**, vice president of the Rotman Research Institute; **Dr. Helen Neville**, Director of the Center for Cognitive Neuroscience, University of Oregon; **Dr. Robert Knight**, Director of the Helen Wills Neuroscience Institute, University of California, Berkeley; **Dr. Ulman Lindenberger**, Director of Lifespan Psychology, Max Planck Institute for Human Development, Center for Lifespan Psychology, Germany; **Dr. Bryan Kolb**, Canadian Centre for Behavioural Neuroscience, University of Lethbridge; **Dr. Randy McIntosh**, Interim Director of Research, Rotman Research Institute; and **Dr. Cheryl Grady**, senior scientist, Rotman Research Institute. The external review team also included **Dr. Leslie Ungerleider**, Chief, Laboratory of Brain and Cognition, Neurocircuitry Section, National Institute of Mental Health.

continued on page 2

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Dancing, singing, flying at ***Things with Wings*** Annual Baycrest Staff/Physician/Volunteer Holiday Party

Thursday, December 11

2:00 p.m. to 3:00 p.m.

Posluns Auditorium

This year's party theme, *Things with Wings* originated from the idea that when you give your employees wings, they offer great ideas that can be adopted by the organization.

Program of events:

12:00 p.m. - Food service begins.

12:30 p.m. - The paper airplane flying contest starts. Everyone is invited to bring their pre-made planes to the party and toss them from the stage throughout the party to see which one flies the furthest. There is only one rule: airplanes must be made with letter-sized (8.5" x 11") paper.

1:00 pm - Our very talented *Baycrest Choir* will perform, followed shortly by the *ABBA Wannabe's*, the leaders from the Apotex who will be strutting their stuff in a tribute to *Mamma Mia*.

2:00 p.m. - *Dancing with the VPs/So We Think You Can't Dance*. Just like the television shows, except no talent/dance ability is required for this event.

There will also be games and draws for *Guess the Feathers in the Jar*, with many, many prizes to be won. The party will wrap up with the draw for the Roll Up Your Sleeve to Win Influenza Vaccine Campaign.

Many helping hands are needed, so if you can volunteer to help out, please contact one of our planning team members:

- ◆ Greeters needed from 11:45 - 2:00
Contact: **Inez Rost**,
irost@baycrest.org, ext. 2351
- ◆ Servers needed from 11:45 - 2:30
Contact **Janis Sternhill**,
jsternhill@baycrest.org, ext. 2575



◆ Decorators needed from 9:30 - 11:00 Contact **Kathryn Moore**,
kmoore@baycrest.org, ext. 2393

◆ Wrappers needed anytime before Nov. 30, Contact **Eudice Rotfarb**,
erotfarb@baycrest.org, ext. 2135

All positions required for a minimum of 30 minutes.

For more information, contact **Mary McDiarmid**,
mmcdiarmid@baycrest.org, ext. 2353

Please bring a non-perishable food item for the Second Harvest Food Drive.

Baycrest among **best** ...continued from page 1

Human Development in Germany), University College London, UCLA, Berkeley (University of California) and Oregon (Centre for Cognitive Neuroscience)."

External reviewer Dr. Helen Neville, Director of the Centre for Cognitive Neuroscience at the University of Oregon, pointed to Baycrest's applied research arm, the Kunin-Lunenfeld Applied Research Unit (KLARU), as "perfectly poised" to implement the ideas that come out of the Rotman to address the cognitive problems associated with aging. Scientists from the KLARU are integrated into several clinical

departments where they can promote a questioning environment and change clinical practices based on new knowledge arising from research.

"This juxtaposition between world-class basic research and a facility like Baycrest that's not only able, but very eager to have new ideas tested on the aging population it serves (through KLARU) is absolutely unique," she said.

Referring to the innovative cognitive rehabilitation programs being developed at Baycrest to help aging adults repair cognitive damage after stroke or delay the

onset of Alzheimer's disease and other dementias, Dr. Ulman Lindenberger, Director of Lifespan Psychology at the Max Planck Institute for Human Development in Germany, commended the Rotman for providing the outstanding evidence-based science that informs these promising interventions.

The review panel noted that with the pending retirement of some of the RRI's most eminent senior scientists, it is essential that the institute makes a serious effort to maintain that high level of excellence with future recruits.

BM

Personal Digital Assistant (PDA) Usage



Over the last few years, two hot topics have been a top priority for health care facilities across the nation: ensuring patient privacy and the increased use of technology. One of the tools that helps both clinical staff and administrative staff stay connected to Baycrest through telephone, e-mail and calendar services is the use of Personal Digital Assistants (PDAs), such as the Blackberry or Palm Pilot. These devices directly link staff members to Baycrest data and files.

“These devices are very helpful to Baycrest staff and we have

many safe guards in place to ensure that our data is kept confidential,” explains **Andrew Pigou**, manager, Customer Support & Services. “If you have a personal or Baycrest issued PDA and are accessing Baycrest’s networks, you should be following our PDA guidelines, which ensures that private and confidential information does not become accessible to inappropriate parties.”

As part of the e-Health Services department mandate to provide the best security available, they are asking all staff members who are currently using personally

owned PDA devices, or PDAs that have been acquired independent of e-Health Customer Support & Services to contact Andrew at apigou@baycrest.org by **Friday November 28** to arrange the transfer of PDAs over to the Baycrest standard email configuration. Staff who are connected to the Baycrest network through non-standard methods will be deactivated **on Friday November 28** and therefore not be able to send/receive Baycrest email via their PDAs. **BM**

Guidelines for Correcting Existing Non-Compliant PDAs

The device must be a Palm Treo (Windows version) or Blackberry.

PDA users must have a unique password known only to the user that adheres to Baycrest standards and allows Baycrest to remotely lock, change the password and/or wipe all data from the device in case of loss or theft.

PDA users are to access Baycrest email using Baycrest’s standard for secure email access, which is:

- ◆ For Treos - connecting to our Exchange server with the assistance of Customer Support & Services.

- ◆ For Blackberries - connecting to our Blackberry Enterprise Server with the assistance of Customer Support & Services.

All email configurations are to be done through Customer Support & Services.

The following methods of obtaining email are prohibited:

- ◆ Connecting via the Active Sync function.
- ◆ Connecting via desktop redirector/synchronization software.
- ◆ Using Outlook Web Access.

- ◆ Using any form of synchronization that has not been configured by Customer Support & Services.

Members of Baycrest staff and management, who require a PDA, must obtain approval from her/his manager and cover the costs within his/her own departmental budget. Acquisition of PDAs must be carried out in accordance with the criteria (currently under development) for PDA use and deployment, once complete. Further direction and notice will be provided at that time. All support will be provided and/or coordinated through Customer Support & Services @ ext. 4357 or via helpdesk@baycrest.org.



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

Monday, November 24, 2008

Dr. William E. Reichman, Baycrest president and CEO

Over the last three weeks we have had tremendous participation in the Strategic Planning survey.

Thank you everyone who participated. Your input along with what has been received from other stakeholders will now be utilized to help us shape the directions Baycrest takes over the next three years. In December we will have all of the feedback from the various surveys, the focus groups and workgroups rolled up into themes that will allow us to start to form specific directions for our future. All of that will be shared with you as we move forward.

Now, as another critical step, we are asking you to provide us feedback which focuses on your day to day work life through the Employee/Physician/Volunteer Engagement Survey.

Last year, as part of Accreditation, you had the opportunity to provide us input through the Work Life Pulse survey and as you know we committed to asking your opinion on a regular basis. Doing surveys regularly helps us to track our performance and identify high priority opportunities for improvement. The questions in this survey will help us to best understand what

will make this an attractive workplace and how quality of work life affects our ability to deliver care and service.

Baycrest has partnered with Metrics@Work (in association with Brock University) to design and deliver this confidential and anonymous survey which will be running from November 24 to December 5 and will be offered in both paper and electronic versions. People can complete it in whichever way is easiest.

You can complete an electronic version by going to the following link: <http://www.whru.ca/survey>. Once there you will be asked to submit an e-mail address where you will be sent the information to access the survey. You can submit a work e-mail address or any other if you feel it is appropriate. We encourage all staff with an e-mail address or access to the Baycrest Intranet to complete the electronic survey as this will reduce the cost of conducting the survey. You are able to leave the survey and return at a later time and when you are done you will receive a ballot number which is your ticket to one of the "thank you" prizes for your participation.

Just like the Listening and Visioning Tours and the Strategic Planning survey, your

"Now, as another critical step, we are asking you to provide us feedback which focuses on your day to day work life through the Employee/Physician/Volunteer Engagement Survey."

participation in the Engagement Survey will help us to take Baycrest to the next level of excellence so I hope you do take the time to complete it. I know in some cases managers are putting aside specific time for staff to complete the survey – that is how important we are all viewing this tool.

Bill

<http://intranet/ceo/>

To complete the Employee/Physician/Volunteer Engagement Survey:



To complete the survey on-line, first access the following website and enter your e-mail address. Your username and password

along with instructions on how to fill out the survey will be sent immediately to your e-mail address. <http://www.whru.ca/survey/bcstf> The username and passwords are unique and randomly generated by the server at Brock University thereby assuring your anonymity. They cannot be linked back to your email.

Paper versions of the survey will be delivered to various locations

throughout Baycrest. Remember to use a black or blue ballpoint pen to enter your responses. Make sure you fill in each round space. Do not mark your responses with an X. For individuals who do not have access to a computer, they may complete a paper copy of the survey, and drop it off in one of the locked boxes in the following locations:

- ◆ Bathurst Street Entrance Security Booth
- ◆ Apotex Information Booth (Parking Lot Entrance)
- ◆ W.A. Café
- ◆ Cafeteria
- ◆ Khedive Communication Desk
- ◆ Terrace of Baycrest Communication Desk
- ◆ Staff Lunch Room on second floor of Posluns building
- ◆ Mail Room

If you complete the survey at home, you can simply drop the postage paid envelope in the mail.

Win a Draw Prize!!!

When you submit your completed on-line survey you will receive a randomly generated ballot number. DON'T FORGET to print that page or keep the number for the chance to win a draw prize.

If you complete the paper survey, follow the instructions at the bottom of the survey cover page. Place the first part of the ballot in the envelope with your survey and then keep the second half of the ballot to claim your prize.

Aging Brain: Technology to the rescue



Baycrest's Dr. Brian Richards, psychologist, Cognitive and Behavioural Health Program, shares a laugh with Nora Young, creator and host of CBC technology radio show Spark, during *Technology and the Aging Boomer* - the latest talk of the Speaker Series: *Aging, Innovation and the Mind*. The audience of nearly 300 attendees learned how today's technology can compensate for memory changes, and how it can help seniors remain socially connected and independent. Dr. Richards also offered a sneak preview of future products which are now in development to ensure the safety of people as they age at home.

The video of this presentation will be available on-line Dember 1. For more information about the upcoming speakers series talks please go to www.baycrest.org.

This event was sponsored by the Ada Starkman Community Lecture Series Endowment Fund.

Employee/Physician/Volunteer Engagement Survey **Frequently Asked Questions**

What are the Employee/Physician/Volunteer Engagement Surveys?

These two separate surveys provide all staff, physicians and volunteers with an opportunity to voice their opinion about the Baycrest work environment.

When does the survey start and end?

The survey will run between Monday November 24 and Friday December 5.

I just completed a survey. Is this a different one?

You may have completed the Strategic Planning Survey. This is a different survey which focuses on the day to day environment of Baycrest.

When am I supposed to do this survey?

All leaders are encouraged to provide staff with time during their work day to complete the survey. The survey will only take approximately 20 minutes to complete. Please speak to your manager/supervisor, who will arrange an appropriate time during

your work day for you to complete the survey. If you are comfortable doing so, feel free to take a survey home with you (but staff are under no obligation to do this).

Who is the survey provider?

Metrics@Work emerged from Brock University's Workplace Health Research Lab in September 2007. It was established in 1999 as a Research Institute of Brock University. Within Baycrest, the Organizational Effectiveness Department is coordinating the survey.

Will my manager/supervisor be able to find out what I say in this survey?

No, both Baycrest and Metrics@Work will ensure that your survey comments are kept confidential.

Metrics@Work ensures that:

- ◆ Only their staff/researchers see individual employee surveys.
- ◆ All surveys are anonymous (no names on envelopes and no tracking).



- ◆ Surveys are destroyed by Metrics@Work three months after completion of the project. Baycrest only receives reports based on grouped data from working units of at least 20 existing staff.

You can call or email Metrics@Work with any questions or concerns within regular business hours 1-800-726-4082 or e-mail info@metricsatwork.com.

How do I get a survey?

You can complete an electronic survey by going to <http://www.whru.ca/survey>. Once there you will be asked to submit an e-mail address where you will be sent more information about the survey. You can submit a work e-mail address or any other if you feel it is appropriate. We encourage all staff with an e-mail address or access to the Baycrest Intranet to complete the electronic survey as this will reduce the cost of conducting the survey. **Please Note:** You are able to leave the survey and return at a later time.

Paper copies of the survey will also be available throughout the care areas of Baycrest as well as at various central locations around the organization.

Is there anything special that I should know about completing the paper survey?

Remember to use a black or blue ballpoint pen to enter your responses. Make sure you fill in each round space. Do not mark your responses with an X.

I can't access the survey from the link. What should I do?

Call the Help Desk at ext. 4357 during regular business hours. Our technicians have been trained to help you. Outside regular business hours, if you have difficulty using the electronic questionnaire, please use the paper version available from your administration Professional/Unit Clerk. Any questions can be forwarded to **Gary Rosborough** Organizational Effectiveness specialist at ext. 2358.

The survey seems long; do I have to do the whole thing?

It is preferred that the full survey be completed but you can submit partially completed surveys and they will be included. Managers have been encouraged to provide time to complete the survey during your work day, possibly at a department meeting.

What if I don't understand the questions?

You have several options:

- ◆ Talk to one of the Survey Ambassadors who will be encouraging people to participate.
- ◆ Speak to your supervisor - if others in your department are facing the same challenge then he/she might arrange to complete the survey together as a group.
- ◆ You can complete the survey with a co-worker, friend or family member who can help you with the language.
- ◆ Call Gary Rosborough at ext. 2358 for support.

What will be done with information once the survey is completed?

Once all of the completed surveys have been received by Metrics@Work, they will summarize the results and create a summary report for Baycrest and for many of the larger work areas across the organization. The results will then be communicated to staff with an opportunity to provide feedback. Finally, action plans will be created and implemented to address key findings. **BM**

Congratulations

Congratulations to **Marilyn Reed**, senior audiologist, who recently obtained the Moneca Price Humanitarian Award from the Canadian Academy of Audiology. The award is presented to an audiologist in recognition of extraordinary

humanitarian and community service, above and beyond the requirements of employment.

Congratulations to **Laura Wagner**, KLRU nurse scientist, who has been awarded the Springer Award in Gerontologic Nursing from the Gerontologic Society of America. This annual award is co-sponsored by the

Hartford Institute for Geriatric Nursing and Springer Publishing and honours a distinguished single work of research in applied geriatric nursing. Laura's research will be considered for publication by Springer Publishing Co., either in book or journal-article format.

Marking Milestones

Celebrating Baycrest's 90th Anniversary

In honour of Baycrest's 90th anniversary, Baycrest Matters is introducing a new contest. Check out some of the ground-breaking milestones on-line, on the LCD screens at the Khedive and Apotex entrance or in the latest issue of the Bulletin. Each issue, Baycrest Matters will ask a question related to these milestones.

Submit your answers to **Joan Mortimer** at mortimerj@baycrest.org or call her at ext. 2952 to win a prize.

If there is more than one correct answer then a name will be drawn for the winner.

90th
ANNIVERSARY

1959 Baycrest's _____ welcomes its first participants. This program remains the largest of its kind in Canada.

a. Brain Health Clinics b. MOST Program c. Day Care Services for Seniors

Here is last week's answer: 1983 The first behavioural neurology unit in the country opens to serve dementia patients with a focus on improving diagnosis and treatment.

Congratulations to **Paula Ferreira**, coordinator, Organizational Effectiveness, who wins a Baycrest travel mug for her correct guess.