

# Baycrest Matters

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

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Baycrest is fully  
affiliated with the  
University of Toronto.

## Baycrest and partners open new day centre in York Region

**A** new culturally-specific day program for seniors with Alzheimer's disease and other forms of dementia will open in York Region on November 30. The program was developed by Baycrest and Circle of Care in partnership with the Alzheimer's Society of York Region, Reena, and Jewish Immigrant Aid Services Toronto.

**Linda Jackson**, executive director, Community and Ambulatory Services, says this program will address the

needs of an increasing number of seniors with cognitive impairment living in the community. "In 1959 Baycrest led the way by opening a Community Day Centre for Seniors, the first program of its kind in Canada. Today, we are proud to build on 50 years of experience and open a new program site, so seniors can access services closer to home," says Linda.

**Faith Malach**, program director of Community Services adds, "At Baycrest, we know how critically important it is to offer

services like this to add life to years for seniors living in the community," she says. "Increasing access to programs like this means we can help ensure seniors do not become isolated in their homes or inappropriately placed in long-term care, and that their caregivers can access much needed respite while their loved ones participate in meaningful and stimulating activities."

Funded by the Central Local Health Integration Network,

**continued on page 2**



**Baycrest**

Enriching Care  
Enhancing Knowledge  
Enlightening Minds

# Poster Contest

## What will Baycrest look like in 2014? We want your ideas!



**A**s part of the roll out of the new Strategic Plan, Baycrest Matters has asked staff what they think Baycrest will look like in 2014. You can find video of these interviews on the intranet. Now, we're taking that idea one step further – with a poster contest! Baycrest is partnering with students from the Communications Technology Program at William Lyon Mackenzie Collegiate Institute to help bring your ideas to life.

### HOW TO ENTER:

- Form a team (maximum of six people per team) and name your team.
- Visit the intranet. Click on the Strategic Plan icon (left side of screen)
- Click on **Poster Contest: What Will Baycrest Look in 2014**
- Download a registration form, or pick up a hard copy from Public Affairs (second floor – Baycrest Hospital).
- Submit your team forms to **Elayne Clarke** in Public Affairs (fax to 4288) or drop off to Public Affairs, second

floor Baycrest Hospital – near the Executive Offices.

- **Deadline for registration is Friday, December 11.**

### HOW TO CREATE YOUR IDEAS FOR YOUR POSTER:

- You will need the October 28 special Strategic Plan issue of Baycrest Matters and a copy of the Strategic Plan for background information. You can get a copy from the intranet or call **Elayne Clarke** at ext. 2642.
- Read the Vision and Strategic Goals listed on pages 6 to 9 of the Strategic Plan .
- Think about those goals and imagine what Baycrest will look like in 2014 if all the goals are met.
- A Concept Sheet will be provided to help you form a vision for your poster.
- Teams should make time to meet briefly and discuss their ideas.
- Each team will then be assigned a student from the Communications Technology Program at William Lyon

Mackenzie Collegiate Institute who will bring your ideas to life in the form of a poster.

- Public Affairs will arrange for teams to meet with their student early in the New Year.
- Teams will have 45 minutes to adequately describe their vision of Baycrest 2014 to their student.
- The teams will be given one opportunity to see the poster and provide feedback to their student.
- In March 2010 the posters will be unveiled and staff will be invited to vote for their favourite poster.
- The winning poster will be officially announced on the cover of an issue of Baycrest Matters and used on the intranet, internet and in other ways throughout Baycrest.

**Get your thinking caps on.  
Get your teams together.  
We're counting on you to  
design "Baycrest 2014!"**

### Baycrest partners...continued from page 1

the day centre will offer a variety of social, recreational, therapeutic and Jewish programming to seniors with Alzheimer's disease and other forms of dementias. The program will be staffed by a Baycrest registered nurse, therapeutic recreationist and two program aides, as well as Circle of Care staff including a program

manager, social worker and two program aides.

For more information, call the Day Centre for Seniors in York Region at 905-738-1128 or Baycrest's Seniors Counselling and Referral at 416-785-2500 ext. 2223.

*This initiative reflects Baycrest's new strategic plan goal of developing and providing highly specialized services in cognition and mental health through partnerships with other community organizations to assist in the provision of health care services for the elderly.*

# What will Baycrest look like in 2014?

In the October 28 issue of Baycrest Matters we focused on our new strategic plan and where we are headed. As a regular feature, Baycrest Matters catches up with a few staff members and volunteers to discuss the new vision. We ask them what it means to them and what they think Baycrest will look like in 2014. Here is what these staff members had to say – you can watch videos of all the interviews online at baycrest@work:



“Being a global leader means to me that we will be recognized as a place where our collective experience and education are demonstrated in our day to day practices. As a global leader, we will be exhibiting best practices in the care we provide to our clients and patients.” In my role, I look at the different patient safety events, share the learnings from these events and then help make changes and improvements in systems and processes in order to further protect the patient.”



“I see Baycrest taking the lead in developing and providing the best evidence-based practice possible in meeting the needs of elderly clients. Baycrest will be the model of care for all other countries in the world to strive towards in caring for their elderly.”

**BAYCREST VISION:**  
*We will be the global leader in providing innovative and effective solutions to the challenges inherent in the process of aging through the integration of exemplary clinical care, education and scientific discovery.*

# There is still time - Don't Forget to Complete Your Survey

**T**hank you if you have already completed the Annual Employee / Physician / Volunteer Engagement Survey your survey. If you have not, there is still time. The survey has been extended until Friday, December 4. There are three ways you can complete the confidential survey:

## 1. If you have a Baycrest e-mail:

- Go to the Baycrest Intranet and click on the Every Voice Counts Logo. Select Online with e-mail
- 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.

- Complete the survey. You are able to leave the survey and return at a later time
- ## 2. Online with log-in access codes:
- Pick up your access code on a first come/first served basis from the WA Café, Gift Shop, Lottery booth and outside the staff lunchroom on the second floor.
  - Click on the Intranet link Online with a log-in access code
  - Enter your access code.
  - Complete the survey. You are able to leave the survey and return at a later time.

## 3. Paper copy:

- Paper copies of the survey are also available throughout the care areas of Baycrest and the Organizational Effectiveness Department (Room 2E22, Baycrest Hospital, second floor).
- You can drop the completed survey in a drop box at various locations around Baycrest
- You can mail the survey directly to Metrics@Work in the **postage paid envelope**.



## H1N1 Clinic now open to the community

The H1N1 Vaccination Clinic is now located on the main floor at the diorama (near the bird cage) and is open to all staff, students, private companions, volunteers and members of the community.

Non-adjuvanted vaccine is available to women who are pregnant.

Hours of operation for the clinic will be on posters at the entrances and all units and posted on the intranet (baycrest@work) and the Family Information page of [www.baycrest.org](http://www.baycrest.org).

More than 1,000 people received the H1N1 vaccine since the program began at Baycrest at the end of October.



A Community Chanukah Intergenerational Sing-Along

## Jazz for Juniors and Spirited Seniors

Jazz music for children ages 2 - 102

An opportunity to meet your neighbours of all ages and all backgrounds

Baycrest - Winter Garden Court  
3560 Bathurst Street (Apotex Centre, JHA)

December 15, 2009  
7:00 p.m. - 8:00 p.m.

# Events at Baycrest

## Flash freezing the memory meltdown

Mary Ito, host of Fresh Air on CBC Radio One, led a fascinating hour-long discussion on Nov. 17 at Baycrest about the best strategies for delaying the onset of dementia. She talked with two Baycrest experts – senior scientist **Dr. Gordon Winocur** (Rotman Research Institute) and clinical neuropsychologist **Dr. Kelly Murphy** (Cognitive and Behavioural Health Program).

More than 300 people attended the event, part of a series of educational lectures Baycrest presents as part of the 2009/10 *Aging, Innovation & the Mind Speaker Series*. For information on upcoming series topics, go to [www.baycrest.org/speakerseries](http://www.baycrest.org/speakerseries)



Mary Ito (right), talks with **Dr. Gordon Winocur** and **Dr. Kelly Murphy** at *Flash freezing the memory meltdown*, the latest event of the *Aging, Innovation & the Mind Speaker Series*.

## Creating Calm, Clarity and Peace of Mind while Caring for Others

More than one hundred participants attended the event organized by Family Caregiver Connections, the Anne Louis Pritzker Wellness Library and Baycrest social workers on Monday, November 16.

Caregivers, seniors, professionals and volunteers enjoyed an evening of inspiration and relaxation with renowned speaker Sharon Salzberg.

The purpose of this event was to present caregivers with helpful information and a unique approach to caring for themselves while caring for others. Caregivers may experience periods of stress, anxiety, depression or frustration while caring for their loved ones. With a positive tone and through humorous anecdotes, Sharon introduced these techniques and

concluded the evening with a relaxation session.

Participants expressed an interest in knowing more about mindfulness techniques and are looking forward to new events that can help them “stay sane” while caring for others.

Baycrest offers mindfulness and meditation workshops at the Wagman Resource Centre. For more information please call 416-785-2500 ext. 2267.

## Women of Baycrest Wall



Women of Baycrest member Joyce Posluns and her daughter, Women of Baycrest President, Lynn Posluns, at the recent WB event which honoured the group's founders. Since its inception early in 2009, 247 women have joined WB to support research into women's brain health and the aging female brain, raising almost \$800,000. WB President Lynn Posluns announced the WB has funding in place for a Post Doctoral Fellow for Baycrest's **Dr. Tiffany Chow**,

the first female neuroscientist to be supported by WB. The group's goal is to reach \$3 million to support a new Research Chair in Women's Brain Health and Aging at Baycrest. The WB Founders Wall is located on The Morris and Justein Promenade, between Baycrest Hospital and the Apotex.

For more information about Women of Baycrest, call **Margi Oksner** at 416-785-2500, ext. 2038, email [moksner@baycrest.org](mailto:moksner@baycrest.org) or go to [www.womenofbaycrest.com](http://www.womenofbaycrest.com).

# Irma Singer steps down as president of Apotex Residents' Council

**A**potex Resident's Council president Irma Singer recently decided to step down from her role after holding the position for four years. Irma moved into the Apotex Centre, Jewish Home for the Aged five years ago and is one of the most active and recognizable figures at Baycrest.

Irma's relationship with Baycrest began over 21 years ago when she volunteered at Baycrest Hospital. She visited with patients, played cards and Bingo and baked with them. When she became a resident of Apotex 2, she got involved in many of the centre's activities, and could often be found in the midst of a mah jong game or a round of bridge. She took classes at the Creative Arts Studio. She joined the Residents' Council after she was approached by her predecessor, the late Fran Mann, and became president after Fran's passing.

The Residents' Council is the forum for residents to express their opinions and concerns, in recognition of their

right to be heard, and facilitates communication among clients, administration and staff.

In her position on Residents' Council, she often met with her fellow Apotex residents to hear the issues and challenges they encountered and she advocated for their needs. She greatly enjoyed the opportunity to work closely with Baycrest staff members including president and CEOs Steve Herbert and **Dr. Bill Reichman**. "My goal was to make everyone as happy as possible. It is very important that all residents at Baycrest are heard and we need to do what we can to satisfy them," she says. Irma's final piece of advice to the Residents' Council is to listen. "I want everyone to know that in my years as Residents' Council president, I tried my best to get everyone to be friendly to each other."

Irma was born in Berlin, Germany in 1921 and before moving to Toronto in 1973, she lived in England and Spain. She worked at Nelson Canada

in book publishing, where she was able to apply her passion for reading. Irma has two children; a daughter Jeannette, and a son Michael, who live in Toronto. She has four grandchildren.



Former Apotex Residents' Council president Irma Singer (seated) and Millie Klagsbrun, the new president.

## Meet Millie Klagsbrun, new president of Apotex Residents' Council

Apotex 2 resident Millie Klagsbrun is the new president of the Apotex Residents' Council after her predecessor Irma Singer decided to step down. Her years of work experience and her involvement in community affairs make her a perfect fit for this role.

Millie was born and raised in Toronto and lived her entire life in the downtown area. When she finished school, she worked as a secretary for different companies and organizations until she got married. She stayed home when her son Richard was born, but when he started school she returned to the workforce.

She worked for 26 years for the Ontario government in a variety of roles including secretary to a number of cabinet ministers and administrative assistant in the office of the Deputy Premier. She also worked as a marketing officer writing, and editing newsletters and annual reports.

According to Millie, over the years, she worked in just about every downtown government office building in the city.

Along with a successful career, Millie was involved in her community. She was part of a residents' association that spoke against the proposed construction of a 13-storey apartment building in the Spadina/Bloor area

where she lived, and the plans were dropped. The committee also kept the building of a proposed expressway far away from their neighbourhood of quaint and quiet streets. "I never liked to ask for things for myself, but I was always a great advocate for other people," says Millie.

Millie and her husband Maurice came to Baycrest about two years ago after they both developed serious health issues. They shared a double room on the South side until Maurice passed away about three months ago.

In her spare time, Millie likes to read and spends time with her son Richard and 11-year-old grandson Ian.

# Occupational therapy focuses on what is most meaningful to clients

**W**hen a stroke in March 2008 left Mac Kumas partially paralyzed, he felt robbed of his independence. He could not return to work as a maintenance engineer, but he refused to be completely dependent on his wife Astrid. He called Baycrest, where occupational therapist helped him re-learn many of the daily tasks he once took for granted.

"Typically, clients are hospitalized for some time after their stroke, followed by a period of rehabilitation. We see clients who want to make further progress after their care," explains occupational therapist **Cara Spencer**, who was at Baycrest until November 2009. She helped clients set attainable goals and worked out strategies to reach them.

Mac identified 10 goals, which included being able to help Astrid at home and drive a car. Cara evaluated how he functioned in the kitchen, and showed him exercises to strengthen his upper body. She also helped Mac and Astrid set up their kitchen to avoid unnecessary tasks and suggested putting dishes on a trolley instead of carrying them to the dining room. Although cooking for a dinner party might still be overwhelming, Mac can prepare tuna sandwiches for lunch.

"I am amazed at the progress we made here at Baycrest," says Astrid. "We can have a very satisfying life just the way we are."

Mac and Astrid recently moved to Ottawa to be closer to their daughter.

Occupational therapy practice is diverse across the different services at Baycrest, however, the primary goal is to enable clients to participate in the occupations which give meaning and purpose to their lives. It focuses on the complex and dynamic relationships between people, their occupations and their environments. Occupational therapy can be defined as everything people do to occupy themselves including:

- self-care
- leisure
- contributing to the social and economic fabric of their communities (productivity).

Sometimes, relationship building is the key tool to learning what will work best. **Kristen Kee**, occupational therapist on 4 East, works with clients with mood disorders, often combined with dementia and other health issues. She recalls one client who was incredibly agitated and anxious at the time of his admission to the inpatient unit. He was severely depressed and was socially isolated while living in the community.

This client was hesitant to attend the activity-based therapeutic programs available for the first several weeks in hospital. After a trusting therapeutic relationship was established, it was discovered that he had a passion for Canadian history. He helped to facilitate the Canada Day party and program. He flourished when provided with the opportunity and the support to engage in something

that was meaningful to him.

**Doreen Kaufman**, occupational therapist for Complex Continuing Care, remembers a client with a degenerative neurological disease. When he was first admitted to Baycrest, he kept to himself. Ironically, as his condition worsened, he started to flourish. He joined the patient advisory committee and developed a large social circle. As his self esteem improved, so did his quality of life.

"Occupational therapy helped this man develop skills he never had when he was well. He needed a socially accepting environment, and we created it here for him at Baycrest," says Doreen. "I believe that occupational therapy can help to find a meaningful life for people after illness. We help them find the strength they may not know they had."

*As part of the Occupational Therapy Practice Council Meeting in September, occupational therapists were asked to reflect upon a time when they experienced their practice at its best - at Baycrest or anywhere else. The stories captured how occupational therapists helped clients to re-engage in their lives. Occupational Therapy Month was also celebrated at Baycrest in October.*

## Baycrest in the news

### Can aging brains cut it in the classroom?

Baycrest clinical neuropsychologist and director of Psychology **Dr. Angela Troyer** was a guest columnist in the *Globe & Mail* on Tuesday, November 17. As an increasing number of aging adults return to school to retrain for a new career or enhance their professional skills, Dr. Troyer answers the critical question: Can aging brains cut it in the classroom? This is a question that many people are asking, especially those who have lost their job and need to look for new work or a complete career change that may require upgrading skills or retraining.

The answer: Although it is true that some cognitive powers decline with age, it's not all bad news. Some cognitive skills actually improve with age, and there are many techniques for compensating for the abilities that do diminish.

With age comes more life experience, which is important for building your body of general knowledge. There is

evidence that knowledge and experience are important for decision-making. For example, your knowledge about how past problems were solved can help you make smarter decisions when faced with new problems. On the flip side, there are some cognitive challenges that come with older age, and it is important to be aware of these in order to pro-actively compensate for them.

To read the full column, go to <http://www.theglobeandmail.com> or [www.baycrest.org](http://www.baycrest.org) and click on the News section.

### Stop me if I told you this one before

When we are relating a story, we've all said the equivalent of, "Stop me if I've told you this before," but now scientists have figured out why we can be so unsure of what tales we've told to whom. A memory study about why we do this by Baycrest's Rotman Research Institute post-doctoral fellow **Nigel Gopie** and Colin MacLeod of the University of Waterloo made headlines

across U.S. media – including *TIME* magazine, MSNBC, Yahoo News, LiveScience and Fox News. The findings will be published in a forthcoming issue of the journal *Psychological Science*.

Scientists have classified memory as short-term and long-term, but this is arguably one of the first times anyone has looked at incoming and outgoing information and how it's stored in our brains. While remembering both types is likely important in everyday lives, this new research suggests we're not as good at some aspects of outgoing information.

Gopie and MacLeod have figured out why we're so often unsure which tales we've told to whom after running two experiments to tease out whether there's a difference between our incoming and outgoing recollections.

"Psychologists think there is a limited set of resources, so when we take away from that pool there's fewer left to do things with," said Gopie.



Baycrest  
Staff, Physicians & Volunteers

# Holiday Party

Thursday, December 17, 2009  
12:00 - 3:00 pm  
Posluns Auditorium

Staff, Physician or Volunteer  
ID Badge required to enter

Please bring a non-perishable food item  
for the North York Harvest Food Bank Drive

