

# 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.

## Accreditation: Tracer methodology focuses on episodes of care

**P**atient safety and quality of care are key in this year's accreditation. As you may know, the Accreditation Canada surveyors will use a system called 'Tracer Methodology' to evaluate Baycrest when they visit from June 23 to 25. The terminology sounds confusing, but it is actually quite literal. The surveyors will 'trace' a client's journey through Baycrest and analyze the methods we use to ensure patient safety standards and quality of care are met.

As our clients receive care at Baycrest, they have many encounters with our various departments and clinicians. At each of these encounters or episodes, how information is communicated and transferred as well as the "experience" of the client are important aspects. The surveyors will look at how we make these transitions in the

continuum of care to evaluate both quality and patient safety.

The key to tracing patients through a complex continuum of care requires the organization to work as a team as opposed to preparing one particular area for a survey independent of other departments. This method looks at care

from the client's perspective.

Clients who have received complex or multiple services are generally selected as suitable examples of how the care and treatment journey can be traced. The "map" of their journey is the

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**Baycrest**

Enriching Care  
Enhancing Knowledge  
Enlightening Minds

# Welcome to Baycrest

**B**aycrest is pleased to welcome two new medical consultants, **Dr. Shlomo Grynspan**, Gynecology, and **Dr. Gina Defreitas**, Urology.

Dr Grynspan obtained his medical degree at the University of Mexico. He subsequently completed his gynecology specialty training at the University of Toronto, obtaining his Royal College certification in 1979. He is currently a Lecturer in the Division of Obstetrics and Gynecology at U of T. He is on staff at North York General Hospital, and has a private office practice. Dr. Grynspan speaks multiple languages, a distinct advantage when working in the Baycrest clinic.

Dr. Grynspan will share the workload with Baycrest's current gynecology consultant, Dr. Tanzer.

Dr Defreitas is a graduate of the University of Toronto, obtain-

ing her Royal College certification in Urology in 2002. She subsequently completed a Fellowship in female urology at the University of Texas and a Fellowship in endourology at the Toronto East General Hospital. She is a staff urologist at Humber River Regional Hospital, and has a private office practice.

Dr. Defreitas comes highly recommended by the previous urology consultant, Dr. Sidney Radomski, who has left Baycrest after more than 17 years, to take over the position of Program Director for the Urology Residency Program at the University of Toronto. We would like to express our profound gratitude to Dr. Radomski for his years of dedicated service to our Baycrest clients, and for finding Dr. Defreitas to continue his legacy in the Baycrest Clinic.

## Baycrest Staff deserve recognition!

*YOU* can nominate you colleagues for a Monthly Award recognizing:

**Passion for Learning  
Outstanding Service**  
*or*

**Exceptional Acts of Kindness**  
Nomination forms are available throughout the Centre in the "Speak Your Mind" boxes, in the O.E. department, 2nd floor of the Hospital or on-line via the Baycrest Intranet.

For information please call ext. 2363

*Generously supported by the  
Anna and Frank Schipper  
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Rewards & Recognition  
Committee*

## Tracer methodology ... continued from page 1

health record. The health record is important for surveyors to read, because it provides documentation of the client's care throughout their journey, meeting multiple care providers at Baycrest, moving from one program to another, continuing to an outside provider or journeying home.

While all Baycrest staff work hard to follow processes each and every day, they rarely stop to think about the steps. Surveyors will ask staff to take time to review their processes, systems and methods that they use in their daily work to ensure quality and patient safety.

Surveyors will be speaking to staff and reviewing documentation in the health record to not just determine what was done but when and whether the identified outcome was achieved.

Baycrest staff, regardless of their role, need to understand and be able to explain to the surveyors:

- ◆ What your role is
- ◆ Why you do something and how it relates to maximizing client safety and minimizing risk
- ◆ Where the related Baycrest policies can be found
- ◆ How you communicate information both in writing and verbally, to whom and for what purposes
- ◆ How we know when we are successful (did we succeed in reaching the desired outcome)
- ◆ What we do to make improvements when things could have gone better.

# Volunteer Appreciation Week: Celebrating 90 Years of Volunteerism

By Sara Ross

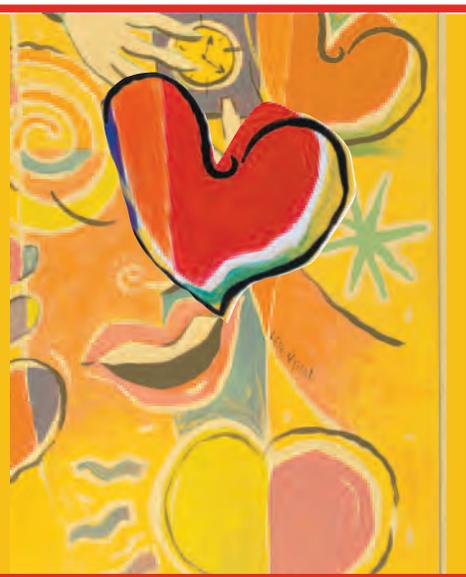
In 1918, a dedicated group of volunteers from the Ezras Noshem Society relentlessly walked through Toronto, knocking on countless doors. Their purpose was to collect money for the creation of a Jewish Old Folks Home (Baycrest's predecessor) in downtown Toronto. Ninety years ago, through the time and financial support of volunteers, Baycrest was founded. Today, the efforts of Baycrest volunteers continue to generate the same profound impact on the community.

The women that started the Ezras Noshem Society eventually formed The Women's Auxiliary. This group of passionate women began the history of Baycrest volunteering through raising money for the running and expansion of the Home throughout the 20<sup>th</sup> century. The Women's Auxiliary also instituted programs in order to improve the quality of life of Baycrest's residents.

Many of the programs at Baycrest today are built upon the foundation that the Women's Auxiliary laid during the last century, encompassing therapeutic recreation, lifelong learning, culture and heritage. Through the work of today's volunteers and the Volunteer Services Department, these programs continue to thrive: Baycrest continues to sell the client's creations in the Creative Arts Store, the library is a place where clients, volunteers and staff can indulge in research and pleasurable reading and the Sabbath Program takes place every Friday evening.

Getting Younger  
With Age  
90 Years  
of Volunteerism

Baycrest



Today, Volunteer Services are an innovative and viable resource for Baycrest. As the nature of society changes and the baby boomers begin to age, the dynamic of Baycrest's volunteer population has begun to change as well. With close to 3,000 people providing direct service to clients, new initiatives are created for volunteers.

As well, exciting projects such as the Mackenzie Partnership, have successfully recruited younger volunteers and promoted Baycrest to the greater community. The partnership between Baycrest and William Lyon Mackenzie Collegiate Institute has established a mutually beneficial relationship between Baycrest and the school. Within the high school, a Baycrest Liaison committee is responsible for promotion and recruitment of volunteers from the student body.

Not only has volunteer services expanded at Baycrest, but the diversity of volunteers has increased over the years. Currently the youngest volunteer is three years old, and the oldest is 100. Volunteers speak a variety of different languages and come from a multitude of different cultural backgrounds. Volunteers' responsibilities have expanded, as they can be found assisting staff in every facet of Baycrest. With this, volunteers positively impact the staff's day to day lives.

Volunteers are rich resources for staff, family members and clients. It is clear that volunteers enhance the lives of clients, and bring ease of families through their services, but what do volunteers do to improve Baycrest staff's well-being?

Volunteers can assist the staff in their duties, which can relieve stress

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**Volunteer Appreciation Week...** continued from page 3

and workload. This in turn enhances the quality of work life at Baycrest. Volunteers can enrich the lives of staff, offering them different perspectives about the community that they are serving. Among many other things, long lasting friendships can develop between staff and volunteers.

When the Women's Auxiliary established "Volunteer Services" in the 1950s, they also created a system to recognize volunteers for their efforts. The women realized that volunteers should be awarded for what they give back to the community. Today, volunteer recognition remains an integral part of volunteerism at Baycrest. From June 2 - 6, Baycrest will honor its volunteers for all that they do to enhance the lives of our clients.

In 2008, Baycrest volunteers have given a total of 96,000 hours of their time in order to better the community. Let's all commemorate their outstanding accomplishments not only during Volunteer Appreciation Week, but each and every day.

*Sara Ross is a summer student in the Volunteer Services Department. She is at Baycrest*

*courtesy of The National Mentoring Project (NMP), a leadership-training program and pilot project conducted with the assistance of the School of Business, Queen's University, and Molson Canada.*

*Information used from "The First Forty Years" compiled by Alma Waldman **BM***



Volunteers have been a part of Baycrest since it was established 90 years ago. Today, 3,000 volunteers dedicate their time to Baycrest.

**Baycrest Volunteer Appreciation Week**

**Monday, June 2 to Thursday, June 6**

Volunteer Services invite you to stop by the Volunteer Appreciation Week Table and their slide show of volunteers in action. Other events celebrating Volunteer week include:

**Tuesday, June 3**

12:00 pm  
Wortsman Hall  
Talent Show and Luncheon:  
Getting Younger with Age -  
90 Years of Volunteerism  
\$5.00 to register

**Wednesday, June 4**

5:30 pm  
Wagman Centre  
Volunteer Appreciation  
Dinner

Please register for the luncheon and dinner in the Volunteer Services Department on the second floor of the hospital.

**Teacher of the year award for Dr. Izukawa**

**Dr. Terumi Izukawa**, Medical Director of Community and Ambulatory Programs and Medical Program Director of the Community Outreach Team, Day Treatment Centre and Ambulatory Services, who received the 2008 University of Toronto Geriatric Medicine

Teacher of the Year Award. Dr. Izukawa has served as Postgraduate Education Program Director for the U of T Division of Geriatric Medicine for the past eight years. The winner of this award is chosen by the residents.

# Baycrest senior scientist elected to The Royal Society

**D**r. Fergus Craik, a senior scientist at Baycrest's Rotman Research Institute who is internationally recognized for his experimental study of human memory processes, has been elected a Fellow of The Royal Society.

Dr. Craik is among 44 new Fellows and eight Foreign Members elected this year to the prestigious national science academy of the UK and Commonwealth. Fellows come from the fields of science, engineering and technology and are recognized by their peers for making landmark contributions in their respective area.

"I was surprised but delighted to receive the news from London, and have to say that given my British background I find the honour particularly gratifying," said Dr. Craik earlier this month.

"It is worth pointing out that in the group of 30 scientists and associate scientists at the Rotman Institute, there are now two of us with the letters FRS (Endel Tulving is the other one), and six scientists who are Fellows of the Royal Society of Canada. Very clearly the group is extremely well regarded both in Canada and internationally for our basic research work in cognition and neuroscience."

Born in Edinburgh, Scotland in 1935, Dr. Craik has contributed immensely over the past 40 years to the understanding of how human memory works - how it encodes new memories and retrieves stored information - and the effects of *aging* on those processes. His research has found that certain types of cognitive processes hold up better than others in later years of life. He has published extensively in scientific journals, written book chapters, and co-edited nine books, including *The Oxford*



Senior scientist **Dr. Fergus Craik**, was recently elected as a Fellow to The Royal Society, the prestigious national science academy of the UK and Commonwealth.

*Handbook of Memory* (with co-editor and Gairdner Award recipient Endel Tulving). It is considered by many leading scholars and scientists in the neuroscience field to be one of most important books on memory ever published.

"The great strides being made in understanding the impact of aging on memory and other cognitive functions in older adults are in no small part attributable to the outstanding research contributions of Dr. Fergus Craik. He is well deserving of this fine honour from the Royal Society," said **Dr. Donald Stuss**, vice-president of Research and Academic Education at Baycrest.

"Baycrest and the Rotman Research Institute have been privileged to be the academic home for some of the greatest minds in cognitive neuroscience," said **Dr. William Reichman**, president and CEO of Baycrest. "As one of our most creative and inspired scientists, Fergus Craik has made remarkable contribu-

tions to our field. All of us at Baycrest are proud of this distinguished honour being bestowed upon one of our own."

Dr. Craik's current research is looking at the impact of contextual supports in the environment for helping older adults improve their performance in the encoding and retrieval of everyday information. This work holds promise for developing workable techniques to counteract memory failure in older people.

Dr. Craik is University Professor Emeritus of Psychology at the University of Toronto, the recipient of several distinguished international Fellowships and Awards, and past holder of the Dr. Max and Gianna Glassman Chair in Neuropsychology at U of T (1996-2000). **BM**

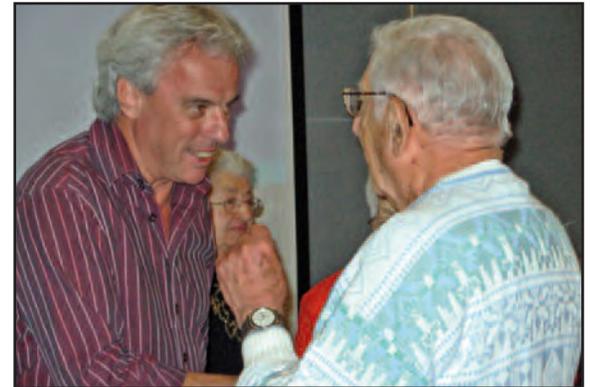
## The Royal Society

Founded in 1660, The Royal Society is composed of distinguished scientists, engineers and technologists from the UK, other Commonwealth countries and the Republic of Ireland. Fellows are elected for life and designate themselves through the use of the letters FRS after their names. There are several Nobel Prize winners among the Fellowship, past and present. Previous Fellows have included mathematician and physicist Sir Isaac Newton, English architect Christopher Wren and British scientist Charles Darwin, who wrote *The Origin of Species*.

# CBC Radio host entertains Terraces residents

Bob McDonald, CBC Radio's host of Quirks and Quarks, visited the Terraces on May 12 to regale residents with fascinating science stories about space, zero gravity, melting ice caps and global warming. One of Canada's best-known science journalists who frequently appears on CBC Newsworld and The National, McDonald talked about his boyhood dream to be an astronaut, his lifelong fascination with space, and the incredible opportunities he has had as a journalist to meet famous astronauts who were first to walk on the moon.

Close to 100 Terraces residents attended his presentation and clearly enjoyed his stories. "We don't have to save the earth," McDonald pointed out near the end of his talk. "The earth is a resilient planet that will change and go through cycles of hot and cold. It's about whether we can survive the changes!"



Bob McDonald, CBC Radio's host of Quirks and Quarks, chats with a Terraces resident.

## New Journals in Staff Library

In response to user requests, The Baycrest Staff Library has added some new titles to the collection of journals. Online journals are accessed through the Baycrest Virtual Library on the Intranet, under the Tools and Resources Tab, select Journals. Here are the following additions:

### Activity Directors' Quarterly for Alzheimer's & Other Dementia Patients (Print copy)

This quarterly journal covers information related to activities-based programs and research which would be of interest to activities directors, occupational therapists, and other professionals in long-term care.

### Canadian Journal of Neurological Sciences (Online & Print)

The official publication of the four member societies of the CNSF, publishing original work in both the clinical and basic neurosciences.

### Research in Gerontological Nursing (Online & Print)

This new quarterly journal provides a forum for disseminating peer-reviewed cutting edge interdisciplinary gerontological nursing research to professionals involved in all aspects of elder care.

### Pain (Online copy)

It is the official publication of the International Association for the Study of Pain and publishes original research on the nature, mechanisms and treatment of pain. The journal provides a forum for the dissemination of research in the basic and clinical sciences of multidisciplinary interest.

## Fast times at Senior High

Residents of the Terraces check out "Fast times at Senior High, a series in this week's Globe and Mail. The series aims to shatter the stereotypical view of retirement homes as "peaceful, quiet places where people go to spend their last days". Reporter Rebecca Dube and photographer Kevin Van Paassen spent more than two months at the Terraces of Baycrest, discovering that there is much more going on in the lives of elderly residents than meets the eye. The Baycrest News Board across from the main cafeteria will post each day's installment, or you can read the daily installment, plus view the video story at: [www.theglobeandmail.com/seniorhigh](http://www.theglobeandmail.com/seniorhigh)



# Nursing Scholarship Awards celebrate excellence and education during Nursing Week

**B**aycrest has a long history of family support and nursing scholarship awards which help our staff grow, develop and reach their goals. Each year during Nursing Week, the award recipients are recognized for their efforts to advance their careers. This year's recipients were presented with their awards at the Nursing Week Tea held on May 14. This year's winners are:

**Shafana Bhaloo**, registered nurse, 5 West, who is completing her baccalaureate at Ryerson. She has been awarded **The Jerry Solway Nursing Education Award** which supports nursing education and excellence in practice. The award can be used to support nurses (RN/RON) moving to a baccalaureate or Master's degree in nursing or

credentialing in gerontological nursing through the Canadian Nurses Association. Through the generosity of the Solway family, these awards were established to reward excellence in caring by recognizing nurses' potential for greater professional achievement through ongoing education.

**Ai Chang**, registered practical nurse, Apotex 6, and **Lona Gibson**, personal support worker, Apotex 5 who are both recipients of the **Goldgrub Registered Practical Nursing award**. This award supports RPNs to take RN BScN studies or to help RPNs move from the certificate to diploma - in preparation for RN studies. The Goldgrub family established these awards to focus on helping RPNs be prepared to meet the

challenges of more complex client population within gerontological practice.

**Joyce Tsui**, registered practical nurse, Apotex 5, and full-time student, received the **Rose and Jonas Glowinsky Registered Nurse Award**. This award was established to assist nurses in achieving post-baccalaureate education. Rose Glowinsky worked as nurse for 25 years in the Jewish Home for the Aged and has always been committed to ongoing education for nurses and devoted to quality care and caring.



Janice and Abe Glowinsky (left) join Nursing Award Scholarship recipients **Lona Gibson**, personal support worker, Apotex 5, **Shafana Bhaloo**, registered nurse, 5 West, **Joyce Tsui**, registered practical nurse, Apotex 5 and **Ai Chang**, registered practical nurse, at the Nursing Week Tea.

## Art is alive at the Wagman

All are welcome to see the works of water colour and acrylic paintings by artists of the Wagman Centre at an art exhibition on Friday May 30, in the Assembly Room of the Terrace/Wagman Centre from 1:30 to 3:00 p.m. Cookies and coffee will be served

The creativity continues on Tuesday June 3 and Wednesday June 4 at the Creative Arts Studio sale, which will be held across from the cafeteria from 10:00 a.m. to 3:00 p.m. Hand made knitted items, ceramics, stained glass creations and hand made jewelry, as well as stationary, are all for sale.

For more information contact **Irina Iordinova**, Creative Arts Coordinator, at ext. 2939

## Announcements

Good luck and happy retirement to **Ida Fansabedian, Evelyn Fermin, Asia Fireberg, Klara Krikunov, Elena Popa, and Judy Vepy-Lebrun**, Pharmacy Department who are leaving Baycrest on May 30. Best wishes from the Baycrest Pharmacy Staff.

Congratulations to **Ursula Zamora**, administrative assistant, Organizational Effectiveness, on her engagement to Andre Watson. A fall wedding is planned.

Congratulations to **Paula Halpin**, Public Affairs coordinator, on the occasion of her son Simon's wedding in Quebec. As we say at Baycrest, Mazel Tov!

## Congratulations

Congratulations to **Dr. Keith Meloff**, neurologist, who was presented with an Ontario Medical Association Glenn Sawyer Award for significant contributions to the OMA, medical profession, and the public at a community level.

Dr. Keith Meloff, has spent his life helping his patients, in a variety of settings over the last 30 years by practicing in Northern Ontario. "His dedication to running clinics in Timmins and Kirkland Lake, and other communities, has saved patients many trips to Toronto," the association said.

Dr. Meloff has moved though with the times, and now does many of his consultations with the use of video conferencing, from Baycrest Hospital and was one of the first specialists to use this modality.



## Blast from the past!

This woman looked smashing when she modeled the latest fashions decades ago. Now a volunteer at Baycrest, she still has great style.

Send your guesses to **Joan Mortimer** at [mortimerj@baycrest.org](mailto: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.



Last issue featured **Victor Oliveira**, Manager, Housekeeping, Laundry and Linen, as many of you guessed. Congratulations to **Brenda Quek**, administrative secretary, Social Work, who wins a Baycrest travel mug.