

# 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.

## Video games not just for kids

**I**t makes no difference that Baycrest patient Roy Battersby is in a wheelchair and has use of just one hand. Once a week, he goes head to head with 7 West recreation therapist

**Elizabeth Floyd** in a game of tennis, baseball, or bowling. Although running around the bases or lobbing a ball overhand may be unrealistic for Roy, he can still remain athletic by participating in

virtual sports on Elizabeth's Wii, the latest video game system from Nintendo.

The Wii (pronounced as the English pronoun *we*), is an award-winning console which aims to target a broader

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7 West recreation therapist **Elizabeth Floyd** swings at a virtual ball on the Wii while Roy Battersby looks on.

**Baycrest**

Enriching Care  
Enhancing Knowledge  
Enlightening Minds

Video games...continued from page 1



While it is not quite the real thing, Roy still gets exercise by bowling with the Wii.

demographic than just children and teens and has designed programs with parents and even grandparents in mind. A distinguishing feature of the console is its wireless controller, the Wii Remote, which can be used as a handheld pointing device and detect movement in three dimensions.

## Get your muscles moving

Rather than sitting and pressing buttons with your fingers and thumbs, the Wii gets you off the couch and moving your muscles through a variety of activities as you simulate swinging a bat or racket or throwing a ball or even a fishing line. For Elizabeth, it is not just a toy, but a novel way to engage some of Baycrest's clients.

Elizabeth decided to buy the game console for herself - she had grown up on video games and thought it would be fun to

use with her friends, but soon realized that it could be a unique tool to use with her clients. "I thought of my own grandfather and felt that I could play with him to bring more activity into his life, and then realized that some of our own clients may be able to benefit from it as well," says Elizabeth. She brings it in every Tuesday to use with two clients.

The use of the Wii promotes the use of fine motor and gross motor skills and enables one-to-one therapy that brings a multitude of benefits to the client - it is a social activity as well as a physical and mental activity. Elizabeth confesses that when she first approached Roy to try out the Wii, he wasn't convinced this was a good idea. Then he tried it and fell in love with it, impressed with the three dimensional graphics and the way it allowed him to incorporate activity - and some fun - back into his life. "It takes his mind off everything else,"

Elizabeth adds. "While we play, Roy is completely engrossed in the game. It really brings him a sense of accomplishment."

Playing Wii with Baycrest clients is also a perfect example of thinking outside the box to bring therapeutic recreation to a different level, Elizabeth points out. Since she recently joined Baycrest as a permanent staff member, she wanted to do more than just the typical music or discussion programs.

"Therapeutic recreation is not just about Bingo and bowling," she explains, "it is also an opportunity to explore what else we can do to connect with our clients."

She thinks that balance games like the Wii Fit - a system of games and activities which individuals can use for a balance-focused workout and coordination games like Cooking Mama - where the player has to follow a recipe, slice meat, chop vegetables, flip food in pans, and arrange the final items on the plate - could be other programs suitable for Baycrest clients. "The Wii is also a great tool to find out what clients did in the past - a way to connect back if they were athletic, interested in certain sports or games, hobbies, cooking etc," adds Elizabeth.

"When people think geriatrics, the words that come to mind are usually 'old' and 'frail.' When they hear that older persons can engage in an activity thought of for a younger generation, it shows that they still have a quality of life, that they can still do things and be open to trying something new," she concludes. **BM**

# 3 West reopens with new look

**A**fter weeks of renovation, the Sydney and Florence Cooper Rehabilitation Unit on 3 West re-opened with the return of patients, families and staff earlier this month.

Sydney and Florence Cooper are long time supporters of Baycrest. Syd was chair of the Baycrest Hospital Building Campaign, and both he and his wife have a dedicated interest in rehabilitation and also funded the Sydney and Florence Cooper Rehabilitation Department on the main floor of Baycrest Hospital. The unit on 3 West is dedicated to honour Syd's brother, Dr. Jack Cooper D.D.S.

The Sydney and Florence Cooper Rehabilitation Unit houses two specialized short stay Programs: the Rehabilitation Program and the Geriatric Assessment and Treatment Program for people age 55 years and over. Patients are transferred from acute care hospitals recovering from stroke, musculoskeletal condition affecting their mobility (like a fracture), surgery or illness. Patients are admitted to the unit for a period of rehabilitation to regain their ability to care for themselves. The Geriatric Assessment and Treatment Program admits seniors living in the community who experience increasing difficulty managing at home and are referred by their geriatrician for a period of assessment and treatment. The average length of stay for both programs is 30 to 35 days.

"During their stay on 3 West, patients participate in a variety of therapies," states **Angela Chan, Program Director, 3 West**. "This is a short-stay, intensive rehabilitation



3 West patient Nadiya Yavorska gets a workout in the new physiotherapy gym under the watchful eye of physiotherapist **Anna Grunin**.

unit, where the amount and type of therapies an individual receives really depends on their unique needs."

On the unit, the mean age of all patients is 82 years. At other facilities with a comparable length of stay, the mean age is 67. "We are serving an older population in comparison to our peers, and this is really an opportunity for us to shine as experts in geriatric rehabilitation," explains Angela. "The unit's medical director, **Dr. Howard Dombrower**, is one of the province's few geriatricians, and all our nursing and allied health staff are focused to provide specialized care for seniors. This really differentiates Baycrest from other rehabilitation facilities."

There are many features to 3 West that help patients get on the road to recovery, including an

assessment kitchen and an assessment bathroom. Before they are discharged home, the care team can evaluate how patients can function on their own. Other features include a large physiotherapy gym, an occupational treatment room, a large activity and exercise area, an outdoor patio and horticultural therapy program (volunteers from the National Bank recently spent time weeding and tending to the garden). The CCAC coordinator is located right on the unit.

Patients are even invited to help decorate the unit with the help of "art cart" volunteers Ann Unger and Jan Allin, who both have a long family history at Baycrest. The volunteers come in on Tuesday afternoons to visit clients in the hospital and let them choose artwork for their room.

Along with a bright colourful mural by Toronto artist Ian Leventhal that welcomes visitors to the unit and sunflower photographs by Orah Buck, there are other pieces of intriguing artwork to add beauty and wayfinding landmarks to the unit. Angela notes that several people inquire about Fast Forward, a photographic installation by Harry Enchin which is a juxtaposition of old and new images, and appreciates what the new art brings to the unit and its impact on the patient's recovery. "Baycrest has a long history of using art in therapeutic ways. Recovery is not just about physical therapy, but it is also about feeling good and positive and able to care for yourself. We treat the whole person, not just one part," says Angela. **BM**

# Family ties brings intern to Baycrest

**W**hile many of her friends and fellow students chose to spend their summer in the corporate world, Queen's University Bachelor of Commerce student Sara Ross decided to try the not-for-profit on for size. When a unique student program opened up at Baycrest, she jumped at the chance to apply. As the granddaughter of Sam and Ida Ross (The Sam and Ida Ross Memory Clinic), Baycrest was already part of her family history.

Sara was accepted into the first cohort of the National Mentoring Program (NMP), a new leadership-training program based on ethical leadership principles. The NMP utilizes corporate expertise to increase business-skills capacity for charities while providing university students with an opportunity to learn. The inaugural cohort, of which Molson Canada was the founding sponsor, began informally in the fall of 2007 and continues to August 29, 2008.

Molson partnered with Queen's University in Kingston, ON. Through Queen's, charities from across the country were invited in the fall of 2007 to submit a *Request for Proposal* (RFP) that outlined a business problem for which they sought a solution. **Janis Sternhill**, Coordinator of Volunteers at Baycrest, submitted a proposal for the development of a marketing plan for the Volunteer Services Department, focusing on community, corporate and internal partnerships.

Once accepted into the NMP,



Volunteer Coordinator **Janis Sternhill**, National Mentoring Program student Sara Ross, Mary Donohue, National Mentoring Program and **Syrelle Bernstein**, Director, Volunteer Services.

Sara was partnered with Frank Ivankovic, Molson's Sales Manager in January 2008. With input from Janis, Frank and Sara worked together over the course of 16 weeks to create a tactics and strategy plan to address Baycrest Volunteer Department's proposal. At the end of April, Sara ended her mentoring and started implementing her plan at Baycrest, paid for by a donation from Molson.

"This is the kind of program that I really wanted to participate in. It was an opportunity for me to use my education and skills in a meaningful way for Baycrest, an organization my family has been involved with for generations," says Sara.

Real estate developer Sam Ross's long-standing involvement with Baycrest began in 1974 when he was asked to head up the construction of the Terraces of Baycrest and Joseph E. and Minnie Wagman Centre. After receiving

Baycrest Men's Service Group Man of the Year Award in 1976, Ross assumed key executive volunteer positions, including chairman and vice president of Baycrest. Sam, along with his wife Ida and family, became one of Baycrest's most generous supporters.

The Sam and Ida Ross Memory Clinic, named in 2005, offers clients suffering from memory loss a wide swath of expertise, multi-disciplinary resources, treatment programs, research and even caregiver education and support under one roof. Yet Sara admits she only realized Baycrest's far

reach into the community and well beyond once she started working here. "You can't fully grasp what Baycrest is all about until you walk in here," she says. "I really had no idea the magnitude of programs and services that are available, and the research that we do that is impacting lives across the world."

Sara's strategy focused on targeting students, the internal Baycrest community and the corporate sector. She designed a new a printed information package that outlines the benefits of doing their community service at Baycrest for high schools around the GTA. "This is such an important time for teenagers and young adults to devote their own time to help others. Not only are you doing something good for the community, but you also learn a lot about your own strengths at the same time," Sara explains.

An avid rider, she volunteered for the Community Association for

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# Congratulations to Apotex 4

**C**ongratulations to the staff of Apotex 4, who recently received the award of *Recognition of outstanding work and support of the facility initiative* from the Ontario Ministry of Community and Social Services for their work in caring for two special needs clients.

Marilyn and Gertrude are residents who were admitted to Apotex 4 in November 2007. They had been in long-term care all their lives and are the best of friends. When they transferred to Baycrest from another facility, both of their families requested that they remain close to each other. Since this was a unique situation, the staff worked with Reena, a non-profit social service agency dedicated to integrating individuals who have a developmental disability into the mainstream of society.

Under the leadership of **Linda Jackson**, Director of Community and Ambulatory Programs and Unit Director **Cyndi Pirs**, everyone



Apotex 4 staff celebrate an award from the Ontario Ministry of Community and Social Services with a cake and well-deserved break.

helped to make Marilyn and Gertrude feel welcome in their new home.

The staff celebrated the award with a cake and a well deserved break.

## Family ties...continued from page 4

Riding for the Disabled (CARD) through her teenage years, helping disabled children participate in therapeutic horseback riding.

As a result of her own work, Sara recognizes the value of volunteering at Baycrest. Baycrest could not function without its volunteers. They bring something to each client and help bring a quality of care, especially to the ones who don't have family members or private companions to assist them," she notes.

In addition to articles and displays Sara created to bring

awareness to staff, families and clients of the impact volunteers have on Baycrest, one of the most exciting parts of Sara's time here was the opportunity to coordinate and produce a promotional video (funded by donor and Baycrest Foundation Board member Tobie Bekhor) to be used as a recruitment tool targeting corporate employees.

As Sara's time at Baycrest is coming to a close, she reflects, "This project has enabled me to gain experience with a wonderful organization within the non-profit

sector. By applying what I have learned in my marketing courses, working with Baycrest has enriched my educational experience. I have been able to improve my leadership and interpersonal skills. I have really enjoyed my time here." Sara will continue to be a "virtual volunteer" when she returns to Queen's, helping the Volunteer Services Department by writing additional articles and contributing to the website. **BM**

## Information Sessions at the Wellness Centre

### *Get Moving: Exercise & Arthritis*

**Tina Wells-Rowell**, Baycrest Physiotherapist, Coordinator PACE-Ex (Program for Arthritis Control through Education and Exercise)

Wednesday, August 27

1:30 - 3:00

Wellness Library

### *Food: Our First Medicine*

Thursday, September 25

1:30 - 3:00

Wortsman Hall

### *Pain Management*

**Marjorie Hammond**, MHSn and Diploma in Traditional Chinese Acupuncture, Clinical Nurse Specialist for Pain at Baycrest.

Monday, October 20

1:30 - 3:00

Wortsman Hall

### *Medication Safety*

**Dr. Paula Rochon**, Baycrest Geriatrician & Senior Research Scientist, Kunin-Lunenfeld Applied Research Unit (KLARU)

**Dr. Dallas Seitz**, Psychiatrist, Postdoctoral fellow at KLARU and Clinical Fellow in Department of Psychiatry at U of T.

Monday, November 24

1:30 - 3:00

Wortsman Hall

### *Reduce Stress: Lift Your Mood Through Music*

**Amy Clements-Cortes**, MusM, MTA, Baycrest Music Therapist

Monday, December 15

1:30 - 3:00

Wellness Library

# Baycrest celebrates with centenarian

**F**or the last eight years, Mrs. Rose Ansell has received friendly telephone visits, a service offered by Baycrest's Seniors Support Program which matches clients and volunteers based on their mutual interests. When she turned 100 years old last month, her special friends from Baycrest, volunteer Shirley Brazer and social worker **Lesley Patterson**, paid her a visit in person to wish her well.

Rose lives in the community with her daughter and son-in-law, but still appreciates hearing from Shirley once a week, who has been calling Rose for over six years, just to chat with her for a few minutes and to make sure everything is going smoothly.

"Although Rose has the security of living with family members, her relationship with Shirley is more of a friendship," says Lesley. "When you reach such a milestone age, the drawback is that your social circle tends to shrink with the passing of friends and family members. Rose has two sisters in their 90's, but they live in England, so speaking to them on a regular basis is a challenge."

Lesley explains that the seniors they telephone often need someone other than their relatives or health care practitioners to speak to, and the volunteers provide them with social contact outside of their caregivers, and even the opportunity to vent. The program also enables seniors to stay connected to the community and feel like they are still valued.

Now in its eleventh year, 24 volunteers come to Baycrest to offer friendship, support and encouragement to about 200 clients and can speak with them in nine different languages. The volunteers are trained to recognize any signs of distress and will approach Lesley if

they feel additional services or referrals are needed. New to the program is e-pals, a service in which volunteers send weekly e-mails to clients. Both the friendly telephone visits and e-pals programs are free of charge.

As a true sign of friendship, Lesley and Shirley recently presented Rose with a special plaque commemorating her 100<sup>th</sup> birthday. "We wanted Rose to know that at 100 years old, she has friends at Baycrest who care a great deal about her," adds Lesley. **BM**



Mrs. Rose Ansell pictured with her daughter Marian Woolf is presented with a plaque on her 100th birthday.

# Get your **message** out there

**B**aycrest is going high tech! Two 50" LCD screens are now up and running at the Apotex and Khedive entrances. The screens will be used to communicate a variety of messages to staff and to clients and their family members.

If you have information to share we want to know about it!

- ◆ rounds
  - ◆ special events
  - ◆ support groups
  - ◆ programs that require clients
- Messages should be kept short

and to the point. Simply tell us:  
**who** the message is intended for  
**what** it is about (name or title of event)

**where** (specifically where it will be held)

**when** (date and time)

**how** (contact information as required)

**Please send your information to [insidebaycrest@baycrest.org](mailto:insidebaycrest@baycrest.org).**

***NOTE: Messages for 'Inside Baycrest' should also be sent to this address effective immediately.***

Messages may be edited, but will be posted on the screens in a timely manner based on the volume of messages received.

As well as the LCD screens, there are many different ways to get your message to the people who need to know about it. Always remember that a short description or story in the Baycrest Matters or Bulletin, an ad in Inside Baycrest or information posted the Intra or Internet will help get your message out there.

If you have questions, please call **Elayne Clarke**, Public Affairs Specialist, at ext. 2642.



## Announcements

Baycrest is pleased to announce the appointment of **Pamela Freeman** to the role of Executive Assistant to the President and CEO of Baycrest. In this capacity, Pam will report directly to **Dr. Bill Reichman**. **Michelle Blake** will continue to support the President and CEO's office and will report to Pam.

Pam comes to Baycrest most recently from ConAgra Foods, where she was the Executive Assistant to the President of its International Foods Division here in Toronto. Prior to that, Pam was the Executive Assistant to the CEO of Molson Inc. and also spent many years in a similar capacity at Campbell Soup Company Ltd. At these organizations, she was quite

involved with their Board of Directors and their executive teams. We are truly privileged to have someone with this caliber of experience joining our organization.

Pam can be reached by phone at ext. 5441 and by email at [Pfreeman@baycrest.org](mailto:Pfreeman@baycrest.org)

Health and Safety. Peggy provided leadership in the development of many programs and policies that make up our safety landscape today. During Peggy's time at Baycrest she has demonstrated dedication to the safety of our staff and clients.

Peggy will be missed by her colleagues and friends here at Baycrest.

## Farewell

After 19 years of service to Baycrest, **Peggy Craig** has retired from her role as Manager of Occupational Health and Safety.

Peggy first joined Baycrest as an Employee Health Nurse in November of 1989. In January of 2000 Peggy took on the acting role of Manager of Occupational

**Olena Kubrak**, Occupational Health and Safety Nurse will also be leaving Baycrest effective August 28, 2008. Olena joined Baycrest in May 2008 and has decided to pursue her goal of furthering her education. We wish her well in this pursuit.



## Blast from the past!

We bet this cute little brownie got her cooking badge, which has no doubt has come in handy for her career at Baycrest.

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 of Baycrest Matters featured **Denyse Kovak**, advisor, Human Resources, as many of you guessed. Congratulations to **Jacquiline Smith**, registered nurse, who wins a Baycrest travel mug.