

Baycrest Matters

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

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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.

In each issue of Baycrest Matters, we focus on one goal connected to our strategic plan and present a story that brings it to life.

Strategic Focus: Develop and provide highly specialized services in cognition and mental health.

Multi-sensory room helps reduce anxiety

A recent addition to Baycrest's Behavioural Neurology Unit on 4 West is providing a haven for patients with dementia and other neurological disorders. The Snoezelen Room is a multi-sensory, therapeutic and recreational environment

designed to stimulate the senses through the gentle use of aromas, tactile, audio and visual stimulation. The Snoezelen Room was developed in Holland in the 1970s as a leisure experience for adults with severe learning, sensory and other disabilities. Snoezelen Rooms

are beneficial for people of all ages with physical or cognitive challenges including autism, developmental disabilities, brain injury and dementia and are being widely used in hospitals and long-term care facilities across Canada.

"Snoezelen" is a combination of the Dutch words "snuffelen," meaning to seek out or explore, and "doezelen," which means to relax. In the room patients use state-of-the-art equipment including interactive bubble tubes, fibre optic light sprays, projectors and effect wheels, tactile boards, vibrating chairs, weighted blankets, aromatherapy and soothing music.

Clinical manager and acting program director **Ursula Denedgeza** had seen first hand the benefits of the Snoezelen Room where she worked



West patient Joseph Majchrzak explores some of the objects in the Snoezelen Room with occupational therapist Whitney Sherman.

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Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Volunteers needed for United Way Campaign

The 2009 United Way Campaign will soon be underway!

Each year, Baycrest runs a week-long campaign to raise money for the United Way. The success of campaigns in previous years was due to fun-filled activities organized and supported by dynamic and dedicated volunteers - Baycrest staff who care enough to make a difference. Our efforts last year helped to make Baycrest one of

the top contributing agencies to United Way across the GTA.

This year we hope to have an even stronger base of volunteers who are eager, innovative and want to have fun while helping to raise thousands of dollars for this worthwhile cause. Please attend the next United Way Committee meeting (and bring a friend) to learn more about the campaign and share your ideas to

make this year's campaign the best one ever!

United Way Committee Meeting
Monday, September 21
2:00 to 3:00 p.m.
Classrooms ABC

For more information please contact **Syrelle Bernstein** at ext. 2577 or sbernstein@baycrest.org

Multi-sensory room...continued from page 1

before joining Baycrest, and suggested adding one to the unit. After the plan was approved, the equipment was purchased and certain staff members attended a Snoezelen workshop, the room was set up in June. "We don't just put a patient in and close the door, but they go in with a staff member who evaluates the patient's mood before, during and after the session, and what snoezelen activities are helping them to calm down," explains Ursula. Nurses assess all patients for their behavioural suitability for their initial participation in therapeutic programs.

Although the space is large enough to accommodate a few people at a time, it is most effective when patients go in one-to-one with a staff member. "By working with one patient at a time, we can really build a rapport

with them and gain their trust," explains occupational therapist **Whitney Sherman**. "These patients often cannot make decisions for themselves, this is one place where they can choose what they want to do. We are there to offer them guidance and support in their activity."

Another initiative on the unit is a tea that Whitney "hosts" complete with refreshments and the opportunity to meet with other people. "When patients come to tea, they feel normal, like they are taking part in something any of their friends or family would be doing," says Whitney. However, the teas are also used to gauge how patients are doing in a social environment. Whitney notes if they are engaged or withdrawn, and reports her findings.

The Walking Program is another highlight. The physiotherapist will take patients off the unit for a walk - for some it is just beyond the doors of the unit, others walk around Baycrest or even outside. The patient is assessed not just physically (how far or how well he can walk), but also how he reacts to a different environment, to people he may not be familiar with or different situations like getting in an elevator.

"We set specific goals for each patient to help manage their behavior and to ease them back into the community," adds Ursula. "We are constantly looking at ways to increase the therapeutic value in everything that we do on the unit." **BM**

The Behavioral Neurology Unit at Baycrest is a highly-specialized, inpatient program which focuses on the assessment and management of adults suffering from brain disorders leading to abnormalities in cognition and behaviour including memory problems speech and language disorders and severe agitation. An interprofessional team representing 12 different disciplines including neurology, psychiatry, pharmacy, nursing, physiotherapy and occupational therapy cares for

patients whose primary problems are responsive and defensive behaviours, due to illnesses like Alzheimer's disease and other dementias (sometimes these behaviours are related to medical issues that are not yet diagnosed). Unlike other areas of Baycrest, there is no minimum age on the Behavioural Neurology Unit. Patients come from across Canada.

The unit cares for individuals from long-term care facilities, other hospitals and the community at a

time when they are in crisis and cannot be cared for safely in their usual residences. Five of the 20 beds are funded by the Ministry of Health and Long-Term Care specifically for patients admitted from nursing homes that are overwhelmed by such severe behavioural challenges. When patients are discharged back to their homes, Baycrest social workers follow up and discuss with the staff at that facility what strategies worked best.

Employee, Physician and Volunteer Engagement Survey leads to better work environment

An ideal work environment means something different for everyone at Baycrest. It might be represented by the freedom to choose your clothing, adequate time to do your job, the opportunity to work out in the Fitness Centre or a beautiful space to enjoy lunch. An extensive study of the results from the 2008 Employee, Physician and Volunteer Survey has led to initiatives across the organization to make Baycrest a better place to work.

“The survey provided us with rich information that we can use effectively to make Baycrest *the workplace of choice*,” says **Joni Kent**, vice president, Human Resources & Organizational Effectiveness. “We are

striving to create an environment for our staff where they can excel and achieve their personal best. We are paying very close attention to the factors that make a difference in their working environment. Everyone at Baycrest needs to know that their opinions matter and we are committed to listening and taking action on what people think about Baycrest as a place to work. Making sure we are a great place to work is one of my top priorities.”

Each department or program which received a report outlining its strengths and weaknesses based on survey results recently completed action plans to address areas for improvement identified by the survey that are of greatest importance to

staff in those areas. Here are some examples of what is happening around Baycrest:

- Environmental Services eliminated the standard Housekeeping Services uniform, which was very limiting in colour and style, and enabled staff members to choose their own. Once certain criteria in the uniform selection process were established, staff members were able to select from a variety of available uniforms without additional financial implications to Baycrest. “This was a welcomed change for staff members and the compliments they received on their appearance from other

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Baycrest Housekeeping staff are much happier coming to work in the uniform of their choice. Modeling some of the new colours and styles are (from left to right): **Pauline Archer, Jaime Barrera, Enid Gordon, Emilia Gingell, Dorothea Athanasopoulos, Evelyn Vinluan, Josephine Labon, Isabel Recinos and Philip Sidon.**

Employee, Physician and Volunteer...continued from page

departments really increased their morale," says **Victor Oliveira**, director, Environmental Services.

- Organized by occupational therapist **Alison McCordick** (who was at Baycrest until July), a group of staff members met to play Frisbee on the grounds at lunchtime. "We have found this to be a great opportunity to get some fresh air and exercise, get rid of some stress, increase our energy and to make new friends," says Alison. "We recaptured the feeling of recess, and it was such a great way to introduce some fun and fitness into our workday."
- For the Organizational Effectiveness team, workload was an issue for everyone. The staff met for 15 minutes each week for a six-week period to exchange time-saving tips and discuss how to better manage their work day. "We incorporated simple solutions, like blocking off areas in our calendars to complete work and sending out group voice mails to avoid making multiple phone calls," says **Pat Howard**, director, Organizational Effectiveness. "We also committed to asking each other for help to plan events. When the tasks were broken up, the workload became much more reasonable for everyone."
- At Baycrest Foundation, where approximately 30 people work, a new "team huddle" kicks off the work week. Each Monday morning, the staff (including development and administrative) discuss what is happening; including special events and mailings. The Foundation also holds monthly education meetings with guest speakers from across the organization to

discuss new initiatives. "Foundation staff need to be informed about what is happening at Baycrest so we can include this in our communications with donors," says **Florence Weinberger**, director, Development.

- To improve inter-unit cooperation and communication across the campus, Diagnostic Imaging is developing a training guide and information sessions to better prepare patients and their care providers for procedures such as general x-rays, certain ultrasounds and bone densitometry tests. "We are reviewing our policies and procedures pertaining to patient care, preparation, transport and safe practices (including radiation safety)," explains manager **Wendy Lavine**. "We will then be able to provide clear guidelines on patient preparation to our colleagues."
- At the Terraces of Baycrest/Wagman Centre, the focus is on team building, which leads to better client-centred service, says director **Sheila Smyth**: "We added a standing item to our weekly team meeting agenda to celebrate successes and creative solutions to increase awareness of individual efforts and department activities. It also encourages us to 'think outside the box' and recognize each other for our actions." A staff retreat is also being planned for late fall.
- Due to the high stress and emotional levels associated with their jobs, nurses on the Phillip and Shirley Granovsky Palliative Care Unit (6 West) may feel overburdened and need the opportunity to discuss what

occurs in their day. Once a month, volunteer chaplain Mary Ellen Cassey holds a "spiritual reflection" - a group session for staff to discuss work issues in a comfortable, non-threatening environment. "I have noticed that nurses emerge from these sessions feeling valued, refreshed and strengthened," notes program director **Mary Lou Ip**. "They learn that they are not alone in their challenges."

The Quality of Worklife Committee developed a plan based on the top priorities coming out of the Engagement Survey results. These corporate-wide recommendations were accepted by the Leadership Steering Committee in July. They include a renovation of the staff lunchroom, expansion of the current Recognition and Rewards Program, and new opportunities for staff to connect directly with the CEO and/or members of the Executive Team.

Baycrest Matters will cover details of these recommendations and the changes you can expect to see in response to what you told us in the Engagement Survey. This is a journey of continuous improvement that will take us closer to our goal of being a great place to work. [BM](#)

The Alfred & Helen Krieser Family Education Award

Recognizing the vital role played by physicians, nurses and allied health care staff at Baycrest in the provision of high quality of care to our clients, the Krieser family believes that staff should be encouraged to increase their knowledge and professional growth.

The Alfred & Helen Krieser Family Award is available to one or more persons annually to provide the **opportunity to attend a workshop, conference or seminar** in a subject related to their work or future career path.

Criteria and Eligibility:

1. Baycrest physicians, nurses and allied health care professionals who have been at Baycrest for over one year as of **October 31, 2009** are eligible.

2. Applicants must have satisfactory attendance and job performance records.
3. The Awardees will be selected based upon the following or a combination thereof:
 - The direct benefit that Baycrest could derive from application of the knowledge or skills the applicant will gain from participation in the educational experience.
 - The personal benefit that will be derived by the applicant.
4. Applicants are encouraged to first seek funding through alternative sources. If such funding is not available, they may apply for funding through the Krieser Family Award.

5. Applicants will be expected to share what they have learned from the learning experience through the preparation of a report or delivery of a presentation eg. InterProfessional Rounds presentation.

APPLICATION DEADLINE: November 1, 2009

For further information, please contact **Paula Ferreira**, Organizational Effectiveness, at extension 2363.



And the winners are...

The families of Hy & Bertha Shore and Harry & Sara Gorman, dedicated supporters of Baycrest, believe that every staff member plays an important role in maintaining high standards of quality care for the elderly.

The Shore/Gorman Awards Selection Committee of Baycrest is very pleased to announce this year's winners:

- **Congratulations to Lynda Dunal**, Quality, Risk and Patient Safety, who receives the award to support her collaborative project which will include development, dissemination and

evaluation of an educational training video illustrating Falls Best Practice here at Baycrest for all Baycrest staff, clients and families.

- **Congratulations to Judy Ritchie**, Acute Care Transition Program, 3 East, who receives the award to support the production of new educational resources: The Baycrest Advanced Geriatric Life Support (BAGLS) "Survival Manual", the BAGLS Scenario-based training course and purchase of required mannequin.

- **Congratulations to Drs. Nicole Anderson, Kelly Murphy, Angela Troyer** of KLARU & Psychology who receive the award to support the production of a book for publication about mild cognitive impairment (MCI) for people with MCI, their families, and health care professionals.

We thank all of the applicants for their efforts and encourage all staff to consider this opportunity next year.

High Holy Days at Baycrest

For Jewish people, the High Holy Days, which take place in the fall, are the most significant and religious time of the year. Many Jews attend services at synagogue, spending these days in prayer, but it is also a meaningful time of joy, celebration and rebirth. There are many special foods, symbols and customs associated with the High Holy Days.

Rosh Hashanah:

Rosh Hashanah, the Jewish New Year, is celebrated for two days beginning at sundown on the evening preceding the calendar date of the Holy Day (this year, it begins on Friday, September 18). Literally translated, Rosh Hashanah means "Head of the Year." Prayers are recited for life, good health and peace for all mankind.

Rosh Hashanah customs include hearing the shofar, a ram's horn, blown in the synagogue every day during the month preceding the High Holy Days and during services on the High Holy Days. (The shofar is not sounded on Shabbat). Apples and challah (egg bread) dipped in honey are eaten to symbolize the sweet year ahead that we pray for, and families gather each evening for a festive meal. Many Jewish people also send Shanah Tovah cards - (New Year cards) to their relatives and friends, wishing them well for the year to come.

At Baycrest, each year for Rosh Hashanah L'Chaim parties are held on all floors in both the Apotex Centre, Jewish Home for the Aged and Baycrest Hospital. Please check the Program

Boards on the floors for dates and times. These programs are supported by Garry, Joanne, Eric and Michele Foster and led by volunteers from the Jewish community.

Yom Kippur:

Yom Kippur occurs 10 days after Rosh Hashanah (this year on September 28) and means "Day of Atonement." It is a day traditionally spent in prayer and fasting, to ask G-d forgiveness from for sins, both personal and communal. At Baycrest, clients and residents are required to consult the doctor and the Rabbi before fasting. The days between Rosh Hashanah and Yom Kippur are known as the "Days of Awe" during which Jews engage in a personal spiritual reckoning.

Baycrest clients, staff and members of the community are welcome to join the Orthodox services in Wortsman Hall or the Alternative services in Winter Garden Court. The Alternative Services are abridged and the

rabbi uses a microphone, which is helpful for hearing-impaired clients. Men and women may sit together. Baycrest Hospital patients and Apotex residents do not need to purchase tickets. However, family members who wish to attend our services must purchase a ticket. All private companions must wear their name tags and remain with clients.

Tickets (\$80.00) must be purchased in advance from the Finance Office on the second floor of the hospital. Please note that no one will be allowed in without a ticket, except staff who are scheduled to work, and private companions who are accompanying clients.

Separate services are held at the Terraces of Baycrest and tickets can be obtained from the Service Desk. **BM**



2009 - 5770

Synagogue Services for the High Holy Days

| Orthodox Services | | | | |
|---|-------|---------------------|----|------------|
| All Services take place in the Wortsman Hall | | | | |
| Rosh Hashanah | Day 1 | Saturday, September | 19 | 8:00 a.m. |
| | Day 2 | Sunday, September | 20 | 8:00 a.m. |
| Kol Nidre | | Sunday, September | 27 | 6:30 p.m. |
| Yom Kippur | | Monday, September | 28 | 9:00 a.m. |
| | | Yizkor | | 1:00 p.m. |
| | | N'Eilah | | 6:40 p.m. |
| Succot | Day 1 | Saturday, October | 3 | 9:00 a.m. |
| | Day 2 | Sunday, October | 4 | 9:00 a.m. |
| Shemini Atzeret | | Saturday, October | 10 | 9:00 a.m. |
| | | Yizkor | | 11:00 a.m. |
| Erev Simchat Torah | | Saturday, October | 10 | 7:30 p.m. |
| Simchat Torah Parade to follow Service | | Sunday, October | 11 | 8:00 a.m. |
| | | (approx) | | 1:00 p.m. |
| Alternative Chavura Services | | | | |
| all Services are held in The Winter Garden Court | | | | |
| Rosh Hashanah | Day 1 | Saturday, September | 19 | 2:00 p.m. |
| | Day 2 | Sunday, September | 20 | 2:00 p.m. |
| Yom Kippur | | Monday, September | 28 | 2:00 p.m. |
| Succot | Day 2 | Sunday, October | 4 | 2:00 p.m. |

Alternative Services will be lead by Rabbi Rena Arshinoff accompanied by Soloist Bernie Greenspan

Make this cup of coffee really count

Alzheimer Society Coffee Break

Tuesday, September 22,
10:00 a.m. to 2:00 p.m.
Cafeteria, first floor, Baycrest
Hospital and at the Brain Health
Complex, first floor, by the
elevators.

Your mid-morning coffee or afternoon
break can help raise awareness about
Alzheimer's disease and other

dementias. Baycrest will host a
"Coffee Break" in support of the
Alzheimer's Society of Canada, joining
hundreds of organizations from
across the world holding similar
events in acknowledgment of World
Alzheimer's Day.

Baycrest hosted an Alzheimer's
Society "Coffee Break" in 2005,
2006 and 2007 and successfully
raised over \$1,400 for the Alzheimer's
Society.

The coffee will be donated by the
Alzheimer's Society. A donation in
return for a cup of hot java is greatly

appreciated. There will also be items
for sale from the Creative Arts Studio,
produced by Baycrest artists, and
from the Alzheimer's Society.

Globally, about 18 million people
currently have dementia. In Canada,
there are an estimated 364,000
Canadians over the age of 65 living
with Alzheimer's disease or related
dementia. By taking a leadership role
on aging, Baycrest is committed to
finding the best ways to treat, and
eventually prevent, conditions like
dementia and other disorders that
affect brain function and mental
health.

INTERPROFESSIONAL ROUNDS

September 2009 - June 2010

Reserve Your Date Now

Interprofessional Rounds are presented by Organizational Effectiveness. Book your date now to publicize your topic of the day.

This year, we are focusing on three themes:

Showcasing Interprofessional Care and Education: For example, "Back to Basics" medical rounds and "Whole Health in Aging". This will include cases and research to advocate collaborative efforts to share knowledge, skills, attitudes and learning.

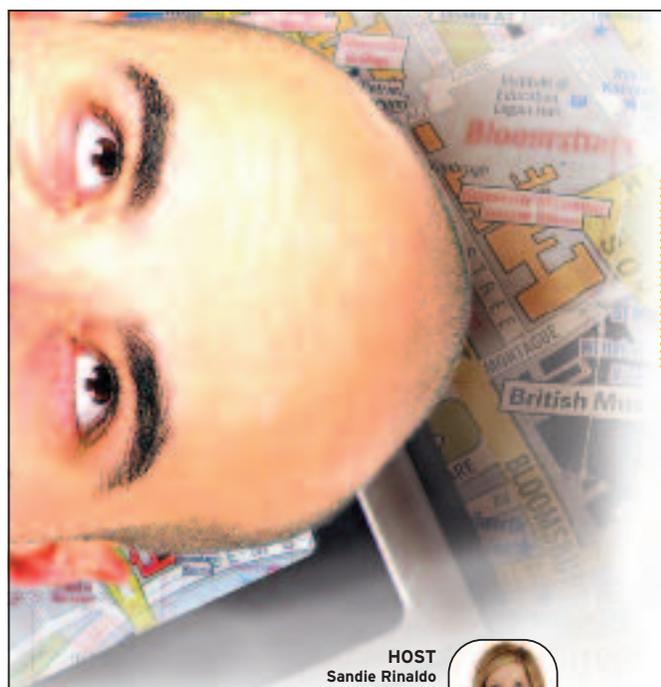
Strategic Chronicles: The power of programs, teams, and cases that support our strategic goals.

Understanding Our Partners: Promote understanding of how interprofessional teams work in their day-to-day life and demonstrate how they work with other groups to support our goals.

Interprofessional Rounds are simultaneously televised on Channel 23. We will now **broadcast the presentations online** at 2:30 p.m. the same day. These will also be archived for future viewing.

Organizational Effectiveness can provide you with everything you need to make your presentation at Interprofessional Rounds run smoothly, including a step-by-step **chart to assist you** with creating your notes, activities, and PowerPoint for your presentation.

To book your presentation or for more information contact the Organizational Effectiveness Department at ext. 2358



Baycrest proudly presents the
2009 / 2010 season of

Baycrest

Aging, Innovation & the Mind

THE SPEAKER SERIES

Caring For Aging Parents: Wish there was a GPS for this journey!

Of the more than nine million Canadians who are between the ages of 40 and 59, the majority have parents who are beginning to need help and support. This talk will help you figure out how to navigate some of the bumps in the road and steer through unanticipated, sudden turns.

Wednesday, September 30, 2009

7:00 - 8:30 p.m.

Winter Garden ~ Baycrest ~ 3560 Bathurst Street, Toronto

Free admission and parking ~ Seating is limited.

For information please call 416.785.2500 ext. 6218

This talk will be webcast. To view the webcast go to www.baycrest.org/speakerseries

HOST
Sandie Rinaldo
News Anchor,
CTV National News
with Sandie Rinaldo



FEATURED SPEAKER
Dr. Michael Gordon
One of Canada's best known
geriatric medical specialists



Baycrest is an academic
health sciences centre
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For information please call
416.785.2500 ext. 6218

Register ON-LINE www.baycrest.org