

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.

Wildly Important Goals are coming to a unit near you!

You play a vital role in achieving those goals

What can you do to enhance a client's experience at Baycrest? How can you make your work environment more fulfilling? Share your ideas with your leaders and put them into action.

Client satisfaction and employee engagement are what Baycrest has chosen as its two "Wildly Important Goals" (WIGs) from our strategic plan. Every individual staff member will be asked by their supervisors to put hyper focus on these two goals to help us get to the next level of excellence.

"We believe by rallying around two goals we can each have a big impact on our daily work; we can take Baycrest from good to great," says **Dr. Bill Reichman**, president and CEO. "We know the enormous amount of energy we put into keeping Baycrest running everyday is consuming and means it is hard to move the organization forward and reach our strategic goals. That is why we have invested



Client satisfaction and employee engagement are Baycrest's two "Wildly Important Goals," which can benefit both Joyce Tsui, registered practical nurse, and Apotex resident Sarah Meirovich.

in training our leaders in *The 4 Disciplines of Execution*, an approach that will help us effectively execute our strategic plan, so they can engage staff members to use their knowledge and skills to achieve our goals."

Dr. Reichman adds that this major initiative will help

Baycrest to become the most engaging place to work for our staff and ensure that client and family satisfaction is stellar.

Leaders have now gone through the training on *The 4 Disciplines of Execution* and are rolling out the approach with all staff to ensure

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Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Wildly Important Goals...continued from page 1



The Community Day Centre for Seniors team (left to right) **Claudette White-Green, Alyssa Heersink, Anna Grinberg, Shelah Brooks, Faith Malach, Tanya Klochkov** and William Lyon McKenzie student **Jeremy Ip** work together at the *What Baycrest will look like in 2014?* poster contest, an initiative related to Baycrest's strategic plan.

everyone at Baycrest is part of the WIGs efforts. Teams are now working on identifying how they will contribute and measure their contributions to increasing client satisfaction and employee engagement. Teams will meet weekly to celebrate progress or address any challenges in moving forward.

"By creating this momentum throughout the organization, each of us will feel a sense of accomplishment every week when we do our part in moving the organization forward through our efforts," says **Joni Kent**, vice-president, Human Resources and Organization Effectiveness, and the

strategic plan executive lead. "We are excited about embarking on this initiative and know it is what will make all the difference in successfully accomplishing our WIGs."

Living the Vision Tours - Share your thoughts about our vision with Dr. Bill Reichman

Baycrest president and CEO, Dr. Bill Reichman, has talked to more than 100 staff over the past three weeks through his Living the Vision Tours. In these meetings, he discussed what the vision means to all of us; what it means to the people we serve; and how each of us can make a difference.

Poster Contest

Thank you to all the teams who participated in sharing their thoughts of *What Baycrest will look like in 2014?* with students from the Communications Technology Program at William Lyon Mackenzie Collegiate Institute as part of Baycrest's poster contest.

The students are now working hard on bringing these concepts to life in the form of a poster. On March 11 you will get a chance to vote on your favourite poster. Stay tuned for more details.

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.

Dr. Reichman is looking forward to meeting with staff from as many departments as possible, so please encourage your manager or supervisor to sign your team up for a meeting.

To invite Dr. Reichman to one of your upcoming staff meetings, managers/supervisors should call **Pamela Freeman**, Executive Office, at ext 5441. **BM**

This session is open to Private Companions registered with the Private Companion Program and family members.

Mental Health Issues in Long-Term Care Homes

presented by: **Dr. David Conn**,
Vice President, Medical Services & Education
& Psychiatrist-in-Chief, Baycrest;
Co-Chair, Canadian Coalition for Seniors' Mental Health

Thursday, February 25
10:00 a.m. - 11:30 a.m.
Posluns Auditorium

To register please call Fran Cossever
at 416-785-2500 ext. 3195
or e-mail fcossever@baycrest.org

A Certificate of Attendance will be granted to all participants

“You are all heroes”

Each year, a number of Baycrest staff members are recognized by their peers for their outstanding contributions through the Recognition and Rewards Program Annual Awards of Excellence in Leadership, Group Achievement and Excellence in Sharing Learning. The awards presentation was held on Wednesday, January 27.

“You are heroes...You are living our value of excellence, by reaching beyond what was ever thought possible through inquiry, discovery and life-long learning...and you are doing it despite the whirlwind of activities and obstacles that we all face day in and day out,” said **Gary Rosborough**, manager, Organizational Effectiveness, and the event’s master of ceremonies. “You have taken Baycrest to a new level of excellence that benefits all of us but most importantly older adults here and around the world.”

Dr. Bill Reichman, Baycrest president and CEO agreed: “There are many



Social workers **Peggy Solomon** and **Anne Max**

events at Baycrest, but few that are as fun and energizing as this one. Baycrest is a great organization because of its great people, and not a day should go by without recognizing their talent.”

Here are this year’s recipients, and what their nominators had to say about them:

Excellence in Leadership

Suman Iqbal, unit director, Apotex 5, was nominated for the Excellence in Leadership Award by **Moyra Vande Vooren**, executive director, Apotex. “Suman quickly identifies areas for improvement, develops a plan and gets it done,” said Moyra. “Staff have told me how valued they feel by Suman, who established the Shining Star Award program on her unit to give her own team the opportunity to be recognized by family members or their peers.”

Social worker **Anne Max** was nominated by her colleague **Peggy Solomon** for her management of the Café Europa Program. “Several months ago, I dropped by Café Europa to watch Anne work the crowd. This is what inspired me to nominate her. Anne has put to use her remarkable skills and personality in a most dedicated manner in running the Café Europa Program. She makes each person attending feel special and respected,” said Peggy.

Bianca Stern, director, Culture and Heritage, was presented the award by music therapist **Amy Clements-Cortes** and **Nancy Webb**, vice-president of Public Affairs and Stakeholder Relations. “Bianca is a thoughtful, reflective and respectful leader who is



Apotex 5 director **Suman Iqbal** and Apotex executive director **Moyra Vande Vooren**.

committed to enriching and enhancing the lives of clients, staff and other stakeholders. This is evident in many of the projects and initiatives she has developed and encouraged that allow for artistic and spiritual expression and give clients a voice,” stated Amy.



Nancy Webb, vice-president, Public Affairs and Stakeholder Relations and **Amy Clements-Cortes**, music therapist, present the award to **Bianca Stern**, director, Culture and Heritage.

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You are all **heroes**...continued from page 3



Group Achievement

The 6 East Interprofessional team, Baycrest Hospital, received six nominations from patients' family members for the exceptional care they provide. The team was also nominated by its own clinical manager **Julie Grossman**, for outstanding actions during a fire on the unit. "The staff worked together as a cohesive team by smoothly and safely evacuating 18 patients to other areas around Baycrest. The next day, we were able to bring them all back, thanks to the quick response to a very challenging situation," said Julie.

The 6 East Interprofessional team (left to right): **Joanne Ingell, Daniel Galessiere, Sandra Brisset, Julie Grossman, Maureen Nurse, Janet Nichol, Ella Iousoupova, Edlin Wilson, Evett Lindsay, Winnifred White, Lois Bloch, Susan Romeril and Iris Weinberg.**



The Apotex 5 Interprofessional team was nominated by unit director **Suman Iqbal** and therapeutic recreationist **Mara Swartz**, for excellent work during an enteric outbreak on the Apotex 5 South community in January 2009. The team diligently used infection prevention and control practices and entertained residents who were confined to their rooms by bringing in televisions, providing manicures and hand massages and holding one-to-one recreation programs. The Apotex 5 nursing staff was also nominated by George Brown College professor of Nursing **Monique Bacher**, for training first-year practical nursing students. "The staff taught and shared their knowledge and professionalism which will help these students become good nurses," said Professor Bacher.

The Apotex 5 Interprofessional team (left to right): **Wendy Mitchell, Cristy Svirplys, Gidey Andemeskel, Joyce Haynes, Emilia Milanes, Ofelia Ajero, Suman Iqbal and Mara Swartz.**



The Self-Management Team and the Wagman Centre Fitness staff members who came together to participate in a national research project in partnership with the Canadian Stroke Institute, were nominated by **Linda Jackson**, director, Community and Ambulatory Programs, **Sheila Smyth**, director, Terraces and Wagman Centre and **Kim Martin** manager, Cognitive Health and Behavioral Programs, Psychology. As part of this project, these teams

A joint team of the Self Management Team and the Wagman Fitness Staff are presented with the Group Achievement Award. Pictured here are (left to right): **Tina Wells-Rowell, Nicole Campbell, Judy Chu, Dianne Cullen, Jenny Pacheco, Sheila Smyth, Linda Jackson, Kim Martin and Debbie Mendelson.**

expanded the existing Moving on After Stroke (MOST) program and relocated it to the Wagman Centre. They also relocated the community hydrotherapy programs for graduates of self management and rehabilitation (approximately 100 clients) from the pool in the Baycrest main campus to the Wagman Centre. "This joint team is to be commended for their professional approach, their willingness to collaborate with others and the support they showed to each other and our clients," said the nominators.



Members of the Psychology team accept the award for Excellence in Sharing Learning. Pictured here are (left to right): Dr. Nicole Anderson, Ruby Nishioka, Dr. Kelly Murphy, Dr. Angela Troyer, Dr. Kathryn Stokes, Dr. Nasreen Khatri, Dr. Larry Leach, Kim Martin, Dr. Jill Rich and Linda Jackson.

Excellence in Sharing Learning

Dr. Nicole Anderson, cognitive rehabilitation scientist at the Kunin-Lunenfeld Applied Research Unit, was presented with the Excellence in Sharing Learning award by **Dr. Regina Jokel**. Dr. Anderson's research focuses on cognitive interventions for older



Dr. Nicole Anderson and Dr. Regina Jokel.

adults who are either healthy, have mild cognitive impairment (MCI) or who are recovering from stroke. Through numerous presentations which highlight her own and other Baycrest scientists' innovative research, Dr. Anderson has provided education to the public about the changes in memory that come with age. "Dr. Anderson is a kind, collegial, approachable and generous person,

always willing to lend a helping hand and give advice, and we could all benefit from Dr. Anderson's research," said Dr. Jokel.

The Psychology team of the Cognitive and Behavioural Health Program was nominated by **Linda Jackson** and **Kim Martin** for the establishment of an accredited pre-doctoral internship program in Clinical Neuropsychology. In addition to their own workload, Baycrest psychologists are required to provide a committed, dedicated percentage of their time to supervising the interns. Over the last 10 years, approximately 20 interns have successfully completed the full-time program. Several of them have returned to Baycrest as psychologists or consultants in ongoing clinical and/or research activities. Baycrest is now the second organization in Canada to hold an accreditation status for this type of internship.

The event was wrapped up by **Joni Kent**, vice-president, Human Resources and Organizational Effectiveness, who thanked the Recognition and Rewards Program Committee members for their dedication, organization of the awards presentation and their review of all nominations. **BM**

Baycrest employees are also recognized through the monthly awards of Outstanding Service and Exceptional Acts of Kindness. Here are the 2009 recipients:

Outstanding Service Award

- Catherine Cheung
- Rhonda Corcoran
- Carla Delvecchio
- Irina Demushkin-Ber
- Tony Heayn
- Benny Kierdal
- Kris Kirsh-Stivirins
- Maria Lereu
- Emmy Libertino
- Emilia Milanese
- Greta Mohabir
- Brenda Quek
- Krit Rattanathavon
- Jorge Vitorino

Exceptional Acts of Kindness

- Albina Abramovsky
- Rita Litnovetsky
- Irena Noerr
- Marla Schwartz

The Recognition and Rewards Program is partially supported by the Anna and Frank Schipper Endowment Fund.

Sick at home?

Don't forget to call the Staff Illness Line

A new Occupational Health and Safety Staff Illness Line (416 785 2500 ext. 5300) will better support Baycrest employees when they are ill and will pinpoint where outbreaks occur in the organization and help to contain them.

What is the purpose of the Occupational Health and Safety Staff Illness Line?

"The purpose of this line is to help the organization quickly detect and contain clusters and outbreaks of common respiratory and gastrointestinal infections. By tracking the symptoms that staff members are suffering from, Occupational Health and Safety nurses are able to see which units are affected by which illnesses. This will help to better manage outbreaks and to keep Baycrest a healthy and safe environment for everyone," explains **Margaret Cernigoj**, director, Occupational Health and Safety. Occupational Health and Safety works closely with Infection Prevention and Control to gauge outbreak activity and how it affects both clients and staff.

The Staff Illness Line helps to facilitate the surveillance of febrile respiratory illness, which is a required practice in all health care facilities in accordance with the Ontario Ministry of Health and Long-Term Care, Toronto Public

Health and the Occupational Health and Safety Act of Ontario. Febrile respiratory illness (FRI) is a term used to describe a wide range of droplet-spread respiratory infections, such as colds, influenza, influenza-like illness and pneumonia, which usually present with symptoms of a fever and new or worsening cough or shortness of breath (note: elderly people and people who are immuno-compromised may not have a febrile response to a respiratory infection).

Who should call the Staff Illness Line and when?

Baycrest employees who do not report to scheduling are asked to call both their supervisors and the Staff Illness Line to report fever, respiratory illness and enteric (gastrointestinal) symptoms the first day they are ill.

Call the Staff Illness Line and leave your name, department you work in, a telephone number where you can be reached, and if you are experiencing any of these symptoms: fever, coughing, sneezing, muscle aches, vomiting or diarrhea. An Occupational Health and Safety nurse will return your call to discuss your symptoms and review the guidelines for when it is safe for you to return to work.

It is also very important that employees call the Staff Illness Line themselves rather than their

colleague or supervisor calling on their behalf. The Occupational Health and Safety nurses need to be able to speak directly to the employee so that they can properly evaluate the symptoms, ask if he or she has seen a doctor and if they are receiving any treatment, and to help determine when he or she can return to work. This is also an opportunity for the nurses to offer their support and assistance and provide health education to the employee to help their recovery.

If you leave a message on the Staff Illness Line, you will most likely only get a phone call from a nurse if you have described FRI symptoms or other symptoms related to respiratory or gastrointestinal outbreaks. **BM**



MyChart provides easy access to health information

The E-Health team at Baycrest recently presented MyChart, an initiative developed by Sunnybrook Health Sciences Centre which streamlines the way health record information is delivered and exchanged between health care providers and their patients. Plans are underway to introduce this program at Baycrest. The E-Health team will consult with clinicians across the organization to help modify this program for Baycrest clients and their families and to demonstrate how certain features will help to reduce workload for staff.

MyChart is a website where patients can create and manage their personal health information and is accessible any where,

anytime through the internet. It ensures patient privacy and keeps health information records confidential by using the same encryption technologies used by major banks for online banking. It also aims to increase efficiency in health care facilities by improving clinical workflow.

Through MyChart, Baycrest clients may have access to:

- personal and family health details (including allergies and current medications);
- clinic visit notes;
- test results;
- E-messaging with physicians or clinic administrators; and
- links to relevant disease-specific information.

MyChart users can electronically grant access to family members,

primary care physicians, other health care facilities and pharmacists.

“We will be able to customize MyChart to meet the unique needs of Baycrest clients and their families, and tailor it to also make it very user-friendly for our clinicians,” notes **Terrie Tucker**, director, E-Health.

*Want to offer your feedback on MyChart? The E-Health team is now forming the MyChart Steering Committee. If you are interested in joining the committee, or for more information, please contact **Dennis Young**, at dyoung@baycrest.org or ext. 6245*

Creative Arts Studio Sidewalk Sale

When creative arts specialist **Brenda Gasner Lass** mentioned in passing that the Donald and Elaine Raefelman Creative Arts Studio should hold a sidewalk sale, Baycrest volunteer **Howie Rice** jumped at the opportunity to offer a helping hand and run the event. Apotex resident and retired lawyer **Ben Weinstein** joined **Howie** to help interested buyers negotiate a great price on crafts like silk scarves, ceramics and gift cards, all made by Baycrest clients.

Inspired by the music coming from the Thursday afternoon concert in the Winter Garden, every time **Howie** made a sale, he

would dance with the person closest to him. “**Howie Rice** is a fantastic volunteer. He helps us in the studio and runs errands for me to the print shop, laundry, or just about anywhere we need him to go in the centre,” says **Brenda**. “He has spunk, passion and never-ending energy...plus an unbelievable work ethic.”

Together, **Howie** and **Ben** made over \$200, and entertained many people at the same time. The proceeds will go to the Creative Arts Studio.



Volunteer **Howie Rice** and Apotex resident **Ben Weinstein** run the Sidewalk Sale.

Announcement

Please welcome **John Montagnese**, who joins Baycrest as manager, Financial Planning, on Tuesday, February 9. John is a certified management accountant and has extensive financial planning and management experience. He was most recently at the Toronto Central Local Health Integration Network where he was involved in overall planning and financial analysis. Prior to the Central LHIN, John was controller of Direct Energy.

Renovations to the Multi-Faith Room

The Multi-Faith Room near the Silverman Garden Court (across from the WA Gift Shop), will be **closed for renovations as of Tuesday, February 9, 2010**. The renovations will take about four to five weeks.

The Multi-Faith Room is used for religious leaders who need a quiet space to meet with patients and families for prayer and spiritual counseling; staff who require a private space for prayer or meditation; and on occasion for families sitting shiva, mourning the loss of a loved one.

In the interim, all staff members who need a quiet or private space for prayer or meditation are welcome to use the Apotex 5 Family Meeting Room (to the right of the elevators, adjacent to the children's play area). Please ask **Emmy Libertino**, unit clerk, for the combination to the room and post the "Do not Disturb" sign so that you won't be interrupted. The room will be available on weekdays from 11:00 a.m. to 4:00 p.m.

Rabbi Dr. Nachum Berlat, director, Pastoral Care, will find an alternate space for religious leaders to meet with clients and families.

A Healthy Dose of Laughter

International Week of Clowning, Laughter and Health Care
 Canada • Israel • Australia | **Conferences** **Workshops** **Performances**

Education Day at Baycrest

Using Humour and Clown Work with Seniors: An Introduction to the Practice, Theory and Benefits

March 1, 2010
8:30 a.m. to 5:00 p.m.
Posluns Auditorium
Free for Baycrest staff
\$30 for community members



In partnership with the Miles Nadal Jewish Community Centre, The Hospital for Sick Children and the Canada Israel Cultural Foundation, Baycrest hosts this education day which is part of a week-long series of workshops and performances.

Please visit baycrest@work or www.baycrest.org for more information. PLEASE NOTE: Although the morning sessions are open to everyone, the afternoon workshops each have a maximum attendance of 25 people. Please register early to ensure your place.

Baycrest staff and community participants may register by calling
Melissa Cohen
at 416-785-2500 ext. 2705.

KEY PARTICIPANTS: **Dr. Bernie Warren**, Professor, Drama in Education and Community, U of Windsor / Founder, Fools For Health • **Dr. Peter Spitzer**, Medical Director, co-founder, Humour Foundation Clown Doctor Program, Australia • **Dr. Atay Citron**, Head, Drama Department, University of Haifa, Israel • **Therapeutic Clown Program**, Sick Kids • **ISH Theatre**, Israel

PARTNERS:



Canada-Israel Cultural Foundation
 La Fondation Culturelle Canada-Israel



Miles Nadal **JCC**

The Miles Nadal Jewish Community Centre is dedicated to serving the community, cultural, educational and recreational needs of downtown Toronto. Its programs and services are guided by Jewish values and are open to all, regardless of race, ethnic origin or religious affiliation.