

# Baycrest Matters

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

DECEMBER 8, 2010 VOL. 6, NO. 23

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Baycrest Matters is published 25 times a year.

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[baycrest.org](http://baycrest.org)

Baycrest is fully affiliated with the University of Toronto.

## Steinberg \$1 million gift supports new Slow Stream Rehabilitation Unit

**P**hilanthropists Lewis and Charlotte Steinberg's \$1 million gift will help Baycrest develop urgently needed rehabilitation strategies for medically and cognitively frail adults. "When you give to a charity, you want it to be meaningful as soon as possible," says Lewis Steinberg. "We were drawn to the urgency of the need and the idea of helping to develop innovative therapies."

The new Charlotte and Lewis Steinberg Slow Stream Rehabilitation (SSR) Unit which admitted its first patients on November 29, provides low intensity therapy with longer stays of an average of 90 days. The new unit will help fill the gap in services for a frail and elderly population that can't be treated through traditional rehabilitation due to reduced physical and cognitive tolerance.

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Long-time Baycrest supporters Lewis and Charlotte Steinberg's gift funds new Slow Stream Rehabilitation Unit, a highly specialized service and new clinical focus that helps Baycrest better meet the rehabilitation needs of a frail and elderly population.

# Important changes to emergency codes coming in January

**A**s part of our ongoing commitment to employee and patient safety, Baycrest's emergency codes will change to align with the Ontario Hospital Association code processes on Monday, January 10, 2011.

"Time is critical when an emergency happens and all decisions must be made extremely quickly," says **Scott Jansen**, manager, Redevelopment and Emergency Management. "Knowing what to do and who to call is vital, and using the same emergency codes as the police and fire departments or an EMS crew can save precious minutes and lives."

The result of this change will be a simplified emergency system that is easy for all staff to follow. An important change will be the switch over to one main emergency phone number for staff to call when reporting an urgent situation.

In the coming weeks, Support Services will train all area emergency captains and incident managers and develop a process for collecting and replacing all related print materials, including the Emergency/Disaster Response Quick Guide, the red Emergency/Disaster Plans binder, and the blue ID card list of emergency codes. The Emergency Manual on the intranet will also be updated.

Included in this launch is Baycrest's revised Code Blue Policy, which also goes into effect on January 10, 2011. Since October, more than 500 clinical staff have been trained and have received Basic Cardiac Life Support Level C certification as well as instruction on the proper use of automated external defibrillators. These will be installed in key locations throughout Baycrest by January 2011.

Stay tuned for more information about the change to emergency codes and how it affects you. If you have questions, contact Scott Jansen at ext. 3024. **BM**

## Making Baycrest a safer place for you and our patients

Quality and safety are key priorities for us at Baycrest and we're committed to providing a safe environment for our staff and patients. Here are some other ways we've been working to make Baycrest better and safer:

### CALL BELLS

To help maintain communication between the residents and staff, we will be updating the call bell system and devices to address current gaps. A new communication device will be chosen based on functionality and ease of use. Implementation of a new system is expected to be completed by May 2011, in the Apotex and installation in the hospital will follow.

### CARPET REPLACEMENT

Baycrest is continuing to replace carpets in the Apotex with a new resilient sheet flooring product that better meets infection control standards and safety best practices. So far, the equivalent of about a full unit has been re-floored, and the project is to be completed by November 2011.

### EXIT SEEKING

As a result of a 2009 Failure Mode Effect Analysis (FMEA), several recommendations have since been implemented to create a safer environment for our exit-seeking clients. We've implemented new screening and registration processes; conducted education programs for residents, families, companions and staff; and enhanced or maintained security and alarm systems on clinical units, elevators and exit doors.

### FIRE DETECTION SYSTEM

Work on replacing our fire detection system began in early 2009 and is expected to be completed in the next month.

# Get the scoop

Dr. Gary Naglie's thoughts on geriatric medicine

One of Canada's leading experts in the care of frail older adults, **Dr. Gary Naglie**, joined Baycrest on November 1 as chief of medicine.

Dr. Naglie is playing a key role in leading the further integration of clinical, research and educational activities to ensure the care we provide at the bedside is the very best it can be. Read on to find out his views on geriatric medicine at Baycrest.

## Can you tell us about your experience in geriatric medicine and how it will impact Baycrest?

As an academic physician, I've participated in clinical work, research and teaching, and have been able to, at some level, make a contribution in each of these areas. It's equally important to bring research to the bedside and for clinicians to bring critical questions to researchers. I think institutions that work the best are the ones that have this back and forth communication between scientists and clinicians. Education is also a fundamental role that every academic institution plays and obviously, we want to be a leader in educating the next generation of clinicians caring for seniors.

For an academic institute to show excellence, it has to be able to integrate these three elements together, so that's one of the things that I hope to advance here in conjunction with the leadership team.

## Why are today's seniors' medical issues more complex than those of previous generations? How do we respond?

One of the challenges of geriatric medicine is changing demographics. Not only do we have an



Dr. Gary Naglie, chief of medicine

aging society, but the segment of the population that is growing most rapidly is people over 80 years.

This means we are now faced with a larger population coping with chronic medical conditions. As such, prevention is key; we need to do as much as possible to prevent people from developing chronic diseases. The other area we have to concentrate on is to better manage chronic illness in older adults and minimize as much as possible the disabilities that can result from these illnesses.

The better we can manage older adults with complex chronic conditions in a way where they can remain active with a good quality of life, the less they will need health-care interventions and the less they will require institutional care, which is an important goal.

## Why should physicians consider geriatrics as a specialty, and how can Baycrest lead in educating?

It has always been a challenge to identify people across the various health professions who have a particular interest in providing care to the elderly. This is where Baycrest can have a major role. It's an opportunity to attract and train young health

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WORTH REPEATING

# Here is the latest edition of Bill's Journal

*Dr. William E. Reichman,  
Baycrest president and CEO*

*"...everyone's input is essential in identifying where we are doing well in meeting our staff's needs and where improvement is absolutely necessary."*

I would like to thank the over 642 staff and physicians who have now completed the Engagement Survey for this year. But, in comparison to our 61 per cent response rate from 2009, so far this year, we have only achieved a 41.1 per cent response rate. I am sure there are many good reasons for this. Certainly, there is just so much other work for all of us to do. At times, having to deal with yet another survey is a burden; shouldn't we just focus on our day job? I know this kind of effort can be a pain and there are other priorities.

But, with that said, it is truly very important to remember everyone's input is essential in identifying where we are doing well in meeting staff's needs and where improvement is absolutely necessary. Data from last year's survey led

to the creation of our taskforce, led by Faith Malach. The taskforce led to a number of serious efforts to improve our workplace. Please take a look at the diorama for an update on our progress to date.

As our CEO, I am urging you, my colleagues, to complete the survey because without your participation, the engagement survey results will not provide a true and accurate enough picture of staff engagement at Baycrest. Our goal of a 70 per cent response rate is achievable, but we need more of you to fill out the survey and provide feedback.

I am committed to having us take informed action to help Baycrest to become an even better workplace of choice where our people can excel and achieve their personal best. I need your help to achieve this. If you haven't had a chance

*“Our goal of a 70 per cent response rate is achievable, but we need more of you to fill out the survey and provide feedback.”*

to complete the survey, please reconsider. Your input will benefit all of us.

As we are very serious about hearing from more of you, we are extending the survey period to a closing date of Monday, December 13, 2010. If you haven't completed the survey, please take the time and make your voice heard! If you would like a paper copy of the survey, they are available from your supervisor, in Human Resources, Organizational Effectiveness and in various other locations across Baycrest. You can complete an electronic version by going to the following link: [www.whru.ca/survey](http://www.whru.ca/survey).

Thanks for considering my request and for everything you do to help make our Baycrest even better. **BM**

## Here's how you can fill out the survey, anonymously and confidentially, and help make Baycrest an even better place to work:



### 1. Online with an e-mail account

Go to the Baycrest intranet. Click on the survey logo, located on the right-hand side. Follow the instructions. A log-in code and completion details will be sent to your e-mail. Complete the survey and print out your thank you coupon.

### 2. Online with a log-in access sheet

No e-mail address required. Log-in access sheets are available from 11:45 a.m. to 1:15 p.m. outside the cafeteria and the staff lunch room on the second floor of the Posluns Building. You can also pick up a sheet any time at the Terraces communication desk or from the Organizational Effectiveness office, located on the second floor. Follow the instructions on the sheet.

### 3. Paper survey

Paper surveys are available throughout Baycrest, or you can pick one up from your supervisor, the Organizational Effectiveness office, HR or Occupational Health and Safety. Be sure to remove the thank you coupon at the end of the survey to redeem your free coffee, tea or pen at the W.A. Café. Drop off your completed survey in one of the locked boxes at the following locations:

- Bathurst Street entrance Security Booth
- Apotex information booth (parking lot entrance)
- W.A. Café
- Cafeteria
- Khedive communication desk
- Terraces communication desk
- Staff lunch room
- Mail Room in the basement

You can mail your survey using the stamped, self-addressed envelope. We have two mailbox locations:

- Outside the doors at the Bathurst Street entrance
- Outside the doors across from the Apotex elevators

All coupons are valid until December 15 so get your survey in today! For more information, visit the intranet or call Gary Rosborough, Organizational Effectiveness, at ext. 2358.



# Have you heard the news about Bev?

**W**hat's the connection between **Bev Vanhanen**, administrative co-ordinator, Terraces/Wagman Centre, and alpacas? Yes, you read correctly – alpacas. To find out, hurry down to the Water Cooler on the main floor across from the W.A. Café because that's where you'll find out about Vanhanen, this month's Staff in 3D.

You'll also find other interactive exhibits at the Water Cooler, including an open gallery Mondays to Fridays, from 9 a.m. to 3:30 p.m. featuring artists in residence and travelling displays. Other events you don't want to miss:

- Watch a painting and crocheting demonstration  
*December 14, 10:30 a.m. to noon*
- Attend an art talk to learn about the art on our walls  
*December 20, 1 to 3 p.m.*
- Catch a cartooning demonstration  
*December 21, 11 a.m. to 2 p.m.*
- Learn about puppet making with Naomi Kates  
*December 15 and 22, 11:30 a.m. to 2:30 p.m.*
- Enjoy jewelry design with Corey Finer  
*December 29, 10:30 a.m. to noon*
- Challenge someone to a brain game of chess, checkers or backgammon  
*December 29, noon to 2 p.m.*

**Staff in 3D** is a dynamic photo display showcasing the various and fascinating hobbies and interests of our staff. That's you! So, come on, let us know about that marathon you've been training for, that awesome organization you've been volunteering at, or the gourmet cooking lessons you've been taking (can I come to your next dinner party?). Whatever your interest, help us get to know you better by sharing your story. Contact Kelly Connelly in Public Affairs at ext. 2432.

## IN MEMORIAM



# Irma Singer

It is with great sadness we announce that Irma Singer, a former Apotex Resident's Council president and resident on Apotex 2, passed away at Baycrest on Saturday, November 27, 2010. Irma Singer moved into the Apotex Centre, Jewish Home for the Aged in late 2004 and was president of the Resident's Council from 2006-09. During that time, she became one of the most active and recognizable figures at Baycrest.

Irma's relationship with Baycrest began over 21 years ago when she volunteered at Baycrest Hospital. She would visit with patients and play cards, Bingo and bake with them. When she became a resident of Apotex 2, she became involved in many of the centre's activities, and could often be found in the midst of a dominos game or a round of bridge. She also took classes at the Creative Arts Studio.

In her position on Residents' Council, she often met with her fellow Apotex residents to hear feedback, the

issues and challenges they encountered and advocated for their needs. She greatly enjoyed the opportunity to work closely with Baycrest staff members, including president and CEO Dr. Bill Reichman. She used to say that her goal was to make everyone as happy as possible and that it was very important that all residents at Baycrest be heard.

Irma was born in Berlin, Germany in 1921 and before moving to Toronto in 1973, she lived in England and Spain. She worked at Nelson Canada in book publishing, where she was able to apply her passion for reading. Irma has two children, Jeannette and Michael, and four grandchildren.

Irma will be greatly missed by the entire Baycrest family. **BM**

*Staff and friends are invited to remember Irma at a special reception being held in her honour in Loftus Hall on December 15, from 1 to 3 p.m.*

## Chanukah at Baycrest



Clockwise from top: dad Asaf, Baycrest scientist, mom Merav, Ella, Noam and Ori. The Gilboa family celebrates the Festival of Lights at our Esther Exton centre, a workplace day care and a lab school that trains early childhood education students from George Brown College.

Located in a separate building near the Wagman Centre, part of the centre's philosophy is to build a partnership with the parents and involve them in the daycare program. Parents like Asaf and

Merav are regularly invited for visits to the class to share something that is meaningful to the children, talk about their profession and help celebrate holidays.

Children of Baycrest employees are given preferred admission, but the day care also welcomes families from the community. For more information or to register your child, call Joyce Gee, manager of Esther Exton, at ext. 2465.

Mike Colle (standing), MPP Eglinton-Lawrence, celebrates Chanukah with Joseph Cipin and his sister, Jolana Shermer, both visitors to Baycrest's Café Europa on December 3. Café Europa is a free drop-in program that runs every second Friday for Holocaust survivors to socialize and enjoy regular programming from 10 a.m. to noon in the Posluns Building. For more information about the program, call Anne Max in Social Work, at ext. 2259.



## Speaker Series



### Feeding your brain

Eating nutritious foods to boost brain power was a hot topic at the Aging, Innovation & the Mind series, hosted by Baycrest and sponsored through the Ada Starkman Community Lecture Series Endowment Fund. A capacity crowd of over 300 turned out on November 24 to listen to Baycrest senior scientist and diet-brain function expert, **Dr. Carol Greenwood** (left), share tips and insights about healthy eating with veteran news reporter, Avery Haines, CityNews. To register online for the next topic in the series, go to [www.baycrest.org](http://www.baycrest.org).

## Announcements

Congratulations to **Bhagyashree (Shree) Pawar** on her promotion to manager, Human Resources Systems and Projects. Pawar joined Baycrest as human resources analyst in 2008 and worked in that capacity building and supporting the functionality of the HR management services and developing the human capital reporting capacity. In her new role, she will be providing leadership on the various technology-related and other projects coming up in HR.

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Welcome to **Panusha Mahinthan**, who joined the HR team on November 22 as human resources systems clerk. With an increased focus and reliance on human capital, Mahinthan, supporting Pawar, will be working towards helping to achieve a strategic area of focus of increasing our capacity over the next two years.

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Farewell to **Denyse Kovac**, whose last day at Baycrest was December 3. Kovac joined Baycrest's HR Department in 2005 as a human resources advisor. During her career here, she worked in all facets of Human Resources, supporting managers from across the organization. Recently, she had been assisting managers and staff working on labour and employee relations issues. Kovac resigned from Baycrest to pursue a role in other areas of the human resources profession. A search for a replacement is underway.

## Steinberg \$1 million gift

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When our High Tolerance Rehabilitation Unit (higher intensity, shorter stay, and currently located on 3 West) joins the SSR Unit on the seventh floor, scheduled for March 2011, our inpatient rehabilitation elements will be brought together on one floor to provide seamless care to our patients. "It will be a dynamic new floor entirely focused on rehabilitation care, education and research where staff can apply and enhance their specialized expertise. We are working to evolve the program to one with a cognitive neurosciences focus," says Angela Chan, program director, Rehabilitation Program.

To ensure a full continuum of care, the Rehabilitation Program will also be exploring how it can provide comprehensive ambulatory services to support and sustain healthy living post inpatient rehabilitation.

**BM**

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## Dr. Gary Naglie

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professionals in a vibrant and innovative environment, hopefully helping them to develop and share our passion for care of older adults.

Older adults can have combinations of medical problems that provide a stimulating professional challenge for a young health-care provider. After many years in training, it is very fulfilling to be able to use your skills to help someone with complex medical needs.

Geriatrics is largely interdisciplinary, meaning that you work with a team of health-care professionals who bring different skills and talents to the table. It is very rewarding to be part of a team that provides leading-edge care and improves the quality of life of the people we look after. **BM**