

# 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.

## Staff take a walk on the festive side along Streets of Toronto

**O**n December 8, Baycrest staff came together to celebrate at our annual holiday party, this year themed Streets of Toronto to reflect the diversity of the organization. The holiday party was enhanced this year as a result of a task force recommendation based on your

feedback to last year's employee engagement survey.

"It was nice to be able to sit and chat with my nursing administration team in a more relaxed environment," says Patty Guyader, administrative secretary, Quality and Risk Management.

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From left: Baycrest Idols Laurie (Elvis) Harrison, vice-president, Corporate Services and CFO; Joni (Spice Girl) Kent, vice-president, HR and Organizational Effectiveness; and Marilyn (Michael Jackson) El Bestawi, executive director, Baycrest Hospital. *Photo credit: Benny Kierdal*

# Emergency codes: what you need to know

## Collecting and replacing print materials

**O**n Monday, January 10, 2011, Baycrest's emergency codes will change to align with the Ontario Hospital Association code processes. As of January 10, staff will be required to call ext. 5555 for all emergencies.

### What we are doing

A key component of this change will be the replacement of all related print materials, such as the Emergency/Disaster Quick Response and the large red Emergency/Disaster Plans binder, with new materials. We are removing all old print materials to avoid confusion in the event of an emergency. Your manager or supervisor is arranging to collect and replace these materials, as well as distribute your new ID card-sized emergency codes and contact number cards.

The new red Emergency/Disaster Plans binder has been simplified to include easy-to-follow instructions for each emergency code as well as our standard hot weather plan, fan-out lists, isolation and outbreak instructions and more.

Every administrator on call and every incident manager will now be required to keep a copy of the binder in their car as a precaution in the event that

they are notified of an urgent situation when they are off site.

All related online components, such as the quick guide and emergency manual, are being updated and will also launch on January 10.

### What you need to do

When the new materials arrive in your area, please go through them carefully and familiarize yourself with the contents. It is your responsibility to know exactly where to find information quickly should an emergency occur. As before, keep the red binder and quick guide in an easily accessible area.

Information sessions about the revised codes will begin early in the new year for all staff. If you are an area emergency captain (AEC), speak with your manager to ensure you are included in the next emergency code training.

Stay tuned for more important instructions around the emergency codes rollout. For more information or if you have questions, speak with your manager or contact Scott Jansen, manager, Redevelopment and Emergency Management, at ext. 3024.

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## Terraces' Etigsons celebrate platinum wedding anniversary

Wed in 1940 at the Henry Street Shul in downtown Toronto, Terraces of Baycrest residents Ralph Etigson, 94, and Rose Etigson, 90, celebrated their 70th wedding anniversary on November 10. "The key to a successful marriage is encouragement and consideration for each other," says Ralph. "Never have 'arguments' but look at those times as opportunities for discussion."

Prior to moving into the Terraces of Baycrest almost six years ago, both were active members of the Jewish community in Toronto. Ralph was the president of the Brotherhood and Israel Bond chairman at Shaarei Shomayim Congregation. He was also chairman of the Employees Division of the United Jewish Appeal. Rose was active in the Sisterhood at Shaarei Shomayim and helped out in the gift shop.



# Get your nominations in for volunteer awards

**V**olunteers play an important role at Baycrest, freely donating their expertise, skills, companionship, effort and time. They can be found in a variety of areas and work directly with clients, assist professional teams or provide administrative functions, all to enrich the quality of the lives of our clients - and make our jobs a little easier as well.

If you know of someone who deserves recognition, why not nominate your volunteer for an Ontario Volunteer Service Award or one of Mike Colle's Eglinton-Lawrence Outstanding Volunteer Awards?

All you have to do is contact Janis Sternhill, Volunteer Services co-ordinator, at ext. 2575. Your volunteer must be registered with Baycrest's Volunteer Services and have volunteered for at least five years to qualify for the awards.

In order for your volunteer to be considered for this year's Ontario Volunteer Service Award, you must get in touch with Janis Sternhill before January 17. Nominations are accepted at any time for the Eglinton-Lawrence Outstanding Volunteer Awards.

# Friends fur-ever with Mountainview Club therapy pets

**A**re you an animal lover? If so, you'll understand the many benefits the Pet Therapy Program at Baycrest's Samuel Lunenfeld Mountainview Club offers to our clients. "The dogs help promote feelings of calm and well-being among our clients when they pet and bond with the dog," says Alysa Heersink, recreation therapist at the Mountainview Club. "We see that some members are visibly less anxious while they are visiting with the dogs."

The Mountainview Club is part of the Community Day Centre for Seniors and provides programming for moderately to severely cognitively impaired elderly. The club offers a mix of social, recreational and educational activities. Once a week, volunteer Arlene Goldman brings her dogs, 4-year-old golden retriever, Alexa, who is a certified pet therapy dog, and 7-year-old shepherd-collie mix, Cody, to visit with club members.

"The dogs remind members of other dogs or pets they might have had or known, and they enjoy sharing those memories. It's a good way to stimulate their memory," says Heersink. "The dogs also help encourage our clients to socialize more

as they feel comfortable communicating verbally and through touch with the dogs."

For more information about the Pet Therapy Program or the Mountainview Club, contact Heersink at 2527.



Jack Parlow watches as Bettie Raibmon greets Alexa at the weekly Pet Therapy Program at Baycrest's Mountainview Club.



WORTH REPEATING

# Here is the latest edition of Bill's Journal

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

**A**s many of you know, last week I was not able to be at the holiday party as I was away in Sweden and Norway developing some long-term business relationships for Baycrest. This was an exciting trip and I look forward to providing you with the details in the near future.

I did, however, receive many e-mails about how enjoyable the holiday party was - the food, the entertainment, and the overall spirit of celebration. The positive changes to this year's party were a reflection of our commitment to respond to your feedback and make Baycrest a truly exceptional and supportive place to work.

The holiday party was brought together by the efforts of many people. I want to take this opportunity to say a special thank you to the Quality of Worklife Committee for planning the party; Food and Nutrition Services; the volunteer greeters and servers; our Baycrest Idols for showing off their exceptional entertainment skills; and the volunteers who delivered holiday party meals to our evening and night staff.

Behind-the-scenes people who also contributed to making this a great event were Facilities Services who helped with decorations; Environmental Services for setting up the room and taking care of refuse and recycling; e-Health for technical assistance; Organizational Effectiveness for videotaping the event; and Public Affairs for helping to promote the party.

I am also pleased to announce that this week we are implementing two more task force recommendations through Human Resources and Organizational Effectiveness - an enhanced **Recognition and Rewards Program** and the new **Employee Discount Program**.

You told us that you wanted an enhanced recognition and rewards program where we all have the opportunity to nominate our peers and recognize them for their outstanding work on a regular basis. As such, the enhanced program recognizes those individuals who exemplify our values and demonstrate the actions necessary to provide the best possible experience and care for the physical and mental well-being of people during their journey of aging.

New *Monthly Awards* will now recognize excellence in:

- Patient Safety
- Innovative Problem Solving
- Facilitating Team Success
- Fun at Work
- Engaging Leadership
- Leadership Best Practice

New *Annual Awards* include:

- Research in Print
- Advancing Interprofessional Collaboration
- Promoting Team Development
- Innovative Leadership

Everyone - managers, leaders, co-workers, volunteers, clients, families and visitors - is invited to nominate an employee for one of these awards. You can find the full list of categories and get more information about the program in the Employee Corner section of the intranet, under the Recognition and Rewards tab.

The deadline to submit for the 2010 annual awards is January 4, so I urge you to get your nomination in without delay. The winners will be announced at the annual recognition ceremony on January 27 in Wortsman Hall. For monthly awards, you may submit your nominations at any time.

The **Employee Discount Program** is the second task force recommendation we are introducing this week. We have partnered with vendors such as CAA, Murray Shore Pharmacy, and Perkopolis, an entertainment broker that provides discounted movie tickets, family attractions, sports events and hotel stays, so you can enjoy their services at reduced rates. E-health is also offering staff an opportunity to purchase Microsoft Office Professional Plus, for PC or Mac, at a discounted rate. Please visit the Employee Corner on the intranet and click on Employee Discount Program for more details. Human Resources is close to solidifying discount agreements with other vendors, including the TTC and home and auto insurance companies.

All of the above initiatives are the result of the feedback you gave to us via our annual Employee Engagement Survey and the Employee Engagement Task Force. I want to thank the 879 staff, a 54.9 per cent response rate, who completed this year's engagement survey. Your responses will help shape the work we do to make Baycrest a workplace of choice where you can excel and achieve your personal best.

I wish you all the best for the holiday season and thank you for your work in supporting Baycrest's vision of becoming a global leader in providing innovative solutions to the challenges of aging.

Happy holidays,

**Bill**

<http://intranet/ceo/>

## Employee Discount Program

Baycrest continues to show its appreciation for its staff - you! - by offering an employee discount program. The organization has partnered with the following vendors so that we can enjoy their services at reduced rates:

### CAA

Thinking of joining CAA? Pick up an application form in the HR office, 2nd floor of the hospital, so that you can enrol through our group membership program and receive a corporate discount rate. On now is a holiday special - for every CAA membership you give as a gift, receive a free fleece blanket!

### Microsoft Office Professional Plus

Through the Microsoft home use program, Baycrest staff can purchase Office Professional Plus, for PC or Mac, for just \$11. The suite includes Word, Excel, PowerPoint, Outlook, OneNote, SharePoint, Publisher, Access and InfoPath. It normally retails for over \$400.

You must have a Baycrest e-mail account to purchase the suite. If you are interested, contact Wayne Harris, manager, Technical Services and Customer Support, at ext. 3150.

### Murray Shore Pharmacy

Baycrest employees only have to cross Bathurst Street to have their drug claims processed at a reduced rate. Murray Shore Pharmacy, along with the almost 300 member pharmacies of the Coughlin Preferred Provider Network, limits its dispensing fees to the Ontario Drug Benefit plan maximum and caps its mark-up on certain dispensed drugs (to 10 per cent of their wholesale price).

To take advantage of the discount program, present your Baycrest employee drug card when getting your prescription filled. Savings are immediate and there is no extra paper work or commitment of any kind required. Murray Shore Pharmacy is located at 3537 Bathurst Street.

### Perkopolis

Employees can purchase discounted movie tickets, family attractions, sports events and hotel stays through Perkopolis, a Toronto-based corporate entertainment broker. Visit [www.perkopolis.com](http://www.perkopolis.com) to register, using member ID code "Baycrest," and access group discounted tickets and a variety of shows, events and attractions.

For more information about CAA, Murray Shore Pharmacy or Perkopolis, contact Human Resources at ext. 2961.



# Sharing knowledge through new lecture series

**B**aycrest is launching an exciting new lecture series aimed at knowledge expansion and exchange. The Visiting Professor Lecture Series is an opportunity for staff, students and external health professionals to learn from leading health professionals and researchers from around the world who are invited to Baycrest.

“We’re seeing an increase in guest clinicians, researchers and academics come through Baycrest, so the lecture series is a wonderful opportunity for us to capture and share this broad range of expertise with our staff,” says Dr. David Conn, vice-president of Education. “The series is a tangible way Baycrest is advancing our strategic focus of

integrating care, education and research, so the hope is that the series will have a broad appeal, and enlighten and inspire our attendees.”

### You’re invited to the inaugural lecture of the series!

Dr. Thomas Edes will be presenting *There’s no place like home. Pushing the boundaries with home-based primary care* on Thursday, January 13, from 1 to 2 p.m. in Wortsman Hall. Edes is the national director of Home and Community-Based Care at the United States Department of Veterans Affairs and an associate professor of Internal Medicine at the University of Missouri.

For more information, contact Faith Boutcher, director, Academic Education, ext. 2114.

# Bialystok receives Killam Prize in Ottawa

Dr. Ellen Bialystok received the \$100,000 Killam Prize for outstanding career achievement in a formal ceremony at Rideau Hall in Ottawa on December 14.

Bialystok, a Rotman Research Institute associate scientist and distinguished research professor at York University, is known internationally for her research on language, bilingualism and cognitive development. The award was announced in April by the Canada Council for the Arts, which administers the Killam Program.

The Killam Prize is awarded annually to five eminent Canadian scholars for their distinction in health sciences, engineering, humanities, natural sciences and social sciences. Bialystok is being recognized for her work in the social sciences category.

The first in her field to research claims of cognitive deficits in bilingual children, Bialystok discovered



that bilingual children and adults have distinct advantages over unilingual people when completing both linguistic and non-linguistic tasks.

Her research is now revealing that this advantage continues for bilingual people as they age; along with Drs. Fergus Craik, Rotman Research Institute scientist, and Morris Freedman, head of Neurology and director of the Sam and Ida Ross Memory Clinic, the team recently

uncovered further evidence that bilingualism can delay the onset of Alzheimer’s by up to five years.

The Killam Prizes were inaugurated in 1981 with a donation by Dorothy J. Killam in memory of her husband, Izaak Walton Killam. The prizes were created to honour eminent Canadian scholars and scientists actively engaged in research, whether in industry, government agencies or universities.

## Streets of Toronto

...continued from front page

"All the performances were great, but we really enjoyed watching [clinical information specialist] Elena Gutkin's daughter, Sabrina, and her partner, Tony, dance."

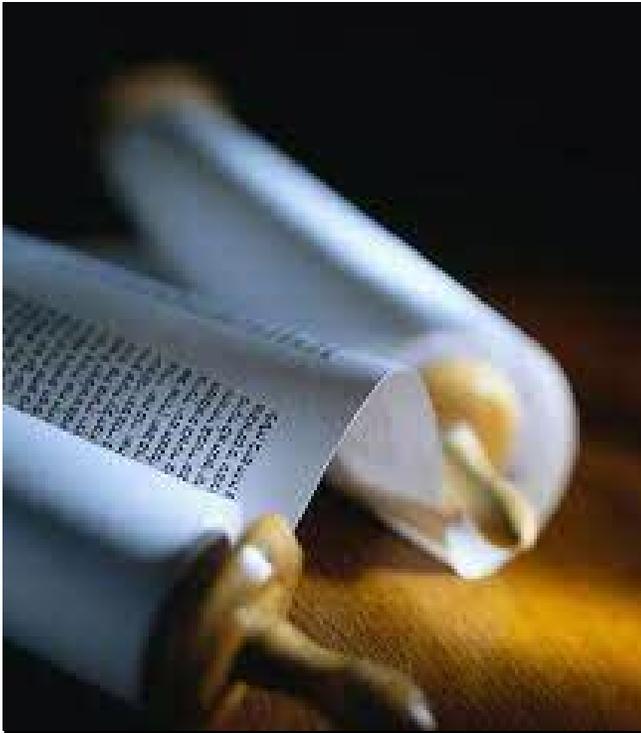
Staff and volunteers were also entertained with performances by Baycrest Idols (a.k.a. our executive team) and a video message from Dr. Bill Reichman, president and CEO, and Nancy Webb, vice-president, Public Affairs and Stakeholder Relations, and had the opportunity to win great door prizes. Lunch was served by various managers and directors and delivered later in the evening to those staff on the evening and night shift.



Jonil Baranda, webmaster (right), is served lunch with a smile from volunteer servers Suman Iqbal, director of care, Apotex (left), and John Montagnese, manager, Planning and Reporting.



From left: Dr. Gary Naglie, chief of medicine, as Diana Ross; Marilyn El Bestawi, executive director, Baycrest Hospital, as Michael Jackson; and Dr. David Conn, vice-president, Education, as Madonna.



## **An alternative Shabbat Service**

will be held in the Winter Garden Court on Saturday, January 15 1:30 to 2:30 p.m.

Rabbi Arshinoff will lead the service

## **Free information session: Alzheimer's**

### **I don't know what to say**

Monday, January 10,  
1:30 to 3 p.m.  
Wortsman Hall

Friends and family are often at a loss for words when someone shares with them that their loved one has just been diagnosed with Alzheimer's disease.

Mary E. Schulz, director, Information, Support Services and Education, Alzheimer Society of Canada, will answer such questions as:

- What do I say?
- What can I do to support my friend or family member?
- How can I give the gift of presence?
- How can I be a good listener?
- How can I help in practical ways?
- How do I care for myself while I care for a friend or family member?
- When I visit someone with Alzheimer's disease how can I make my visit meaningful?

To register, contact Lois Kamenitz, Anne and Louis Pritzker Wellness Library, at ext. 3374 or via [lkamenitz@baycrest.org](mailto:lkamenitz@baycrest.org)