

Baycrest Matters

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

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www.baycrest.org

Baycrest is fully affiliated with the University of Toronto.

Baycrest leading practices

Self-management programs help people live with chronic condition

When Ruth Goldsmith realized she could no longer visit her sister in England, she knew she needed help.

Goldsmith, like so many others, is a long-time arthritis sufferer. At the age of 80, her mobility had decreased to the point where she was unable to perform regular daily tasks or see her friends.

She tried everything: medications that promised to control her disease, painkillers that provided her with temporary relief, and even two hip replacements. Nothing gave her the long-lasting solution she was looking for. Then her friend told her about a 10-week day program at Baycrest, focused on helping community members develop the skills they need to live with a chronic condition at home.

Goldsmith joined the Program for Arthritis Control through Education and Exercise (PACE-Ex), part of a suite of self-management programs at Baycrest that also includes the



BAYCREST LEADING PRACTICES
BUILDING STRENGTH IN THE FACE OF ADVERSITY

Arthritis, Parkinson's disease and stroke can be debilitating. Our self-management programs teach clients living with chronic conditions how to take practical steps towards better health and well-being.

Baycrest

Parkinson's Early Management Program and the Moving On after STroke (MOST) program. Each of the programs are designed to foster effective coping strategies for a specific incurable condition, are based on self-referral, and combine exercise, education and group discussion to tackle chronic disease management from every angle.

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Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Baycrest Matters is published every second Wednesday by the Public Affairs Department. Send your feedback or submissions to baycrestmatters@baycrest.org or call 416-785-2500 ext. 2952. All submissions will be edited for style, grammar, readability and length. The deadline for submissions is the Thursday prior to the publication date.

Apotex 4 West wins Amazing Accreditation Race

Some members of Apotex 4 West’s Amazing Accreditation Race team, from left to right: personal support worker (PSW) Luz Rabaja; registered practical nurse (RPN) Kim Li; and PSWs, Leovy Nguyen and Melly Driz in front of the team’s winning game board. The team got all the answers correct and had its name drawn for the grand prize – ice cream treats for the entire team on Apotex 4 West.

“We were really impressed by the number of teams who completed posters in creative and interesting ways. Thanks to everyone who participated for your enthusiasm and spirit in engaging in the Amazing Accreditation Race,” says Maria Huijbregts, director, Clinical Performance and Accreditation.



Volunteer Services

Share your multilingual abilities

If you speak Portuguese, Hebrew, Italian, Polish, Romanian, Hindi, Cantonese, French, Russian, Yiddish, Hungarian, Spanish, Urdu, Mandarin or any other language, Volunteer Services would love your help. Baycrest is committed to providing quality care and services to all our clients, patients and residents, and that includes providing translation services to those who can’t adequately communicate their care or treatment needs or wishes in English.

If you are interested in volunteering to use your language skills to help our clients, you are

invited to attend one of the following interpreter training sessions:

- Tuesday, July 26, 10:30 a.m. to noon
- Wednesday, September 7, 1:30 to 3 p.m.

Interpreter training sessions for staff and volunteers help ensure we are providing the highest standards of interpretation. For more information or to register for a session, contact Raquel Heayn, Volunteer Services, at ext. 2572. Training sessions will be offered regularly throughout the year.

Baycrest volunteer Irene Csillag teaches students about Holocaust

You may recognize Irene Csillag, 86, from the WA Gift Shop on the main floor, where she's been volunteering once a week for the past 17 years. Or you may have read about her at the United States Holocaust Memorial Museum in Washington, D.C. That's where 14-year-old Jessie King, from Northwestern High School in Albion, New York, found Csillag, whom she chose to be the topic of her English class "I remember" research project on a Holocaust survivor.

In early April, Csillag travelled to King's high school in Albion with her daughter, Judy, to speak about her experiences during the Holocaust. "I got such a wonderful welcome from the school and I love the scrapbook Jessie gave me," says Csillag. "Continued awareness of the Holocaust and other genocides is vital and it is important that young people know to stand for each other, to speak against such wrong."

In her thank you note to Csillag, King wrote: "The person that can throw a ball 90 mph or can slam dunk is not a hero to me, YOU are my hero.



▲ Irene Csillag, volunteer, shows off the scrapbook she received from Jessie King, ninth-grade student at Northwestern High School in Albion, New York, after she spoke at the school's Holocaust Survivor Assembly on April 7.

You went through so much, but you still came out on top and that, to me, is the real hero."

CD of CBC Radio feature available for staff to borrow

CBC Radio's The Current aired a feature story on June 20 about aging individuals who are lesbian, gay, bisexual or transgendered (LGBT) and their fears of one day going into retirement and long-term care facilities that aren't prepared for them. Baycrest's co-director of Ethics, Dr. Marcia Sokolowski, who chairs the sub-committee of Sexuality in Long-Term Care, a branch of Baycrest's Clinical Ethics Committee, was interviewed for this story. Her comments are included near the end of the feature. You can listen to the CBC Radio 12-minute feature at www.cbc.ca/thecurrent/shift/2011/06/20/documentary-back-in-the-closet or you can borrow a CD copy from Sokolowski by calling ext. 3356.



Worth Repeating

Here is the latest edition of Bill's Journal

Dr. William E. Reichman, Baycrest President and CEO

Annual General Meeting (AGM)

Our Annual General Meeting (AGM) on June 16 was more than just a recap of our very busy and successful year; it was an opportunity to celebrate the successes you and your teams have achieved.

As I said in my remarks, and highlighted in our Baycrest and Baycrest Foundation and Research annual reports, every great achievement starts in the imagination. This past year, we have been imagining how we can transform the experience of aging for millions worldwide, and what we can offer the world that no other organization in our field can match.

We have already started to bring to fruition some of our ideas and to act on opportunities from around the globe. This includes working with the Chinese government to help them build their own Baycrest in Beijing; partnering with technology giants Cisco, IBM and Microsoft to develop innovations in the area of senior care; and supporting and leading a consortium of North American seniors' care organizations to achieve higher performance in quality and safety. Because of your efforts and ambition, we've achieved all this today.

It's devoted people like you that make Baycrest the special place it is. Across our campus, we have the best and the brightest taking care of our clients, offering great administrative support for all that we do, keeping our environment comfortable, safe and clean, advancing our research, and educating the next generation. Our volunteers are also a great asset who, together with our staff and so many of the private companions at Baycrest, have created a rich and diverse community dedicated to supporting our clients and their families. The AGM was a chance to pay special tribute to some of the remarkable people who have helped advance our organization over the past year, including the award winners on the following page.

Without all of you, there would be no such place as Baycrest, nor would we be where we are today: ready to be the global leader in providing innovative and effective solutions to the challenges of aging.

Our annual Staff Recognition Barbecue will take place Thursday, June 30 from 11:30 a.m. to 1:30 p.m. and 5:30 to 6:15 p.m. in Loftus Hall Garden. Staff working the night shift can look forward to a special delivery of pizza, vegetables and dessert to their work stations around 11 p.m.

Join me in celebrating a year of successes and what promises to be a very successful accreditation!

Bill

<http://intranet/ceo/>



◀ **Stephen W. Herbert Award for Excellence in Education**

Former Baycrest president and CEO Stephen Herbert (left) with Walter Lyons Memorial Social Work Clinical Day Planning Team of Baycrest social workers Ruth Goodman (professional practice leader), Ruth Brickman, Peggy Arden and Melissa Tafler, and Dr. Anthony Melman, chair, Board of Directors.



▲ **Chair's Proud Partners Award**

Dr. Wendy Levinson, chair of the Department of Medicine, U of T, receives her award from Anthony Melman.



▲ **Donald T. Stuss Award for Research Excellence**

Dr. Asaf Gilboa (centre), cognitive neuroscientist, Rotman Research Institute and Heart & Stroke Foundation Centre for Stroke Recovery, with Anthony Melman and Donald Stuss (right).

Stay connected to our experts

Stay up to date on all our latest news by following us on Twitter at www.twitter.com/baycrest and reading our experts' blog at www.baycrest.org/experts. Baycrest's blog provides our health-care professionals, researchers and executive leadership an opportunity to offer their expertise and insights on health-care issues that are making headlines. Check out the latest post by senior social worker Renee Climans and her thoughts on a "silver advisory" for wandering clients.

Art exhibits at Baycrest

The Dream Fulfilled – Theodore Herzl and the Jewish State, an exhibit of memorabilia associated with the late Theodor Herzl opened on June 19 in the Winter Garden Court. The exhibit features over 400 items from the private Herzl memorabilia collection of David Matlow, whose collection of approximately 2,000 pieces is one of the largest in the world. The Morris and Sally Justein Heritage Museum, located on the main floor, will be home to the exhibit until April 30, 2012.

Photo by Kelly Connelly



▲ David Matlow (second from left) and wife Leanne (in blue), with daughters Yael, Naomi and Orli at the opening of *The Dream Fulfilled* on June 19.

▲ Erin Priemer and her daughters, Abby, Alexis and Kiera, look at Herzl memorabilia displayed in our Heritage Museum.

Photo and words by Davida Ander



Dr. Joseph Leventhal showcased his art to family and friends at the opening of his exhibit on June 15 in the Water Cooler. Leventhal's art career was interrupted when World War II began and he joined the Royal Canadian Air Force. After the war, he obtained his medical degree from the University of Toronto and worked as a physician at several Toronto hospitals, including Baycrest. He volunteered on the third floor of the hospital on a part-time basis from 1974 to 1979.

You can check out his artwork at the Water Cooler, located on the main floor by the WA Café, where it will be on display until July 21.

▲ Dr. Joseph Leventhal (second from right) with (left to right) grand-daughter Jordana; son Ian and wife, Renee; and grand-daughter Natalie.

For more information, contact Aviva Babins, arts project co-ordinator, at ext. 2802.

Phone angels meet their clients

Volunteer “phone angels” in the Seniors Support Program had an opportunity to meet the seniors they call every week for a friendly chat at Baycrest’s annual Social Tea on June 22. For Larry Daiter, a volunteer phone angel for the past four-and-a-half years, the chance to meet some of his clients in person was tremendously gratifying. Recovering from lower back surgery, Daiter made a special effort to leave his rehab hospital to attend the event. “With my clients, we talk heart to heart. It’s a very special friendship,” he says. “I’ve lived alone for 30 years and don’t see my family very often. This [volunteer activity] keeps me going. This is my social lifeline.” The feeling is mutual for Rita Kenigsberg and Elka Menka who look forward to their Wednesday phone call from Larry. “He’s a very generous man,” says Menka.



▲ From left to right: Elka Menka, Larry Daiter and Rita Kenigsberg

Find out more about the program at www.baycrest.org/SeniorsSupport.

Hospital patients Cecil Anderson (front), Betty Baird and Peggy Hayward (middle) help man the Therapeutic Recreation plant sale table along with volunteers Lesley Hornick (left) and Jettie Schochet (right) and Joanne Ingell (back), recreation therapist, 6th floor, hospital. Absent are volunteers Sylvia Spiegel, James Segal and Gila Humphreys.

Therapeutic Recreation, along with several volunteers, runs a weekly plant care program for all hospital patients on Tuesdays at 10:30 a.m. on the 6th floor of the hospital. “We encourage patients to continue to pursue their love of gardening, while providing the therapeutic activity of getting your hands into the soil and nurturing and caring for plants,” says Ingell. “It’s also a great opportunity to socialize and build relationships.”

Every year or two, the program ends up with



enough plants to run a sale. The plants are organized, priced and sold in front of the cafeteria, the proceeds of which go towards funding therapeutic recreation initiatives on the 6th floor.

Everyone welcome to free information sessions

Come out to Wortsman Hall, from 1:30 to 3 p.m. for free information sessions. The Anne and Louis Pritzker Wellness Library invite you to the following:

Monday, August 22

Successful aging

Dr. Paul Katz, vice-president, Medical Services and chief of staff

Tuesday, September 20

Ethical eldercare

Dr. Michael Gordon, director of Medical Ethics, medical program director of Palliative Care

Monday, October 24

Living a healthy life with chronic conditions

Sue Calabrese, professional practice leader, Nursing

Monday, November 14

Elder abuse and neglect: warning signs, risk factors, prevention and help

Bev Adler, social worker, Seniors Counselling and Referral

Tuesday, December 6

Mindfulness as an approach to stress

Janet F. Murchison, occupational therapist, cognitive behavioural health programs and Brain Health Centre - Mood Clinic

For more information or to register, contact Lois Kamenitz at ext. 3374.

Baycrest leads the way ...continued from front page

In particular, PACE-Ex helps arthritis patients deal with the basic, physical aspects of their illness by addressing issues like proper exercise, pain management, relaxation, sleep and grooming. It also provides guidance on how to access and use community services, including sessions on navigating health care, speaking with your physician and selecting appropriate alternative therapies.

But Goldsmith says her most valuable lessons came from the more intangible, psychosocial benefits of the program, which focused on goal setting, group support, good communication and an emphasis on acceptance.

“For me, the worst part of arthritis is its emotional toll,” says Goldsmith. “It’s hard to accept you physically can’t do all the things you used to. Even more difficult, it’s hard for the people around you to understand it. PACE-Ex showed me I’m not alone, that my limitations are real and have to be respected. It helped me accept my disease. That’s the first step in really managing an illness – to accept what is and move forward from there.”

To read more about Goldsmith and Baycrest’s self-management programs, visit the Accreditation site of the intranet and click on the Baycrest leading practices tab, or visit the Water Cooler on the main floor by the WA Cafe.

Staff announcements

Farewell to **Wendy Lavine**, who has resigned from her position as manager of Diagnostic Imaging. Lavine started the Diagnostic Imaging service at Baycrest in two small rooms of the former hospital over 30 years ago. In 1986, when the current hospital was built, she developed an accredited clinical teaching program with the Michener Institute. Her last day will be July 5.