

# Baycrest Matters

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

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Baycrest is an academic  
health sciences centre  
fully affiliated with the  
University of Toronto

## Summer learning at Baycrest



Students from three different educational programs at Baycrest gathered together for an evening at the movies in the Jacob Family Theatre at the Abe Posluns Auditorium on July 28.

The group included medical and nursing students from Peking Union Medical College (PUMC) visiting Baycrest for a four-week observership; undergraduate trainees who are participating in a 12-week research experience at the Rotman Research Institute; and interns at the Baycrest Centre for Learning, Research and Innovation (CLRI) in Long-Term Care, a group of undergraduates from many different health disciplines who are working with professionals across the Baycrest campus.

“Being able to host an event like this where students from so many different disciplines can meet and interact demonstrates the rich learning environment we have here,” says Lisa Sokoloff, specialist, International Relations and Interprofessional Education.

## Accreditation 2015: Reaching new heights in excellence, together

The countdown is on. Accreditation is less than a year away and the Accreditation team is kicking off preparations with an event for staff and volunteers.

“Accreditation is about demonstrating the amazing things Baycrest staff do every day to provide the safest and highest quality of care to our clients,”

says Cyrelle Muskat, manager, Quality and Accreditation “We wanted to launch accreditation in a way that’s fun for everyone.”

**The Accreditation Fun Fair will take place September 10 from 1 to 3 p.m. in the Winter Garden Court.**

The event will offer games, prizes and refreshments.

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Baycrest

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

Baycrest Matters is published every second Wednesday by the Marketing and Communications Department. Send your feedback or submissions to Steph Parrott, editor, at [baycrestmatters@baycrest.org](mailto:baycrestmatters@baycrest.org) or call 416-785-2500 ext. 5724. All submissions will be edited for style, grammar, readability and length. The deadline for submissions is two Wednesdays prior to the publication date.

**Accreditation 2015: Reaching new heights in excellence, together! ...continued from page 1**

There's already work underway for Accreditation 2015. Here's an overview:

**What's happened so far?**

- Teams from across Baycrest have reviewed the national standards Accreditation Canada will use to evaluate our performance.
- The team leads have assessed our current practices and developed action plans to address any gaps and make improvements.

**How can staff members contribute now?**

**Participate in quality improvement initiatives.**

"Quality improvement is an ongoing process and the standards of practice we are achieving through initiatives like the Best Practice Spotlight Organization (BPSO) initiative and our annual Quality Improvement Plan (QIP) will also put us on target to meet Accreditation Canada's standards," says Carol Anderson, vice president, Clinical Programs and chief nursing executive.

Quality and safety initiatives already underway include an update to Baycrest's emergency preparedness plan and a campus-wide falls prevention strategy that is improving falls documentation and risk assessment.

**Have conversations with your team.**

Some examples of questions to start the conversation:

- What practices does our program or department do really well? What are our successes?
- What are some gaps or challenges?
- What do we need to do to address the gaps and challenges?

**Stay informed.**

- Check out the Accreditation 2015 page on the intranet for more information.
- Stay tuned to Baycrest Matters for the monthly Accreditation update. Next month's update will include information about the Patient Safety Culture Survey coming in October.

If you have questions or suggestions about Accreditation 2015, contact Cyrelle Muskat at ext. 3659 or cmuskat@baycrest.org.



# Advance care planning: Your wishes matter

**B**aycrest is launching a new Advance Care Plan (ACP) policy and toolkit that will help clinical staff have conversations with clients and families about future care and treatment in the event that the client cannot make decisions due to illness and incapacity.

"Our clients' wishes and values matter. To best serve them, we must understand their unique perspectives regarding healthcare treatment. The ACP policy and the accompanying toolkit will help everyone navigate this complex subject," says Marcia Sokolowski, co-director of ethics and chair of the Advance Care Planning Working Group.

The policy and toolkit were developed through an interprofessional collaboration between Clinical Ethics, physicians, social workers and Spiritual Care. Starting in September, incoming patients and residents will receive ACP information upon admission, while existing patients can expect to discuss ACP with their care teams at upcoming care conferences. Rabbi Dr. Geoffrey Haber, director of Spiritual Care, will also be available to speak with clients and families about the subject. "Many spiritual questions arise during end-of-life care discussions," says Rabbi Haber.

ACP information is available upon request from Social Work staff or physicians any time. For spiritual concerns regarding end-of-life care, contact the Spiritual Care department at ext. 3743.

# Emergency procedure updates start this month

**D**o you know what to do in an emergency? Baycrest is updating its emergency management procedures. Starting in August and continuing over a period of several months, information and training on the updated procedures will roll out across the organization.

“At Baycrest, we constantly strive for improvement in our emergency management procedures in an ongoing commitment to the safety of all residents, patients, staff and visitors,” says Carol Anderson, vice president, Clinical Programs and chief nursing executive. “A critical success factor in managing any emergency is that responders remain calm and have an organized and well-executed approach to managing the event. The key for all staff is practice, practice, practice.”

Michelle Dakin, manager, Emergency Management and Security Services, is leading the roll-out of information and training that will ensure all staff are prepared. “We want to ensure everyone feels empowered to protect themselves and others in an emergency,” she says. “Safety is everyone’s role.”

### How staff can be prepared:

- Watch for the *Code of the month*. Managers will review information on updated emergency

management procedures; posters and LCD screens will refresh your memory.

- This month’s *Code of the month* is **Code Red**. Fire extinguisher training will start this month. This hands-on training will take place outdoors in small groups and all staff will take part.
- Check the intranet for updated resources.
- Participate in upcoming mock drills.

For further information, contact Michelle Dakin at ext. 2027 or [mdakin@baycrest.org](mailto:mdakin@baycrest.org)

**CODE OF THE MONTH**

**What’s a CODE RED?**

If you encounter smoke or fire, **REACT!**

**R**emove all endangered persons from the area  
**E**nsure all doors and windows are closed  
**A**ctivate a pull station  
**C**all ext. 5555  
**T**ry to fight the fire, within your capabilities

Take five minutes to review the locations of pull stations, fire extinguishers and emergency exits.

◀ Code Red is the *Code of the month* for August.

# Long-time pet volunteer Angel has passed away



◀ A beloved pet who volunteered at Baycrest for 10 years passed away on July 29. Angel was a friendly Shih Tzu who would visit patients and residents on the Shirley and Philip Granovsky Palliative Care Unit with her companion Evelyn Burns Weinrib (pictured), who is also a long-time volunteer there. “She was an example of the perfect volunteer, spreading joy wherever she went” says Burns Weinrib. “I called her Angel because she was like an angel from heaven.”

Angel was almost 17 years old at the time of her death and, although she retired from volunteering two years ago, Burns Weinrib notes that Angel’s many fans have continued to ask about her.

# Baycrest Foundation to host Dogs on the Catwalk fundraiser

On Tuesday, September 16, the Baycrest Foundation will host a unique pet show in support of Baycrest’s volunteer department, which is responsible for pet therapy and other initiatives.

The Dogs on the Catwalk event will take place in the Winter Garden Court with special guest Jeanne Beker as emcee for the show. Guests will enjoy special pet poetry and presentations about the benefits of pet therapy. And they’ll watch as Baycrest’s registered pet therapy dogs pirouette and ‘paws’ for applause on the runway!

At Baycrest, our Pet Therapy Program offers many benefits for clients. Pet therapy dogs promote feelings of calm and well-being. They spark memories of pets that clients might have had or known.



◀ Dogs on the Catwalk participant Duggy the puggy enjoys modelling, snoring, snuggling, licking feet, snoozin’ and eating. You can sponsor Duggy online by visiting the Dogs on the Catwalk website.

You too can join in the fun by registering your pet online and raising funds and awareness for Volunteer Services.

To get involved, please visit [www.baycrest.org/dogsonthecatwalk](http://www.baycrest.org/dogsonthecatwalk), or contact Cynthia Li, Baycrest Foundation, at 416-785-2500 ext. 5180.

## New Baycrest BPSO resource page now online

You can now get all the Best Practice Spotlight Organization (BPSO) initiative resources you need on the intranet. The new BPSO info page is located under the client care section. Find educational resources, clinical assessment tools and policies all in one convenient place.



Check it out at: <http://intranet3/ClientCare/BestPracticeSpotlightOrganization.aspx>

## The people around us: A staff feature Perul Patel



Meet one of the friendly faces of Baycrest, Perul Patel, registered practical nurse (RPN).

Perul’s journey to becoming a nurse and caring for older adults began in her native India where she cared for her grandmother who had cancer.

The experience inspired her to pursue a career in healthcare and she worked as an operating room nurse in India. Then in 2000, she and her husband immigrated to Canada and both attended college to become RPNs here.

Perul and her husband Paresh now both work at Baycrest on different floors of the Apotex Centre, Jewish Home for the Aged.

Perul says she finds her work rewarding. “I like caring for the residents and having the opportunity to get to know them and their families,” she says.

The Patels live in Scarborough with their three daughters, ages 14, 9 and 8. Perul says with two parents working here, her daughters have gotten to know Baycrest and the eldest is planning to volunteer here in the fall when she starts high school.

Where to find her: Say hello to Perul on Apotex 7.