

Baycrest Matters

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

April 8th, 2015 – VOL. 11 NO. 06

IN
THIS
ISSUE

Construction
ahead for
Apotex 5 North **2**

Emergency
preparedness
an essential
part of safety
at Baycrest **3**

Submit your
request for a
summer youth
volunteer **4**

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

Baycrest staff rock the mocks

Simulation exercises a fun way to prepare for Accreditation 2015

In preparation for Accreditation, more than 20 staff members from all departments are visiting programs and areas across the campus, playing the role of surveyors in mini simulations of Accreditation.

The mock surveyors are asking staff questions similar to those that will be asked during our Accreditation survey from June 8 to 11. The questions relate to our Required Organizational Practices (ROPs), such as falls prevention; client safety education and training; hand hygiene; emergency preparedness and quality improvement.

“These simulations help staff prepare for Accreditation in a practice session that also provides just-in-time information. It’s a fun way to engage teams, help everyone feel at ease with the on-site survey, and learn what to expect,” says Cyrelle Muskat, manager, Quality and Accreditation.

During Accreditation, the surveyors will observe our processes and procedures by tracing the path of a client receiving care and services. This “tracer” method allows surveyors to interact directly with staff in their working environment.



▲ Leyla Rzayeva, coordinator, Policy and Procedure, (right) plays the role of an accreditation surveyor during an accreditation simulation exercise with Shelah Gates, unit clerk, and Rey Pangan, RPN, both of hospital 6 East.

“The mock tracer was a great way to help me prepare for Accreditation,” says Calen Freeman, registered nurse, Sam and Ida Ross Memory Clinic. “It was a fun way to practice interacting with a surveyor and highlighting the great work we do every day.”

Syrelle Bernstein, director, Volunteer Services played the role of surveyor with staff in the brain health clinics.

“The mock tracer has been a great experience for me. I now have a better understanding of how the clinic works,” she says. “I also learned about processes and procedures like medication reconciliation and how staff use these

...continued on page 2

Baycrest

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 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.

Baycrest staff rock the mocks ...continued from page 1

every day to provide excellent and safe care. It has been a great learning opportunity both for me and the staff I interviewed,” she says.

Muskat emphasizes that both the Accreditation survey in June and these simulation or “mini mock tracer” exercises are not measuring individual staff

performance but instead, are intended to engage and prepare teams, while encouraging a little fun! The simulations will take place each week until June 5.

Construction ahead for Apotex 5 North



▲ A rendering shows the planned transformation of the common area on Apotex 5 North.

This spring renovations are underway on Apotex 5 North as part of an exciting pilot project that will enhance the unit’s common area for residents, families and staff. Plans include a family room, breakfast bar, café, kitchen table, formal dining room and activities area, stone accent walls, new furniture and a fireplace.

The renovation was made possible by a donation from the David & Edna Shiffman Family. Residents, families, staff and other partners shared their ideas and needs during the design process. The result is a unique space that will be more flexible and home-like and promote activity and interaction on the unit.

“We hope that this renovation will be the first of many redevelopment projects that will transform our campus in the coming years. Ideally, we would be able to continue this renewal by rejuvenating other spaces in a similar way,” says Ron Saporta, executive director, Redevelopment and Support Services.

Renovations are expected to be complete by the end of May. Stay tuned for details of an open house to showcase the new space.



Reaching new heights in excellence, together.

Accreditation update

Emergency preparedness an essential part of safety at Baycrest

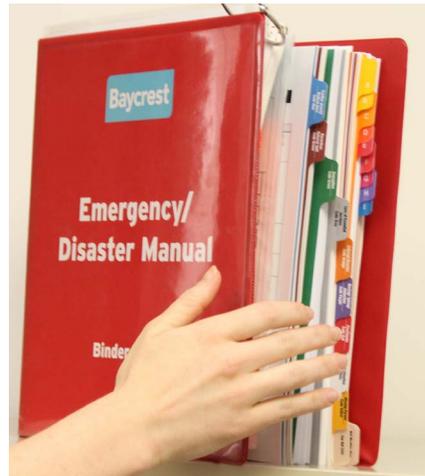
Continuous quality improvement is a concept that applies not only to the care and services we provide to our clients but also to our emergency preparedness plans.

“The emergency response system is constantly evolving because we recognize how important it is for Baycrest to provide our employees, patients, residents and their families a safe, secure and prepared place to live and work,” says Martin Green, manager, Security, Telecommunications & Emergency Preparedness. “In order to achieve this we challenge ourselves to continually develop best practice, learning and accountability.”

Evolving means keeping pace with changes in regulations, laws, standards or industry best practices and staying connected with community partners including the Toronto Police Service, the Toronto Fire Service, the Toronto Central LHIN and other healthcare facilities in the GTA.

Another important part of continuous improvement is learning from any incidents that happen. “Whenever an emergency occurs an important part of the process is to conduct a “debrief” to determine what caused the emergency and how we as an organization responded to it,” says Green. “Debriefings are essential so that improvements can be made in our processes.”

In preparation for our upcoming Accreditation Survey, all of our emergency plans have been reviewed and in some cases revised. We recently revised our Code Red and Code Yellow plans to make them more user-friendly and easier for staff to read and understand when there is an emergency.



◀ The plans for all emergency codes are contained in red binders located in all units and areas. It's important to review plans often to be prepared for an emergency.

Accreditation tips:

- Do you know what to do in an emergency? Be Safe - Be Prepared - Review your plans. Baycrest's emergency preparedness plans are kept in red binders available in each unit and area.
- Emergency preparedness training is conducted annually through the core curriculum.
- Fire drills are conducted monthly
- Evacuation drills are performed annually throughout the campus.
- Each month Baycrest has a code of the month to educate staff about the code and its response plan.
- In an emergency call ext. 5555 (emergency calls only)
- Contact Security by calling ext. 2050
- Always wear your ID badge when on duty - all emergency codes are listed on the back of staff ID badges.

Staff announcements

Congratulations to Bernie Cohen on his new role as Emergency Preparedness specialist. Bernie has been working at Baycrest for more than 30 years, most recently in the position of team lead, Emergency Management and Security. Bernie's new position will include coordinating our emergency planning, reviewing and updating our policies, and conducting training and drills.

A warm welcome to Jagger Smith who joins Baycrest as manager, Ambulatory Medical Specialty Clinics. Jagger brings to the role more than 10 years of experience in healthcare and has held a variety of management positions at Peterborough Regional Health Centre including, most recently, as manager, Palliative Care and Complex Continuing Care. Jagger's first day will be Monday, April 13.

Submit your request for a summer youth volunteer

Interested students are already inquiring at Volunteer Services about volunteer opportunities at Baycrest for summer 2015. Youth volunteers have a breadth of skills including organizational and administrative skills, computer and technological abilities, artistic and musical talents. They have the time and are eager to come to Baycrest to share their talents with you and have you share your knowledge with them.

The minimum summer commitment is one month or as identified in the volunteer position description/requisition which you submit.

Baycrest's Youth Council screen, interview and refer volunteers to a position that is suited to their skills, talents and schedules.

In order to ensure that those interested in being a summer youth volunteer at Baycrest are aware of the various opportunities and in order to advertise to the right audience, Volunteer Services will need to know the volunteer opportunities that will be available this summer.

Please think about how a youth volunteer can enhance your program and submit your request as soon as you can using the **Volunteer Position Description/Requisition form located on the intranet** under "Tools" and "Forms." When Volunteer Services has screened a suitable candidate we will forward their name and you will be able to contact them directly.

For more information, please contact Janis Sternhill, coordinator, Volunteer Services ext. 2575



Baycrest's youth volunteers learn how to escort clients in wheelchairs.

Summer youth volunteers by the numbers

200 Youth volunteers participated in the 2014 summer program

Youth volunteers range in age from **13 to 24**

5,600 hours volunteered in summer of 2014

The top 5 areas for placements are:

1. The Apotex Centre, Jewish Home for the Aged
2. The Freeman Family Day Centre and the Samuel Lunenfeld Mountainview Club
3. The Rotman Research Institute
4. The hospital
5. The Terraces of Baycrest Retirement Residence