Celebrating a banner year in education

Staff and physicians from across Baycrest gathered to recognize achievements in education over the past year at the Celebrating our Educators appreciation event on March 21.

Dr. David Conn, vice president, Education, said the past 12 months have been a “banner year.” More than 1,100 students were placed here and more than 200 staff and physicians served as educators, trainers, preceptors or mentors.

Twenty of these educators were recognized with Teaching Awards for their outstanding achievements. In his opening remarks, Dr. Bill Reichman, president and CEO, noted that while these awards recognize excellence, “everyone who teaches at Baycrest is a winner.”

Myrna Benderoff, physiotherapist and education coordinator for Physiotherapy, was one of this year’s award recipients. Benderoff is an advocate for education and has been instrumental in getting all of her physiotherapy colleagues at Baycrest involved. “It provides variety in our work and while we teach the students, they teach us too,” she says. “It also facilitates entry into the profession for students.”

Faith Boutcher, director of Academic Education, says the dedication and enthusiasm educators like Benderoff bring to their work is a great reason to celebrate. “We’re a teaching facility and we couldn’t do it without them,” she says.

In addition to celebrating individual excellence, the event recognized some of the major achievements at the Centre for Education and Knowledge Exchange in Aging over the past year. Dr. Conn opened the event with some highlights including, the opening of the new Allan and Elizabeth Rodda Student Centre; a visit by students from Peking Union Medical College in Beijing for a two-week observership; and exponential growth in our tele-education program.

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Tomorrow’s pharmacists see the world from a geriatric perspective

You never really understand someone’s point of view until you climb into their skin and walk around in it. That’s the foundation beneath the recently launched Baycrest Aging Simulation Workshop conducted for first-year pharmacy students from the University of Toronto.

“It was very interesting, getting to experience first-hand the challenges people face as they age,” says Andrea Zhao, one of the 60 students participating in the workshop. “It’s very different from just reading about it.”

Zhao wore earplugs that muffled the speech of those around her and goggles that partially obstructed her vision while in-character as an elderly person. “Trying to hear the pharmacist and understand important information about all the medications my character was receiving was overwhelming,” Zhao says.

The workshop, developed by Pauline Santora, clinical coordinator, Pharmacy Services, was recently declared a mandatory course requirement as a way to integrate more geriatrics into the University of Toronto’s pharmacy program. Scenarios and role play were created to have the students experience what it’s like to navigate surroundings for seniors who may be dealing with conditions that affect their physical and sensory abilities.

“Geriatric patients don’t always behave or absorb directions the way middle-aged adults might,” says Santora. “As pharmacists, we immediately take steps to understand and meet the needs of a paediatric patient, and yet we typically don’t think to do the same for seniors unless requested. Even then, we often fall short.”

“The exercise aims to help future pharmacists identify challenges faced by the elderly, which is the first step towards championing for changes,” she says.

The two-hour exercise mimicked very common ailments of the elderly by outfitting students with equipment and tools that would prohibit movement, dexterity or their ability to see, feel and hear clearly. Each student was given a different elderly person to play, complete with name, medical history, medications and an acute medical condition.

Once equipped, the students were asked to go through a typical day, going to the simulated doctor’s office, pharmacy and convenience store, and completing tasks such as opening pill bottles, loading a pill organizer and answering questions about their medications.

In a final round of reflection and discussions, the students said that they’ll carry this experience with them into their practice as pharmacists. Student Azadeh Vasefi said, “I really experienced how hard it is to have these limitations that many elderly people have – especially eye sight – that was the worst part.”

The Baycrest Aging Simulation Workshop is made possible with the support of Sheila Smyth and her team at the Terraces, Cristina Scherf and the pharmacy team and is conducted with the help of facilitators Dr. Michelle Hart, Shann Beck, Nina Kassett and Deb Mendelson.

The first group from the annual Baycrest Aging Simulation Workshop, a new practicum for first-year pharmacy students from the University of Toronto, spend a day in the life of seniors with health conditions.
Learning about therapeutic mattresses at the Baycrest Bed Fair

The Best Practice Spotlight Organization (BPSO) Pressure Ulcer Working Group along with the help of the Late Career Initiative nurses organized the first-ever Baycrest Bed Fair on March 15, giving staff the chance to learn more about the different kinds of beds used in client care and the important role of therapeutic mattresses in preventing pressure ulcers.

“It was very educational for nurses,” says Petrolina Jerome, registered nurse, 5 West hospital. “This is important information that we can put to use for our clients.”

Alison Corcoran, advanced practice leader, Nursing, and one of the fair’s organizers says “The goal of the event was to educate the staff about the different therapeutic surfaces that are used at Baycrest, when to use them, how they work, troubleshooting and their clinical benefits to our clients,” she says. “We are focusing particularly on education and building knowledge regarding these surfaces and how they can help prevent pressure ulcers.”

As part of BPSO initiative, Baycrest is working to implement the RNAO’s evidence-based best practice guidelines on units across the organization and measure the outcomes. Staff can learn more about the initiative by visiting the page located in the Client Care section of the intranet.

New Employee Assistance Program launches April 1

All employees at Baycrest have access to a service that provides confidential support, resources and information for personal and work matters. As of Monday, April 1, these Employee Assistance Program (EAP) services will be offered through a new provider: GuidanceResources.

GuidanceResources’ EAP services include:
• Confidential counselling
• Work/Life services
• Legal support
• Financial information
• GuidanceResources Online

GuidanceResources

After April 1, call 1-800-314-4685 to speak with a counselling professional who will listen to your concerns and guide you to the appropriate services you require. Or, visit GuidanceResources Online at www.guidanceresources.com and enter the ID: EAPINFO. These services are available to you 24 hours a day, 7 days a week and are completely confidential.

If you are currently accessing a counsellor through Morneau Shepell, you may continue to use that counsellor until resolution. For more information about this new program, contact Occupational Health and Safety at 416-785-2500 ext. 2944
Baycrest hosts first conference exploring education in long-term care

Identifying the best ways to deliver education and training in areas identified as “top learning needs” was the driving force behind the first conference of the Ontario Centres for Learning Research and Innovation (LRI) in Long-Term Care.

More than 185 healthcare professionals in the long-term care sector from across Ontario and south of the border, turned out for the first conference, entitled Transforming Practice in Long-Term Care Through Innovative Learning. It was hosted by Baycrest’s Centre for LRI in partnership with Bruyère and Schlegel Centres for LRI – three organizations at the forefront of efforts to develop teaching long-term care homes.

“Education is a crucial part of enhancing the quality of long-term care, particularly when it comes to translating knowledge into best practices,” says Dr. David Conn, vice president, Education, and executive co-lead of the Baycrest Centre for LRI. “At this conference, we offered insight into that topic and presented emerging and innovative approaches to education.”

Susana Pasion, and Christine Connor, both personal support workers (PSWs) on Apotex 7, attended the conference. Pasion and Connor are involved in training PSW students from George Brown College. They both noted that presenters at the conference did a good job of recognizing the role PSWs play in long-term care and the importance of education and training for PSWs. “We’re the ones who look after residents every single day,” says Pasion. Connor says that this acknowledgment of PSWs gave her a sense of “empowerment.” Both Pasion and Connor are sharing what they learned with their co-workers.

Several Baycrest experts delivered workshops at the conference, including Faith Boutcher, director, Academic Education, and Lisa Sokoloff, specialist, International Relations and interprofessional educator, who presented on Interprofessional Tools to Build your Long-Term Care Team; Dr. Paul Katz, vice president Medical Services and chief of staff, and Jennifer Reguindin, interprofessional educator, who presented on Tools to Enhance Interprofessional Communication about Changes in Resident Condition and Health Status; and Bianca Stern, director, Culture Arts and Innovation, who presented on Using Interactive Arts Based and Design Thinking Activities as Innovative Learning Tools.

Baycrest expert offers food for thought in cooking demonstration

An audience in the Winter Garden received a hearty serving of expert advice about eating for optimum brain health on March 13 as Dr. Carol Greenwood (left), senior scientist at Baycrest’s Rotman Research Institute and Joanne Edwards-Miller, clinical dietitian, demonstrated a recipe for Curried Lentil and Wheatberry Salad with Mango. The recipe is from Mindfull, the world’s first science-based cookbook for the brain. Dr. Greenwood is Canada’s leading professor of nutrition and brain health and co-author of the e-cookbook. As she demonstrated the recipe, Dr. Greenwood talked about the nutritional benefits of the various ingredients. The event was organized in a collaborative effort by Baycrest’s registered dietitians, Food and Nutrition Services and Organizational Effectiveness as part of Nutrition Month.

For more information about Mindfull, visit www.baycrest.org/mindfull.
Emergency Management has teamed up with eHealth to create an application for Baycrest’s fan-out lists. These are lists that contain employee contact information only used in the event of an emergency where managers need to call staff to the campus to assist.

“Emergencies are crisis situations so it’s important that we make it as easy as possible for staff to respond and recover,” says Michelle Dakin, Emergency Management coordinator. “Using this application, we’re establishing a formal process for the fan-out lists. This strengthens our emergency management program and our ability to respond during emergencies.”

What you need to know about fan-out lists:

- The launch date for the new application is April 4
- All staff members are responsible for ensuring their managers have their up-to-date contact information for the fan-out list. This is only used in the event of an emergency
- Managers are responsible for using the fan-out lists for their areas in the event of an emergency
- User guides will be provided and managers and administrative assistants will be invited to 30-minute training sessions during the month of April

You are encouraged to register, whether you’re:

- Interested in learning more about the smoking cessation process
- Hoping to reduce your tobacco use
- Ready to quit

To enrol, or for more information, contact Paul Smits at 416-785-2500 ext. 5186 or at psmits@baycrest.org.

Healthy habits for the flu season

Thinking of quitting smoking? Employee smoking cessation program can help

April is Daffodil Month for Cancer Awareness. According to the Canadian Cancer Society, lung cancer continues to be the leading cause of cancer death in both Canadian men and women. The encouraging news is that smoking is the number one preventable cause of death. Not only are fewer Canadians smoking, but they are also smoking fewer cigarettes on a daily basis.

Baycrest Wellness is offering an eight-week Smoking Cessation Program free for all employees. The program will take place from April 16 to June 4, and weekly meetings will be held on Tuesdays at 11 a.m. in the 6 West hospital dining room.

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NHL greats play shinny hockey in the Silverman Garden

NHL greats including Wendel Clark (left), Marcel Dionne, Kevin Maguire and Mark Napier, laced up for a game of shinny with clinicians and scientists on March 19 to promote the upcoming Scotiabank Pro-Am for Alzheimer’s in Toronto May 2 to 4. The Docs vs. Jocks game was played on a specially built indoor ice rink in the Silverman Garden Court attracting a large crowd of enthusiastic fans and autograph seekers. With more than $20 million raised in its eight-year history, the Scotiabank Pro-Am tournament raises critical funds in support of Alzheimer’s research, education and care at Baycrest. The tournament is directly supported by Gordie Howe, who has been deeply involved in the fight against Alzheimer’s since losing his wife Colleen in 2009 to Pick’s disease, a form of dementia. For more information on the 2013 Scotiabank Pro-Am for Alzheimer’s, to register a team, or for a full list of participating NHL alumni, visit www.scotiabankproam.com

Share your thoughts in our Two-Minute Opinion Panel

Beginning April 3, Baycrest will launch a series of monthly Two-Minute Opinion Panels designed to gather your feedback on the organization’s reputation and the quality and effectiveness of communication. These short, easy-to-complete surveys will be made available online and in paper-based formats.

The Two-Minute Opinion Panels will ask a set of five standard questions every month, each aimed at capturing a snapshot of employees’ perceptions of communications and reputation at that point in time. As data are gathered in future surveys, we will be able to track progress and work towards improving the way we share information. An additional set of questions—no more than 10—will help us evaluate the effectiveness of various corporate initiatives and projects.

“The best way to improve communication is to ask employees how to make it better,” says Dave Bourne, director of Marketing and Communications. “We want to hear staff opinions, and we’re committed to making these surveys simple and brief. In reality, they will probably take less than two minutes—but the potential benefits are huge.”

The April survey will be available on the home page of the intranet. Paper-based copies are being distributed to various units where staff may not have computer access. Those paper surveys can be submitted in any of the Speak Your Mind boxes around Baycrest, or sent directly to the Marketing and Communications department.
Supporters raise $22 million for Baycrest this year – $750,000 from gala

On March 7, Toronto’s elite came out to raise funds and awareness for brain health. Season 4 of Baycrest’s Dancing with our Stars was a spectacular evening where guests mingled with celebrity judges and cheered on our incredible dancers: Margaret Nightingale, Nicole Inwentash, David Purdy and Joshua Wise.

The Centre for Education and Knowledge Exchange in Aging

Insights into Aging 101 is a course for the general public. The series runs Thursday evenings on May 2, 9, 23, 30 and June 6 from 7 to 9 p.m. Our experts in aging will cover two topics per session. Participants will receive a certificate for attending the entire series.

Tuition: $135 + HST = $152.55 (includes parking)
Location: Loftus Hall (main floor - Apotex), Baycrest, 3560 Bathurst Street, Toronto ON
Deadline for registration is Friday, April 19.

This interactive series will cover the following topics:
- In the Memory Clinic
- Keeping a positive mood
- Successful aging
- Pain management
- Diet and brain connection
- Challenges of driving
- Hearing and aging
- Family caregiving

Register today!
For more information call 416-785-2500 ext. 2363
Register online www.baycrest.org/insights
Staff announcements

Congratulations to Roshan Guna, who was recently named manager, Research Participation and Ethics. In this position, Roshan will develop educational programming and provide expertise and advice to the broader academic community at Baycrest. He continues to oversee the ethics review and research participant process.

Congratulations to Hailey Goldberg, who was recently named coordinator, Research Participation and Ethics. Along with her existing responsibilities, Hailey will provide administrative support for Baycrest’s Research Ethics Board.

Congratulations to Meital Itzkovich of the Wagman Centre Creative Arts Studio, and her husband Rino on the birth of their baby girl, Alona. Alona was born February 25, weighing 7 lbs.

Baycrest co-hosts spiritual care conference for chaplains and healthcare professionals

Baycrest staff is invited to attend a conference presented by Baycrest’s Department of Spiritual Care and the Toronto Board of Rabbis. The conference is entitled, Pathways to the Divine: Vulnerability and Spiritual Care, a conference for Chaplains and Healthcare Professionals. The guest speaker is Rabbi Mychal Springer, the Helen Fried Kirshblum Goldstein Chair in Professional and Pastoral skills and the director of the Center for Pastoral Education at the Jewish Theological Seminary.

About the conference:
Integrating spiritual care into the multi-disciplinary medical team approach deeply enriches care of the whole person. Rabbi Springer will explore ways in which Jewish understandings of spirituality, with a focus on vulnerability, can be a resource for physicians, nurses, social workers and chaplains.

This special event is taking place on our campus on April 22 from 9 to 11 a.m. in Wortsman Hall. There is no charge for Baycrest employees and certificates of attendance will be provided for continuing education credits. To register, call 416-785-2500 ext. 6323

Celebrating a banner year in education ...continued from page 1

Dr. Conn also noted that in the time since the first Celebrating our Educators event last year, Baycrest has made tremendous progress in another important goal. “Our clinical care, teaching and research areas are becoming truly integrated into the fabric of our organization,” he said.

This year’s event was sponsored by Evelyn Burns Weinrib, a long-time volunteer and supporter of Baycrest. Burns-Weinrib is also a retired teacher and plans to sponsor the annual event each year.