

BAYCREST BULLETIN

A snapshot of Baycrest news and events - March 2021

IN THIS ISSUE

VIRTUAL REALITY TRAINING FOR DE-ESCALATION OF BEHAVIOURS

BAYCREST SCIENTIST APPOINTED TO THE ORDER OF CANADA FOR GROUND BREAKING MEMORY RESEARCH

VIRTUAL EDUCATION PROGRAM SUPPORTS LTC WORKERS DURING THE PANDEMIC

BUBBY'S BLOOMS DRIVE-THRU FLOWER SALE

INNOVATION UPDATES: UPCOMING WEBINARS



Virtual Reality Training for De-Escalation of Behaviours

Virtual reality simulations have proven effective for delivering training in a risk-free environment while providing opportunities for situational awareness and empathy building.

A recent collaboration between Baycrest, the Michener Institute for Education and the Ottawa Hospital Research Institute resulted in the creation of a virtual reality (VR) platform to help caregivers of persons with dementia.

In this VR training program, a volunteer who is a simulated participant (SP), plays the role of a person with dementia who is presenting with responsive behaviours that may pose a risk of escalating. The training helps caregivers learn and practice skills in verbal and behavioural de-escalation that maximize safe, compassionate care.

Baycrest staff and students have been participating in this activity by either wearing a VR headset and interacting with the SP in real time or observing the interaction. Built into the design are opportunities for learners to take different perspectives (e.g., a client's perspective) to help build empathy.

"This is as an innovative way to provide immersive education for staff, students and caregivers that can positively affect clinical care," says Lisa Sokoloff, Manager, Training & Simulation at Baycrest. "The ability to take different perspectives is especially exciting."

The project is supported by the Kunin-Lunenfeld Centre for Applied Research & Evaluation (KL-CARE), which provides valuable specialized research support for Baycrest clinicians, researchers and educators, helping to improve care practices at the bedside.



Baycrest Scientist Appointed to the Order of Canada for Groundbreaking Memory Research



Dr. Morris Moscovitch, a founding senior scientist at Baycrest's Rotman Research Institute (RRI), was recently named a Member of the Order of Canada for his critical contributions to the fields of clinical neuropsychology and cognitive neuroscience, and especially for his groundbreaking research on memory.

The Order of Canada is one of the nation's highest civilian honours, with recipients from all sectors of Canadian society recognized for their outstanding achievements, dedication to the community and service to the country.

Dr. Moscovitch, who is also the Max and Gianna Glassman Chair in Neuropsychology and Aging and a Professor at the University of Toronto, specializes in memory, cognition and the brain. As one of the RRI's founding members in 1989, he set the institute on the path for research. His astute observations and revolutionary research have transformed decades-old ideas of how memories change with time and experience, from childhood to old age, both in cognitively healthy people and in people with Alzheimer's and other dementias.

"I am honoured and very grateful to have been appointed to the Order of Canada and to have my research recognized in this way," says Dr. Moscovitch. "As we better understand memory, cognition and the brain, we can develop effective treatments for disorders such as dementia, and help improve the quality of life of older adults everywhere."

Dr. Allison Sekuler, Vice-President of Research and the Sandra A. Rotman Chair in Cognitive Neuroscience at Baycrest, adds: "Dr. Moscovitch's appointment to the Order of Canada is well-deserved, recognizing the vast contributions his research has made in shaping the way scientists around the world now think about memory, cognition and the brain. He has been a driving force in advancing the RRI, and in mentoring and inspiring the next generation of cognitive neuroscientists. On behalf of all his colleagues here at Baycrest, we congratulate Dr. Moscovitch, and thank the Governor General for conferring this honour on him and recognizing the importance of science to Canada."

Baycrest-led Virtual Education Program Effective in Supporting Long-term Care Workers During the COVID-19 Pandemic



A Baycrest-led virtual education program helped long-term care workers feel better equipped to address the challenges of the first wave of the COVID-19

pandemic, according to a study published in the Journal of the American Medical Directors Association.

"Long-term care homes have been disproportionately affected by COVID-19 since the start of the pandemic, and a lot of healthcare providers in long-term care have experienced increased stress," says Lisa Sokoloff, Manager, Training and Simulation and Program Director, ECHO Care of the Elderly at Baycrest. "After attending our education sessions, many of our participants felt better prepared to deal with potential COVID-19 cases in long-term care." "The program also emphasized the importance of healthcare providers taking care of themselves and their colleagues. Several participants told us that the program helped decrease their stress levels and feelings of professional

isolation by making them feel more connected to their colleagues in the sector," says Navena Lingum, Program Coordinator and lead author of the paper.

The program was part of Project Extension for Community Healthcare Outcomes (ECHO), a virtual, real-time knowledge dissemination program for healthcare providers across North America. Since 2018, Baycrest has facilitated numerous Project ECHO Care of the Elderly (COE) programs in partnership with the North East Specialized Geriatric Centre, a program of Health Sciences North. The long-term care based programs, including the COVID-19 program, are done in collaboration with the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) at Baycrest.

"We started with four one-hour sessions, to see what the interest would be during the pandemic. After two of these sessions, people were already asking if we could do more. We were doing in-the-moment needs assessments, setting one or two sessions at a time," says Lisa. "We ended up with 12 sessions!"

Continue on the next page

Each session focused on a particular topic related to COVID-19 in the context of long-term care. The sessions began with a short presentation by a subject matter expert, followed by case presentations by participants, who were healthcare providers in long-term care.

"A beautiful thing about Project ECHO is that it really promotes just-in-time learning. You can talk about something that happened just that morning during your session, which is extremely useful during the pandemic, when information and best practices are rapidly evolving," says Lisa.

The sessions covered a broad range of topics. Some focused on information specific to COVID-19, such as proper use of personal protective equipment (PPE), busting infection control myths, and symptom and end-of-life management for COVID-positive residents. Other sessions focused on self-care and caring for colleagues, spanning topics such as building resilience and coping with stress and anxiety.

"We launched the program in April, and by the beginning of May we had about 250 participants from around 140 long-term care homes across Ontario, including rural and remote

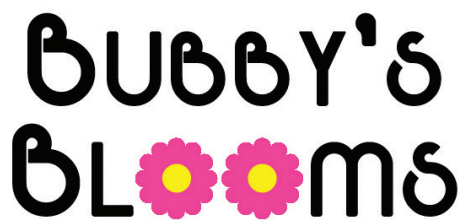
areas of the province," says Navena. "The group included nurses and nurse practitioners, directors of care, physicians and other allied health partners."

Participants were asked to complete a questionnaire about their satisfaction with the program, as well as any changes in their clinical practice resulting from their participation. This evaluation was supported by the team at Baycrest's Kunin-Lunenfeld Centre for Applied Research and Evaluation (KL-CARE).

Besides reporting decreased stress and increased feelings of preparedness to work with residents in the context of COVID-19, many also said that they had implemented what they learned from the program at work or shared information with their colleagues. They also unanimously indicated that they would recommend the program to others.

"The positive feedback we received from our participants shows us that this program truly helped healthcare providers in long-term care during the first wave," says Dr. David Conn, Vice-President, Education at Baycrest and Medical Lead for ECHO Care of the Elderly. "It may be a critical tool during this pandemic and in future crises to deliver just-in-time learning during periods of constantly changing information."

Bubby's Blooms Drive-Thru Flower Sale



"Be part of a mitzvah for something special!" says Sarah Krybus Fishman, Bubby's Blooms' founder, organizer and a long-time Baycrest friend.

Baycrest and Bubby's Blooms have found a way to offer Passover holiday flowers once again this year, while exercising COVID-19 precautions.

Bubby's Blooms invites you to pre-order your flowers online in advance, and book an appointment for a curbside pickup. The flowers will be available for pickup on Friday, March 26 from 8 a.m. to 2 p.m. from outside Baycrest at the Kimel entrance. Once you arrive at Baycrest for your appointment, your flowers will be delivered to you, without having to leave your car or enter the building.

To order online, please visit www.baycrestfoundation.org/bubbysblooms or (416) 785-2500 ext. 2023 or email jgittens@baycrest.org.

Large bouquets are available for \$18 and you can also donate any amount and you will receive a tax receipt. 100% of the proceeds help to support quality-of-life programming at Baycrest.

Please pre-order by **March 24, 2021** to reserve your bouquets and schedule an appointment time for pickup.

**PICKUP BY APPOINTMENT ONLY ON:
Friday, March 26, 2021,
8 a.m. - 2 p.m. Baycrest, Kimel
Entrance, 3560 Bathurst Street**

Updates, Questions and Comments

The health and well-being of everyone at Baycrest is our priority, and we are doing everything we can to serve the needs of our residents and patients during this time. Baycrest is committed to communicating with you about COVID-19. For the most up-to-date information,

visit www.baycrest.org and sign up to get email notifications when there are COVID-19 updates. Please also refer to the list of Frequently Asked Questions, which we continue to update. If you have questions or comments, please email covidquestions@baycrest.org

Innovation Updates: Upcoming Webinars



Out of Touch: Caregiving in the Time of COVID-19

Social distancing, while necessary during the COVID-19 pandemic, creates challenges for caregivers to connect with loved ones amid an unprecedented time of global health and economic crises. Join Dr. Nasreen Khatri to learn how to optimize social connection with loved ones and get the emotional support you need and deserve as a caregiver. **This event takes place on March 4 at noon. Visit <http://bit.ly/OutofTouchWebinar> to register**



Boost Your Brain: Memory Training for Older Adults

In this presentation, participants will learn how brains support memory, what the different types of memory are and how they change with age, and what can be done to optimize memory function and brain health. **This event takes place on March 31 at noon. Visit <http://bit.ly/BoostyourBrainWebinar> to register.**



Public Panel Discussion: Innovation and Technology in Dementia Care

In this public panel, experts from around the world will bring their unique perspectives to discuss how the pandemic has accelerated the development and adoption of innovations, to ensure older adults everywhere are healthy, happy and thriving in residential care and at home. **Join us on Tuesday, March 23, 2021 from 6 to 7 p.m. for this free virtual event. Visit baycrest.org/TechInDementiaCare to register.**

Baycrest

Notes of Gratitude from Clients and Families

Every member of our Baycrest family plays an important role in demonstrating our commitment to excellence in all that we do every day. Below are excerpts from a few of the many client and family letters we've received praising the outstanding efforts of Baycrest staff.

"Thank you for all of your excellent advice and assistance and for your humanity and compassion. Thank you for coordinating so many aspects of life for residents and family. Thank you for all you do."

"We see an excellent team providing exceptional care with extra attention paid to details for our mother, as well as the other residents. It is a burden off of our shoulders to know that she is being well looked after by a warm and competent staff. Kudos again to all staff. Our utmost appreciation."

"Thank you for your exceptional leadership, integrity and compassion. Thank you also for all you do to keep residents and staff safe and healthy."

Baycrest



UNIVERSITY OF
TORONTO

Baycrest is fully affiliated
with the University of Toronto

3560 Bathurst Street
Toronto | ON | M6A 2E1
416 785 2500 | www.baycrest.org

**Contribute your
Baycrest stories,
news and events at**
marketing@baycrest.org