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HAPPENING AT BAYCREST

10 Tips for Meaningful Video Calls

Video calls can be intimidating but a great way to stay connected while practicing physical distancing. Here are 10 tips to help get comfortable with video calls.

1. Lights, camera, action! Some amount of “stage fright” is common among video call participants. Take a deep breath, expect a few awkward moments and embrace the experience of learning how to make the best of this digital connection together.

2. Can you hear me now? Even mild hearing loss can make it difficult to communicate using electronic tools. Speak slowly and clearly. Minimize background distractions and use assistive devices, if available.

3. Ready for your close up! Keep your images simple and clear by taking your call in a well-lit, uncluttered room. Place your device on a desk or a stand to keep the images steady.

4. Take a moment. Allow for a little extra time for everyone to get oriented to what’s happening, who is calling and how. Keep sentences short, with just one thought in mind. Wait for a response before speaking again.

5. Hello, my name is... It is a lot harder to recognize family and friends without traditional cues like physical presence, context and touch. Introduce yourself, wait for a reply. Repeat, rephrase or elaborate as needed. If all else fails, stay positive, and find something else to talk about.

6. Can I tell you something? Persons with short-term memory loss have a hard time answering questions about recent events. Instead, try sharing what you are up to, what’s happening with family members and friends, or stories of positive experiences from long ago.

7. Can I get some advice? Even with significant memory loss, persons often hold onto their character traits, conversation style, sense of humour, wisdom and talents. Steering the conversation towards these strengths can make the conversation flow more readily and enjoyably.

8. Your call matters. Even if the person you’re calling is sleeping or cannot respond, the sound of your voice can be reassuring and soothing. Tell them about what is going on in your life, read a poem or prayer or sing a familiar tune. Thank them for spending time with you, and tell them you’ll call again soon.

9. Listen and reassure. These are unprecedented times, and we are all coping with change and uncertainty. Feelings of frustration, helplessness, sadness or anger can be a part of a video call. Listening patiently and offering simple, reassuring statements can be supportive.

10. Poor connections happen. Sometimes video calls just don’t work out. Technical glitches, unexpected events or low energy can interfere with a successful call. It is ok to end a call if it isn’t going well. Don’t be afraid to try again on another day.

These tips were provided by Dr. Susan Vander Morris, Clinical Neuropsychologist, Baycrest, and Donna Margles, MSW, Baycrest.



Volunteer Feeding Assistants

Staff members from across Baycrest have volunteered to participate in Baycrest's feeding assistant training program. Feeding assistants provide support for those individuals who are not able to eat independently.



Volunteers who have participated in the feeding assistance program reported that this was a positive experience, helping them connect with our older adult population.

"My first day volunteering as a feeding

assistant humbled me," said Ryan Calma, Customer Support Technician at Baycrest. "It gave me insight into the day to day of our residents and showed me how hard all of our frontline heroes work. Excited to start this journey and continue to give back!"

Staff who are interested in participating in feeding assistance training, please contact Tehila Tewel at Ttewel@baycrest.org or at extension 2135. The training includes classroom learning and practical feeding demonstrations under the supervision of a registered dietitian or a speech language pathologist.

Private Companion Registry

Private companions are currently classified as essential third party contractors and are permitted to provide services on the Baycrest campus. As we continue to do everything possible to limit the introduction or transmission of COVID-19 on our campus, we will be starting a process to ensure that all private companions are tested for COVID-19 and properly trained in infection prevention measures.

If you currently employ a private companion who comes to Baycrest, we are seeking your assistance so that we may

reach out to them as part of this process. Please provide the following information: your name, phone number and email address; the private companion's name, phone number and email address; and the name of the resident and their floor and room number. Please send this information via email to this secure address: privatecompanions@baycrest.org. All information collected will be kept confidential and will only be used to facilitate resident care and private companion training and testing.

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Notes of Gratitude from Clients and Families

"I wanted to take a moment to offer my thanks to you all for helping Mom, as well as my brothers, my sister and I navigate through the craziness of the COVID-19 situation. From your nursing and PSW team who looked after my Mom's physical wellbeing so kindly and carefully; to your amazing physicians; to your recreationists, who came through in the crunch for

my mom more times that I could possibly write to you, to the staff who ensured my mom was able to paint; and staff who organized concerts for Mom.

To say thanks, seems not nearly a big enough word. Baycrest has shone as extraordinary in your care, in your communication, and most importantly with the teams you have working with your residents. My family and I are hugely grateful my Mom has been the recipient of such care, kindness and compassion."

Updates, Questions and Comments

Baycrest is committed to communicating with you about COVID-19. For the most up-to-date information, please visit the intranet or 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

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Baycrest is fully affiliated with the University of Toronto.



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