

Baycrest Matters

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

September 26, 2012 – VOL.8, NO.20

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University of Toronto.

Meet our behavioural support team

In this, the first installment of a three-part series featuring the behavioural supports staff, get to know the Transitional Behaviour Support Unit (TBSU) team.

Please note that the Behavioural Supports Seniors Program (BSSP) is the new name for the initiative formerly known as Behavioural Supports Ontario (BSO).

As the Toronto lead for BSSP, Baycrest has been hard at work developing its teams to begin operating the following:

- The Transitional Behavioural Support Unit
- The Long-Term Care Behavioural Support Outreach Team
- The Community Behavioural Support Outreach Team

Housed on the third floor of the Apotex Centre, the TBSU consists of 23 beds designed for time-limited, specialized support for seniors displaying challenging behaviours. Working closely with the Toronto Central CCAC and other community long-term care facilities and agencies, the TBSU will assist seniors to transition back to long-term care or the community following their stay on the unit.

The TBSU team is an interdisciplinary group of staff who worked previously in the Apotex, as well as staff transferred from other areas of Baycrest and new hires. "The team was handpicked for their skills, abilities and personal

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▲ A few members of the TBSU team: (back row, l-r) Nelson Martin (PSW), Marianne Saragosa (APN), Lauren Colla (Social Worker), (front row, l-r) Rosaly Palogan (RPN), Vivian Kaszas (RT), Norma Wilson (PSW), Rosemarie Bonadie (RN), Claire Taasin Lau, unit director, Avelina Ibias (PSW) and Jay Liquidliquid (PSW).

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Baycrest Matters is published every second Wednesday by the Public Affairs Department. Send your feedback or submissions to baycrestmatters@baycrest.org or call 416-785-2500 ext. 3590. All submissions will be edited for style, grammar, readability and length. The deadline for submissions is the Wednesday prior to the publication date.

Send health information securely with ONE Mail

Sharing clients' health information by fax or courier may soon be a thing of the past. This fall, Baycrest will adopt eHealth Ontario's ONE Mail system, which enables the secure email transfer of information between health-care providers.

"This secure email system will make handling and exchanging personal health information between organizations much more efficient, while meeting the security standards set by Ontario's privacy commissioner," says Terrie Tucker, chief information officer.

Exchanging health information is often necessary when discharging clients who will receive care from Community Care Access Centres (CCAC), transferring clients to other health-care facilities, or referring patients to other care providers. Through the ONE Mail system, Baycrest staff will be able to send and receive patient records and forms from health-care professionals at other organizations that subscribe to the service.

There are currently more than 20 health care organizations in Toronto using the service, including the University Health Network and CCAC.

Tucker says she expects the transition to using the system will be smooth. "It's a seamless system that works with our existing email. Staff will have a ONE Mail directory in Outlook that works much like our internal global address list. The directory will contain a list of all ONE Mail users at participating organizations. When a user sends an email to an address in this directory it's automatically sent through the secure ONE Mail system."

All staff at Baycrest will have access to the system. "We know that it's not just clinicians who need to be able to send patient information; many staff in administrative positions need this tool as well," says Tucker.

Training on how to use the system will begin at Baycrest in a few weeks.

Youth volunteer shares her gift for chess

Baycrest youth volunteer Jackie Peng has a remarkable gift. At just 14, she's a talented chess player, the second-youngest member ever to play on the Canadian National Chess team. Her talent has taken her to international competitions, including the World Chess Olympiad in Turkey this summer.

Back at home in Toronto, Peng, who just started high school, is bringing her love of the game to Baycrest. She's currently planning to fit in a weekly game at the Apotex where she's found an opponent in resident Emanuel Strubel (pictured). Strubel says he likes the challenge of playing such a high-level player even if he doesn't win. "I don't play just to win," he says. "Jackie is a very good player. That's why I like to play against her."

Mara Swartz, recreation therapist, says residents can benefit from stimulating activities like chess. "Research in therapeutic recreation shows that this kind of mental activity can help reduce cognitive decline in older adults."

Peng says if other residents are interested in taking her on, she's up for the challenge. "I can play a lot of games all at the same time," she says.



Wellness Program

Live well. Work well. Be well.

This is where you will find information on topics relating to health and wellness, including fitness, nutrition and disease prevention. For more information and resources, visit the intranet or contact Paul Smits, wellness coordinator, Organizational Effectiveness, at ext. 5186.

Employee Assistance Program (EAP) Wellness Seminar: Creating Balance in your Life

Join the department of Organizational Effectiveness for a seminar on creating a balanced lifestyle. Seminar learning objectives include:

- Understanding what balance means
- Recognizing what you can and cannot control
- Learning how to identify priorities
- Developing strategies to achieve greater balance in your life

Wednesday, October 10, 12:00-1:00pm – classrooms ABC

This seminar is FREE for all Baycrest employees. To register, please email OEffectiveness@baycrest.org and include 'EAP Wellness Seminar' in the subject line. For more information, contact Paul Smits at psmits@baycrest.org or at ext. 5186.

Terraces resident, 99, walks 35 kilometres in cancer fundraiser



◀ Kitty Cohen, a resident of the Terraces, has earned the distinction of being the oldest participant in the Shoppers Drug Mart Weekend to End Women's Cancers. Cohen is 99-years-old and this year was her fifth time participating in the two-day walkathon, which is a fundraiser benefiting Princess Margaret Hospital.

Cohen walked 35 kilometres in seven hours and raised \$3,000 for the charity. "I want to do my part in the hope that a cure is found in my lifetime," she says. "The least I can do is walk." Cohen is a firm believer in keeping active and shares her inspirational spirit in speeches to each year's crowd of participants. She says the secret to living well at 99 is to "keep moving and keep smiling." In the meantime, Cohen has already registered for next year's walkathon.



Worth Repeating

Here is the latest edition of Bill's Journal

Dr. William E. Reichman, Baycrest President and CEO

As we approach the fall season, I would like to share with you where we are in the strategic planning process.

Those of you who helped to craft our current five-year strategic plan may find it hard to believe that the time has come to develop a new blueprint that will guide us in the coming years. This process gives us an opportunity to build on the remarkable achievements of the past five years and ask ourselves where our strategic focus needs to be moving forward.

Last time around we focused on what it is we already do and how we could do it even better; this time, the question is what should we be doing – or not doing – to achieve our vision of transforming the way people age in our own community and around the world.

What will best set Baycrest apart from others in our sector? In what settings should we be directing our particular expertise in senior care? How should we optimally provide education to students, health care professionals, consumers and family caregivers? What should be the character of our neuroscience research activities for maximal impact on patients, and how do we build our internal capacity for innovation?

For several months now, the Executive Team, with the assistance of many of our leaders, has been working hard to address these key questions. As the new strategic plan continues to take shape, a number of answers are emerging.

Pursuing quality

First and foremost, we must continue our relentless pursuit of the highest quality in caring for seniors. Within that quality framework, we believe that the best way to make a truly meaningful contribution to our field is to remain focused on aging and brain health, helping older adults wherever they may live, and whatever their functional status may be, to optimize their cognitive and emotional well-being.

To that end, we will continue to evolve our clinical services so that they better meet the needs of seniors, both in terms of services located in our residential and hospital settings as well as building service capacity in the community.

Leading innovation

A critically important imperative for Baycrest is to be a leader in innovation in our sector. What will truly distinguish the Baycrest brand is finding and developing the next generation of service delivery models for seniors as well as the next generation of best possible practices within those models, approaches that are “evidence-based” and informed by our research activities.

Promoting health and wellness

In the new strategic plan we will focus even more strongly than we have previously on finding novel methods to promote the physical, cognitive and mental health of older adults, with an emphasis on early prevention.

Providing the right tools for staff

Another key focus is to not only invest in attracting and retaining the best and the brightest in our

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field, but to make sure that the talented people who chose Baycrest as a preferred place to work have the tools they need to be successful. These tools include information and communications technology as well as other supportive technologies that enable us to consistently provide exceptional care to those we serve.

Developing a sustainable business model

Because provincial government funding will not adequately support all that we need to achieve in order to grow and thrive, Baycrest must develop a new, sustainable business model. We are addressing this pressing need in our new strategic plan through the creation and launch of a global fundraising campaign (\$600-million over 10 years). This vitally important philanthropic support will help to fund our strategic priority areas in clinical care, education and research.

At the same time, we are pursuing more commercial partnerships to develop new technologies, products, goods and services. Our commercial-

ization entity, Baycrest Global Solutions (BGS), is now operational. The coming five years will demonstrate whether we can successfully monetize our assets through this enterprise. Revenues generated will help us to build our capacity to serve more people better, conduct and translate more leading-edge research, and provide more top-level education.

In the end, what will set Baycrest apart and help attract the resources we need to grow and thrive as an organization is sustained excellence in clinical care matched by innovations that are unrivalled in our field.

To find out more about the strategic plan, I invite you to attend the first in an on-going, regular, series of 3B (Baycrest Business and Buzz) staff forums, which will take place later this fall.

Bill

<http://intranet/ceo/>

Protect yourself this flu season

With flu season fast approaching it will soon be time to protect yourself by getting your annual flu shot. This year's theme for the vaccination campaign at Baycrest is "Flu shots save lives."

"Many people don't realize that flu shots literally save lives, but research has shown that one life is saved for every eight health-care professionals vaccinated," says Nadia Boroja, manager, Occupational Health.

Occupational Health and Safety will be making it easy for staff to get their flu shots by visiting units in the Apotex and the hospital with the Flu Buggy. You can also get your shot at our daily community clinic. The clinic open in mid-October at the Water Cooler (ground floor, Apotex). The schedule will be available early next month.

If you prefer to get the shot from your own health-

care provider, please provide the Occupational Health and Safety team with a note signed by your health practitioner. Employees who hand in a confirmation note or receive the flu shot on site will receive a card for a free tea or coffee from the WA Café or the cafeteria.

Introducing: the Flulympics!

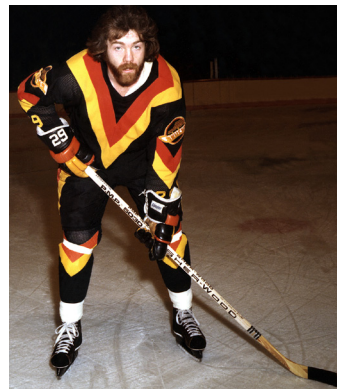
Fighting the flu is a team effort, so this year we're introducing a new team competition: The Flulympics.

As part of your team, you'll have the chance to aim for a vaccination rate worthy of the medal podium. All teams that achieve a rate of 70-79 per cent (bronze), 80-89 per cent (silver) and 90 per cent or higher (gold) will win a pizza lunch. There will be additional prizes for teams that reach silver or gold levels. See the intranet and Baycrest Matters for details on teams and prizes.

Former Canucks lace up their skates for Baycrest

On a perfectly clear day in late August, three former Canucks, Jack McIlhargey, Cliff Renning and Garth Butcher, teamed up once again for a cause off the ice. The trio worked the barbecues, raising awareness for the Scotiabank Pro-Am for Alzheimer's hockey tournament, which takes place for the first time in Vancouver from October 26 to 28. About 250 guests stopped by the Burrard Street Scotiabank branch to catch a glimpse of the former Canucks flipping burgers and to learn more about the event.

The Scotiabank Pro-Am, in support of the Gordie & Colleen Howe Fund for Alzheimer's at Baycrest, is a one-of-a-kind event that lets hockey enthusiasts team up with former NHL greats on the ice, and in the battle against Alzheimer's. In its seven-year history, the Pro-Am has raised a remarkable \$20-million dollars. The next Toronto event will be held in May 2013. To find out more about how you can participate or to register, please visit www.scotiabankproam.com.



▲ (Clockwise from top right) Hockey greats Garth Butcher, Cliff Renning and Jack McIlhargey, all former Vancouver Canucks players, teamed up for the battle against Alzheimer's in the first Scotiabank Pro-Am in Vancouver.

Wagman Centre offers workshop on becoming a personal trainer

Are you passionate about fitness and working with seniors? This fall, the *Training for Older Adults* program at the Wagman Centre offers participants a way to combine the two.

"With the aging population there is a high demand for qualified trainers who can work with older adults," says Judy Chu, a certified kinesiologist with the Fitness and Health Promotion department at the Wagman Centre. "This course provides the skills and knowledge trainers will need to work with this group, particularly physically frail seniors."

Chu has been working with clients at the Wagman Centre over 25 years and specializes in fitness for those who are physically frail due to age-related chronic conditions. She developed the program to teach participants about important topics in older adult fitness. "Trainers who are working with the physically frail need to be aware of chronic conditions of aging and how to address the needs of clients with these conditions to minimize risk during physical activity."

Students will learn about the aging process, how to train using different modalities, how to modify

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exercises for various health conditions and practise fall-proofing strategies. Upon completing the program they will have the option of writing an online exam to be certified through the Certified Personal Trainers Network (CPTN).

Classes will take place over four Sundays: October 14 and 28, and November 11 and 18 from 9:30 a.m. to 5:30 p.m. For more information contact Judy Chu at 416-785-2500 ext. 2340, or at jchu@baycrest.org.

Finding joy and love through performance

If there is a fountain of youth, the Baycrest Terraces Musical Theatre Group may have found it. In spite of their walkers, canes and aches, the cast of 21 members aged 85 to 100-years-old filled the air of the packed assembly hall with excitement and a sprightly spirit.

In turn, the performers were energized by the applause, cheers and participation of their fellow residents and family members. The group's September 12 performance included folk creations of the Jewish people through song, folklore and dance

by the professional troupe, the Nirkoda Israeli and Jewish Dancers.

The Musical Theatre group was founded in November 2010 by Yankle Gladstone, who wrote the script and directed the chorus. The group not only brings entertainment and education to all the residents, but also impacts the mental health and well-being of its members. "We're very focused on expressing a youthful spirit," says Gladstone, "we are constantly celebrating life."



◀ Director Yankle Gladstone (front) with Baycrest Terraces Musical Theatre performers (l-r) Bess Bonovoy, Sylvia Stipelman, Sylvia Banack, Bernard Rubin, Pearl Granville, Rachel Benmergui, Leah Nadler, Sarah Tassis and Sophie Kraus.



▲ The Nirkoda Israeli and Jewish dancers celebrate Ashkenaz culture during the Baycrest Terraces Musical Theatre performance.

Staff announcements

A warm welcome to **Shann Beck**, who joins Baycrest as an advanced practice leader nurse with a focus on facilitating the Nipissing Scholar Practitioner Program. Shann comes to us with over 20 years of academic, research, administrative and clinical experience. Her past roles include course and clinical instructor at Ryerson University and director of the Regional Stroke Centre and Neuroscience Alliance at Sunnybrook Health Sciences Centre.

A warm welcome to **Robin Gauzas**, who joins Baycrest as acting executive assistant, Medical Services. Robin will be filling in while Elaine Coyle is on leave. Robin's first day was September 10.

Save the date!

Baycrest's very first Research Festival takes place from October 22 to 26. Stop by the Winter Garden and catch a glimpse of the events for all ages, showcasing our research.



It's coming...

**United Way Week:
October 29 – November 2**



United Way

Behavioural Supports showcase [...continued from front page](#)

attributes with consideration for how well they could care for clients with responsive behaviours," says Claire Taasin-Lau, unit director, Apotex 3.

To complement their expertise, the TBSU team has received training in Montessori methods for dementia and in becoming a teaching and learning unit for other long-term care workers. "There's been great momentum in the unit," Taasin-Lau says. "The whole team is excited to see where this

initiative will take us, in terms of leading improvements to care for complex behaviours. Combined with the opportunity for us to share our knowledge with other homes, we're all just very excited to jump in and get started."

The TBSU recently received its designation from the Ministry of Health and Long-Term Care, effective September 1.