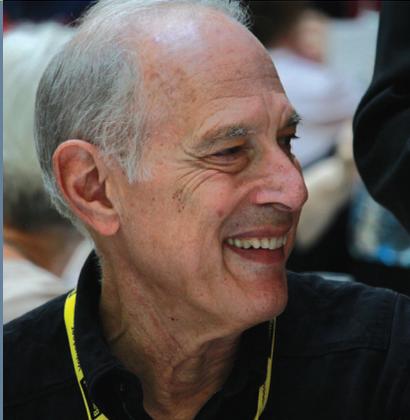


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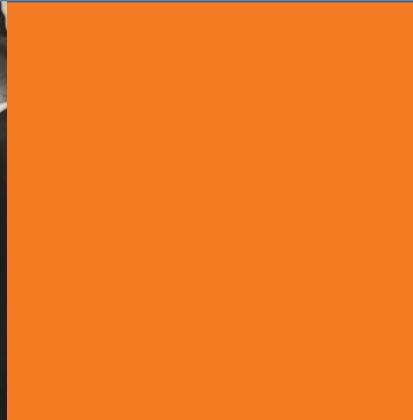
CENTENNIAL EDITION

1918 - 2018



Baycrest

100 YEARS



Volunteers will always play a key role at Baycrest

A message from Dr. William Reichman, President & CEO, Baycrest Health Sciences

Baycrest volunteers are essential to our ability to deliver excellence in care, education, innovation and research daily.

Last year, Baycrest's 2,000 volunteers spent nearly 90,000 hours collectively donating their time to engage with clients, patients and staff. That is an amazing contribution of effort and dedication which helps make our campus and programming so special.

Our research related to healthy brain aging shows that older adults experience health benefits through volunteering. Volunteers make a tremendous difference in the lives of others and Baycrest is making a difference in their lives as well.

Looking back on 100 years of Baycrest, our history and evolution would not have been possible without the community volunteers who founded our forerunner, the Jewish Old Folks Home, and those who supported us every step of the way since. With an unwavering commitment to helping others, Baycrest's volunteers continue to show us the way forward. I know you will continue to set the standard for volunteerism in the years ahead.

On behalf of Baycrest, I want to thank you, our volunteers, for helping us add life to years. Through your time, enthusiasm and support, you help us provide solutions to the changing needs of an aging society. Together, we are continuing our journey to enrich the lives of older adults now and in the future.



Volunteers (centre, l-r) Murray and Adrienne Levinter and Lou Stillman^z with Executive VP Joni Kent (left) and President and CEO Dr. William Reichman (right) during Volunteer Appreciation Week.

A valued human resource

A message from Joni Kent, Executive Vice President, Corporate Services & Chief Human Resources Officer

Baycrest has existed as a place motivated by altruism through the efforts of volunteers for more than 100 years. It is the result of a proclamation by community philanthropist Slova Greenberg, who in 1913 first rallied neighbourhood volunteers to solicit donations because she refused to allow seniors with nowhere else to go to be forced to sleep in the local park.

Over the years, Baycrest volunteers have participated in a multitude of ways by sharing their unique skills and talents.

Today, volunteers are a valued human resource, integral to our organization, impacting nearly every department and involved in virtually every area across our campus.

Some of our employees discovered their careers with us through their volunteer efforts.

We have seen what a century of volunteerism can do and look forward to witnessing how much more it will achieve for generations to come.

**volunteer
VOICE**

The Volunteer Voice is produced once a year for volunteers of Baycrest. Contributors: Andy Levy-Ajzenkopf, Shari Nepom, Janis Sternhill, Tehila Tewel, Cindy Weiner, Johanna Wieting. To contact us, please address comments or ideas to the editor at: Baycrest Volunteer Services, 3560 Bathurst St. Toronto, Ontario M6A 2E1 416-785-2500 ext. 2572. volunteer@baycrest.org

Volunteers continue to lead the way

More than 100 years ago, a philanthropic group of Jewish Torontonians began planning a Jewish home for the aged.

Their efforts were rewarded when the Toronto Jewish Old Folks Home opened downtown on Cecil Street in 1918. The rest is history. Every aspect of Baycrest's remarkable journey and each of its milestones involved the enthusiasm, talents and resources of volunteers.

Those first volunteers envisioned a home where our Jewish elderly would be well cared for, fed, and could live the rest of their lives in comfort. Imagine how they would feel if they could see what Baycrest is today - a world leader in geriatric

care, research and education. The example they set inspired others to help Baycrest achieve its mission, and as we continue to flourish, volunteers will be there every step of the way.

Many roles filled by volunteers in the early years have been assumed by professional staff. Still our volunteers continue in vital support roles across departments, on Boards and committees, as fundraisers and donors, and as innovators who share special skills and experience with patients, residents and staff.

Volunteers of all ages, especially our youth volunteers, gain valuable life and job skills and an appreciation for the wisdom of an older generation.

Volunteering is associated with reductions in symptoms of depression, better overall health, fewer functional limitations, and greater longevity.

The strong and supportive relationship between volunteers and staff is the key to helping Baycrest add life to years, now and in the years to come.



*Janis Sternhill,
Director, Volunteer
Services*

Celebrating 20 years of supporting seniors

In 1997, an innovative volunteer program was created to support seniors waiting for admission to the Apotex Centre, Jewish Home for the Aged. Staffed by a nurse, social worker and volunteer coordinator, the Seniors Support Program trained volunteers to reach out to isolated seniors through weekly phone calls.

This year, the Seniors Support Program is celebrating 20 years of

offering socialization, safety and security, structure and a friendly connection to seniors in the community.

"My volunteer is such a dear person and I do appreciate her calls," says one client. "She is always so calm and she makes our contact such a nice experience. She listens so well and I don't feel alone."



Long-time volunteers enjoy participating each week



Volunteers from the Seniors Support Program

Many volunteers and clients establish close relationships through their weekly calls and now, with new technologies, they can also communicate via email and Skype.

For more information about the Seniors Support Program, please call 416-785-2500, ext. 2223 or visit: baycrest.org. To volunteer in this program, contact Volunteer Services at ext. 2572.

Volunteers honoured during appreciation week



Photos left to right: Volunteers (centre l-r) Jean Gamble and Rachamim Friedman receive certificates for their hours of service presented by Directors' Gina Carvalho (l) and Margot DaCosta. Recipients of the Eglinton – Lawrence Outstanding Volunteer Awards presented by Mike Colle (c), Liberal Member of Provincial Parliament.



Photos left to right: Jettie Schochet (r), Palliative Care volunteer, received the Judy Gwartz Volunteer award for leadership from Jack Gwartz and Shelly Allen; Rosalee Berlin, recipient of the Polly Levi Volunteer Recognition award for mentorship; Geetha Jeyapragasan (l) recipient of the Willian Kagan volunteer award for outstanding youth, with Shaira Wignarajah, recipient of the Volunteer Toronto Legacy award.

Guests learn how to leave a lasting legacy

Speaking to guests at a well-attended Volunteer Appreciation Brunch in June, Vice-Chair of the Baycrest Foundation Board Anita Lapidus said Baycrest would not be here today if it was not for the volunteers and donors who founded the Toronto Jewish Old Folks Home in 1918, and all those who support it now.

"Every facet of the organization is touched by your good work," she said, thanking the volunteers in the audience for their contributions to care, research and special events.

In addition to being recognized for their contributions, volunteers

heard from guest speaker Peter Seligman, an estate and insurance advisor, about legacy giving and how to minimize taxes and maximize the size of a charitable donation. The theme of his presentation was, "We're moving forward because you're giving back."

Seligman is a Baycrest volunteer and long-time donor whose parents received end-of-life care at Baycrest. He has been one of the top fundraisers in the Barrie to Baycrest cycling ride over the past 20 years.



For information on how to make a legacy gift to Baycrest, please contact Becki Willoughby at 416-785-2500, ext. 3895 or Joanne Gittens at ext. 2023.

PLEASE trains volunteers to engage residents

The Therapeutic Recreation team and Volunteer Services at Baycrest have collaborated to create the Program for Leisure Engagement for Active and Spontaneous Experiences (PLEASE), an innovative, resident-centred prototype care program that offers long-term care residents the opportunity to engage in leisure activities facilitated by volunteers.

PLEASE provides comprehensive training to volunteers to engage residents in one-on-one and small group activities, and residents can choose to participate in spontaneous activities such as singing, reading, playing games and various other recreational opportunities. The goal is to foster the continued abilities and strengths of residents and to move away from an institution-like environment by cultivating relationships among residents, staff, volunteers and family members.

The Kunin-Lunenfeld Centre for Applied Research and Evaluation (KL-CARE) research staff at Baycrest evaluated the program on two units of the Apotex Centre, Jewish Home for the Aged. They also collaborated with Volunteer Services to evaluate the volunteer training modules. Results showed a significant increase in activity, engagement and quality of life for the residents.

For the next phase of the study, PLEASE will be offered on multiple units and compared with other programs offered to residents. PLEASE volunteers will engage individual residents in activities on a weekly basis for three months and complete an observational rating tool after each session. Retired teacher volunteers will administer cognitive tasks to the residents prior to and after the three-month



PLEASE volunteer Allen Cohen with Apotex resident Mari Waisglass

intervention and again three months later.

Future studies could include an evaluation of a train-the-trainer approach to orienting new volunteers to the unit, as well as the development of online volunteer training modules, which could build volunteer capacity and help address issues related to the sustainability of the program.

A Buchman family tradition

When Jack Buchman joined Baycrest's Board of Directors in the early 1970s, he started a family volunteering tradition. His daughter, Annette Buchman-Mincer, became an Eating Assistance volunteer in 2011, and his son-in-law, Mark

Mincer, joined the Pet Visiting program with the family dog, Ace, in 2014.

Jack Buchman wanted to give his time and expertise to a treasured community organization that was a "household name." He and his wife, Roma, witnessed the Baycrest experience first-hand many years later when Roma's mother had a stroke in 1996. After a three-month stay at Baycrest, she walked out on her own two feet.

Annette followed in her father's footsteps and juggles her responsibilities as a business owner and mother of four to give her time to help clients who cannot feed



Stephen Chernin (r) enjoying a visit with Mark Mincer and his therapy dog, Ace

themselves. Her "irreplaceable" reward is simply a smile from a grateful client.

Mark is equally gratified when he sees how engaged and energized patients become when they interact with Ace each week.



Annette Mincer with Apotex resident Fred Tittel

100 years of volunteerism at Baycrest

When asked why, at age 94, he was still volunteering at Baycrest after 60 years, Lou Stillman recited the lyrics to a popular, old song:

Make someone happy,
Make just one someone happy,
And you will be happy, too.

"That's why I volunteer," he explained. "When I started at Baycrest three years after the home first opened on Bathurst Street, I saw the benefits people were getting," he said. "I've always been a hands-on volunteer working directly with people, but no matter how you give your time, it makes an impact." *

In his six decades of volunteering, Stillman had a front row seat to Baycrest's evolution from a Jewish home for the aged in downtown Toronto to an academic health sciences centre renowned worldwide. Despite all the changes he witnessed, one thing remained constant - the participation of committed volunteers and donors in guiding and supporting Baycrest in its mission to improve the well-being of people as they age.



In the early years, volunteers were part of the residents' daily care

In the early 20th century, moved by the plight of elderly Jewish people with no family to care for them, volunteers led the charge and in 1918 founded the first ethnically distinct home of its kind in Ontario. With only a small staff to run the home in a house on Cecil Street, volunteers

were an integral part of the residents' daily care. They also cooked, sewed, did laundry, visited and continued to seek donations of all kinds - including the services of medical staff.

When the new Jewish Home for the Aged and Baycrest Hospital opened in a four-storey building in North York in 1954, the community celebrated the efforts of volunteers who planned and fundraised to build the first combined home for the aged and hospital in Ontario.

"The foresight and determination of community volunteers created this wonderful new facility. Volunteers were involved in every aspect, from leadership on the Board to running programs for residents and patients," says long-serving volunteer Tobie Bekhor, who began volunteering in 1985 and served as a past president of the Women's Auxiliary and former chair of the Volunteer Advisory Committee. "As the campus grew, and a new home and a hospital were built, more staff were hired, and the volunteer program had to adjust to meet the needs of people with more challenging physical and cognitive conditions."

One of the highlights of her extensive volunteer career at Baycrest, she says, was helping to move residents into the new Apotex Centre, Jewish Home for the Aged in March 2000. "It was an exciting day," she recalls.

For Adrienne and Murray Levinter, it's difficult to single out one specific highlight in their long association with Baycrest.



Summer 1980 volunteers waiting to board a bus with a hospital patient



Three-year-old volunteer and his mother delight a 99-year-old resident with one of their visits.

"Every Baycrest milestone has been significant and we feel a part of it all," says Adrienne, who worked as a full-time employee in Volunteer Services

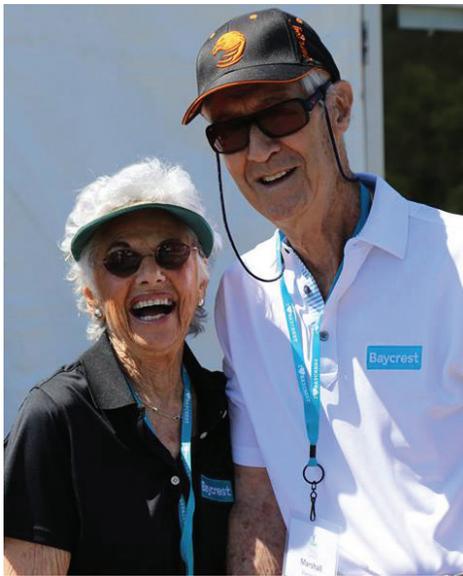
for 15 years and started volunteering with her husband in 1982, just days after retiring. Even while she was on staff, Adrienne volunteered her time to help with fundraising projects and client programs organized by the Men's Service Group (MSG). "To be a volunteer, you have to believe in the product," she says. Murray, now 92, was active in the MSG and on the Building Committee for the new Baycrest Hospital, the first geriatric hospital in Canada, which opened in 1986.



Women's Auxiliary gift shop 1971

The two have been life partners for 64 years and a volunteer team for 35 and plan to continue as long as they can. "If you stop, you'll stop," says Adrienne, 83. "We feel fortunate at this stage of our lives to still be able to give back."

Volunteer team Barbara and Marshall Alexander, aged 85 and 88 respectively, also intend to continue as long as they can. Volunteering together for 23 years has strengthened their 67-year bond and while helping others, they also helped themselves. Spending two mornings a week with clients in the therapeutic pool kept them physically and mentally fit, as well as emotionally gratified and thankful. "If you don't give, you don't get back," says Barbara.



Barbara and Marshall Alexander

Although the hospital pool has now closed, this dynamic duo is always among the first group of volunteers that the Baycrest Foundation calls to help out at every fundraising event. "If they need us, we're there," says Barbara. "No job is too small."

Staying physically and mentally active is an essential prescription for Evelyn Burns-Weinrib, who credits her fitness routine in the Baycrest gym, a healthy diet and socialization through volunteerism for her well-

being at age 84. "People need to be busy," she says. "Medicine is more than pills, it's about being active and involved."



Evelyn Burns-Weinrib

"pushkas" (charity boxes) on her windowsill: one for Israel and one for a new Jewish Home for the Aged. "Neither existed yet, but my grandmother believed in both," she explains. "She told me, 'No more Yiddish. I want to speak English so I can be on the board of directors of the new home.' I'm proud to say that she became secretary of the board in 1954."

Burns-Weinrib carried on her grandmother's volunteerism and is a generous Baycrest donor. When she isn't at the WA Café six mornings a week or helping in Palliative Care, she is busy giving lectures to seniors on thriving in the golden years or speaking to staff and students about her own mental health struggles and the help she received at Baycrest.



Youth volunteers bring vitality to Baycrest

Obligated to retire from teaching at 65, Burns-Weinrib chose to volunteer at Baycrest because it's in her genes. As a child in the early 1940s, she remembers visiting her grand-mother, Brendel Frimer, who kept two

"I want to speak as often as possible. That's what I live for. It's my life."

Giving people the opportunity to use their experiences, knowledge and skills is fundamental to attracting and retaining volunteers, according to Syrelle Bernstein, who retired in 2016 as director of Volunteer Services after 21 years.

"Recent retirees want to use their skills and we have to provide the volunteer opportunities to engage them," she says. She cites the BRAVO (Baycrest Research About Volunteering among Older Adults) project as a perfect example of this. A collaboration between Research and Volunteer Services, the project is exploring the physical, cognitive and psychosocial benefits of volunteering. Retired professionals were involved in developing and running the study. "It attracted about 350 people of whom 230 volunteered, and 103 have stayed on. It created a whole new core of volunteer opportunities which will continue to grow," she adds.



(l-r) Syrelle Bernstein and Tobie Bekhor

A strong and unique Youth Volunteer Program is also helping to bring energetic, young people to Baycrest to enrich the client experience, she says. "It is helping Baycrest build a strong volunteer base for the future."

** Lou Stillman gave this interview just four days before he unexpectedly passed away on July 21, 2017. He will be greatly missed.*

Clowning around brings joy to residents

by Caterina L. Valentino, Caring Clown

Bringing a smile to the face of a Baycrest resident is the ultimate reward for volunteer Elaine Lithwick, also known as Sunbeam the Caring Clown.

Lithwick is a graduate of the Caring Clown Program at Ryerson University, which trains volunteers age 50 and over in clowning techniques to bring cheer to residents in long-term care homes.

"When you see a resident tapping to the music or a finger going up and down, it's very fulfilling," says the retired social worker who volunteers at the Apotex Centre, Jewish Home for the Aged. "I always leave feeling happy that I have left someone smiling."

Lynda Del Grande, aka Lulu, Caring Clown is the academic coordinator and course instructor at Ryerson, remembers the first time she encountered a Caring Clown. "My mom was in critical care and not doing well," she explains. "A clown visited and her presence had a powerful impact on all of us."

Over time, Del Grande became a volunteer clown in a long-term care facility and came up with the idea for the Ryerson program, which has graduated close to 50 Caring Clowns since 2008. Students learn basic clown skills and gain knowledge about aging and dementia.



Caring Clowns help improve a client's mood

"Caring Clowns bring a person-centred approach to client care," says Baycrest recreation therapist Karen Grauer. "They lighten the atmosphere and create a fun, humorous and playful environment for residents and staff."

For information on Ryerson's Caring Clown Program, contact Lynda Del Grande at ldelgrande@rogers.com or visit: ryerson.ca/ce/caringclown.

Visits could preserve thinking skills for older adults with dementia

Baycrest scientists and clinicians are teaming up with long-term care homes across Toronto to explore how volunteer visits could help older adults with dementia preserve or improve their thinking abilities.

"Recent evidence demonstrates that we can stimulate, maintain and even improve the thinking and memory skills of people with dementia, which can help slow down the disease and have beneficial effects on quality of life," says Dr. Nicole Anderson, a clinical neuropsychologist, senior scientist at Baycrest's Rotman Research Institute and associate professor at the University of Toronto's Psychology and Psychiatry Departments.

According to Intellihealth Ontario, more than half of long-term care residents in Ontario have dementia.

Impairments to residents' thinking abilities impact their overall health and quality of life.

Participants at Baycrest and other homes will receive friendly visits from youth volunteers (aged 18 to 25) for 20-minute sessions, three times a week over three months. Volunteers will chat with residents and engage with them through activities meant to stimulate their thinking abilities. Through this research, practical "kits" could be developed to help long-term care communities with limited resources deliver this unique program.

"Youth volunteers who participate will be in the position to cultivate a relationship with residents in long-term care homes and develop an understanding of aging, dementia and personhood," says Janis



Volunteer plays residents' favorite games.

Sternhill, director of volunteer services.

This intergenerational study is supported by the Retired Teachers of Ontario Foundation and retired teachers are conducting pre, post and follow up assessments of the residents.

For more information email volunteer@baycrest.org or contact 416-785-2500 ext. 2572.

Baycrest shaped who I am today by Venus Sayed

Fifteen years ago, at the age of 15, I applied to Baycrest to complete my requisite 40 hours of community service. What I thought would last only one summer grew into a 15-year relationship filled with lasting memories and unparalleled experiences.

I began as a youth volunteer working at Sunday concerts and bingo nights. During my first few weeks, I met two residents, Pearl and Mala, who became dear friends. Pearl did not speak but smiled endlessly and would hold my hand as she swayed her head to Bei Mir Bist Du Schoen every Sunday. Mala would come to bingo and ask me to save her a seat. Afterward, we would sit in the cafeteria and talk. She told me about the little brother she lost in the Holocaust but whose laugh she could still remember.

My summers at Baycrest turned into a full-year volunteer commitment. Over time, I joined the Youth Council

and later became co-president. I found myself returning to Baycrest over many years, spending time in the Therapeutic Recreation Department as an intern, and later, in the Brain Health Clinics as a university student in Dr. Deirdre Dawson's research lab. I remember telling Mala at one of the bingo nights that I was thinking of applying to law school. Her eyes teared up as she encouraged me to always pursue justice.

My younger brothers, Nadim and Nawid, followed in my footsteps and volunteered at Baycrest over many years. Nadim completed an Engineering Degree at the University of Toronto and works for the United Nations in New York. Nawid attended the Ivey School of Business at Western University and is starting medical school at Queen's University



Venus Sayed and her family in May 2017

in the fall. I attended Osgoode Hall Law School and am in my sixth year of practice as a litigator. I begin my Masters of Law studies in the fall.

My time at Baycrest has shaped the person I am today. I met staff and volunteers who are dear friends today and have been supportive and helpful at every stage of my career and education. I met residents and patients, some of whom were Holocaust survivors, who taught me the power of positivity and love. I think of them often.

Discussion groups benefit brain health

Discussion groups led by passionate volunteers add value to Baycrest residents' daily lives. If you have a passion, a hobby or an

area of expertise (or are willing to research one), we can train you to lead discussions and engage with residents as part of the Baycrest

Learning Institute Speakers Series (BLISS). A wide variety of topics are welcome.

Here are some comments from discussion leaders:

"Giving a presentation to 30 or more residents for the first time in my life gave me a much greater reward than I could have ever imagined."

"This was a great opportunity to learn about teaching small groups, and in particular, teaching residents. I am a life-long learner and teacher, and I love contributing in a meaningful way."

To learn more about BLISS, please contact Volunteer Services at 416-785-2500, ext. 2572 or email: volunteer@baycrest.org.



Participating in the discussion group is meaningful for all

Youth volunteers exude energy and warmth

Each summer, clients, staff and year-long volunteers look forward to the influx of student volunteers who bring their youthful vitality to Baycrest. Youth volunteers, from age 13 to 25, work in a variety of departments, assisting in client programs and outings, visiting with residents and patients.



Volunteers help seniors enjoy their Prom at Baycrest

Helping to manage the 254 volunteers in the 2017 Summer Youth Program was the job of three student coordinators: Camille Silverio, a student in Health Studies at York University, who has been volunteering at Baycrest since March 2017; Dea Shijiaku, who is studying



Our three summer student coordinators

Health Management at York University and has been a volunteer since June 2015; and Maria Khairoullin, a Psychology student at York University, who has been volunteering intermittently at Baycrest since June 2009. These positions are generously funded by a Service Canada grant.

“Volunteers are such an integral part of Baycrest, and it has been a pleasure to meet and coordinate prospective and current volunteers,” says Camille. “It is a challenging responsibility, but working together with the Volunteer Services team has been a great experience.”

Coordinators are responsible for pre-screening, interviewing and placing volunteers, organizing job shadowing opportunities, executing the LMS (eLearning modules) program and supporting the Baycrest Youth Council with events and workshops.

“This position enabled me to gain important life skills while working



Friendly visiting in the garden

in a fun and positive environment,” adds Dea.

“It was important for me to be involved behind the scenes to help others gain as positive a volunteering experience as I got when I first started at 14,” says Maria.

For more information about the Youth Volunteer Program, please visit baycrest.org and click on the volunteer section or call 416-785-2500, ext. 2572.



Hospital 5 Summer BBQ for patients and their families

Teens assist clients at mealtimes

An innovative partnership between Baycrest and Bikur Cholim was created this year to bring students from local high schools to Baycrest to assist clients at mealtimes. Bikur Cholim is a volunteer-driven social service organization whose Hebrew name means “visiting the sick.”

Together, the two organizations recruited and trained Grade 11 students from Bnos Bais Yaakov to support clients during meals to ensure they have a safe and enjoyable experience.

“Going to Baycrest weekly was an incredible experience that took me beyond my comfort level and made me grow by interacting with older people,” says Fraidy Fried. “I also learned a lot from watching how Baycrest staff interact with the clients.”

The students received specialized training in the latest eating assistance techniques and acquired invaluable skills. Breindy Adler says she grew personally from the experience as well. “The residents of Baycrest have contributed so much to our city, and I felt privileged to help them and to learn from them,” she says.

The role of Eating Assistance Program volunteers is to encourage client independence, maintain client dignity, participate in the mealtime experience, and enrich clients’ lives.



“I would definitely recommend this volunteer position to someone else,” says Gila Meira Terris. “Thank you for the opportunity.”

For more information about becoming an Eating Assistant and making a real difference, please visit: baycrest.org/volunteer.

Co-op students gain work and life skills

The High School Co-op Program at Baycrest provides Grade 11 students with an opportunity to experience what it’s like to work in a healthcare setting that specializes in the care of older adults. Students gain a better understanding of their career options while developing relationships with seniors, staff and other volunteers. During the past school year, 31 students from 11 schools spent a semester volunteering at Baycrest. Here’s what two of them had to say:

Shahrzad Mohseni
William Lyon Mackenzie
Collegiate Institute

“This opportunity helped me become

familiar with the hospital workplace. It also helped me consider future career paths. I wouldn’t change one thing about my placement. I enjoyed working at Baycrest and getting to know other students from different schools as well. I will be going back as a volunteer because I enjoyed it so much.”

Samuel Chen
Vaughan Secondary School

“I first came to Baycrest as a co-op student from Vaughan Secondary School knowing very little of the organization. I was very lucky to have a placement with the Baycrest Foundation. During my time here, I was able to learn a vast amount



Shahrzad Mohseni and Samuel Chen

of skills and many different things regarding Baycrest as well. Everyone is so nice and easy to talk to and they just made my experience at Baycrest even more enjoyable. I am excited to come back to volunteer, and I recommend it to others to come and have a great experience as well!”



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