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HAPPENING AT BAYCREST

Keeping Everyone Connected Through e-Visits

Baycrest is committed to ensuring a safe and secure environment on our campus. In compliance with the Ministry directive, only essential visitors are permitted at Baycrest during this time. We understand this important measure is difficult for our residents, patients and their families, and facilitating ongoing communication with one another is a priority for us.

Baycrest's e-Visit program aims to keep families connected to their loved one through regular audio or video calls. Designated staff members will help residents and patients keep in touch with their loved ones with the use of Zoom, WhatsApp or a standard phone call. To set up a call with your loved one, please contact us at 416-785-2500

and dial the extension number 2020 or email eVisit@baycrest.org



e-Visit Provides a Birthday Celebration With the Family

When Mendel Good turned 95 recently, his three children, grandchildren and great-grandchildren were on hand to sing "Happy Birthday." Because of current restrictions on in-person gatherings, the singing took place on a videoconference organized through a new e-visiting program at Baycrest. Relatives in New York, Toronto and Vancouver were on the call. "Every time someone came on, he was very excited," said his daughter, Gloria Good-Draper. "It was fantastic to see him smile. He's a very grateful person so we could see the joy." Good was doing "most of the talking - and my dad really likes to talk!" she said. "He was pretty overwhelmed and happy."

Mendel Good is a Holocaust survivor who came to Canada in 1948 to work as a tailor. He met his wife Valerie in Ottawa and they raised three children together. Later in Toronto, the couple lived in the Apotex Centre, Jewish Home for the Aged, until Valerie's passing three and a half years ago. Altogether, Good has lived at Baycrest for six and a half years. He gets around in a wheelchair and is very outgoing, happy and social,

his daughter said. For his birthday, he received cards and a calendar that his family populates with family photos and the dates of birthdays and anniversaries. And, of course, he had the very special video call. "My father really sees family as a blessing because he had none after the war. His complete family was gone," Good-Draper said. "So he really cherishes what he has now."



Wellness Checks

Our Clinical teams have been contacting family members for updates on their loved ones' health. During this call family members may expect to get updates about the activities and well-being of their loved one. The staff member will aim to provide information that is most helpful to families; however, they may be unable to address all of the questions and will

need to have further discussion with the care team. If you have any questions, our Client Relations and Experience Office has extended their hours and are available to you from 7 a.m. to 8 p.m. from Monday to Friday at any of the following extensions: 6843 or 2919 or 2685.

Staff-led Campaign Raises \$11K For Baycrest

Kudos go out to Baycrest's physiotherapist Myrna Benderoff from our Rehab Team. Upon learning of our COVID-19 parking fee rebate for staff, Myrna, who has been part of our Baycrest family for 33 years, decided to forward her parking payment to the Baycrest Foundation's *Safeguarding Our Seniors* (SOS) Campaign, an emergency fundraising campaign designed to receive donations in support of acquiring protective equipment and to fund virtual care measures like e-visits and telemedicine.

Inspired by her actions, many of her colleagues have also made donations to the SOS Campaign. Together, they have raised more than \$11K to help Baycrest. We are tremendously thankful to Myrna and all staff who have contributed in this way. Please tell those you know about the SOS Campaign in support of our collective efforts. To learn more about the SOS Campaign or to make a donation, visit www.baycrestfoundation.org. Your gift will be MATCHED in dollar value by Baycrest Board members.



COVID-19: Safeguarding Our Seniors

Donate today.

1 + 1 = 2

YOUR \$ **MATCHING \$** **TWICE THE IMPACT**

Notes of Gratitude

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. We are grateful to our supportive community for their kind words - now and always.

"We hardly can find the words with which to praise you and your team at the Terraces of Baycrest for the miraculous manner in which you are coping with the COVID-19 situation. You are ALL wonderful and cannot be given enough thanks for your always amiable and expert management of the situation!"

"Thank you and your staff and management team for the thorough care you are taking in all ways to look after our mom. Keep up all your thorough measures. Please know how much we appreciate it."

"My mom and I would like to extend a very warm and gracious "thank you" to all those responsible for the unparalleled level of care my father has received while here at Baycrest... To have this caliber of physician and nursing looking over my father's general wellbeing is a blessing."

"I wanted to extend my gratitude to the Nurses looking after my mother who are totally dedicated to their craft. The patients and their families are very grateful!"

Baycrest

Baycrest is fully affiliated with the University of Toronto.



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

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