



Resident & Family Newsletter

Introducing the First Edition

We hope you'll find this first *Resident and Family Newsletter* informative and useful. We plan to issue a new edition three or four times a year, each with news about innovations and other changes that may affect some or all of our residents.

We'll be reporting to you on major staff and management changes, the methods being used to improve the quality of care and services for our residents, improvements to our programs and facilities and dates of key upcoming events. You will also read about important policies and procedures that are followed at the Jewish Eldercare Centre in order to ensure your comfort, safety, and the highest level of care possible.

If you have any comments regarding the newsletter, please feel free to call 738-4500 ext. 2110, or e-mail: mireille.cohen.chsldjuif@ssss.gouv.qc.ca

New management team focuses on improved quality of care

A new, highly experienced management team has begun the vital process of enhancing the quality of care and services at the Jewish Eldercare Centre. Focusing on actions which will produce a noticeable improvement in the clinical care and the daily lives of our residents, management has been setting the wheels in motion and you may have already noticed some significant changes.

The team includes: **Barbra Gold**, Interim Executive Director; **Marie Boucher**, Site Director, responsible for all of the operations of the Centre (effective mid-November); **Lucie Tremblay**, Interim Director of

Nursing and Specialized Services; **Mona Beck**, Assistant to the Director of Nursing and Specialized Services (effective mid-November); **Rena Halickman**, Interim Chief of Volunteer and Recreation Services.

All five managers bring to our Centre many years of geriatric experience and teamwork in long-term care settings. The new team plans to work closely with all of our staff, using the innovative and highly professional approach which they have successfully used in other organizations – for the benefit of our residents.

PAGING IS FOR EMERGENCIES ONLY

The Jewish Eldercare Centre is home to 320 residents, and to respect their privacy, all disruptive practices must be discouraged.

Please remember that **our paging system is reserved for emergencies only.**

We ask for your understanding and cooperation, to help us provide our residents with a peaceful living environment.

The staff of the Jewish Eldercare Centre sends its most heartfelt greetings to all of our residents and their families for
A Very Happy and Healthy NEW YEAR
L'Shana Tova Tikatevu



Changing our residents' quality of life: immediate plans

Our management team is hard at work implementing changes to improve the quality of life of every resident of the Jewish Eldercare Centre. Some of the immediate enhancements include:

► **Several improvements in cleanliness, maintenance and repairs.** We have reviewed our cleaning and maintenance procedures, and some concrete changes have already been implemented. You will notice a major improvement in the cleanliness and appearance of the floors in both pavilions, in public areas and inside the residents' rooms. We have also cleaned and repaired many of the curtains in both pavilions; cleaned all mobile resident lifts; and replaced the dispensers for toilet paper and paper towels with new and more modern units in all public washrooms of the Hope pavilion.

Necessary repairs to many beds were made recently, to ensure proper functioning. A much more diligent review of repair priorities will now result in quicker response times in handling the most serious needs.

► **Appointment of new nursing coordinators.** During evenings, nights and weekends, a nursing coordinator will be now be on duty, having complete responsibility for the smooth functioning of all resident services. The coordinator will have full management authority to make decisions on critical matters such as emergency medical services. While ensuring

the quality of care and services through frequent supervisory tours of all units, the nursing coordinator will also be available to residents and families for any questions or concerns that cannot be resolved by the nursing staff on your floor.

We are pleased to announce the appointment of **Tam Nguyen** as the full-time evening nursing coordinator. She will be replaced by **Genita Derisma** on her days off. Their hours are 3:30-11:30 pm. **Farah Michel** will be on duty from 7:30 am - 3:30 pm every second weekend. Their phone number is 738-4500 ext. 8829. You can also reach them on their cell phone at 236-3103.

Nursing coordinators for all other shifts are currently being recruited. Please ask the security guard for the name of the coordinator on duty.

► **Role of head nurses.** A re-organisation of services will provide the opportunity to our head nurses to spend more time on clinical work and less time on administrative duties. This change will allow more time for coaching of nursing staff and working with the staff on resident care, as well as becoming greater role models during such training. In addition, the head nurses will now be more available to residents and families to discuss and resolve matters relating to the care provided.

► **Agency nurses being replaced with permanent staff.** The Centre has been using the

services of nurses from private agencies for many years, particularly for replacements of nursing staff on maternity or long-term sick leave. This practice will now be eliminated, replacing such temporary personnel with permanent full-time and part-time nursing staff. In addition to providing a consistently familiar face, achieved through less turnover, other benefits include: better geriatric backgrounds; more knowledge of nursing care procedures; better consistency of care; improved stability and team building for all nursing staff. All of this will translate into better overall care for our residents.

► **New infection control nurse being hired.** With the flu season coming soon, as well as the constant risk of contracting disease and infection in all health care institutions, a new infection control nurse is currently being recruited. This new professional will be using pro-active methods to prevent the spread of disease and infection. Some of the preventative measures to be implemented and promoted will be fairly simple, such as frequent hand washing by staff, companions, residents and visitors. Other techniques will involve more complex procedures to be followed by staff.

The infection control nurse will also play a key role in implementing established procedures for the proper control of diseases, using the most advanced clinical practices available today.

Items needed for Activity Centres and Shabbat & Holiday Services

If you have the following items to help us furnish our Activity Centres, or for our residents' use during Shabbat and Holiday services, please drop them off at the Recreation Office, room 2C.32 in the Hope Pavilion: kippas (yarmulkes), doilies, books and magazines in English or French, board games, items suitable as Bingo prizes, real or artificial plants and flowers, posters, paintings and lamps. Many thanks!

News from the Volunteer and Recreation Dept.

As a result of some significant changes in our staff structure, you'll be seeing major improvements in the recreation programs being offered to our residents. Some of the more important changes are:

► The volunteer and recreation departments have merged recently, reflecting the close relationship that is required between our kind-hearted volunteers and our recreation staff.

► **Sabine Bulow** has been contracted as Recreation Consultant, to design an enhanced recreation program in conjunction with **Caroline Roy**, our Recreation Coordinator. Both Caroline and Sabine are located in Room 2C.32 directly behind the beauty salon on the second floor of Hope Pavilion. Watch for our Open House – coming soon – and visit with us to discuss recreation.

► **Sandy Sitcoff** has joined our team as Volunteer Services Consultant, to work closely with the recreation department and develop programs that will function efficiently and be of greatest benefit to our residents. Sandy knows our Centre extremely well, having worked with us previously as Coordinator of Volunteer Services for many years, and being very active with the Jewish

Eldercare Auxiliary, of which she is Founding President.

► **Lisa Patterson**, the new Assistant to the Interim Chief of Volunteer Services, has been hired.

► Sandy and Lisa, along with **Rena Halickman**, the Interim Chief of Volunteer and Recreation Services, are located in room 2C.30, next to the atrium on the second floor of Hope Pavilion.

► We are pleased to announce the following new programs for November: Tour du Monde Dining; Business Club; Sports Sensation; Breakfast Club; Pet Therapy; Unit Activity Centres. New activities being introduced on the nursing units include bowling, memory games, arts and crafts, shuffleboard, sandbag and ring toss games, and an increase in music programs. Pet therapist **Jennifer Solomon** has already started visiting the residents with a very gentle and friendly dog, bunny rabbit, turtle and dove.

Other recreation specialists are currently being recruited, and several new programs are under consideration, such as tai chi and yoga, ongoing evening and Sunday concerts (in addition to the current daytime concerts), baking programs, dinner theatre and a dancing program.

Special Centre-Wide Events

Please refer to the monthly recreation calendar for locations of these and other major events.

November

- 8th Concert with Janie Respitz 6:30 pm
- 15th Concert sponsored by Knights of Pythias 6:30 pm
- 22nd Concert sponsored by Knights of Pythias 6:30 pm
- 29th Birthday Party 2:00 pm

December

- 4th Concert sponsored by Maple Leaf Lodge 2:00 pm
- 15th Birthday Party 2:00 pm

- 20th Concert sponsored by Knights of Pythias 6:30 pm
- 27th Chanukah Program 6:30 pm
Concert sponsored by Knights of Pythias

January

- 8th Concert with Janie Respitz 2:00 pm
- 17th Concert sponsored by Knights of Pythias 6:30 pm
- 24th Concert sponsored by Knights of Pythias 6:30 pm
- 31st Birthday Party 2:00 pm

Volunteers needed for very rewarding experiences

Volunteering with the frail elderly can be very gratifying. The recreation activities of the Jewish Eldercare Centre depend highly on the dedication of our valued volunteers, who help bring residents to the activities and return them to their rooms, as well as assisting in animating some activities.

The Volunteer Dept. is currently conducting a needs assessment with all of the staff, and many volunteers will be needed shortly for a multitude of activities. If you, or someone you know – a grandchild, friend or neighbour – have a few hours every week to bring happiness to an elderly person, please contact **Lisa Patterson**, Assistant to the Interim Chief of Volunteer Services at 738-4500, ext. 2330, or by e-mail: lisa.patterson.chsldjuif@ssss.gouv.qc.ca

New Ombudsman has an open door for residents and families



One of the fundamental services that every public long-term care centre must provide is that of Ombudsman – an impartial, compassionate and understanding mediator who is mandated to investigate complaints filed by residents and families, and to help find solutions to the problems uncovered through such complaints.

Our new Ombudsman, **Dana Kean**, offers an open door policy, inviting you to drop by, call or write with any concerns that you feel may not have been taken care of properly by the head nurse or department head involved (please see complaint procedure below for further details and contact information).

Dana has worked in the health care sector for eight years, first at the Jewish General Hospital, and more recently as Ombudsman at St. Mary's Hospital. "I look forward to helping our residents, families and staff in resolving any complaints that cannot be settled by our head nurses," said Dana Kean. "My primary role and interest is to protect the rights of our residents, as defined by our Code of Ethics."

If you have a complaint... don't hesitate!

It is inevitable in any long-term care institution that people will have complaints. At the Jewish Eldercare Centre, there is a procedure in place to deal with complaints and concerns.

If a family member or resident has a complaint, the first step is to speak to the person who is directly involved in your complaint. If you are not satisfied with the response or corrective action taken by that person, please contact the Head Nurse or Department Head.

If you still feel that the complaint has not been satisfactorily resolved, the next

step is to reach the Ombudsman, **Dana Kean**, who will listen and then try to find a solution that is acceptable to all concerned.

"All complaints are taken seriously and investigated, and significant issues will be brought to the Board of Directors through the Quality Improvement / Risk Management committee," says **Barbra Gold**, the Interim Executive Director of the Jewish Eldercare Centre.

Complaints can range from the quality of care to the kind of food. "It is important to know that complaints are not used as

a means to punish or blame someone but rather to find a solution to the problem," says Gold. "We take all complaints seriously, since they provide us with vital information needed to improve care and services. They can lead to important policy changes that affect everyone."

A copy of the detailed complaint procedure is available from the office of the Ombudsman.

If you have a complaint... don't hesitate to contact us:

		Phone: 738-4500
Hélène Tellier Watson	Head Nurse, 3rd Floor, Hope Pavilion Helene.Tellier-Watson.CHSLDjuif@ssss.gouv.qc.ca	Room 3B.01 ext. 3201
Marie-Andrée Nelliah	Head Nurse, 4th Floor, Hope Pavilion Marie-Andrée.Nelliah.CHSLDjuif@ssss.gouv.qc.ca	Room 4B.01 ext. 4201
Debbie Tonge	Head Nurse, 2nd and 3rd Floors, Kastner Pavilion Debbie.Tonge.CHSLDjuif@ssss.gouv.qc.ca	Room 227 ext. 8227
June Kirouack	Head Nurse, 4th, 5th and 6th Floors, Kastner Pavilion June.Kirouack.CHSLDjuif@ssss.gouv.qc.ca	Room 427 ext. 8427
Dana Kean	Ombudsman Dana.Kean.CHSLDjuif@ssss.gouv.qc.ca Mon., Wed. and Fri., 9am-5pm (days may vary – call 738-4500 ext. 2126 for current week's schedule)	Room 2A.26 ext. 2126 (2 nd floor, Hope Pavilion)

Residents and families enjoy 3rd annual Hilloula



Many of our Sephardic residents and families recently participated in the Jewish Eldercare Foundation's third annual Hilloula, a fundraising event based on a religious and charitable tradition of making auction bids for ornate candles that help strengthen the soul.

The event, held on a Sunday afternoon in late August, was sponsored most generously by the family of one of our residents, **Mrs. Annette Chriqui Azoulay**.

Rabbi Ronen A. Abitbol, Pastoral Counsellor at the Jewish Eldercare Centre, officiated at the Hilloula.

Photo: Rabbi Abitbol (left) looks on as one of the candles is offered during the 3rd annual Hilloula auction.