



Jewish Eldercare Newsletter

Volunteer Eating Assistance Program receives provincial award

The Jewish Eldercare Centre recently received the provincial **L'Amitié n'a pas d'âge**, an intergenerational award in recognition of its innovative **Eating Assistance Program**. The new program, made available for volunteers, family members and companions, has become a huge success. **All companions are now required to participate in the program.**

The Eating Assistance Training Program has been designed by an interdisciplinary team of the Centre's professional staff, in conjunction with external consultants. The training includes a specially-designed manual, a workshop and interactive sessions.

Volunteers are matched with residents according to language, interests and needs; and are then scheduled for a minimum of one meal a week. The residents enjoy the volunteers' cheerful demeanor. The atmosphere is relaxed, nobody is rushed and smiles abound in the Jewish Eldercare Centre dining rooms.

Recruitment of volunteers is ongoing. For more information please contact: **Lisa Patterson, 514-738-4500 ext. 2330.**

Photo (l to r): Assistant director of nursing and specialized services **Mona Beck**, eating assistance program volunteer **Stanley Kwan** and the Head of milieu de vie services **Rena Halickman** with the award, a print entitled "l'arbre de vie".



C.L.A.S.S. Graduation 2008

C.L.A.S.S. Program participants and family members enjoyed a magnificent graduation ceremony on May 27th. From October through April, the residents had attended lectures and demonstrations on a variety of topics, presented by professionals in their respective fields.

The monthly sessions, which are continuing this Fall, are sponsored by the **Jewish Eldercare Centre Auxiliary** and organized in conjunction with *Milieu de vie services*. Auxiliary members **Shirley Blauer** and **Arlene Adler** chaired the C.L.A.S.S. program.

Phil Ram (far left, top row) was valedictorian at the graduation ceremonies, and guest speaker **Mary Nacawa** spoke about her experiences while living for some time in Afghanistan.



CENTRE-WIDE BAR-B-Q
Wed., August 13, 2008 2:00 - 7:00 pm
Details on page 6

Centre pharmacy stays up-to-date with new medication developments

The Jewish Eldercare Centre is one of the largest long term care centres in Quebec. Therefore, our pharmacy plays a crucial role in the management of all medications used. Every day, stock must be replenished and new medications ordered. Over one hundred prescriptions are filled every day – close to 37,000 every year – by our Pharmacist in charge, **Cornelia Combiescou** and by her group of pharmacy technicians.



The Centre's drug formulary (all the medications the Centre keeps in stock, as approved by our Council of Physicians, Pharmacists and Dentists) is quite vast with almost one hundred

and fifty different medications on our list.

"Occasionally, the medications prescribed by outside physicians are not available," said **Markus Martin, MD,**

the Centre's Director of Professional Services. "We then look for acceptable alternative medications while respecting governmental guidelines. For the welfare of our residents, they must be as effective and should not add any extra side-effects. These are the principles behind our decisions."

"We pride ourselves on being up-to-date," said Dr. Martin. "When new medications are thought advisable to be used here, our pharmacy committee discusses it with our physicians and thus the drug formulary is constantly being updated."

Relation-Centered Care focuses on the needs of the resident

The Jewish Eldercare Centre recently introduced a staff training program that aims to redefine the rules for providing basic care.



Originally developed in France, **Relation-Centered Care** enhances the relationship between staff and residents in long-term care facilities, resulting in a noticeable improvement in nursing care and quality of life.

"The more harmonious the relationship between the residents and caregivers, the more residents are respected and the more job

satisfaction caregivers enjoy," said **Lucie Tremblay,** Interim Director of Nursing and Specialized Services. "Relation-Centered Care is a method of care that is based on the recognition of the needs of each human being and

his capacity to contribute to the improvement or to the maintenance of his life."

The values of the Relation-Centered Care Program include:
■ Humanitude ■ Autonomy ■ Respect ■ Team work ■ Adaptability ■ Safety of the resident and the caregiver.

Humanitude is a philosophy of care that recognizes a set of specific human characteristics, such as intelligence, speech, touch, eye contact, laughter, interest in one's appearance, social skills, perception of finiteness, anguish of death, upright position (a basic feature of autonomy & human dignity), and altruism (taking care of people who are unable to survive on their own).

Staff on the third floor of the Hope Pavilion have completed their training program in Relation-Centered Care, and the program will be extended to the rest of the Centre beginning in September 2008.

New mandate for the Centre: 100% long term care beds

The **Agence des services de santé et services sociaux de Montréal** has reorganized the type of resources available to elderly persons with decreased autonomy. This has modified our mandate by transforming our bed designation.

In the past, we had two different programs of care, described as follows:

- 128 beds were reserved for the elderly requiring between 1.5 to 2.5 hours of care per day (Nursing Home Care)
- 192 beds were reserved for the elderly requiring over 2.5 hours of care per day (Long Term Care)

Under the new mandate, **all 320 beds will be reserved for the elderly with a loss of autonomy requiring over 3 hours of care per day.** This means that we now have only

one waiting list for the Centre and eventually all of our residents will be under the classification of "long term care."

This change will increase the work load and require us to rethink our organisation of care and services. We have already begun an analysis of the level of functioning of all our current residents. Grouping the residents by their the level of functioning will allow us to better serve their needs in many ways: staff will develop expertise in specific areas; staffing assignments will be adapted to resident functioning levels; living environments will be modified to promote greater autonomy, address specific safety issues or offer appropriate types of recreational activities. Additional information will be provided during the Fall of 2008.

Restraint Reduction Program Information Sessions

Information sessions on our Restraint Reduction Program will be available for families, companions and volunteers at the end of the Summer. Head Nurse **Isabelle Labrie** and Occupational Therapist **Hélène Sauvageau** will describe the program, the evaluation process and the support being offered. The results of the program since its inception will also be presented. A question period will follow. Everyone is welcome to attend.

English presentation: August 28, 2008, 2 - 3 pm and 7 - 8 pm – Dalse Room 137 (Kastner Pavilion)

French presentation: August 27, 2008, 2 - 3 pm and 7 - 8 pm – Room 2C-26 (Hope Pavilion)

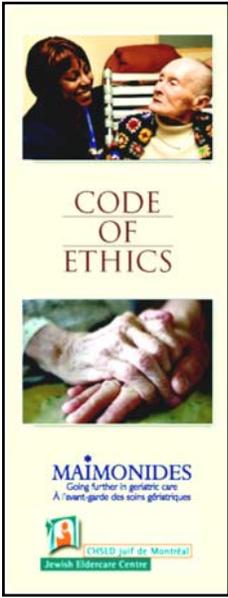
From the Risk Management Committee : SAFETY is our priority

The Risk Management Committee had a very busy first year of activity. First, three fundamental Policies and Procedures were implemented: Risk Management, Reporting an Incident/Accident and Disclosure. Secondly, we trained all staff members on the new form for reporting incidents and accidents and all our managers in the analysis and disclosure processes. These activities needed to be completed by April 1st, 2008, in order to comply with government standards for risk management. Mission accomplished!

We also prepared our local registry of incidents and accidents by April 1st, 2008, where all reported incidents and accidents will be entered and monitored. The data will be compiled and statistics will be analysed by the Risk Management Committee. Quarterly reports will be presented to the Vigilance Committee of the Board of Directors.

During the year 2007-2008, the committee analysed the reported incidents and accidents. Following this process, a number of safety measures were taken: ■ New access and camera systems were installed in both Pavilions ■ High risk areas are now restricted to specific staff members ■ All emergency exits are electronically linked to the security desks ■ Security procedures were reviewed ■ Up-to-date photos of our residents and Day Centre clients are now available electronically and kept on hand by the care teams and security guards ■ Most of the care team members were trained in safe techniques of moving residents.

The committee will continue to monitor all safety issues throughout the coming year. **Don't forget: reporting incidents and accidents is everyone's responsibility.** This is the best way to improve our procedures and make our environment safe for everyone.



The image shows the cover of a pamphlet titled "CODE OF ETHICS". At the top, there is a photograph of a woman and a young child. Below the title, there is another photograph showing hands being held together. At the bottom, the logo for "MAÏMONIDES" is visible, with the tagline "Going further in geriatric care / À l'avant-garde des soins gériatriques". Below the logo, it says "CHSJD juif de Montréal" and "Jewish Eldercare Centre".

A new Code of Ethics pamphlet is now available at Human Resources, in the office of the Executive Director and on our website.

More renovations!

As you may have noticed, the **renovations of the exterior walls** of the Kastner Pavilion have resumed in May. To prevent any unfortunate incidents, when the workers are repairing the section near your room, the windows should be kept closed at all times. Usually, it takes about 3 to 4 days to repair a section. Weather permitting, this project should be completed by the Fall.

We have also started the **renovations of the elevators** of the Kastner Pavilion. This

project affects the availability of elevators and we are sorry for any inconvenience you may experience. We have modified the schedule of the laundry delivery and housekeeping services in order to minimize inconvenience to the residents and their families.

The first phase, which is the renovation of the service elevator, has started in May and should be finished by the end of July. After the construction

workers' vacations, the second phase, the renovation of elevator A will begin. The entire project should be completed by January 2009. We thank you for your patience.

The architects and engineers are finalizing the plans for the **bathing room renovation project** in the Kastner Pavilion. The next step will be a call for tenders. We will keep you posted on future developments.

Recreation

► Purim Celebrations 2008



► Passover Seders: a joyous and emotional experience for residents and families



The Centre's highly successful Passover Seders, held on April 19th and 20th, were attended by more than 300 residents and families. Two Seders were held in each pavilion, with services led by **Haim Sherrf** and twin brothers **Benjamin and Meyer Bressler**.

We extend our sincere thanks to the large group of very dedicated volunteers who provided invaluable help at the Seders. During the joyous and emotional

festivities, a traditional Passover meal was served, on tables adorned by attractive flowers and decorations. Flowers were also placed in the dining room on each unit for added holiday flavour.

Passover synagogue services were offered in the Dalse synagogue, on the first two days and last two days of Passover, conducted by Haim Sherrf.

► Easter luncheon



Easter was celebrated at a special holiday luncheon for twelve of our non-Jewish residents.

► Mother's Day/Father's Day Programs

In honour of Mother's Day and Father's Day, family concerts took place on May 11th & June 15th in the Hope Pavilion, and musical programs took place on every unit in the Kastner Pavilion.

In addition, all ladies received a flower and all gentlemen received a small gift in both pavilions.

► Summer programs now in full swing

Bar-B-Q programming is already underway, and summer outings will begin in July. These activities are being organized by **Tara Tower**, our summer activities coordinator, who has returned for her third season.

For further information, call Tara Tower at 514 738-4500 ext. 2312.

► Summer Carnival

A summer carnival was held on July 2nd in both pavilions. Residents enjoyed games and various activities.

► Missive students returning

Our Missive students have joined us again this summer, for a period of eight weeks, to assist with programs and activities for the residents in all areas of the Centre. The Missives are CEGEP and university students who are seeking a career in healthcare, and their time with us serves as an important part of their training. We are most grateful for their assistance.

► CSUQ provides ongoing support

The **Communauté Sépharade Unifiée du Québec (CSUQ)** continues to provide monthly specialised Sephardic programs, as well as Centre-wide activities, including music programs, special Chanukah celebrations and a widely-attended summer celebration held in mid-July. We extend our most heartfelt gratitude to the CSUQ for their ongoing support.

Chaplaincy

► Memorial Service paid tribute to residents who have left us

A very dignified Memorial Service was held in the Hope Pavilion on April 9th, in memory of the Centre's residents who passed away during the last year. The well-attended event was conducted by **Rabbi Michael Wolff, Rabbi Ronen A. Abitbol** and **Cantor Moshe Shur**.

The rabbis read the D'var Torah, several staff presented personal memorial tributes, and all the names of the departed were read to the staff, residents and family members who attended. A reception followed the service.

► Ongoing services and programs

☆ Oneg Shabbat Program

Conducted by Rabbi Ronen A. Abitbol
Friday, 2 pm Dalse Room (Kastner Pavilion)
and 3rd Floor Dining Room (Hope Pavilion)

☆ **Kabbalat Shabbat** with Haim Sherrf
Held every Friday, 6 pm Synagogue - Dalse Room

☆ **Shabbat Shachris** with Haim Sherrf
Sat., 10 am - 12 pm Synagogue - Dalse Room

☆ **Shabbat Mincha**
Includes discussion of the Torah portion of the week, with **Leonard Pleet**.
Sat., 2:30 - 3:30 pm Synagogue - Dalse Room

☆ **Mincha weekday afternoon services**
Conducted by Rabbi Michael Wolff
Tues. & Thurs., 1:00 pm Synagogue - Hope Pavilion (2nd floor)

☆ **Weekly Torah Study Group**
Conducted by Rabbi Michael Wolff
Tues., 11:00 am - 5th Floor Dining Room (Kastner Pavilion)

☆ **Monthly Healing Service**
Conducted by Peggy Pardo and Rabbi Michael Wolff
The last Thursday of each month at 10:30 am
4th Floor Dining Room (Kastner Pavilion)

For information on chaplaincy services:
Rabbi Michael Wolff or **Rabbi Ronen A. Abitbol**,
738-4500 ext. 2323.

Please refer to the monthly activity schedule for times and locations of these and other programs, and check the bulletin boards for last minute changes.

VOLUNTEERS needed for Shabbat Services and summer programs

With the increased volume of activities planned each summer, **additional volunteers and family members are required** for one-on-one coverage during summer outings. Enjoy the great outdoors while providing much appreciated help for our residents.



Many residents like to attend Shabbat Services, and **you can help**, by bringing residents from their rooms to the Synagogue and back again, assist during services and perform other necessary tasks.

Please contact: **Lisa Patterson, 514-738-4500, ext. 2330.**



Volunteer Miki Tanaka helping out at Bingo.



HOLD THE DATE! CENTRE-WIDE

BAR-B-Q

**Wed., August 13, 2008
2:00 - 7:00 pm**

**Residents ❖ Families ❖ Staff
Companions ❖ Volunteers**

**EVERYONE IS INVITED
TO THE LARGEST EVENT OF THE SUMMER!**

❖ **BBQ** hamburgers, hot dogs & chicken, with all the trimmings

❖ **MUSIC** and an **inflatable children's amusement area** by **KLODA PRODUCTIONS**

❖ **Face painting** and **clowns** for the kids

Welcome to our new staff! Joining us between April 1, 2007 to March 31, 2008

NURSING Sunita Babbar-Sehdev ■ Diane Berube ■ Kastori Bhowmik Dhar ■ Jannette Bront Ferguson
■ Maria Brown ■ Rohan K. Browne ■ Leonora Campbell ■ Carl-Henry Chaudry ■ Maryse Chereus
■ Marie Fritza Cherry ■ Jamila Dghal ■ Mary Donkor ■ Meetrambada Gajadhar ■ Savita Harihar
■ Hendley James ■ Nesrine Kraiem ■ Rose-Marie Lafontant ■ Dorothy Lee ■ Nicole Lidwyn Madeleine
■ Robert Narcis Malkocs ■ Grace Oliver Mascarinas ■ Gladys Michaud Themene ■ Asafa Faryal Nasir
■ Gregory O'neil ■ Jean-Mario Parent ■ Ketty Philippe ■ Premala Sivanathan ■ Sebastian Sperlea
■ Mekedes Tafsse ■ Henrietta Tobias ■ Marie-Solange Toussaint ■ Margarett Vertus

DIETICIAN - NUTRITIONIST Palma Lento ■ Amy Nei ■ Ilana Tock

FOOD SERVICES Adam Cader ■ Stephane E. Cohen ■ Bronwyn J. Jones ■ David Shaulov

■ Maxim Smirnov ■ Daniel Yeboah **SOCIAL SERVICES** Helen Baum Zajdel ■ Louise Linetsky Solloway

MILIEU DE VIE SERVICES Darlene Burke ■ Giuseppina Di Benedetto ■ Tara Tower

PHARMACY Cornelia Combiescu **TECHNICAL SERVICES** Domenico Fuizzotto

ADMINISTRATIVE SERVICES Ginette Guitard ■ Karina Kwong ■ Catherine Morel ■ Karine Trottier

LAUNDRY SERVICES John Toshiro Cormier-Neuhof

Auxiliary News

At the Auxiliary's annual meeting and luncheon in May, **Lois Tafler** (left) was installed as the new president of the Auxiliary. She is seen here with immediate past president **Rinky Stuehler**.



■ The **Jewish Eldercare Centre Auxiliary** hosted its second **Summer in the City** fashion show in April at Ogilvy's

Tudor Hall. A group of models presented beautiful fashions by European designers, and a dessert reception followed the show. This event was chaired by **Jackie Silver** and **Judy Tepper**.

■ On June 8th, the Auxiliary presented the **Shimmy Shakers**, a singing band for children ages 2-8, at Congregation Beth-El.

■ **Dr. Robert Levine** will be honoured at the Auxiliary's Fall Gala on Sunday, October 26, 2008 at Congregation Beth-El. Comedian **Mal Z. Lawrence** will provide entertainment, and guests will also enjoy cocktails, dinner, a silent auction and valet parking. The Gala is the Auxiliary's largest fundraising event of the year, chaired this year by **Elsa Kotler** and **Ruth Shustack**. For tickets or further information, please call 738-4500 ext. 8108.

Foundation launches major fundraising campaign

The **Jewish Hospital of Hope Eldercare Foundation** has launched the first part of a major fundraising campaign, to support the purchase of specialized chairs and lifts that will change the lives of our residents. The campaign has a very specific goal: to acquire state-of-the-art equipment that promote restraint-free living, giving the residents more freedom, more comfort and more dignity.

"Imagine sitting all day in the same uncomfortable position, unable to get up," said **Lucie Tremblay**, Interim Director of Nursing and Specialised Services. "This is all too often the experience of our residents but it doesn't have to be. By using special

rocking chairs and adjustable wheelchairs our residents can switch into more comfortable positions. The underlying benefit is that they still have choice and the ability to live with dignity."

The Centre needs **9 specialized lifts (standing and raising aids)** to make everyday transfers such as getting in and out of bed, easier, more comfortable, safer and more dignified. **Each lift costs \$6,000.**

The addition of **100 adjustable wheelchairs** will offer our residents ultimate comfort and mobility, making it much easier to move around the Centre. The lightweight, specially-designed chairs can be adjusted to many angles,

and are adaptable to specific needs. **Each wheelchair costs between \$1,000 and \$5,000.**

The Centre also needs **200 secure rocking chairs**, designed for safety, comfort and an increase in autonomy. An auto-lock mechanism makes it safer to get in and out of the chair, providing the resident with more independence and a worry-free, soothing way to relax. **Each secure rocking chair costs \$1,000.**

For further information about the campaign, or **to make a donation** toward life-changing equipment, **please call 514-738-4500, ext. 2125 or 2124.**