



Summer 2012

# JEC News



PLANETREE

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CHSLD juif de Montréal

Jewish Eldercare Centre

## PLANETREE

For the second year at Jewish Eldercare Centre, a call for nominations went out for the JEC Spirit of Planetree Awards. These awards were created to promote resident-centered care by publicly recognizing individuals who personalize and demystify the health care experience. Candidates are nominated by members of the Jewish Eldercare community, who must complete a nomination form stating their reasons for nominating the person for the award. Anonymous nominations are not accepted.

The **Caregiver of the Year** is awarded to a staff member in any Department of Jewish Eldercare and who demonstrates a deep commitment to Jewish Eldercare and serves as a role model for other employees.

The **Physician Champion Award** recognizes a doctor who helps promote the Planetree model of patient-centered care and who, through their actions becomes a role model for other medical staff members.

Congratulations to the 2012 winners of the Jewish Eldercare Centre Spirit of Planetree Awards:



### Caregiver of the Year

Melanie Gauthier, Nurse 4C



### Physician of the Year

Dr. Mark Karanofsky



## GREATT Program Finalist in the AQESSS Awards

The purpose of the AQESSS (Association Québécois des établissements santé et des services sociaux) awards is to recognize and acknowledge innovation, excellence and the actions of establishments and people in the health services network.

The GREATT program, or Guidelines to Reduce Emergency Admissions Transfers Toolbox, was created to enable staff to better detect, assess and communicate a resident's condition with the goal of avoiding, whenever possible, the need for transfer to the emergency room. This resulted in a **33 % reduction in transfers to the JGH ER** and along with a corresponding **decrease in the number of patient-days (once admitted to the JGH) of between 64%-76%**.

## PHARMACY ROBOT

On May 17th, the Jewish Eldercare Centre received a special delivery. The Centre took possession of its very own pharmacy robot. The pharmacy robot automates much of the work the pharmacy staff did manually to organize the medication required daily, often multiple times daily, for each individual JEC resident.



With four days of training, hard work and determination, the unit became operational on May 25th. In the past, when everything was done manually, each week the JEC pharmacy staff would provide 2 floors with the resident's medication for a month. Now, every week, the robot allows them to provide the entire Centre with one week's worth of medication for each individual, organized by time of day for administration.

There are many checks and safeguards to ensure that every resident received the correct medication. Each medication's lot number is entered in the system; every canister containing medication has a unique code and only fits into its own custom spot in the machine. Each clear envelope of medication is imprinted with the resident's name, the name of each medication and its description. The staff shadows each other at every step in the process: locating and identifying the medication, loading the tablets into the robot, and verifying each packet that comes out.

"There is still work to do in terms of organizing our work space," said Cornelia Combiescou, Pharmacist, "But we have developed all of the processes and procedures and put them in place. The major benefit of the pharmacy robot is that it is easier and more efficient for the nurses to give medication. All of the resident's medication, for each time of day it is administered, comes in the same bag. Nurses don't have to open multiple vials and organize pills."

The JEC pharmacy robot has a name. The machine has been fondly named "Harold" in honour of Harold Lackman, who was the Centre's Pharmacist for over 30 years and still stops by regularly. "Harold has been such a big part of the pharmacy, we wanted to acknowledge that and have a reminder of him with us every day."



## ONGOING EDUCATIONAL INITIATIVES AT JEWISH ELDERCARE

Since March 2011, in partnership with John Abbott College and in collaboration with the *Ordre des infirmiers et des infirmières du Québec*, Jewish Eldercare Centre has been helping prepare nurses educated outside of Canada for a career in Quebec. Classes and clinical experience take place at the Centre and laboratory sessions are held at the Abbott campus. To date, three cohorts of nurses have graduated from the program.

Jewish Eldercare Centre and John Abbott College are pleased to announce a new program to help fulfill the need for much needed nursing resources. As of January, 2013, a program to provide LPNs (Licenced Nursing Practitioners) with the training to become RNs (Registered Nurses) will get underway.



## PROFILE ON THE NEW OMBUDSMAN



Jewish Eldercare Centre is thrilled to welcome Heather Michelin as its new Ombudsman. Ms. Michelin comes to us with 10 years of experience as an immigration lawyer in a small firm. Her background in law gives her the ability to listen to two sides of a story with an open mind and to investigate the facts fully. “We are confident that Heather will do a spectacular job of advocating on behalf of our residents and families. Her thorough investigative skills are a great asset,” says outgoing Ombudsman Amy Fish who is taking on a new role as Director of Quality and Operations at JEC. Heather believes that maintaining confidentiality is one of the most important aspects in her new position. “People have to believe that they can come forward with their complaints and concerns and you will investigate without putting them in a difficult position,” she says.

### ROOM CAPACITY RESTRICTIONS – SUNDAY CONCERTS

Sunday concerts at Jewish Eldercare Centre are a popular activity for our residents and their families. Unfortunately, space in the activity rooms is limited and for reasons of safety, we may occasionally have to turn people away. Please help us by being understanding and supportive of JEC staff when they are forced to make difficult decisions in order to ensure the safety of our residents.

### HAVE MOVIES OR SERIES ON DVD THAT YOU NO LONGER WATCH?

Running out of space and don't know what to do with them? Donate them to the Jewish Eldercare Centre. We'd love to have your pre-watched movies and TV series on DVD to entertain our residents during “Movie Night.”

## FOOD FOR THOUGHT: Kitchen Tidbits

### Did you know?

- Thickened juices are as hydrating as regular juices.
- For residents requiring special textured food – each meal component - meat, vegetables and starch - is pureed or texturized separately so that potatoes taste like potatoes, chicken tastes like chicken and green beans taste like green beans. Pureed French toast is even on the menu.
- Any food that is not consumed is thrown out. It is never reheated, recycled, or served as leftovers.



## FOCUS ON SAFETY

“The most fundamental, the most important, first and basic consideration at all times is the safety of our residents,” says Diana Schweitzer, former Director of Quality Assurance and Operations. The three most important dangers present for residents at the Jewish Eldercare Centre are those associated with wandering, fire (electrical) and dysphagia.

This issue, the focus will be on the danger of fire and why small electrical appliances are banned at Jewish Eldercare Centre. Fire presents a serious danger to residents and potentially endangers the life of every person in the buildings, including staff, family, volunteers and visitors.

About 8% of fires in Canada are due to faulty electrical heating equipment, including appliances or as a result of this equipment being left unattended (source: Annual Report 2002, Fire Losses in Canada (2007) Council of Canadian Fire Marshalls and Fire Commissioners). While the resident may actually be in the room while the appliance is in use, a large number of our residents are not capable of monitoring the appliance, leaving them particularly susceptible to danger.

Recently, a piece of pizza in a concealed toaster burned while the resident was in their room, creating an emergency situation. No damage was done, however it brings home once more the potential for disaster represented by the use of heat-generating appliances in residents' rooms.

This is why the following items are banned from use in residents' rooms at Jewish Eldercare Centre.

- Heating pads
- Electric blankets
- Kettles
- Hot plates
- Irons
- Toasters
- Portable heaters

If any appliance is found, it will be removed to the care of the head nurse.



## Schedule of High Holiday Services

### Rosh Hashana

Sunday, September 16<sup>th</sup>: 6:45 - 8:00 pm

Monday, September 17<sup>th</sup>: 9:30 am - 1:00 pm, 6:45 - 7:45 pm

Tuesday, September 18<sup>th</sup>: 9:30 am - 1:00 pm, 6:45 - 7:45 pm

### Yom Kippur

Tuesday September 25<sup>th</sup>:

Fast Starts 6:29 pm

Kol Nidre - 6:30 -8:30 pm

Wednesday, September 26<sup>th</sup>:

Shachris - 9:00 am - 2:00 pm

Yiskor - 12 noon

Mincha/Neila - 4:45 - 7:30 pm

Fast ends - 7:27 pm

Please check the electronic boards in case of any change to this schedule.



## JEC ACTIVITIES AND EVENTS



- **PASSOVER SEDERS**
- Families and friends gather
- to celebrate Passover at
- Jewish Eldercare Centre with a
- traditional Seder meal.



- **CASINO**
- The resident high rollers were
- checking out the odds at the annual
- JEC Casino, where they played the
- tables with enthusiasm.



- **LILI JAKIN AT HABS GAME**
- At 108, Lili Jakin's dream of cheering on her beloved Habs at
- the Bell Centre was fulfilled in January thanks to
- Dr. Karanofsky and the Care Team. The Canadians won the
- game. This season, Les Canadiens will be missing a fan; Lili
- passed away on July 21st.



**RICHTER OUTING TO BIODOME**

The first outing of the summer took place on June 6th and was hosted by RSM Richter Chamberland as part of their annual Community Day where 600 employees participate in volunteer activities with 30 organizations in Montreal.

**ART LINKS LIVES VERNISSAGE**

The Jewish Eldercare Centre and Lester B. Pearson School Board partnered together again this year for ALL. Art Links Lives is a unique intergenerational and intercultural art program where twelve residents from JEC are paired with students from Pierrefonds Comprehensive High School. Over the course of the school year, the students and residents form relationships through correspondence and visits. The resulting art produced by the students is inspired by the stories shared the JEC residents have shared with them.



**CENTRE-WIDE BBQ 2012**

The Jewish Eldercare Centre's annual BBQ on July 18th, provided enjoyment for kids of all ages.





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- **ALL AWARD**
- Jewish Eldercare Centre was awarded the
- Annette W. & Hebert H. Lichterman Outstanding
- Programming Award for the Art Links Lives
- (ALL) Program at the annual Partners in Senior
- Life Conference, on May 30, 2012, Partners
- in Senior Life (formerly known as AJHSA)
- presented the award at their 37th annual
- conference held in West Hartford, Connecticut.

**PHOTO:** Lynne Wolf, Past President, Partners in Senior Life; Rena Halickman, Director of Volunteers, Recreation and Pastoral Services at the Jewish Eldercare Centre; Caroline Roy, Professional Coordinator of Recreation Jewish Eldercare Centre; Arlene Adler, President Jewish Eldercare Centre Auxiliary; Sandy Sitcoff, Founding President Jewish Eldercare Centre Auxiliary

## AWARDS, PUBLICATIONS, PRESENTATIONS AND RECOGNITION

**Lisa Patterson** was a panel member at a Concordia University discussion on “Careers with the Elderly” hosted by the Counseling and Development Department on March 20, 2012.

After Jewish Eldercare’s very successful Accreditation with Exemplary Standing, **Lucie Tremblay** participated in a webinar for Accreditation Canada - Mener à bien le processus Qmentum, March 28, 2012.

Held at Centre hospitalier universitaire de Sherbrooke under the auspices of **LEADS** (Lead self, Engage others, Achieve results, Develop coalitions, System transformation), **Lucie Tremblay** presented “Diriger dans un milieu de soins” on the 3rd of April.

On April 27th, the l’association québécoise des infirmières et infirmiers en gérontologie (AQIG), 2012 conference themed « Soigner dans la complexité : Les maladies chroniques et leurs défis » in Montréal, **Lucie Tremblay’s** presentation was entitled « Composer avec plusieurs maladies chroniques, une situation complexe ».

**Lucie Tremblay** attended the Médecine humaniste et technologie : défis du 21e siècle - Colloque international interprofessionnel en santé (SIDIEF) which took place in Geneva on May 23, Switzerland and presented « Transformer les soins aux personnes âgées vivant en hébergement » .

**Linda August and Lucie Tremblay** presented “Transforming the Process of Admission To Long-Term Care” at the Leading the best : new ideas, new thinking - National Health Leadership Conference (CCHL) which took place at the Marriott Halifax Harbourfront, Halifax, NS on June 4, 2012.



## HOLD THE DATE!

Jewish Eldercare Centre Auxiliary Activities

The Annual Gala is to be held on Sunday, October 21, 2012, at the Shaare Zion Congregation. Natalie & Adrian Bercovici of Generations Foundation are the guests of honour. Entertainment for the evening will be award-winning impressionist Tracey Bell. For information or tickets please call 738 - 4500 - ext. 8108.

## SHARING SUCCESSES

Mr. A came to live at the Jewish Eldercare Centre in 2004. For the first year, Mr. A returned home regularly and enjoyed many of the Centre's outings. For the last two years, Mr. A has been unable to leave the Centre, partly due to his care needs but also because his custom wheelchair is larger than standard cannot be accommodated by adapted transport.

Early this year, the family advised JEC staff that Mr. A's grandson was to celebrate his Bar Mitzvah. The Care Team agreed - Mrs. A says "insisted" that Mr. A be in attendance. Arrangements were made. A special wheelchair was ordered and a representative of the adapted transport company came to measure the new chair to ensure it could be accommodated.

Mr. A was prepared by staff and transported to the Bar Mitzvah in the special wheelchair where he greeted friends and family, some of whom he had not seen for many years. "The highlight was the Candle Lighting Ceremony," recounted Mrs. A. "When Mr. A was wheeled forward, everyone stood up and applauded."

## FOUNDATION NEWS

The First Annual Jewish Eldercare Centre Hockey Tournament took place on May 6th, 2012, at LCC. Six teams comprised of 69 recreational hockey players aged 25 to 50 raised more than \$ 50,000 for the Centre.

The winning team, Team Steinmetz, was awarded the Stanley Hyman Memorial Cup, named in honour of the late Stanley Hyman, businessman and Jewish Hospital of Hope Eldercare Foundation Honorary President who originally suggested the idea of a hockey fundraiser. The winning team was also awarded a box at the Bell Centre for a Fall Habs game. Team Richardson GMP, the top fundraising team, raised more than \$ 15,000.

Of course the big winner was the Jewish Eldercare Centre. Funds raised will be help refurbish 160 residents' rooms in order to improve safety, comfort and quality of life for our residents.



## WANT TO RECEIVE THE JEC NEWSLETTER BY E-MAIL?

Take a minute to send your e-mail address to [donna.steinberg.chsldjuif@ssss.gouv.qc.ca](mailto:donna.steinberg.chsldjuif@ssss.gouv.qc.ca). Please write "JEC Newsletter" in the subject line of your e-mail.



## WHAT DO YOU THINK?

Do you have questions or comments?

Drop us an e-mail at

[commentaires.comments.chsldjuif@ssss.gouv.qc.ca](mailto:commentaires.comments.chsldjuif@ssss.gouv.qc.ca)