

***A Newsletter for the
Families of Louis Brier
Residents
from the Resident Care Team***

Summary Edition

February 2005

The Resident Care Team

The Resident Care Team is made up of all the care staff providing resident care in the Louis Brier and the Weinberg Residence. The leaders of the care team meet regularly to discuss key challenges to providing care and strategies to better meet the residents' needs. Here are names and numbers of the care team leaders:

Executive Leader of Resident

Care Services: Dr. Judy
Globerman (ext. 247)

Medical Director: Dr. Reva Adler

Nursing Leader: Krista Hunt
(ext. 236)

**Clinical Nurse Specialist and
Educator:** Annette Garm (ext.
264)

**Social Worker Intermediate
Care:** Debbie Litvack (ext. 231)

Social Worker Extended Care:
Louise Stern (ext.237)

**Leader of Rehabilitation
Services:** Jane Ellis (ext. 235)

**Leader of Culture, Recreation
and Music Therapy:** Patricia
Lipovetsky (ext. 232)

Coordinator of Volunteers: Nomi
Fenson

**Leader of the Weinberg
Residence:** Vanessa Trestler
(ext. 653)

***Moving from the Main Floor,
Intermediate Care to the Second
Floor, Extended Care in the
Louis Brier***

The Louis Brier has two floors. The main floor, or Intermediate Care is for people who receive 24 hour Nursing Care in a homelike setting. Nursing Care is complemented by a full range of services provided by a skilled interdisciplinary team, including Therapeutic Recreation (including Music Therapy), Rehabilitation support, Dietary plans specific to resident needs, and Social Work support.

Residents on Intermediate Care have to be able to transfer with supervision and feed themselves in order eat in the main floor dining room. We also have fewer care staff on the main floor than we do on the second floor because of the difference in residents' care needs. On the second floor, in the Extended Care Unit, residents are more dependent due to limited mobility and require up to total assistance with their Activities of Daily Living. Programs and services are similar to those offered on IC and are also resident focused. Rehabilitation Services emphasize strength maintenance and comfort in seating and assistive devices. The second floor has its own activity room and many programs such as a breakfast club, lunch club, computer education, music therapy, bingo, baking, exercise classes, Oneg Shabbat with our resident Rabbi Birnbaum, concerts, and crafts. The move from the Intermediate Care floor which includes the Special Care Unit to the Extended Care Unit is generally smooth and problem free. Debbie Litvack, our Intermediate Care Social Worker meets with the resident as their

condition begins to change and introduces them to the second floor. The Extended Care Social Worker, Louise Stern, then meets with the resident and family. The family is encouraged by Debbie from the date of admission to take their relative upstairs for programs, to sit on the deck and to become comfortable with all the units. We are very proud that we can offer multi-level care as many facilities haven't this option and residents must move away if their condition changes. If you have any questions about the move to Extended Care, please see Debbie or call her at extension 231.

Nursing Communication with Families

When a resident is admitted to Louis Brier the resident and the family receive, from Debbie Litvack or Louise Stern, the Social Workers, a list with phone numbers of the staff persons caring for the residents. If families have any questions about a resident, they are encouraged to call the Nursing Station of their relative's unit to talk to the nurse. The nurse will call the family if the resident's condition changes; but for routine updates, please feel free to call the nurse at any time.

Fire Drills

When the fire alarm goes off all the staff have their respective responsibilities. All fire doors in the facility will automatically close. Residents and family members are asked to stay where they are, not to move around the facility, not to use the elevators, and not to open the fire doors until the "all clear" has been announced. If there is a need to evacuate residents and visitors, the care

staff will tell families and residents what to do.

Doctors and LBHH

Dr. Reva Adler is our Medical Coordinator and is responsible for insuring that the family physicians who treat our residents have the right credentials and privileges. She is responsible for all policies regarding medical care and infection control. We currently have about 70 family doctors providing care to our residents. If a resident needs a new family doctor the Social Workers can suggest whom to contact.

Transfers to Hospital

Residents are asked by their family physician on admission and every year at their annual review to complete a form telling the care staff what their desires are regarding intervention should the resident's condition deteriorate. We provide the resident and family with a pamphlet about health care directives titled "*The Goals of Your Health Care*" which the Social Workers give all residents and families at admission and which explains levels of intervention and action required of the care staff should a resident's condition change. Copies are also available at the Reception Desk. When something happens that is out of the ordinary such as a fall, the nurse assesses the situation and if necessary, based on her assessment, calls the family doctor. If appropriate, the doctor calls the family and then determines if it is in the resident's interest to send him/her to hospital. Each situation requires discussion with the family and resident to determine the care staff's actions. Some times the information on the signed Level of Intervention form dictates the care staff's obligation to send someone

to hospital (e.g. Level 3 or Level 4).

If the resident requires palliative care for a terminal condition we can provide this palliation and therapeutic care at the Louis Brier if that is what the resident and family want. Our care staff is trained to provide palliative care and we have a special palliative care room on the second floor.

Windows in Residents' Rooms

The “envelope project” to correct our leaky condo syndrome was completed in August 2004. This resulted in a change in our windows. The new windows are the ones that the building code allows and in order to keep our insurance and warranty we cannot fiddle with them. This is the new code that was not in effect when the previous windows were installed. We have air conditioners for rent and encourage families to bring in fans for residents' rooms for the summer months.

Casual Staff

Whenever a regular staff member goes on holidays or calls in sick, we call, by seniority, a casual staff member to fill in. All casual staff members are given an orientation to the Louis Brier when they are hired. When they accept a shift with us they might not have been oriented to that particular unit and so the regular staff is expected to help the casual on the unit. We cannot “pick” or “select” casuals to work on specific units because of the union contract.

Multi-level Care in the Weinberg

The 20 bed Weinberg MLC Unit is privately funded; it does not receive any subsidy from the government and residents must be

Jewish. The private rooms rent for \$5400 a month and residents receive all levels of care. The MLC rooms are available for: seniors who are from out of province and do not yet qualify for Louis Brier; respite care to provide family caregivers with vacation relief; visiting elderly from out of town who need some care; palliative care; and elderly Jewish people who prefer a single room or an environment different from the Louis Brier. We are fortunate that the Jewish residents in BC now have a choice of accommodation.

ACCREDITATION: What's it all about?

LBHH has been an “accredited” organization for about 20 years. This means that our policies and practices are reviewed every three years by surveyors from the Canadian Council on Health Services Accreditation to assess how well we're doing according to Canadian standards. Currently, our working teams are completing self-assessments in preparation for the next survey in October 2005. These teams are: Leadership; Resident/Family Care; Human Resources; Environment; and Information.

Being “accredited” assures our residents and families, physicians and staff that we meet nationally-recognized standards for care and services; encourages us to look at our own policies, processes and performance indicators; provides evidence of our commitment to continuous quality improvement; and reflects our profile within Vancouver Coastal Health as a facility that provides the highest quality of care and services.

Carrying Money Around

It is recommended that residents carry no more than \$20 in cash on them at any time and not carry credit cards. We also recommend that residents not keep valuable objects in their rooms. All services offered at Louis Brier, including podiatry, the hair salon, and items purchased in the gift shop can be charged to the resident's Comfort Fund. Similarly residents participating in outings can make payments through their comfort fund. Comfort Funds are set up in the Business Office. Families wishing to give the residents money should consider setting up a Comfort Fund and making regular deposits to their relative's fund. Staff will be pleased to direct the resident to the Business Office to withdraw small amounts of cash as required. This is meant to reduce loss of cash and still affords residents the opportunity to be independent in managing their money, making decisions, and making small purchases. Residents choosing to carry large sums of cash may be at risk of misplacing it, particularly residents with dementia for whom judgment and ability to manage finances are impaired.

Gifts to Staff from Residents

Staff members are not allowed to receive and keep gifts they receive from residents or families. The residents of the Louis Brier and the Weinberg collect money to purchase gifts for all the staff which they distribute at an annual Staff Appreciation Event, in December each year. In this way all staff members are appreciated including those who work so hard behind the scenes to make the Home so special. Families and residents are asked not to give staff personal gifts or money in appreciation of the care they

receive. It puts the staff in a very compromising position if they are given presents or money. Cards, chocolates, nuts, or candies are much appreciated at the nursing stations, but please, no personal gifts.

Plants around the Louis Brier

We are looking for donations of plants for the common spaces in the Louis Brier and in the Special Care Unit. Non-toxic plants are the only ones we can accept and the following indoor plants are safe and we would be happy to receive donations:

African Violet, Aloe,
Asparagus Fern, Azalea,
Begonia, Boston Fern, Chinese
Evergreen, Croton, Dracaena,
Easter Peace Lily, English Ivy,
Fig Tree or Weeping Fig,
Fuchsia, Gloxinia, Hoya,
Impatiens, Jade Plant,
Lipstick Plant, Snake Plant,
Spider Plant, Umbrella Tree,
Wandering Jew, Yucca Plant.

Dog Policy

We have instituted a Dog Policy so that we are respectful of the residents' wishes, fears, and safety. This policy asks all families to keep their dogs on leashes while at the Louis Brier and to remove their pets if they cause a stir, make a mess, or bark and frighten residents.

Admissions Policies – Priority Access System

Admissions to long-term care facilities are managed by the Vancouver Coastal Health Priority Access Team. The way admissions work now is that only people who are high priority for needing a residential care home bed are considered for the "wait

list” which is held by the Priority Access Team (not by the Louis Brier). To qualify for this “wait list” a person has to need placement in a residential care facility within 3 months. The people who are considered ‘priority for placement’ under this system must accept the first bed that they are offered even if it is not their first choice. Once placed in a residential facility this person can request and wait for a transfer to Louis Brier. If a person needing a residential care home bed wants to be in a Jewish environment, they can ask to be placed in the Multi-level Care Unit of the Weinberg Residence and wait there for transfer to Louis Brier, rather than accept the first bed that becomes available at a facility not of their choice.

Falls Prevention Task Force

A falls prevention task force composed of Rehabilitation and Nursing Staff is working to determine how we can prevent falls or reduce the incidence of serious injury among residents who fall. We have become a “no restraint” facility. Research has shown that restraints do not prevent residents from falling. In fact, restraints can result in the resident sustaining a more serious injury if they fall. Restraints may also negatively affect a resident's dignity. We will keep you informed of the group's progress and plans as they develop. If you have any questions about restraints, please call our Physiotherapist Jane Ellis at (604) 261-9376 ext. 235 or our Clinical Nurse Specialist, Annette Garm at ext. 264.

Cheapest meals in town!

As you know residents' relatives may purchase tickets to dine at the Louis Brier. Dairy meals are \$7.50; Meat meals cost \$10; and

Friday Shabbat meals cost \$12.00. Tickets are available at Reception.

Hair Salons:

We have two hair salons for residents of the Louis Brier and the Weinberg. Nurjehan (Nur) Jamal is the Hairdresser at the Louis Brier and her salon is on the second floor. This resident-only salon is open Monday to Friday. The Weinberg Hair Salon has opened with Sonia Solntsev as the Hairdresser. Jocelyn Chung also provides salon services in the Weinberg Salon on Sundays. The price list of both salons is now posted on the salon doors.

Renting for Private Parties...

The private kosher Dining Room and Activity Room in the Weinberg Residence is available for private functions. For information about costs, please contact Sharon Parker at ext. 257.

Wheelchair Maintenance Fees

Louis Brier provides many residents with wheelchairs that have been acquired through fund raising and through generous equipment donations. As with all equipment that gets wear and tear, wheelchairs and tilt-recline chairs need regular maintenance. Residents with loaned equipment are asked to pay a nominal fee of \$10.00 a month to cover the cost of annual chair maintenance and repairs. Residents who own their own equipment already pay for their maintenance and repairs.

Escorts to Appointments

Louis Brier has offered residents volunteer escorts to health care appointments when they haven't any family member to accompany them. Some residents request that we not contact their family

members and instead request that we find them a volunteer escort. We haven't a large cadre of volunteers available to take residents to appointments. Volunteers are not allowed to drive residents and so must go and return with Handidart. Generally this is a 3 to 4 hour proposition. Some residents cancel their appointments if we cannot secure the particular volunteer they want. Unfortunately when this happens we have calls from physicians, labs, and Handidart saying this is a problem for them because of the impact on their services. We have discussed this with the residents at their Resident Council Meeting and as a result the Escort Policy now reads:

Residents are expected to contact their family members to escort them to appointments. We encourage residents to have their relatives make their appointments so that these appointments fit with their relatives' schedules. The nursing staff will contact residents' families to escort residents. If a relative and a volunteer are not available to escort a resident to an appointment we will organize a companion to escort the resident (if required) and charge the resident or the resident's comfort fund (\$10/hr). A resident is entitled to one attempt to find a volunteer and the staff will not reschedule appointments if a volunteer is not available - a paid

companion will be found instead.

Please discuss this policy with your family.

Annual Interdisciplinary Care Conferences

Families are invited to attend residents' Interdisciplinary Annual Review Care Conferences. Because we have 217 residents at the Louis Brier, we schedule these conferences well in advance and it is very difficult to change the dates. Intermediate Care Residents' Conferences are always held on Wednesday afternoons between 1:15 and 2:30; Extended Care Conferences are held on Tuesday afternoons between 1:15 and 2:30. Families will receive invitations in the mail from the social workers. These meetings are an opportunity for the interdisciplinary team to review residents' care plans and are required for licensing. We do, however, regularly meet as interdisciplinary teams to discuss each resident. If you have any concerns about your relative's care, please contact us immediately rather than waiting for their Annual Review.

Volunteering at the Louis Brier Home and Hospital

There are many ways people can volunteer at the LBHH. If you are physically able we can always use you to help us transport residents to programs, move furniture around and set up tables and chairs for concerts and special events. If you play cards or board games we would love to have you meet our residents who are looking for people to play with. If you like walking, we have many residents who would love to get outside for a walk. We have opportunities for computer

whizzes out there – many of our residents need one-on-one assistance and help doing emails and searching the web. If you'd like to assist with programs, opportunities exist for assisting with baking, arts and crafts, lunch club, music, bingo, and special events. Many of our residents without children or grandchildren in town need someone to accompany them on medical appointments. Some, with vision impairments need someone to read the paper or books to them. If you're great with the computer and like doing clerical work we can use your help in preparing our Resident Newsletter or our Activities Calendars. Volunteering here is really rewarding. If you'd like more information please call Nomi Fenson at (604) 261-9376 ext. 289 or email Nomi at nfenson@louisbrier.com.

Pixalere Camera Project

In collaboration with Vancouver Coastal Health (VCH) the nurses at the Louis Brier have been taught how to use a pixalere digital camera to photograph residents' wounds. These are then transmitted electronically to the Vancouver General Hospital Wound Nurse who consults on management of the wounds.

Palliative Care

We are the only long term care facility in the Lower Mainland that was asked to pilot a staff educational series on Palliative Care! The aim of the series was to promote not only knowledge of Palliative Care, but also to have the care provider explore their own ideas, values and beliefs on death and dying. We included cultural videos on death and dying in the Jewish culture to address our unique population. Annette Garm, our Clinical Nurse Specialist and

Educator taught these modules bi monthly to the staff. The interdisciplinary care team has formed a Palliative Care Response Team so we have a multidisciplinary approach to end-of-life care for our residents. We review each resident who has been identified as needing palliative care and adjust their care as needed. We have a Palliative Care Interdisciplinary Committee to review our policies, procedures and issues as they arise. In addition, Annette has created a palliative care reference book for all units so that they have Palliative Care resource information for themselves and the families nearby.

Fundraising Policy

We are fortunate at Louis Brier Home and Hospital to have an active Foundation. The Foundation's efforts ensure that residents have comforts not provided by government funding. These include state of the art medical and rehabilitation equipment, recreational programs, a beautiful homelike appearance, a vibrant synagogue, Music Therapy, and more. Further, special funds are in place to ensure that individuals on limited incomes can access additional services or whatever is necessary to improve their quality of life. Please be advised that our Fundraising Policy states that solicitation of individual residents is not permitted by any fundraising body. However, residents choosing to make donations are welcome and encouraged to approach the Foundation. If the Foundation becomes concerned about a person's judgment in making a contribution, the CEO, Peter Kafka, will be notified. Thank you for your kind donations. Through your support the

residents' lives are greatly enhanced.

TEN TIPS FOR FAMILY CAREGIVERS

1. Remember to be good to yourself. Love, honour, and value yourself. You're doing a very hard job and you deserve some quality time, just for you.
2. Choose to take charge of your life, and don't let your loved one's illness or disability always take center stage.
3. Watch out for signs of depression, and don't delay in getting professional help when you need it.
4. When people offer help, accept the offer and suggest specific things that they can do.
5. Educate yourself about your loved one's condition. Information is empowering.
6. There's a difference between caring and doing. Be open to technologies and ideas that promote your loved one's independence.
7. Trust your instincts. Most of the time they'll lead you in the right direction.
8. Grieve for your losses and then allow yourself to dream new dreams.
9. Stand up for your rights as a caregiver and a citizen.
10. Seek support from other caregivers. There is great strength in knowing you are not alone.

How a family member can best represent and advocate for their loved one living at Louis Brier Home & Hospital

1. Get to know the staff by name and build relationships with them.
2. Learn the hierarchy of communication – speak to the care staff person who is taking care of your relative; then if that

doesn't meet your needs, speak to the Nursing Team Leader (each unit has one), then, if there is no resolution, or you have more questions, please speak to Krista Hunt, the Nursing Leader.

3. Keep records about your relative to remind you of their abilities and appointments, as you see appropriate, or the Nursing Team Leader if it is appropriate to keep care logs (i.e. sleep logs, fall logs) or ask to see which logs are being kept.
4. Request review meetings with the interdisciplinary team in addition to the annual care conferences.
5. Address issues following an incident in a timely manner (rather than storing up information or worries!)
6. Educate yourself – Read newsletters and join the email distribution list.
7. Help us know who the resident is /was as you know them. Discuss their history and the meaning behind the need. *“Dad was always immaculately groomed as this was very important for him. Please help make sure he is clean shaven every day”*. Provide us and the resident with tools to orient them – i.e. scrapbook of photos or special items.
8. Suggest items, such as literature, videos, brochures to add to our Resident and Family Resource Centre which is scheduled to open at the end of 2005.

Keep in touch – please give us your email address. Email Debbie Litvack at dlitvack@louisbrier.com.