

**A Summary Newsletter for the
Residents, Staff,
Families, and Companions
from
the Resident Care Team**

**Summer Edition
June 2006**



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 best meet the residents' needs. Here are names and numbers of the care team leaders:

Executive Leader of Care Services: Dr. Judy Globerman (604.261.9376, ext. 247)

Medical Coordinator: Dr. Reva Adler

Nursing Leader: Krista Hunt (ext. 236)

Social Worker Intermediate Care:

Debbie Litvack (ext. 231); Debbie will be on leave from June to September 2006 and Peter Silin will be replacing her during this time.

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 (ext. 289)

Leader of the Weinberg Residence: Vanessa Trestler (ext. 356)

Intermediate Care Dietitian: Heather Martin (ext. 263)

Extended Care Dietitian: Patti Bonisteel (ext. 263).

Social Work in the Summer

Debbie Litvack, Social Worker for Intermediate Care will be off for the summer and Peter Silin will be covering for her 2 days a week. Louise Stern will work this summer for 4 days a week, Monday to Thursday, and cover Intermediate Care when Peter is not here. As well, Peter will cover Louise for her vacation. Peter's hours are: Tuesdays 8:30-12:30, Wednesdays 1:00-5:00, and Fridays from 9:00-5:00. Peter will be responsible for IC Tuesday Rounds, Wednesday IC Care Conferences, all IC admissions, transfers from IC to EC, and issues as they arise. Louise Stern, EC Social Worker will also be available for emergency coverage.

Peter has many years of long term care and geriatric experience. He comes most recently from Windermere where he was the Social Worker. Some of you may remember him as he was the Social Worker at Louis Brier Home & Hospital about 12 years ago. He was here when both the SCU and EC programs were developed and implemented.

Medical Coordinator

After a year leave of absence to conduct research in Rwanda as a Fulbright Scholar, Dr. Reva Adler, a Geriatrician, is back as our Medical Coordinator. Dr. Adler is coming to the Louis Brier on Thursdays and will see residents on referral from the team, for consultation.

She will not be available to take on any residents as their primary physician. Krista Hunt, the Nursing Leader is the point person for referrals to Dr. Adler.

Advertising for Clinical Nurse Specialist

We are advertising for a Clinical Nurse Specialist or a Clinical Educator. "Fit" with the team is very important so we are looking for someone who will provide the support that the nursing team is asking for. We are advertising for someone who may fill either of these positions. Ads are in the Canadian Nursing Association Gerontology Newsletter, The Jewish Independent, online with www.working.com, workopolis, monster.ca and the LBHH website, The Vancouver Sun, The Province, The Canadian Jewish News, and The Jewish Post in Winnipeg. If you know of a nurse who may be interested, please have them call Judith Globerman at ext. 247.

New Initiatives

Dementia Care Mapping. In Bradford, England a group of researchers have developed a method for observing and evaluating the experience of residents with dementia, called **Dementia Care Mapping**. Once residents are assessed they have a system of using the scores to devise appropriate care plans for these residents. This addresses a huge challenge to care staff in long term care facilities – assessing accurately how the person with dementia is managing. The Centre for Personhood and Dementia at the University of British Columbia has brought this Bradford team to Canada to train a number of people working with residents with dementia, with the long-range plan of doing some research to determine if this methodology can influence and improve care. We have

been invited to participate in this initiative and we sent four of our staff (Mimi, Nurse on Special Care; Karen, Occupational Therapist; Edy, Recreation Therapist; and Louise, Social Worker) to a three-day training session to learn the method. We are very excited to be part of this project.

Campus of Living Research. As a "**Campus of Care**" with the Assisted Living and Multi-Level Care Units of the Weinberg Residence, we have been invited to participate in an evaluation project. The Centre for Healthy Aging of Providence Health Care is leading an initiative to complete an evaluation of the 'Campus of Living Model' to determine if a campus of care system reduces hospitalizations, relocation stress, and increases residents' quality of life. Judith and Vanessa are part of the research team.

Caregiver Support Sessions. Louis Brier Home & Hospital is pleased to offer monthly **Caregiver Support Sessions** beginning in the Fall of 2006. We all know that Caregivers are hugely involved in the quality of life of our residents, but who cares for the Caregiver? Please join us monthly to learn about caring for the caregiver, reducing stress, finding joy in caregiving, and celebrating the caregiver! As a caregiver you may find you are not alone in this caregiving world, and hopefully you will get a well deserved break during these sessions. Please contact Louise Stern at ext. 237 if you would like more information.

Family Information Sessions. The Louis Brier has offered two **Family Information Sessions** since the start of the year. The first was "The Scoop on Poop" which focused on nutrition and the elderly, delivered by Patti our EC Dietitian.

The second was The Elderly and Oral Hygiene delivered by Dr. Chris Clark, Dentist, and Janice Williams, Dental Hygienist, from the UBC Dentistry Program. Both were highly informative and well received. We will be offering more sessions in the fall. Topics of interest are the *Louis Brier Home & Hospital Palliative Care Program, New Initiatives at the Louis Brier, and Communication Strategies for Families and Residents with Dementia*. If there is a topic you would like to see addressed, please let Louise Stern know at lstern@louisbrier.com or extension 237.

Extended Care Project. The interdisciplinary team meets regularly to discuss new initiatives for the residents in Extended Care. The **Extended Care Project** involves identifying residents' socialization, communication, palliation and recreation needs, assessing resources available and how to reallocate resources to meet these needs. We have held one family meeting and will be holding a second one in July. Please look for notices on the second floor. New initiatives on EC include a burgeoning gardening program, increased Music Therapy, redesign of the EC lounges, increased sensory stimulation activities for residents, increased volunteer programming, companion education, and more! Come to the next family meeting to learn all about it.

Palliative Care Project. Interdisciplinary staff have been meeting monthly to discuss the palliative needs of our residents. We developed a **Palliative Care Project** that included an education series delivered by Dr. Bev Spring, Medical Leader of the Vancouver Home Hospice Program, and Assistant Professor, Department of Family Practice,

University of British Columbia, and Mark Turris, RN, MSN, Clinical Nurse Specialist for Palliative Care in Vancouver Residential Facilities. In September Mark Turris will deliver a series of 3 modules on Palliative Care for Care Aides.

Gardening Program. You may have noticed in Extended Care, a small oasis of beautiful flowers, lush plants, and sweet vegetables on the balcony and on some of the window sills. All these flowers and plants have been planted by the residents, as part of the new **Gardening Program**, developed by the Occupational Therapist, Karen Cherrington. With spring in the air and warmer temperatures outside, an opportunity arose to use **Nature as Therapy**, thus providing the residents with a gardening program to enjoy the fresh air, be creative, engage in physical activity, work together, and reconnect with nature. Gardening has long been used as a therapeutic medium to orient residents with varying levels of cognitive abilities, to the different seasons, colors, smells, and textures of the environment. Gardening is therefore an excellent tool to awaken all senses and *enable occupation* while linking residents to the outside world. The Safeway grocery store kindly agreed to give Louis Brier flowers and plants at a hugely discounted price, and thanks to them and an anonymous donor, the **Extended Care Garden Porch Retreat** has been transformed creating a beautiful space to sit and relax. Gardening also provides an activity for family members and companions to do with the residents. Karen welcomes and encourages everyone to participate – families, companions, residents, and staff. The more, the merrier! Karen is always looking for plants and gardening equipment such as containers that people may not want anymore and would like to

donate towards the program – so far, we have been able to rehabilitate just about any plant! The Gardening Program takes place every Thursday from 1:30 to 2:30 pm. If the weather is nice, find us at the Extended Care Garden Retreat on the balcony!

Resource Centre. We now have a Resource Centre which has books and articles on topics related to geriatrics, chronic diseases, caregiving, and health care. This little hideaway is on the second floor opposite the Activity Room.

Keeping Valuables Safe

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 or jewellery 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.

We remind all staff to keep the back door closed to prevent strangers from entering our Home. Sometimes purses are stolen out of offices and we are pretty sure it is by strangers.

Moving from the Intermediate Care Unit to the Extended Care Unit in the Louis Brier

The Louis Brier has two floors. The main floor, or Intermediate Care (IC) is home to 124 residents and the second floor, or Extended Care (EC) is home to 94 residents.

How does a resident get transferred from Intermediate Care to Extended Care?

The Louis Brier Home and Hospital is a publicly funded facility and thus our "waitlist" is managed by Vancouver Coastal Health and not us. When the resident's health care team determines that the resident needs more care than we can safely provide in Intermediate Care, the Continuing Care Facility Liaison from Vancouver Coastal Health (VCH) is contacted to complete a reassessment of the resident's needs.

After reassessment the resident is placed on the Transfer Waitlist which is monitored by the Priority Access Team from Vancouver Coastal Health. A transfer from IC to EC is considered in the same way as a transfer from another nursing home to the Louis Brier Extended Care Unit. The Priority Access Team juggles all the people needing long term care who are in hospitals, at home in the community, or those requesting transfer from another facility.

When we get informed that we should proceed with the transfer from IC to EC, we are often given only 24 hours. This can be very stressful for the resident and the family, thus we keep residents and families informed that the transfer could happen at any time. This way we can offer them the support and reassurance

that they need about the move. It also eliminates the element of 'surprise' that many feel when the move is required.

How does the Waitlist work?

There are actually 3 waitlists:

1. the Community List for those people waiting at home in the community;
2. the Hospital List for hospital patients waiting for long term care;
3. the Transfer List for those waiting to be transferred from other facilities to the Louis Brier, and this includes the Louis Brier Intermediate Care residents waiting to transfer to the second floor EC Unit, and those in the Weinberg Multi-Level Care Unit waiting for the Louis Brier.

The waitlists are rotating so that people on all lists have chances of getting into a facility. Once we have a vacancy, the Social Worker informs the Priority Access Team. When hospitals are backed up, the Louis Brier bed will only be offered to those patients waiting in hospital. And there is a *First Available Bed Policy* – everyone waiting for a bed in hospital or in the community must take the first bed they are offered, even if it is not in the facility they want. They then can opt to go onto the Transfer List and wait for their Home of choice. So sometimes people waiting to transfer to Louis Brier from home or another facility will have to wait a long time. Some families use our Weinberg Multi-Level Care Unit as a temporary home instead of having to move into another long term care facility.

What happens when a resident in IC goes to hospital and then is discharged to the Louis Brier at an EC level and needs EC care?

The hospitals are reluctant to keep elderly people who are already residents in LTC facilities if they no longer require acute or

sub-acute care. We, unfortunately, cannot just provide this resident with the next available room upstairs. We must get the permission of our Facility Liaison. In some cases we get the "ok", in others we have to go through the process of having the resident reassessed by the Liaison and placed on the Transfer Waiting List.

Degree of Intervention

Residents are asked by their family physician on admission and every year at their Annual Care Conference 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.

Medical Escorts to Appointments

Our residents have many medical appointments in the community. Given the physical and cognitive frailty of our residents, the majority of them requires and benefits from escorts for these appointments. The care team usually notifies the family well in advance of an appointment, and transportation via HandiDART or ambulance is handled by the receptionists and their Nurse. *There is an expectation that family members either escort the resident to their appointments or make alternate arrangements to have an escort available.*

Knowing that it is not always possible for the family to escort the resident, we will now be relying on the services of

companions as paid medical escorts when a family member is not available. Effective immediately we will no longer use volunteers in this capacity. Paid Medical Escorts will be booked by us and charged to the resident's Comfort Fund at **\$12.00 per hour**. For residents who employ companions, we will try to schedule the appointments during the companion's regular working hours. Should the appointment be canceled on the scheduled day, the companion shall be paid for 2 hours time.

If you require further information please contact Nomi Fenson at 604.261.9376 ext. 289.

Donations

We are thrilled to receive donations to support care and services as well as to beautify our Home. Sometimes the Foundation receives donations to one of the funds to support care and services, sometimes the donations are not specific. And sometimes families specify what they want to support. Most recently, the Heller family gave us a donation to put toward fixing up our Homeside Lounges. The Wosk family recently gave us money for a new sound system and music equipment. We are very grateful to all who give to the Louis Brier to support all our programs, our services and our beautiful Home!

Life can be EASIER !!

Most of us love finding ways to simplify and eliminate dull repetitive tasks - such as writing out the monthly rent cheque, completing the envelope and paying the postage.

The good news is that residents at the Louis Brier and the Weinberg Residence can now make arrangements so the monthly rent is paid on the first business

day of each month by way of a fund transfer from your bank account to ours. We can even arrange for monies to be transferred to replenish their 'Comfort Fund' each month. Families will still receive an itemized statement from the Business Office several days before the start of each month so they know exactly how much will be transferred.

We are encouraging all families to embrace this option in order to make their lives [and ours] easier.

For more information, contact Halina Cameron in the Business Office by phoning 604.261.9376 ext. 224.

The Weinberg Residence

On Sunday, June 25th a dedication ceremony was held in the Weinberg lobby to unveil its new Judaica cabinet. The beautiful cabinet was kindly donated to the Weinberg Residence by Allan and Marsha Simmons in honour of their Mother, Esther Frohman. This is a wonderful addition to the Weinberg Residence and a big *Thank You* goes out to Esther's family. Mazel Tov Esther!

The Weinberg Residence Multi-Level Care Unit is still offering short term stays. If you or a relative is interested in Respite Care, Convalescent Care or an Out of Town Stay please contact Vanessa Trester, Leader Weinberg Residence at 604-261-9622 Ext. 356 or at vtrester@weinbergresidence.com.

Reaching you...

We're interested in reaching our families by email. Do we have your address? If not, please email it to your IC Social Worker dilitvack@louisbrier.com or your EC Social Worker lstern@louisbrier.com.