

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

**Volume 1 Number 1  
March 2003**

**Family Information Meeting**

A family information meeting was held on February 19<sup>th</sup>. About 35 family members and staff attended. We plan on hosting these meetings semi-annually. The full resident care team was in attendance and we addressed a number of the following issues.

**Family Council**

We invited family members to meet with the Resident Care Team in February and a number of family members expressed an interest in forming a Family Council. This would be an opportunity for the families of Louis Brier residents to discuss new initiatives, opportunities for change, and strategies for approaching difficult situations. If you would be interested in joining us at our first meeting to be held on Thursday **April 10, 2003 at 7pm** in the upstairs dining room, please call Judy at (604) 261-9376 extension 247.

**New Telephone System**

With the imminent expansion of our Home we have moved into the 21<sup>st</sup> century with an updated telephone system. You will now receive a series of choices from which to select the person or department you wish when you call the Louis Brier. Please pick up a list of extensions from the main reception desk when you visit so you can call people directly.

**Dog Policy**

We have instituted a Dog Policy so that we are respectful of the residents' wishes, fears, and safety. This policy is available at the main reception desk and is also posted on the bulletin board at the foot of the stairs to the second floor of the Louis Brier. Remember your leashes!

**Did you know?**

- The technology in incontinence pads is designed to promote individualized care and preserve residents' dignity and comfort as much as possible. The product lines offers day and night time/extended use products as well as specialty items such as Tena Protective Underwear. The night pad offers maximum absorbency (i.e. 1500 cc). The use of this night pad means we disturb residents less often at night, reducing sleep deprivation and promoting sleep comfort. Please feel free to ask care staff questions regarding the use of these products.

- An orientation package is now available for residents and families upon admission. It describes the care and services available at the LBHH and identifies the staff who will work with you and your relative. Feel free to pick up a copy from the Social Work office.
- Our staffing ratios are among the best in the province. We are still suffering from the cuts we had to take last year but the care staff has rearranged their shifts to manage the care needs. For example, while we have 1 care aide to 8 residents in Extended Care, some Homes in the city have ratios of 1 to 25 meaning that residents are only assisted out of bed every other day. We move people from Intermediate to Extended Care so that they receive the care they need. We are fortunate to have both levels of care in one facility, as this is not an advantage all Homes have. We encourage 'Home side' families to visit the 'Hospital side' second floor when here, to experience the day-time programming and the environment.

**The Special Care Unit**

The Louis Brier Home and Hospital has 17 rooms set aside for residents who need an extra special environment to help them manage their dementia. This is called the Special Care Unit. We are now embarking on an exciting process of refurbishing the SCU so that it keeps up with the latest in Special Care Environments and better meets the residents' needs. Stay tuned. If you are a family member who is interested in participating in our discussions, please call Judy Globerman at (604) 261-9376 ext. 247.

**Resident Satisfaction Questionnaire**

We are beginning a process of finding out what our residents think about the care they receive. We have developed two questionnaires – one for residents who can complete the survey on their own (perhaps with some assistance) and one for families or significant others to complete on behalf of the residents who cannot speak for themselves (it's pink). We will be distributing questionnaires to residents' rooms. If you have received a questionnaire and have any questions about it or have not received one, please call Judy Globerman at (604) 261-9376 ext. 247.

**Coordinator of Volunteers**

We are advertising for a full time Volunteer Coordinator. We are thrilled with the community's response to our need for volunteers and are now making a commitment to a program that will involve both the Weinberg Residence and the Louis Brier Home and Hospital.

**Welcome!**

We wish to welcome the new Companion Coordinator, Sally Karlinsky who joined the organization in February. Jo Steckler has retired now and has left us and the families with a wonderful legacy. Thank you Jo! Welcome Sally!

### **The Weinberg (of Baltimore) Residence**

We will be opening the Weinberg Residence (WR) in May 2003. It will consist of 20 more multi-level care beds (some Intermediate Care and some Extended Care like at LBHH) and 40 Assisted Living suites. We are beginning to hire staff for the new building and are developing our programs and services. The LBHH residents will share the Louis Brier synagogue with the Weinberg Residents and there will be an adjoining hallway from Home West to the Weinberg. Dr. Nick Braithwaite (CEO) is in discussions with the Vancouver Coastal Health Authority about receiving support from the region.

### **EMAIL Communications**

We would like to be able to email this newsletter and other information to families. If you are interested in being on our email list please email Debbie Litvack at [dlitvack@louisbrier.com](mailto:dlitvack@louisbrier.com).

### **The Louis Brier Foundation and The Women's Auxiliary**

We are so very lucky to have an active Auxiliary and Foundation Office – without your generous donations we would not have the equipment and the staff we have. Unlike other Homes we are fortunate to be able to support companions when families and residents cannot afford them; provide wheelchairs, special beds, special baths; Music Therapy and Occupational Therapy; our bus is provided by the hard work of the Auxiliary. If you are interested in learning about the good work that the Foundation does for the residents please call Dvori Balshine at (604) 261-5909 or email [jewish\\_aged@telus.net](mailto:jewish_aged@telus.net).

### **Admissions Policies – Priority Access System**

In the Fall the Vancouver Coastal Health Authority changed the admission process to nursing homes. The way admissions work now is that only people who are high priority for needing a nursing home bed are considered for the “wait list” which is held by the region. To qualify for this “wait list” a person has to need placement in a residential 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 a transfer to Louis Brier when a bed becomes available for a person from the region’s ‘transfer list’. This ensures a Jewish environment for people waiting for the Louis Brier in keeping with the Dr. Irving and Phyllis Snider Campus for Jewish Seniors’ philosophy and ‘campus of care’ approach. Prioritized seniors will have the option of going from hospital or the community to the Weinberg Residence and waiting at the WR for transfer to Louis Brier. This policy affects all people in need of residential care who are in the community or in hospitals. We no longer have our own waiting list. We are committed to doing whatever we can to help people adjust to living here, but usually we have very little notice that people are on the priority

placement list. If your relative is in this situation, and you would like more information, please contact Debbie Litvack, our social worker (261-9376 ext. 231).

### *It's Tax Time*

A reminder that it is tax time. Many of our residents require assistance in filing their taxes. There is an accountant available to assist with the process; his fees are nominal. For more information, please contact Debbie Litvack at 261-9376, local 231.

### *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. The group is comprised of staff from several areas as well as a family member. One of the issues the group is working on is reducing the use of restraints, or items such as grey belts, that can restrict a resident's mobility. 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, Vita Kolodny ext 264.

### **Pesach**

Seders will be held on April 16 & 17 @ 7pm. Families are welcome to join residents at the seders. Tickets for guests will be available at the Reception Desk after March 24<sup>th</sup>. Cost : \$20 for adults & \$12 for kids under 12. Due to space limitations, there is a maximum of 2 guests each night for each resident. A mini seder will be held on April 16<sup>th</sup> from 3 -5 pm for residents unable to attend the regular seder.

### *Feedback*

We hope to have regular Newsletters for families. Please let us know about other items you would like us to include and whether this is informative and helpful.