

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

**Volume 6 Number 1
March 2008**

We wish you a happy and healthy Passover!



Welcome

New Staff and those in New Positions

I am thrilled to announce that **Edy Govorchin** has been promoted to the Leader of Recreation, Culture, Music Therapy and Volunteers, replacing Patricia Nitkin. Patricia has left the Louis Brier to pursue her PhD and a career in counseling psychology.

Edy's new responsibilities include management and coordination of Therapeutic Recreation Services and volunteers - planning, organizing, implementing and evaluating day-to-day programs and individual and group activities. Edy has been trained in Dementia Care Mapping which she presented with colleagues at the Canadian Association of Gerontology conference in Calgary. Recently Edy participated in a professional health and social service tour of Israel, representing the Louis Brier.

Welcome to **Oksana Peczeniuk**, our new Leader of Rehabilitation, and Physiotherapist. Oksana replaces Jane Ellis who left to pursue her dream of working in the community. Oksana comes to us from Lions Gate Hospital and Evergreen House where she has been a senior physiotherapist. She brings experience and expertise in geriatrics, acute care, palliative care, mobility, wound care, and community care. Oksana is a member of the VCH Physiotherapy

Skin and Wound Committee and will be presenting in April at the Education and Networking Day for Physiotherapy. We are very excited to welcome Oksana.

We have been very fortunate to hire a number of nursing care staff since April 2007. Welcome to our new casual **RNs**: Martin Gatan, Abraham Deocera, Yara Senno, and Lorena Tymchuk. **LPNs**: Sela Yu, Suzanne Michael Nathan, Gloria Soriano, Denise Griffin, Allison MacKenzie, and Michelle Hizon. **Care Aides**: Eleanor Andrade, Haddy Faal-Keita, Winnie Sun, Maria Castillo, Anna Cuarte, Bistra Kalev, Selena Wang, Sara Yuen, and Sarah Li.

Accreditation: What is it all about?

LBHH has been an "accredited" organization for more than 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.

Currently, working teams are completing self-assessments in preparation for the survey in November 2008. The areas we're focusing on are called:

- Effective and Sustainable Governance
- Proactive and Supportive Organization
- Service Excellence in Long Term Care
- Managing Medications
- Infection Prevention and Control

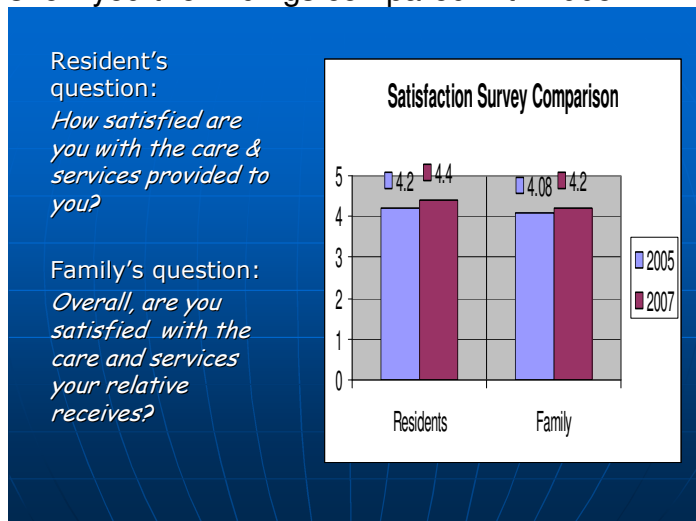
Being "accredited" assures our residents and families, physicians and staff that we meet nationally-recognized standards for care and services; encourages us to look at our own policies, processes and performance indicators; provides evidence of our commitment to continuous quality improvement; and reflects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

Resident and Family Satisfaction

Residents and families completed Satisfaction Surveys in November 2007. The results are impressive. Volunteers assisted the residents

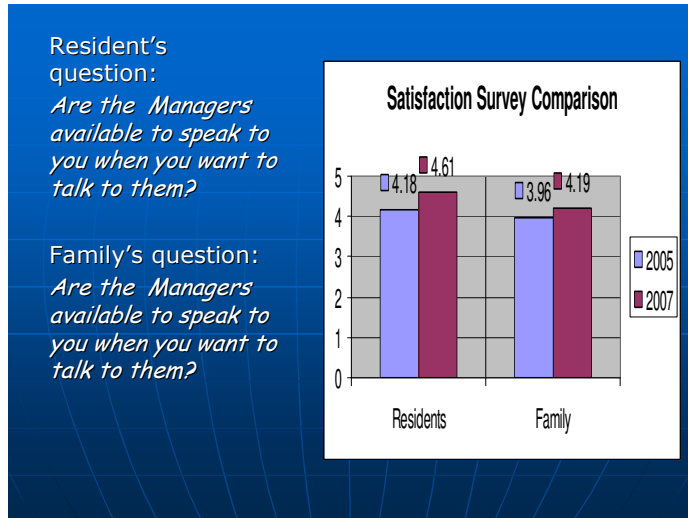
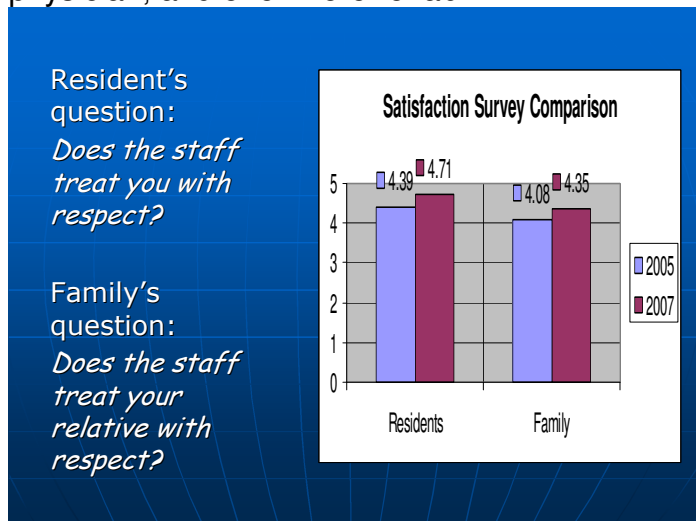
and of the 28 Extended Care residents capable of completing the survey, 19 responded, a 68% response rate. Of the 66 Intermediate Care residents capable of completing the survey, 54 or 85% completed. These results are consistent with those we had in 2005, the last time we did the survey.

Residents and Family members were asked similar questions and the bar graphs below show you the findings compared with 2005.



When we asked residents what they liked best about the Louis Brier, they said they liked the recreation programs, the "wonderful warmth of the staff", that "everyone is caring and attentive".

When asked what they would improve, the residents suggested we think about improving the variety of programming we offer, offer more than one bath a week, try and find an on-site physician, and offer more rehab.



We asked residents 12 questions about the food and dining experience at the Louis Brier. The average score was 2.4/3 which is very good, suggesting that most residents are satisfied with the meals and the service. We asked families if their relative gets the food they like to eat, and they responded 3.5/5, suggesting that, on the whole, they believe this to be the case.

We asked the families for their comments about what they liked best about the Louis Brier. They commented on the staff: "I like the care and attention my mother receives"; "What would our family do without this wonderful facility and the people who make it up? To the nurses, care aides, companions and volunteers and to all the admin and support staff – thank you!" Families suggested that we spruce up the bathing rooms, bed spreads, and curtains. They also commented on the need for a Rabbi or Chaplain for spiritual counseling.

Kiddushim

1. Se'udat Havra'ah: Meal of Condolence (Kiddush)
Upon return from the cemetery, it is customary for the mourners to sit down to a Se'udat Havra'ah. Traditional practices of mourning attempt to strike a balance between expressing one's suffering and recognizing the need to resume one's daily life. It is a mitzvah for relatives, neighbours or friends to provide the food for this meal, to spare the mourners the need to prepare food, and to demonstrate their concern for the mourners' welfare. This meal

should not be lavish and traditionally consists of eggs (a symbol of life) and bread. The meal is intended for the family (not for visitors), and is not an occasion for those attending to socialize.

As a result of this traditional Jewish practice, catering following a funeral will be provided by LB/WR **only if**:

- The deceased was a spouse or immediate relative of a current LB/WR resident,
- The family of the deceased does not reside in Vancouver,
- The family of the deceased does not have suitable space in their own homes and cannot make alternative arrangements.

Note: It may not be possible to have a closed off, private function. Therefore, residents may partake of the meal.

2. Unveiling Kiddush

Catering following an unveiling will be provided by LB/WR only if the deceased was a spouse or immediate relative of a current LB/WR resident.

We understand that many families wish to invite their friends to the Se'udat Havra'ah, but due to our space limitations and the disruption to our residents, we limit these events to whenever reasonable.

New Telephone System

Louis Brier Home and Hospital and The Weinberg Residence have implemented a new telephone system. Our current nurse companion phone system is obsolete and as part of that upgrade we are upgrading all the phone service in the two facilities.



Effective the 2nd week of April, 2008, Louis Brier will be the provider of telephones and telephone services to residents at Louis Brier Home and Hospital and The Weinberg Residence.

This will mean that there will be changes to the residents' phones and billing. Brochures and letters have been distributed to all residents and family members. If you need more information about this, please contact Karen at 604.261.9376 ext. 4225.

A new feature that we are getting with this new system is that calls can be transferred from residents' rooms to other rooms and to staff. Residents with phones can reach staff directly by dialing their extensions from their rooms. Wireless internet will also be available after the phone system is in place at \$20.00 a month. Further details about wireless will be available in the coming months.

Please be advised that many of the staff and nursing stations will now have direct lines so please be sure to collect a new phone directory from the Reception staff.

Calling all Family Caregivers

The Social Work Department is offering a Caregiver Support Group. If you have a family member living here, then this is for you. Here is an opportunity to meet other family caregivers, discuss the issues and emotions associated with caregiving, and take some time to acknowledge yourself! The first meeting will be on **March 26th from 3-4 pm in the first floor Boardroom.** Refreshments will be served. For more information or to RSVP please call Debbie Litvack at 604.267.4744 or Louise Stern at 604.267.4711.

New Louis Brier Information Manual

The Louis Brier Home & Hospital has a new Information Manual! The staff and management have created a comprehensive information manual for residents, families and prospective applicants. The manual includes a staff directory, admission procedures, care and therapeutic information, a comprehensive appendix and much more. Copies will be available at the front desk or in the social work offices in April. All the information will be available online as well in the coming months.

Passover Seder Tickets

With Passover fast approaching, planning is underway for the Seders which will be held on Saturday April 19th and Sunday April 20th.

Please inform us as soon as possible whether your family member will be leaving the facility for a Seder or whether you would like to join your family member here at the Louis Brier for our wonderful Seders. Please note that due to limited space we can generally only accommodate two guests per resident.

If you will be attending as a guest for the full Seders we ask that you inform LBHH Reception **by April 7th** which night you will be attending, so that a seat can be reserved for you. The cost per guest is \$20.00.

The options are:

- Saturday April 19th, 7:00 - 9:00 Full Seder in the downstairs dining room
- Sunday April 20th, 3:30-4:45 Mini Seder (for ECU and SCU residents and families only)
- Sunday April 20th, 7:00 - 9:00 Full Seder in the downstairs dining room.

Please call 604-261-9376 Ext. 4221 or Edy Govorchin at 604-267-4714 for more information.

Neurologic Music Therapy

Olga, our Music Therapist has recently completed advanced training in Neurologic Music Therapy offered through Colorado State University, Center for Biomedical Research in Music and Academy of Neurologic Music Therapy.

Neurologic Music Therapy (NMT) is defined as the therapeutic application of music to cognitive, sensory, and motor dysfunctions due to neurologic disease of the human nervous system. Treatment techniques in NMT are based on scientific research and are directed towards functional therapeutic goals such as gait training, increasing range of motion, speech recovery, and other sensory-motor and cognitive goals.

Populations served by Neurologic Music Therapists include, but are not limited to: stroke, traumatic brain injury, Parkinson's disease, Alzheimer's disease, and other neurological diseases that affect cognition, movement, and communication.

Some examples of NMT techniques include sensory-motor training, speech and language training, and cognitive training. Olga will be starting NMT with our residents at Louis Brier Home and Hospital and Weinberg Residence.

If you have any questions or would like to make a referral, please call Olga at ext. 4270.

Superbugs and You

The term "SUPERBUG" is a common and scary name given to bacteria which resist certain antibiotics. The most common are MRSA, VRE and C diff. **MRSA** stand for Methicillin-resistant staphylococcus aureus-bacteria resistant to the antibiotic methicillin. MRSA has been a problem in hospitals for years and now is showing up in communities and so is labeled CA-MRSA and stands for community-acquired. It can cause skin infections, boils, impetigo and even lung and blood infections.

VRE refers to vancomycin-resistant enterococci. Enterococci are bacteria that inhabit the gastrointestinal tracts of humans and other mammals. VRE is most likely to cause UTIs or infection at the site of IV lines.

C-diff is short for clostridium difficile and is a bacterium that causes severe and frequent diarrhea. C-diff usually occurs after one has taken antibiotics for another infection and that antibiotic has killed all the bacteria in the bowel including the "good" bacteria that we need in the bowel for normal breakdown of waste. Researchers say that risk can last for weeks to months after taking antibiotics. It is also beginning to strike people who have not taken antibiotics.

It is always advisable to limit antibiotic use when there is a confirmed bacterial infection. In the past many believed they needed antibiotics for the common cold and this has led to many years

of overuse so some bacteria have learned to become resistant to the drugs. As the slogan goes---“not all bugs need drugs.”



Of course we must always remember that the best defense against any germ whether it is a bacteria or a virus is frequent and effective hand washing.

Effective way to wash hands:

Wash your hands with regular soap and water. Antibacterial soaps may add to the problem of creating stronger bacteria. Rub hands together **vigorously** for 20 seconds getting around all fingers then rinse for 10 seconds and dry well. The friction of vigorous hand washing is more important than the soap. Hand sanitizer is also effective if hands are not visibly soiled. Always rub sanitizer in and around fingers until it is dry.

So to sum up---Although “super bugs” are a concern we should not lose sleep over them as long as we use good hygiene. Clean and bandage any cuts, scrapes or blisters and if they do not heal seek medical help.

AND please use the hand sanitizers that are placed in visible locations when visiting our Home. We want to keep you and our residents healthy.

Weinberg News

On March 9th the Residents of Weinberg participated in an unusual event ~ an enchanting Masquerade Ball to celebrate Purim. With Hillel’s Young Jewish Urbanites on hand to volunteer for the evening, the residents enjoyed a festive atmosphere, wonderful entertainment and most of all, an evening of fun. The residents are looking forward to celebrating again at the campus-wide Purim party.

The Weinberg Residence offers Assisted Living and Multi-Level Care. For any information or a

tour of the residence please contact Vanessa Trester, Leader Weinberg Residence, at 604-267-7422 or vtrester@weinbergresidence.com.

Volunteering at the Louis Brier

There is never a better time to volunteer than now! We are a fascinating group of people to work with, from many backgrounds with fabulous stories to tell. And we can use you – to spend time here, to visit, to participate in programs and outings, to lead interest groups, to participate in pet therapy visits, you name it, we’ve got it! Please call Nomi Fenson today to sign up! Nomi can be reached at (604) 267-4736 or at nfenson@louisbrier.com.

Medical Escorts at the Louis Brier and Weinberg Residence

Residents often have medical appointments in the community and at times require someone to accompany them. The care team will notify the family well in advance of an appointment, so that family members can plan to be there or make alternative arrangements. If families are unable to be there, we can help arrange for paid medical escorts to accompany the resident and provide quality care and comfort during medical appointments. **A fee of \$12.00 per hour is charged for this service.** Louis Brier residents are billed through their comfort fund while residents at The Weinberg Residence are billed directly. For more information please contact: Nomi Fenson, Coordinator Volunteer Services at 604-267-4736

Website

Did you know that we have upgraded our Louis Brier and Weinberg Website? Visit it now and let us know what you think! www.louisbrier.com

Reaching us Reaching you... EMAIL ***If you would like to be on our email list, please email dlitvack@louisbrier.com***