

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

**Volume 3 Number 1  
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**Thank You to our STAFF**

This weekend a friend asked me how work was and I replied "I love my work." And of course his curiosity was piqued and he asked me to tell him about my work. It seems it's rare that people say they love their work. Yet, our staff satisfaction questionnaire results show that our staff is happy here. They, like me, feel that every day they are given a gift to be able to interact with our community of seniors. Every day we all learn a little more about life, about compassion, about getting older. And so, this is a special thank you to the staff of the Louis Brier and the Weinberg Residence for making this a great place to live and to work. Dr. Judy

**Accreditation**

All year the Louis Brier and Weinberg staff has been preparing for our three-year accreditation from the Canadian Council on Health Services Accreditation. We had our 2 day site visit on November 3<sup>rd</sup> and 4<sup>th</sup>. We had prepared many documents for the two accreditation surveyors that included our performance indicators, quality improvement initiatives, resident and family satisfaction surveys, and policy reviews. The surveyors met with groups of staff, residents, and community members to find out how they felt we were doing. We will receive a written report in several months but the surveyors gave us a verbal report that highlighted the following. They found that:

- The residents enjoy living here and described both the Louis Brier and the Weinberg as caring and homelike.
- The nursing care was impressive.
- We are demonstrating that we strive to be resident and staff focused.
- Staff have good working relationships with the management team and feel supported.
- It is clear that the staff really care about the residents.

**November 11<sup>th</sup>, Remembrance Day**

The Canadian government has named 2005 as *The Year of the Veteran* in honour of the 60<sup>th</sup> anniversary of the end of World War II. On November 11<sup>th</sup> residents from the Louis Brier and the Weinberg honoured our veterans and our loved ones lost in the war in a special program. The program included music, poetry, prayers, biographies of some of our veterans, and words from our veterans as well as from members of the Shalom Branch of the Royal Canadian Legion.

Our honorable veterans include:

Uzi Adler	Allan Burtnick
Ronnie Clarkson	Sam Cotsman
Barry Demsky	Eddie Fraser
Max Freedman	Robert Fulton
Syd Gelmon	Morey Gorback
Sam Gordon	Leonid Jelizarov
Abe Kanee	Zev Klein
Ruth Kliman	Philip Lieberman
Joe Mallin	Celia Margolis
Bill Morris	David Moss
Frank Polak	Michael Price
Jack Rose	Stuart Sandelson
Joseph Silverman	David Silvers
Vilen Sonkin	Rubin Thau
Gordon Wasend	Arnold Wolfson
Harold Zlotnik	

**Year of the Care Aide**

Following a successful Board review of our strategic plan, 2005/2006 has been designated as the **Year of the Care Aide** at Louis Brier in order to celebrate, advance, develop and support the care aides in the work they do with residents. As part of that we are offering all care aides the opportunity to achieve a *Certificate of Recognition*.

In order to achieve the certificate care aides must complete ten of the in-service courses offered until May 2006 and one hour of either teaching or mentoring. Teaching and mentoring can be achieved by either orienting new staff or supporting other care aides to learn new skills. Courses include:

1. Infection control and hand washing.
2. Safe transfers and movement of residents.
3. Eat safe and effective feeding practices.

4. Enhanced bathing practices that promote comfort and safety.
5. Skin care and wound reduction
6. Falls prevention
7. Elder abuse: recognition and prevention.
8. Effective Communication in senior care and dementia.
9. Understanding dementia, depression and delirium
10. Team work and communication.

To date, many care aides have expressed appreciation and excitement at the opportunity to achieve a *Certificate of Recognition* from the Louis Brier. The positive response has exceeded expectations of management and the excitement is building.

***Resident and Family Satisfaction:***

In May, 75 residents and 72 family members completed *Resident and Family Satisfaction Questionnaires*. Findings included that residents and families were very positive about the Home and the Weinberg, and that there were no differences between units. Eighty-six percent of the residents who responded said that they were “*satisfied with the care and services*” and “*would recommend this residence to others*”. These are excellent findings! Several key findings from the residents include:

Question	Average score on scale 1 to 5
<i>Do you find the staff helpful?</i>	4.2 /5
<i>Do you like the activities and programs offered?</i>	4 /5
<i>When you press the call button does someone come in a timely fashion?</i>	3.9 /5
<i>Does the staff treat you with respect?</i>	4.5 /5
<i>Are you treated gently by the care staff?</i>	4.4 /5
<i>Do you get sufficient assistance during mealtimes?</i>	4 /5

These very positive findings represent the responses that residents and family members gave in the survey. We are very excited about

the results and are happy to share full copies of the report on request.

***New Staff in Rehabilitation Department***

The Snider Campus of Care Rehabilitation Services Department is delighted to welcome two new staff to their department. Our new Occupational Therapist is Karen Cherrington who graduated with a Master of Science in Occupational Therapy from McMaster University. In the past year, Karen worked at Vancouver General Hospital in Acute Care for Elders and also in the Outpatient Mary Pack Program for Arthritis. She will be working full time mainly in Louis Brier with our Extended and Intermediate Care Residents. Lena Gorbunova is our new Rehabilitation Assistant who did a practicum with us in 2003 while a student at West Coast College of Healthcare. She formerly worked as the Activity Coordinator and Rehabilitation Assistant at the Royal Ascott Care Centre. Lena will be working mainly in Louis Brier with our Extended and Intermediate Care residents.

After a very short-staffed summer we are thrilled to be a whole team again and look forward to working together and with our residents and families enhancing the quality of life for our residents at Louis Brier Home and Hospital and the Weinberg Residence.

***New Programs***

A Rosh Chodesh study group for women facilitated by Rabbi Laura Duhan Kaplan has begun with great success. Our resident Marion Prasow is sharing her extensive collection of opera and classical music videos on Monday evenings with the residents. This is a very popular program, not to be missed! Synagogue luncheons have started again at the Schara Tzedek and Har El Synagogues. The Temple Shalom sanctuary series, which happens four times a year, will be enjoyed by residents once again on November 17<sup>th</sup>. The children are back in full force visiting the Louis Brier every week from Talmud Torah Elementary and High Schools, Hebrew Academy, Richmond Jewish Day School, and the Jewish Community Centre Pre-school.

## **Medical Escorts**

Our residents have many medical appointments in the community and usually require escorts. Family members either escort the resident, or make alternate arrangements for these appointments. The care team usually notifies the family well in advance of an appointment, and transportation by Handidart, if necessary, is handled by the Receptionists. Knowing that it is not always possible for the family to escort the resident, we have put several measures in place. These include finding a volunteer if possible, and if not, using paid medical escorts.

Louis Brier has a small pool of volunteers who may be able to escort residents to medical appointments. This is not an optimal solution, as our volunteers are not always available at the required time, or able to stay for the duration of the appointment. Further, they may not necessarily be equipped to manage the needs of some of our residents.

If a resident's family is unavailable, and a volunteer arrangement cannot be made, we will now be relying on the services of paid medical escorts. *This will be charged to the resident's Comfort Fund, at \$15.00 per hour.* For residents who employ companions, we will try to book appointments during their companion's shift.

We ask that family members, when called, let the Nurse know who will be available to escort the resident to an appointment. If an escort is required, the nurse will contact Nomi Fenson, Coordinator of Volunteer Services. If you require further information please contact Nomi at ext 289 or Debbie Litvack, Social Worker at ext. 231.

*ps: Requests for Volunteer Medical Escorts are increasing. If you or anyone you know is willing to help us provide this important service to our residents, please contact Nomi at ext. 289.*

*Thank You!*

## **Family Information Evenings**

We would like to host some Family Information and Education evenings. We are keen to address our residents' and families' key interests. Please contact us to tell us what you would like to learn about. For example, *Would you like updates on ongoing and new initiatives? Would you like education sessions on topics*

*related to geriatrics?* Please contact our Social Workers, Debbie Litvack ext. 231 or Louise Stern ext. 237 about your interests.

## **Resource Centre**

The Recreation and Social Work Departments were successful in attaining a grant from the Community Care Foundation to develop a *Resident, Family, and Staff Resource Centre*. We will be opening this Centre this month in the small conference room on the second floor. It has a computer and printer for research and exploration of resources, a resource library consisting of pamphlets and books on health care topics of interest, and audio-visual equipment for the viewing of educational tapes and videos.

We are looking for residents or family members with a background in library work who would like to volunteer to help us keep the Resource Centre current and in good shape. Nomi Fenson, our Coordinator of Volunteers at ext. 289 would love to hear from you!

## **UBC Geriatric Dentistry Program**

This project involves UBC dentists who are experts in geriatrics, in providing assessments and follow-up to our residents on dental and denture care. We and the residents and families who have signed up for their services are thrilled with their service to date! The dentists are using our treatment room on the second floor for their initial assessment appointments and we are looking for funds to upgrade and repair the aging dental equipment that we have, so they can do treatments there. We are also looking for volunteers to help on the day that the dentist comes to the Louis Brier, particularly to help residents find their way to their appointments and back to their rooms. Unfortunately, we are not able to let families know in advance of the actual appointments. The UBC Dentistry Program is also providing oral hygiene in-service education for our Care Aides and Nurses. If you are a resident interested in joining the UBC Geriatric Dentistry Program please contact Debbie Litvack or Louise Stern for an application form. The initial assessment costs \$75 and follow-up care is charged according to the dentistry provided.

### **Private Dining Room Rental**

The Weinberg Residence has a lovely private dining room that is available for rent at \$60 an evening plus the cost of meal tickets. With this you get a 'Server', set-up and clean up. If you are interested in renting our beautiful space, please contact Vanessa Trester at (604) 261-9376 ext. 356 or Sharon Parker at ext. 257.

### **Students in our Midst**

**Music Therapy Intern:** Olga Kastioukevich. will be completing her Music Therapy internship at the Louis Brier in December 2005. She is well loved for bringing the beautiful cello music into our midst.

**Dietetics Interns:** We have 2 dietetic interns, Monique Gobes and Shannon Jones, from the Gerontology Nutrition Society. They will be here for several weeks learning about clinical and administrative dietetics. Their assignments include nutrition in-services for staff and a special theme lunch for residents.

**Social Work:** Rebecca Koeslag is a Master of Social Work student from UBC who is here until April. Rebecca has a Bachelor of Social Work degree and her background is in Child Welfare and Mental Health. Her interests are Geriatric Mental Health and she will be doing a research project at LBHH starting in January 2006 that will focus on transitions and decision making regarding admissions.

**Nursing:** We have a very active student program in Nursing, with LPN students from Vancouver Community College, BSN students from UBC School of Nursing, and Pharmacy students from UBC Faculty of Pharmacy. We also have Dentistry students working with the UBC Geriatric Dental Program.

**Rehabilitation:** We will be having a second year Rehabilitation Assistant student from Capilano College join us for a 4 week practicum in November. She will be working mainly in Extended Care and Intermediate Care working with both Physiotherapy and Occupational Therapy. We will also have two Capilano College Rehabilitation Assistant students in the spring, one first year student and one second year student, each for a 4 week practicum.

### **Direct Withdrawals (pre-authorized debits)**

Currently, residents or family members issue cheques to us to pay their monthly 'rent' & to replenish their comfort funds.

We are now introducing a 'pre-authorized debit' option. With this option you authorize your bank to electronically transfer the amount billed directly to Louis Brier's bank on the 1<sup>st</sup> of each month. **No more cheques to write, no more late notices!** You will continue to receive your monthly statement so that you know the exact amount that will be withdrawn from your bank account.

You will receive a 'Question & Answer' document that further explains this payment option. This model is being used in many other care facilities and other businesses. If you have questions, please contact David Dunn – CFO at 604-261-9376 local 260.

### **Pharmacy Billings**

Currently, charges for prescription drugs for our Intermediate Care residents (1<sup>st</sup> floor) are billed to Louis Brier by Kerrisdale Pharmacy. Louis Brier pays the bill and then recovers the amounts from the resident's comfort funds.

Effective December 1<sup>st</sup>, Kerrisdale Pharmacy will bill the 1<sup>st</sup> floor residents/family members directly and the resident/family member will be responsible for paying Kerrisdale Pharmacy. This will ensure that residents and family members can verify and reconcile their drug charges.

### **Weinberg Residence**

Currently, The Weinberg Residence Assisted Living and Multi-Level Care Unit are fully occupied. Our waiting lists are growing as interest in the residence continues to increase not only in British Columbia but across the country. If you or a relative would like further information about Weinberg or a personal tour, please contact Vanessa Trester, Leader, Weinberg Residence at (604) 261-9622 ext. 356 or [vtrester@weinbergresidence.com](mailto:vtrester@weinbergresidence.com).

**Reaching us... Reaching you... EMAIL** If you would like to be on our email list, please email [dilitvack@louisbrier.com](mailto:dilitvack@louisbrier.com).