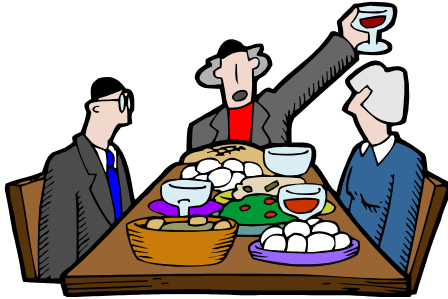


A Newsletter for the Families of Louis Brier Residents from the Resident Care Team

Volume 9 Number 1
March 2011



Welcome New Staff

We would like to welcome the following
Nursing Team members to the Louis Brier:

RNs: Jessie Sahota, Carmelita Rebibis

Care Aides: Mary Eva Villanueva, Carmen
Bautista, Aileen Asuncion, Arceli Cruz,
Samantha Challand, and Elisa Garcia

Rehabilitation Assistant: We have been very fortunate to have Mathilde Bleuze working with us as a Rehabilitation Assistant in a temporary position. Mathilde is an Occupational Therapist from France who is preparing to write her qualifying exams for OT in BC. Mathilde has been a welcome addition to the Rehab Team.

Physiotherapist: We are excited to welcome Carmen Emslie to our Rehab Team. Carmen comes to us from Evergreen House where she has been working since 2002. Carmen replaces Dan Hewson who has moved to VCH.

Retiring:

We would like to wish the following staff all the best in their retirement: Sue Esselin, RN on Home East and Home Centre, after 14 years; Perry Arcilla, Care Aide, after 25 years; Simplicia Quilay, Care Aide, after 32 years!

Clinical Nurse Educator

Kathy Lee, our Nursing Educator is retiring. Kathy has been with the Louis Brier since December 2000 and she became our Clinical Nurse Educator in April 2007. Kathy has brought her extensive knowledge of Louis Brier and the Weinberg to her role. We will miss her expertise. She has been a valuable member of the Louis Brier family, providing support and education to the nurses, care aides and the interdisciplinary team.

We are thrilled to announce that Linda Bailey will be joining our team as the new Clinical Nurse Educator on March 28, 2011. Linda comes to us from Little Mountain where she was their Residential Care Manager. She comes with a strong clinical background and experience in long term care. Linda was also a Clinical Instructor at Sprott-Shaw Community College for LPN and RCA students.

Leader of Human Resources

It is with regret that we have accepted the resignation of Elaine So, our Human Resources Leader. Elaine has been with us since last August and has made some significant contributions while at Louis Brier. We wish her well as she continues on with her Human Resources career.

We are excited to welcome our new Human Resources Leader, Sandy Moss, who will be joining us effective March 21, 2011. Sandy has extensive experience in Human Resources, most recently with the Vancouver School Board and Vancouver Community College.

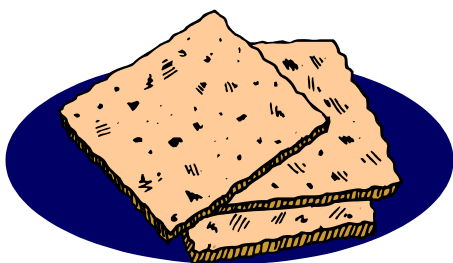
New Pharmacy – Marks Pharmacy

We are moving forward with the very exciting eMAR system – Electronic Medication Administration system. As a result we will be changing our pharmacy effective May 1st, 2011 to Marks Pharmacy, 3750 Oak Street, Vancouver. We have loved working with the Pharmacist team at Kerrisdale Pharmacy and will miss them.

Marks Pharmacy will provide us with a Pharmacist who will attend residents' Annual Care Conferences to review each resident's medication with the resident and their family. This will enhance medication safety and provide ongoing education and support to the family, resident and care team.

Yontiff News Passover 2011

The Weinberg Residence & The Louis Brier Home and Hospital will be holding Seders on the first two nights and we would like to invite you to join us in observing Pesach. The Seders will be on:



Monday, April 18th at 7:00 pm
Tuesday, April 19th at 7:00 pm

Dinner will be served at approximately 8:00 pm.

Please note that all Guest Meal Tickets must be purchased from Reception in advance. We have limited space available so book early to avoid disappointment.

Ticket prices for Guest meals are:
Adults: \$30.00 for each Seder
Children: \$18.00 for each Seder

For more information contact Edy @ 604-267-4714 or Sharon @ 604-267-4747.

A Message from our Chaplain, Rabbi Hillel Brody

Our synagogue is more than just a place to hold religious services. Located as it is in the centre of the 1st floor, it offers a taste of the prayers to everyone within earshot, as many stop to participate passively. I'm happy that we've made

an important modification to our shul which makes it even more inviting. The *shulchan* (Torah reading table) is now wheelchair friendly. Those residents who are unable to stand when called for an aliyah can be wheeled right up to the Torah, where they can join in the reading as it is also at a height that suits people in wheelchairs.

I want to update you as well on a new resource we have available for our non-Jewish residents. Reverend Keith Ganzer from St. John's Anglican Church will be leading the monthly non-denominational Christian service here at Louis Brier, and will make himself available to develop pastoral care relationships with those residents who are interested. If your family member is interested in a visit, please contact me. My office hours are Monday to Thursday 1-5 pm and Friday 11-3 pm. I can be reached at 604-267-4618 and hbrody@louisbrier.com.

Sincerely, Rabbi Hillel Brody

A Message from our Medical Coordinator, Dr. Eric Cadesky

As we reflect back on the year, the Louis Brier has seen many positive changes. The massage therapy student program has started and many residents have already benefitted from these sessions. The hearing aid checks are being done regularly and there is a monthly clinic held to help residents with cerumen impaction. Our vaccination program for residents and staff has been a big success and our infection control protocols have helped minimize the burden during the "sick season". Residents continue to receive excellent longitudinal care from the nursing staff and the dedicated allied health professionals.

We are always receptive to your ideas and comments, so feel free to let us know what is on your mind.

Sincerely, Eric Cadesky MD CM, CCFP

Income Tax Time

It is almost time to have income tax filed. By now the billing contact for each resident should have received a statement from the Louis Brier accounting department indicating the amount spent on residential care for the year 2010. Some residents may be entitled to disability tax credit by virtue of physical or cognitive impairment.

We suggest you explore the Canada Revenue Website for more information about this: <http://www.cra-arc.gc.ca/disability/>. It is further advisable that for any information about filing taxes, you seek professional accounting advice and services. The Social Workers can also provide information regarding professionals who may come directly to the facility to meet with residents and/or families for tax services. Please contact Debbie Litvack at (604) 267-4744 or Louise Stern at (604) 267-4711 for more information.

**Vancouver Coastal Health
Notice to Families about 2010 Income Tax
Return
From:
Jane Little
Facility Liaison
Vancouver Coastal Health**

Each resident's monthly rate in Residential Care is based on their income tax return. The rate is achieved by calculating 80% of after tax income as assessed by Canada Revenue Agency (CRA) with a minimum and maximum amount. If the 2010 income tax return is not completed on time, the monthly rate automatically increases to the highest subsidized rate of \$2932/month effective January 1, 2012.

Reminder: Please ensure completion of your family member's 2010 income tax return.



Resident and Family Satisfaction Surveys

How are we doing? March 14 to 20 is Satisfaction Survey Week at the Louis Brier. We are going to mail Family Satisfaction Surveys to families and survey our residents during the week. There will be volunteers helping the residents complete their Resident Satisfaction Questionnaires and families are asked to please drop off their completed questionnaires at the Reception Desk, slide them under Judith Globerman's door (first office next to Reception), or mail them in to the Louis Brier. There will also be extra copies available at Reception if you misplace yours.

Adaptive Clothing and Footwear



Evidence suggests that older adults commonly exhibit *dressing difficulties* because of a decreased range of motion resulting from the normal aging process, loss of dexterity, immobility, dementia, muscle atrophy, and other acquired conditions. There are dressing techniques, assistive devices and adaptive clothing that can be used to assist with dressing difficulties. It is recommended that residents who have dressing difficulties acquire "adaptive clothing".

Adaptive clothing is clothing that is made with more accessible fasteners, easier to use materials and alternative access for ease of dressing. Examples of some adaptive clothing are fully elasticized pants and skirts, side and back openings on pants, and open back shirts and dresses. These types of adaptations reduce the physical pain associated with restricted joint movement and ease the process of dressing for both the resident and caregiver. Other adaptive wear that is often recommended includes footwear such as adapted slippers and support socks. These address issues such as edema, foot deformities, and prevention of pressure sores.

At Louis Brier we work closely with “A Dressing Needs - Disabled Services Clothing” a company committed to providing adaptive clothing needs for all our residents. Their service includes weekly visits to our facility, on-site measurements and clothing trials. This service is completed in conjunction with our Occupational Therapist who assesses a resident’s needs and consults with the health care team on the unit. “A Dressing Needs” provides three tiers of service including: a line of premade clothing designed to accommodate restrictive needs; custom alteration to pre-existing clothing; and lastly, complete custom garments. This service can be directly billed to each resident’s Trust Account or alternative funding may be available via some extended health plans.

To access this service or to discuss further, please contact Julia Pereira, Occupational Therapist at jpereira@louisbrier.com or 604-267-4701.

Candles in Rooms

We want to remind residents and families that candles are not allowed in residents’ rooms. They are a fire hazard and can set off our fire alarm system and sprinklers. Small candles, large candles, any candles are not allowed. Residents are encouraged to bring their Shabbat candles to the Candlelighting Lounge and light the candles there.

Food in Rooms

Please be sure that all food in residents’ rooms is kept in plastic containers or the fridge to ensure food safety and reduce the opportunity for bugs or mice.

Resident Safety

Every day, all the time we are diligent in ensuring resident safety in our Home. We are very lucky to have involved family and friends and as a result we have been able to keep the dreaded flu away with hand washing and use of the hand sanitizers. Please continue to use the sanitizers before

visiting your relative and after touching any communal surfaces.

Ambulance Charges

Periodically residents have medical appointments and xrays outside of the Louis Brier. Our practice is to ask family members to accompany the resident to the appointment. If the resident can transfer themselves we will organize HandiDart or a wheelchair taxi. If the resident cannot transfer themselves we will send them in a public transfer ambulance (BC Ambulance depending on availability) or a private patient transfer ambulance (SN Transport Ltd). All travel charges are charged to the resident. The Intermediate Care residents have always paid for their ambulance transfers. However the Extended Care residents did not. Effective January 1, 2011 when the EC residents’ room differential fees were eliminated both IC and EC residents are treated the same, and both now pay for ambulance transfers.

Lily Alert

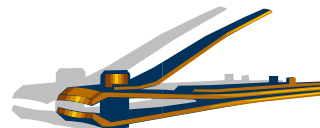


Please refrain from bringing lilies into the building as we have residents who are scent sensitive and staff who are highly allergic. If sending bouquets to residents, please ask the florist not to use lilies. Many thanks!

Cream for Feet

Many people, especially at this time of year, have very dry and scaly feet and lower legs. Our residents are no exception and this leaves them vulnerable to cracking and thus infections and pain. The good news is that our gift shop is now stocking a cream for this condition and it is called Atrac-Tain. A tube costs \$11.00. If you buy a tube for your relative please let the nurse know and she/he will mark it with their name and

instruct the care aides how to apply it morning and night.



Personal Items

All residents must have their own personal items such as nail clippers, nail files, cuticle scissors, combs, body creams, shavers, tweezers and any other items the person uses for their daily care. It is a licensing requirement that we have no communal tools for personal care.

In the resident's Information Manual the following list provides an overview of personal items:

- Electric shaver (for men)
- Comb and hair brush
- Deodorant
- Crest or Colgate regular toothpaste (hygienist recommended)
- Soft toothbrush (recommend Butler #409C1) to be replaced every 3 months
- Denture toothbrush (recommend Butler if resident has dentures)
- Mouthwash (Oral B recommended)
- Denture tablets (if resident has dentures)
- Dental Floss
- Face soap and container
- Foot Cream for dry skin – Atrac-Tain (available in gift shop)
- Body lotion of resident's choice (e.g. Vaseline Intensive Care Lotion, Lubriderm, Keri Lotion, Cocoa Shea Butter, St. Ives, Jergen's, Nivea)
- Emery board
- Tissue box
- House slippers (with grip sole or non-skid sole)
- Nail brush
- Nail clippers
- Nail scissors
- Make-up, face cream, moisturizer of resident's choice
- Small standing mirror
- Eye glass cleaner
- Eye glasses

Label Glasses and Teeth

All families are reminded that residents' glasses and dentures must be labeled. Our UBC Dentistry students label the dentures once a year in the Fall. Denturists also label dentures so please be sure to ask the resident's Dentist about this service. Glasses can be labeled using small stick-on labels on the inside of the glasses' arm.

Recreation & Music Therapy News

The Horticultural Therapy program is blooming! During the past few months Dr. Aimée Taylor has created a very popular program for residents. Some of the small group and 1:1 programs have included making: mini-terrariums (bottle gardens), herb propagation, scented potpourris, weekly floral arranging, culinary exploration using fresh herbs, and planting flower and vegetable seeds to prepare for sowing outdoors. Watch for a grow light to be installed shortly!

Our Art Therapist Emily Wong has developed an interesting and successful program for residents to express themselves and explore their creativity. The art and horticultural programs are open to all residents.

New Programs:

Looking for something to do in the early evening? Why not try:

- 'Movie and Shmooze' with Charles, Wednesdays at 5 pm
- Temple Shalom Family Art Project series (check calendar for dates) 5:00 – 7:00 pm

Try something new....

- Computer Tutor: Expand your horizons every Thursday from 10-12 with Jaime
- Felting Workshop: Felting on soap on Thursday, March 17th at 10:30am
- Knitting Club: A chance to knit and chat
- Baking challah: Thursdays at 10:30 am

Special Events in March:

- Oneg Shabbat with Rabbi Mikelberg Friday, March 11th at 2:45 pm
- The Educational Series: 'An Audio Visual Journey through Egypt' Monday, March 14th at 10:30 am
- Circus Theme Day: Tuesday, March 15th at 10:00 am
 - Talmud Torah Preschool visit-bringing Mishloach Manot at 10:00am
 - 2-4 pm: An afternoon of pre-Purim fun with candy floss, jugglers, a ventriloquist, magicians and more!
- Pacific Torah Institute – students performing Purim Songs on Wednesday, March 16 at 2:15 pm
- Watch for the Hamantashen cart 2-4 pm!
- Baking *Hamantashen*- making *Mishloach Manot* on Thurs. March 17 10:30 am
- Violin and Piano Concert with Esther Hwang on violin and Bob Koenig on piano at 2:15 pm on Thursday March 17th
- Musical Purim Parade with Temple Sholom Babies on Friday, March 18^{at} 10:30 am
- Saturday and Sunday, March 19th and 20th: Reading the *Megillah*
- The Annual Purim Party on Sunday, March 20th from 2- 4 pm
- Scotia Dance Centre outing: Ballroom Dance event on Thursday, March 31st.



Please refer to the March calendar of events for date, time and location of all events.

Communication

Whether your family member has just moved in, or has been here for some time, there are probably times when you are just not sure with whom to communicate about what. With so many staff, it is complicated!

With respect to care, always speak to the Team Leader first. The Team Leader is the Nurse who is on duty on each shift. Each Nursing Station has a white board with the names of the nursing team members looking after your relative. You are welcome to call the nurse at any time with questions or concerns and if they are busy providing care to other residents or in the middle of shift change, they will call you back. It is advisable to speak directly to them if and when an issue arises as that way it can be dealt with immediately. Sometimes the Team Leader for the shift is not the regular nurse, but usually the replacement nurse is a casual who is familiar with the units as they work here regularly. Sometimes we employ an agency nurse; we hire nurses only from two agencies who know Louis Brier well and the owners of the agencies work here as well. Please note that we only replace LPN's with our own casuals or an agency RN.

If you know the care aides who work regularly with your relative, you can ask them questions about your relative however if it is about medications or changes in functioning, the nurse is available to address those concerns.

If there is a situation that remains unresolved or you would like more clarification, you are welcome to see the Nursing Leader, Krista Hunt, or Dr Judy Globerman, Leader of Care Services.

For Rehab concerns, you may wish to contact Oksana about physiotherapy services, particularly about mobility and functioning, or Julia about seating, comfort (wheelchairs), and Activities of Daily Living (ADL).

For Recreation concerns, you can seek out the recreation therapist on the unit, or feel free to

communicate with Edy, Leader of Recreation, Music Therapy and Culture. The recreation team is always willing to send the family an email with an activity schedule or report on the programs your relative participates in regularly.

For Nutrition concerns, you can contact the dietitians on your relative's unit. Patti is the Registered Dietitian on Extended Care and Heather is the Registered Dietitian on Intermediate Care.

Rabbi Brody is always pleased to offer spiritual, rabbinic and chaplaincy support both to residents and families. He is an excellent resource on all things Jewish.

Have a question and still don't know where to turn? Concerns about your relative, about communication, paperwork, need support or just have a question? Feel free to contact Debbie and Louise, the social workers on Extended Care and Intermediate Care respectively.

The staff phone numbers are included in this newsletter. Many staff have direct lines, or you can call the main switchboard at (604) 261-9376 and either press their extension number, or press "0" and ask to be transferred. Most staff use email; their addresses are the first initial of their first name and their last name @louisbrier.com. For example Debbie Litvack is dlitvack@louisbrier.com



A final note on communication. The staff work very hard and are often very busy. It's a good idea to call them between meals and after they deliver medications so they can give you their full attention. Their goal is to provide excellent care to your relative. We all appreciate your diplomacy and kindness in interactions and

similarly want to ensure you feel respected and part of the team of caregivers for your loved one.

Weinberg News

Debbie Litvack is currently acting as Leader of the Weinberg Residence and can be reached at (604) 267-7422 or by email at dlitvack@louisbrier.com. Debbie will be available daily for appointments and tours and is enjoying getting to know the tenants of Assisted Living and the residents of Multi Level Care. You may not know that she was involved with the opening of the Weinberg Residence and she is enjoying being back there.

Wish List

At the Louis Brier we have many needs that we are fortunate to have filled through generous donations. Here are a few items on our Wish List that you may be interested in donating:

Mixmaster for baking program.....	\$575
Bed pan sterilizer.....	\$17,000
Blanket Warmer.....	\$3,968
Guitar Amplifier.....	\$104
Dresser for resident room.....	\$460
Art Therapy 3 hrs/wk	\$150
Horticultural Therapy 3 hrs/wk.....	\$150
Bed positioning wedges.....	\$150

Reaching *US*... Reaching *YOU*... EMAIL

We would like to be able to contact you on email to let you know in a timely fashion of flu outbreaks, new policies, changes in practice, newsletters, etc. Please email Vicki Sprinkling at vsprinkling@louisbrier.com to get on our email list. We do not share your email addresses with anyone but do find that it is a very useful way of communicating with families, so please get in touch.

Please see our contact information on the back page of this Newsletter.