



JUNE 2020

# Snider Schmooze

## A MESSAGE FROM DR. DAVID KESELMAN, CEO

**Hello everyone,** I trust that you are all keeping safe and healthy during these challenging times. As we continue to manage our days under the shadow of COVID, it is necessary to be able to recognize the positive and good things around us as well. On April 29th we celebrated Israel's 72nd Independence Day. We had an amazing performance outside by two very talented individuals. Monday May 11th marked the start of the 2020 National Nurses Week. It is held every May to coincide with the birthday of Florence Nightingale, the founder of modern nursing. Nursing Week 2020 marks the 200th anniversary of Florence Nightingale's birthday. For decades, nurses have provided competent, and ethical care to people in communities across the country and throughout the world. In our complicated, demanding, and ever-changing health care system, and these days more than ever, nurses play a pivotal role in the delivery of safe and quality care, engaged in complex and complicated environments under immense amount of stress, pressure, and even risk. Regardless of the circumstances nurses continue to position themselves as leaders in the provision of health care through innovative, holistic health care and continued growth.

Nurses continue to demonstrate the values of respect, courage, responsiveness and innovation, along with a dedication to quality care that is second to none. Social, political, economic, community, and health care needs have all blended together to create multi-faceted situations that nurses must be able to properly manage. Today's care plans can be very involved, and include such things as wound care, intravenous therapy, life, death and dying, and treatments for chronic and terminal illnesses.

This year as well, The Canadian Nurses Association and the International Council of Nurses (ICN) has chosen **A Voice to Lead – Nursing the World to Health, demonstrates how nurses are central to addressing a wide range of health challenges** as the theme for nursing week. With certainty, today's nurses require a wide variety of skills to assess, plan, report, collaborate, treat, comfort, and ultimately, to heal. Every day, nurses across Canada improve lives by providing care, leading research, applying technological innovation, and much more. Nurses are also the chief advocates for change in our health care system.

In recognition of their dedication and contributions to Canada's health care system, on behalf of the Senior Leadership Team, the Board of Directors, the Louis Brier Foundation and I, would like to extend our sincere thanks to the nurses and the entire health care team, throughout the Snider Campus for their dedication and caring for our residents and their families and nurses everywhere for all that they do.

I also wanted to thank ALL of you for the amazing support you have and continue to show to the staff of LBHH and WR, in the form of food, vitamins, flowers, smart devices, and funds. With your help and support, we have been able to acquire additional equipment and resources to support our staff in keeping our residents safe and well cared for. Words are not enough, however it is what we currently have at our disposal to convey gratitude.



Wishing you all the very best, stay safe and healthy.

**Dr. David Keselman, CEO**

## LOUIS BRIER APPRECIATES YOU

### Donations

The tradition of community support and kindness continues strongly, and over the last month a number of community partners have come forward with the following donations:

- Easter Chocolate Bunnies and candies – Dr. Saul Isserow and the Rocky Mountain Chocolate Company
- 20 x Individual care packages for Nursing Week – MTO Shahmagsoudi School of Islamic Sufism
- Communication cart with a 40" iPad (donated to Recreation dept.) – Trevor Nuttal owner/operator of company 10 Net
- 216 x Tubes of toothpaste, 24 x Bottle of mouth wash – UBC Dentistry
- DVDs: Oliver, The Marriage of Figaro, Amadeus, The Magic Flute, Father of the Bride, Aida and Gone with the Wind – Susan Mogan via Family Council
- 4,000 face masks (2000 LBHH & 2000 WR) – Canadian Community Services Association
- Donation to replace manual hand sanitizer dispensers with automatic ones – Edwina and Paul Heller Memorial Fund (Irene Bettinger)
- 1,800 pcs of Procedure Masks – Rotary Club of Richmond through Rotary Richmond Foundation
- 120 bars of soap – Unilever
- 2 x Cases of Dilly Bars from Dairy Queen (120 ice-creams) – Haddon Holdings
- McDonald's – The Ngo Family



## LOUIS BRIER APPRECIATES YOU

### Equipment

A callout message was recently sent to all families, and external and internal stakeholders, asking for help with purchasing and acquiring a range of resources. The response was overwhelming and is absolutely unbelievable! Here is a snapshot of the equipment that was bought with those generous donations and grants.

1. Disinfection System

2. Overbed Tables

3. Mattresses and  
ROHO® Cushions

4. Mattresses Batch 2

5. Suction Machine

6. Wheelchair Washer



A BIG  
**THANK  
YOU**  
TO ALL!

THANK YOU FOR THE KIND WORDS

*To the Louis Brier (LB) Team,*

*My husband is a resident at LB. Recently I received numerous communications from LB regarding the measures taken to prevent the spread and devastation caused by the COVID-19 virus in the care facility. I am sure this information was appreciated by the families of vulnerable loved ones who have made LB their home.*

*I am filled with gratitude for the foresight, commitment and courage of the management and staff of LB during these turbulent and frightening times. I feel comfortable that the measures recommended by medical opinion are being thoughtfully and vigilantly implemented for the safe-keeping of the vulnerable residents. My sadness and concern about my husband's well-being during this lockdown is greatly mitigated by the confidence that he will continue to receive the good, compassionate care that he has been receiving since becoming a resident at LB.*

*Please convey my profound appreciation and thanks to the dedicated staff and care providers at LB. They no doubt are labouring under increased physical and psychological challenges, with attendant increase in anxiety and exhaustion. Their service is not without risk to themselves and we recognize them as our hero's.*

*Thank you so much for taking such good care of our mother, grandmother and great grandmother, and all of the residents of the Louis Brier. Your kindness, caring and courage is really amazing and so appreciated.*

*Nice videos. Too bad our mom wasn't in either one. Hopefully she'll be included in the next one. Glad that everyone is doing well. Thank you for taking care of our mom.*

*This is truly an uplifting beautiful video. Brought tears to my eyes. Thank you, thank you thank you.*

## THANK YOU FOR THE KIND WORDS

*My Mom was placed into Louis Brier over a year ago now and we feel blessed that she is there receiving such excellent care! I commend all of the support staff at Louis Brier for their care, compassion and dedication to caring for so many residents! My sister lives in Vancouver (I live in Ontario) and she is accustomed to visiting my mother on a daily basis to assist during meals because my mother does not eat very well without her. Unfortunately, during this difficult time, my sister has been unable to visit due to restrictions, but some of the care takers have actually taken the time to FaceTime with her so my Mom doesn't feel abandoned. Wow, now that is amazing and we are sincerely thankful for the thoughtful way everyone is trying to bring loved ones together.*

*My mother is a resident in Home West and has resided there since January 2018. I just participated in my mom's care conference on March 31, 2020 during which in closing I thanked everyone for the excellent care my mom has received and continues to receive.*

*I would greatly appreciate it if you could pass on our sincere appreciation again, particularly to the Home West team, nursing team and all support staff – housekeeping, janitorial, laundry, food & beverage, recreation, therapy, pharmacy, reception, etc. who are all part of my mom's care efforts.*

*You've got some in-house real talent there! Thanks for everything you do.*

*Dear Amazing Louis Brier team,  
Thank you 10,000 times! Mum is happy, laughing, and clapping along! Thank you for letting including her! The film makes me laugh and cry at the same time. So great to see everyone boogying, so nice to see old and new friends having fun. You are truly 100% the best ever, and are defying all the odds.*

THANK YOU FOR THE KIND WORDS

*Thank you for sending this Video of people I pray for everyday and care so much about. I miss all of you and with G-D's help we will return to what will be the new normal. All my ❤️ to everyone!*

*Thank you very much for these wonderful videos. Thank you all for your hard works to make them safe and happy. You are all heroes. Thank you and G-d bless you all.*

*If I may, I would like to take this opportunity to thank Vanessa and the CNL's for the unfailing guidance and support. A special thanks too to Weinberg team of nurses whose help is always so much appreciated as well as the hard work and dedication of the Care Aides.*

*I am happy to be part of the concerted effort of the team responsible for providing quality care and making a difference to the residents' lives, and to maintaining and improving the morale of staff working in often difficult and stressful circumstances.*

*I am writing to express my thanks and admiration for the care being taken at Louis Brier during this current major health emergency. My brother has been sending me all of the information that you have been providing for relatives and I am in daily contact via cell phone video with my mother and her companion. I know I have questioned policies in the past, but I am fully supportive and very appreciative of all that has been done to keep everyone safe.*

*I know that the present circumstances are extremely challenging for families and their relatives, but also for your staff who continue to work and provide care while themselves, I am sure, facing difficulties of their own-especially being cut off from families in other countries.*

## THANK YOU FOR THE KIND WORDS

*It is indeed very heartening to read your communication David. You and the entire staff - everyone who comes in to work at LBHH - is doing an amazing job and truly makes the facility and all who work there give the impression of being one big family, each one of you have created a family within the facility!*

*The result is this leaves family members who feel utterly useless, feeling grateful and relieved to know our loved ones are getting the best care possible!*

*Thank you ALL. You are more than Essential Workers! You keep my worries at bay and all families who have loved ones in your care!*

*Thank you! And G-d Bless all of you. I miss you all tremendously!  
Much good wishes and love to sustain your generous actions.*

*There is nothing more empowering than our youth taking on the task of Tikkun Olam, and watching them lead their community through difficult times. This is precisely what a group of teens from Vancouver's own Camp Hatikvah and local Canadian Young Judaea (CYJ) Youth Council have done. CYJ is one of Canada's largest Jewish youth movements with active centres across Canada, and 8 affiliate summer camps, including Camp Hatikvah. A dedicated group of campers have taken it upon themselves to create a Mitzvah project for the Louis Brier Home and Hospital. The goal of their project is to get their fellow Hatikvah campers and families to create letters and drawings of hope and kindness for the residence of the Louis Brier Home. They want to ensure that everyone in the community is taken care of during the COVID-19 crisis. They believe in the Mitzvah of respecting their elders, and taking care of the most vulnerable in whatever way possible. We are so proud of these young leaders for creating such an important initiative.*

*Maintenance Staff,  
we so appreciate you  
for all you do for us!  
Thank you for always  
fixing everything for  
us and making sure  
we are safe!*

*I'd like to thank  
the staff in some  
way for hanging  
in through all this  
- I'm out banging  
pots at 7 every  
night but don't think  
you can hear me  
from Victoria.*



**THANK YOU,  
LOUIS BRIER HOME AND HOSPITAL!**

My heartfelt thanks to all the staff at the Louis Brier Home and Hospital for the incredible work that you do, and for the care that you provide to your residents, particularly during these very challenging times.

COVID-19 has defied all of us to look at and work in the world differently. But Louis Brier and your jobs are all deemed essential services. So although many of us can work remotely, you cannot. Every day you commute to work, whether it be by public transit, biking, walking or driving. Then you work tirelessly to take care of the residents and in these times, it means extra precautions, additional steps to routines and ultimately, more work. The situation has been very fluid, and we thank you for your willingness to step up in many ways and assume roles that, quite frankly, you hadn't signed up for, but which you just take on because your goal is the safety and well-being of your residents.

As the MLA for Vancouver-Langara, I extend my sincere appreciation to each and every one of you -- from the cleaning staff, those in food prep, front desk, nurses, care aides, administration ... everyone -- thank you! My riding has the largest population of seniors in Vancouver, and your compassion, dedication, invaluable work and sacrifices are making a huge difference in our community and you help us to keep it safe and strong.

All the best to each of you, your families, and the residents of the Louis Brier Home and Hospital. Please continue to keep safe and healthy as we continue on this journey together!

Warmly,

Michael Lee, MLA  
Vancouver-Langara

## RECREATION

Recreation is currently working on a new video episode which chronicle life at LBHH during COVID-19 precautions and restrictions. If you would like your loved one in an upcoming video and are unsure of whether a consent form authorizing us to video/photograph your loved one has been signed, please contact the recreation department and we can help you get this done. We anticipate a video every two weeks so stay tuned!

We are currently awaiting delivery of an outdoor 'canopy' that will enable our Sunday concert musicians to be protected from the elements during weekly afternoon Sunday concerts. The portable canopy will be erected in the front of the LB and allow musicians to perform comfortably and to remain dry when its raining and without the glare of the afternoon sun beating down on them when the weather is hot. During COVID-19 precautions, all Sunday concerts will begin at 2:00PM and will take place outside the LBHH and facing the Homeside Lounge window. Residents will be able to hear the live music and have the option to watch the performance through the bank of large windows or on the large theatre-style screen in the Homeside Lounge.

### Edy Govorchin

Manager Recreation, Culture and Music Therapy

## Resident Video 3 *A Day in the Life at LBHH*



Visit the following link to watch the Resident Videos:  
<http://louisbrier.com/news/covid-19/>

\*Scroll down to the **VIDEOS** section

## LOUIS BRIER & WEINBERG HEALTHCARE HERO OF THE MONTH



June 2020

## CHEN YUE GUO

The LBHH&WR “Healthcare Hero of the Month” is a new Staff Recognition and Social Event Committee initiative intended to recognize Employees and Companions who have achieved a notable accomplishment and/or have demonstrated noble qualities such as integrity, ingenuity, courage, strength and compassion.

### ► Fun Facts about Chen Yue Guo

I recently drove across the country from Toronto to Vancouver after I finished my graduate studies in Art Therapy. Vancouver is not a new neighborhood for me, since I was forced to abandon it four years ago. As I grew older, I began to adapt unusual habits that people couldn't imagine I do. The list includes off-roading, golf, muay thai (a form of martial arts), and hunting. The reason why I moved back to Vancouver is because the breeze and calmness of Vancouver is irreplaceable.

LBHH&WR’s “Healthcare Hero of the Month” for June is Chen Yue Guo!!!

The Staff Recognition and Social Event Committee is pleased to recognize Chen for the Resident Videos she has created with her Recreation Team! Through these videos Chen has demonstrated the perseverance and joy of our Residents and their Family, as well as Staff, during this challenging time. The videos cast a bright and pleasant light on LBHH&WR, show the significant work being accomplished, and the outcome of these efforts – safe and happy Residents and Employees! This highlights the significant impact people can have on others, even while apart. Indeed, these creative and evocative videos have touched the hearts of many, both at LBHH&WR and far away, and the feedback we’ve received is a testament to this!

Chen has stretch the boundaries of what it means to offer Recreation to our Residents and Family and for this she is a “Healthcare Hero”!

## AN INTERVIEW WITH CHEN YUE GUO

### 1. Congratulations on being recognized as a LBHH&WR “Healthcare Hero of the Month”. What does this accolade mean to you?

*It is a pleasure for me to receive this accolade. This highlights my dedication and recognition within my team, which I am grateful for. I believe this recognition belongs to the health care team as a whole rather than just to me. Furthermore, I want to acknowledge the efforts from my team, especially Edy Govorchin, who is always there to support me. I appreciate the opportunities that are given to me by LBHH&WR, and I look forward to continuing this journey with all of you.*



### 2. You are being recognized for your exemplary and innovative contributions creating the Resident Videos with your Recreation Team. Can you please tell us a bit about how you achieved this?

*The creation of the resident videos wasn't an easy task, and it was done through a coordinated effort from my team. Every two weeks we adopted a new theme to demonstrate the daily life of our vulnerable residents. We are trying to include as many residents as possible into our videos so the family members can see their loved ones through this channel. I usually set up the camera during the programs that are offered in the home, so I can catch the best cheerful moments. At the time I was editing the video, I can always trust my team to obtain the consents for the videos. Therefore, everyone on my team should be recognized for their contributions.*



### 3. What motivates you?

*It's when I know any small acts I do could change anyone's day. But due to the current climate of Covid-19, the livelihood of all are affected, and has pushed us into an unfamiliar environment. It motivates me further as a healthcare worker to help shorten the distance between families and their loved ones; to find warmth within a distanced time. Thus, it motivated me and my team to produce the videos; knowing the cheers, and joys that it will bring to the families and to the people I work with.*

### 4. Do you have any final remarks?

*2020 will be of the past for many but it will be a remarkable and memorable year for me. A year, where sacrifices are made to protect others. A year, where love and hope are shared throughout the world. A year, where it changed my own perception of the importance of my own duties, and responsibilities towards others.*

The LBHH&WR “Healthcare Hero of the Month” is nomination-based recognition initiative. If you would like to nominate an Employee and/or Companion for this recognition accolade please send an email to the Staff Recognition and Social Event Committee Chair, Loren Tisdelle, Director, Human Resources at [ltisdelle@louisbrier.com](mailto:ltisdelle@louisbrier.com) naming the Employee and/or Companion you would like to nominate and the reason(s) why. All nominations will be reviewed and voted on by the Staff Recognition and Social Event Committee. Thank you for participating!



## FAMILY COUNCIL

### Welcome to Louis Brier,

On behalf of the Family Council, we would like to extend and offer support and help with making the transition to Louis Brier as positive and smooth as possible.

The family Council is a voluntary body comprised of family members whose primary focus is to advocate for the delivery of safe and quality care. The council meets regularly on a monthly basis and in collaboration with the Louis Brier's leadership, reviews and discusses relevant opportunities to enhance the residents' experience.

We welcome all families to join the council and hope that you will make the choice to get involved. If you are interested in joining the family council and/or have additional questions please email us at [lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com).

**Family Council**

## COMPANION PROGRAM

**We are here for you!** Did you know that Louis Brier Home & Hospital and Weinberg Residence offer an In-house Companion Program?

We understand the needs of your family and loved-ones and we are here to assist in enhancing their personal and social well-being. Our in-house companion program provides added quality support at a reasonable rate. For more Information, please contact:

**Myla Carpio-Pelayo**, QRM Coordinator  
[mpelayo@louisbrier.com](mailto:mpelayo@louisbrier.com) x 4688

## FROM THE BUSINESS OFFICE

**Sick Time usage has been steadily increasing each month** which is also increasing our Over Time costs. This is driving a significant Deficit for this fiscal year, which we all need to be concerned about. We continue to work with Human Resources and all employees to manage our sick time and OT.

**Ben Crocker**  
Director, Finance

## NURSING WEEK 2020

**Nurses Week** is a perfect occasion to express my heartfelt THANKS to the Management and Leaders for the ongoing guidance, support, patience and understanding to the staff, and residents (and their families) in Louis Brier during this unsettling time, and for the outstanding effort to prevent Corona virus from interring our facility:

**REHAB** – for the prompt action with the nursing requests for residents’ physical assessments, and continuing rehab activities for the residents

**DIETARY AND FOOD SERVICES** – for providing food and nourishment, and special diets; and their ongoing support with the nurses and other staff

**HOUSEKEEPING, CLEANING, AND MAINTENANCE** – for maintaining a clean, safe, and sanitary living and working areas; and for fixing water leaks, plugged toilets, broken lights, etc.

**LAUNDRY** – for providing clean linens and bibs for the units; and clean clothes for the residents

**SOCIAL WORK** – for establishing an ongoing reassurance between residents and families; and doctors and staff

**RECREATION** – for providing activities for the residents, which give them sense of purpose; and ease their boredom

**VOLUNTEERS** – for the extra interaction with the residents, and added help with the Recreation; and for taking the temperature of every staff at the start of each shift

**STAFFING** – for making sure that we have adequate staff in every shift

**STORES** – for always keeping our supply at par, and for timely filling our requests for needed supplies

**HUMAN RESOURCE** – for ongoing social support to staff

**PAYROLL/ACCOUNTING** – for preparing our pay stubs on time

**PASTORAL** – for providing residents the spiritual needs that can not be achieve by the other interdisciplinary teams; and giving them peace and dignity towards the end of their lives; and also for offering support to staff when needed

**COMPANIONS** – for the extra personal care and companionship to several residents, and for being the “extra sets of eyes and ears” in the units

**RECEPTIONISTS** – for answering and screening calls, greeting visitors and staff in a courteous and congenial manner; and being the watchful eyes for “eloping” residents

**INFECTION CONTROL** – for guidance in prevention and control of outbreaks, and prompt reporting/testing for possible infection

**THE DOCTORS** – who not only take care of their residents but also understand and support the nurses and the other interdisciplinary teams

**THE NURSE MANAGERS** – who work tirelessly in modeling the way how everyone should be treated; work on envisioning the future of LB; find a way how their vision works; enable the staff to assist them on their vision; and encourage and appreciate what everyone had contributed and accomplished.

**THE CLINICAL NURSE LEADERS** – who work countless hours coordinating, planning and problem-solving issues that come up in the units; and providing assistance to nurses, care aides, and residents and their families

**THE NURSES and CARE AIDES** – for the compassion and caring that are done with dignity, grace, generosity, kindness, empathy, and tolerance (both for the residents, families, and coworkers)

**THE RESIDENTS** – who inspire us to be who we are - compassionate caregivers and nurturers

**THE FAMILIES OF THE RESIDENTS** – who have faith, and trusted us to care for their love ones

We will not be where we are – free from covid19 – without the collaborative effort as a whole. *“Unity is strength; when there is teamwork and collaboration, wonderful things can be achieved”* – Mattie Stepanek  
*“Alone we can do so little; together we can do so much”* – Helen Keller. Thank you once again, Louis Brier Team!

Sincerely, **Teresa Racal-Hill**, LPN

## NURSING WEEK 2020

### EVOLUTION OF NURSING



**2nd RUNNER UP**  
Nursing in the 1900's  
Home Centre



**1st RUNNER UP**  
Nursing in the 1990's  
Hospital West



**CHAMPIONS**  
Nursing in the 2020's  
Hospital East

### TIKTOK WINNERS



**2nd RUNNER UP**  
Hospital East Heroes  
*Laxed Siren Beat*



**1st RUNNER UP**  
Hospital West Angels  
*Hips Don't Lie*  
by Shakira

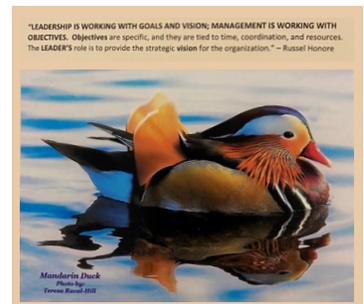


**CHAMPIONS**  
Hospital East Heroes  
*My Heart Will Go On*  
by Celine Dion

### NURSING UNIT DECORATION CHAMPIONS



### FRONT COVER OF CARD



By Teresa Racal-Hill

## TREE OF LIFE MURAL

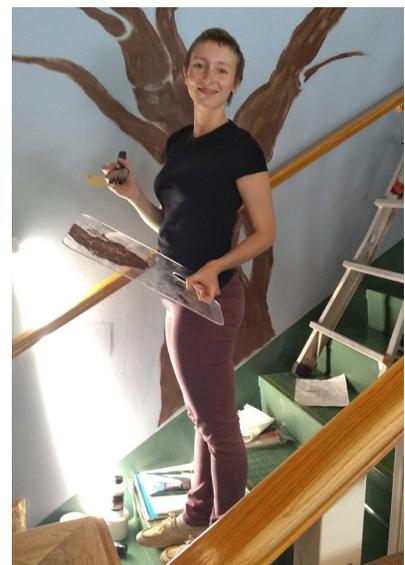
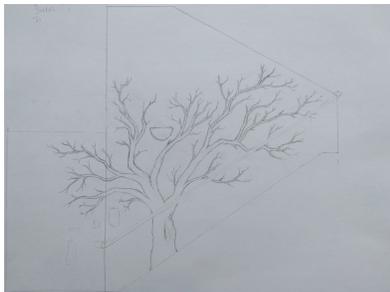
When you climb the lobby stairs, you may have noticed that there is a new addition to the wall: a tree of life mural, painted by program coordinator Charlotte Spafford. In addition to her role as a Program Coordinator in the Recreation department, Charlotte is also an artist and art therapist in the community. Charlotte loves art in its many forms and has created a variety of drawings, paintings, collages, sculptures, and a few large-scale installations – but this was her first ever mural!

**Process** – Charlotte started by measuring the walls (with the help of building manager Adrian!) and creating a pencil drawing of her design to scale. She then drew a large grid on the wall that corresponded to a scaled down grid on her design, and drew the tree on the wall using the grid as a guide. Then it was time to paint! She covered everything with a base coat, then added some bark texture, and final highlights and shadows and the leaves. She is grateful to the maintenance team for their support with setting up ladders and ensuring her safety, and for all the staff passing by for their encouraging words while she was painting. She really enjoyed working on this project and hopes many more murals will be in her future!

### You may be wondering – where are all the leaves?

The purpose of the mural will be announced shortly. Stay tuned for details!

Charlotte can be reached at [cmspafford@gmail.com](mailto:cmspafford@gmail.com)



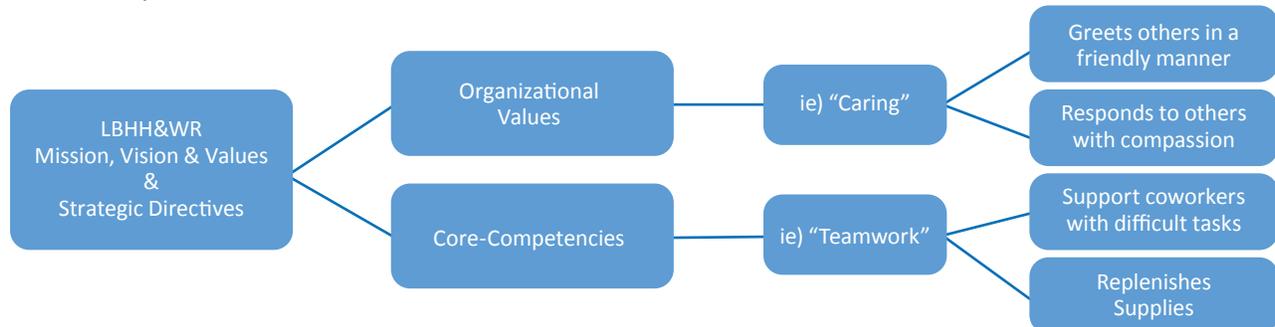
## HUMAN RESOURCES

### LBHH & WR CV19-Response Wellness Program - “Fanning BRIER’s FIRE!”

We’ve heard from a number of individuals that our employees could benefit from some Leadership-driven Wellness Programing. We started with the 7PM cheering in recognition of Essential Workers and wanted to offer some other daily Wellness content that we can share with our employees on the floor, in our office, and/or at the Units. HR continues with the weekly Wellness initiative - Fanning BRIER’s FIRE! – which includes daily wellness content that can be used and shared. We encourage everyone to follow along each day (except for Saturdays), review the content as a team and then let HR know how it was received. In these uncertain times, it is important to try our best to keep our energy and our spirits up so that we can continue to work together to fight against COVID 19! We hope that this daily-dose of wellness content helps fan your FIRE!

### Performance Appraisals for Front-Line Workers

Performance Appraisals are being completed earlier this year compared to last and are scheduled to be completed through June. The HR Department and respective Department Managers reviewed the 2019 Performance Appraisal process, including the Performance Appraisal Form, and have made some very minor changes. This includes moving from a 3-point to a 4 point-rating scale. Behaviours associated with Core-Competencies and Core Values (ie. what does it mean to work consistently with our values “CHAI”) will continue to be what employees are rated on. It is our hope that the Performance Appraisal process going forward will be clearer, easier to complete, more fair and more effective as well as more consistent with the expectations and values of LBHH&WR.



### HR Engagement Initiatives on Hold

As many of the Human Resources engagement initiatives are social in nature and because we are restricted from being in close contact, we have decided to indefinitely postpone many of events. These include but are not limited to:

- Working with HR
- Coffee with HR
- Monthly Birthday Celebrations
- Long Service Awards Event
- Staff Appreciation BBQ

We are looking into implementing other engagement, wellness, and recognition initiatives remotely and/or virtually. If you have any suggestions, please let us know.

Do you have any questions, comments, suggestions or concerns regarding the HR content above? If so, please email [HR@louisbrier.com](mailto:HR@louisbrier.com) and tell us what you think.

**Loren Tisdelle**

Director, Human Resources

MULTI-LEVEL CARE UPDATE

# Multi-Level Care LEAN Successes!



**DEFECTS**

Waste from a product or service failure to meet customer expectations



**OVERPRODUCTION**

Waste from making more product than customers demand



**WAITING**

Waste from time spent waiting for the next process step to occur



**UNUSED TALENT**

Wastes due to underutilization of people's talents, skills, and knowledge



**TRANSPORTATION**

Wasted time, resources, and costs when unnecessarily moving products and materials



**INVENTORY**

Wastes resulting from excess products and materials that aren't processed



**MOTION**

Wasted time and effort related to unnecessary movements by people



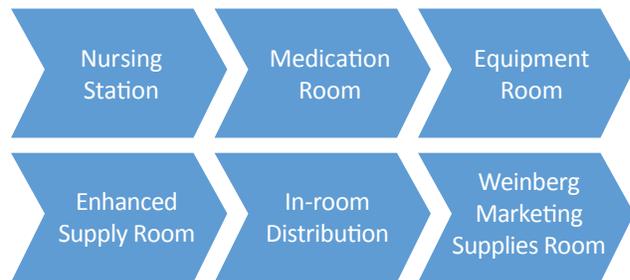
**EXTRA-PROCESSING**

Wastes related to more work or higher quality than is required

**5S**

- SORT** When in doubt, move it out
- SET IN ORDER** A place for everything, and return everything to its place
- SHINE** Clean up your work area
- STANDARDIZE** Set rules for use that the entire team supports and agrees to
- SUSTAIN** Make 5S a habit by integrating it into your daily work routines

We focused on the following areas:



We are excited to announce that the LEAN event in Multi-Level Care (MLC) went super well on May 20. The LEAN team worked really hard and had a lot of fun in the process. To be able to transform (LEAN) MLC, we focused on utilizing the 8 principles of LEAN to identify opportunities (Waste). Waste is any step or action in a process that is not required to complete a process (called "Non Value-Adding") successfully. When Waste is removed, only the steps that are required (called "Value-Adding") to deliver a satisfactory product or service to the residents remain in the process.

**Alex Portnik**  
Nurse Manager

## MULTI-LEVEL CARE LEAN SUCCESSES!

See the amazing results:



Before LEAN



After LEAN

### Equipment



### Medication Room



### Nursing Station

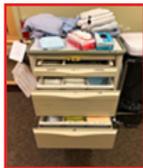


### Supply Room



Combined Supply and Linen Room with a 2-Bin System for Medical and Surgical Supplies

### Centralized Distribution of Supplies



### In-room Distribution of Supplies



## A BIG THANK YOU TO THE LEAN TEAM IN MLC

Julia, Tita, Maggie, Rebecca, Sharon, Adrian, Roemilyn, Megan, Barbara, Melissa, Joy, Sarita, Domingo, Francis and Vanessa





WEINBERG  
RESIDENCE

*Honouring your home, life and community*



- Assisted Living & Multi-Level Care
- Caring, professional staff
- Bright, spacious suites up to 835 sq.ft.
- 24/7 nursing coverage
- Diverse, engaging programming & culture
- Delicious, healthy meals by Executive Chef

*Your peace of mind is worth it!*

Call 604.267.4756 or visit [weinbergresidence.com](http://weinbergresidence.com) to book a tour.  
5650 Osler Street, Vancouver, BC V6M 2W9

THE DR. IRVING & PHYLISS SNIDER CAMPUS FOR JEWISH SENIORS, SITE OF THE LOUIS BRIER HOME & HOSPITAL AND WEINBERG RESIDENCE

## The tradition of community support and kindness continues strong!

We have had a number of donations including the following:

- Rocky Mountain Chocolates donated, for the second time, an abundance of chocolates and candy to our staff
- Sweet Edible Treats for staff were donated by the Umali Family
- 35 individual meals from Chickpea Restaurant were generously donated to our staff by Eugene Trademan
- Marsha and Al Simmons donated delicious cookies for staff
- 4,000 Face Masks (2,000 for Weinberg and 2,000 for LB) donated by Beauty Vision Society and Canada Community Service Association facilitated by Michael Lee's MLA Community Office
- 20 Individual care packages for Nursing Week, donated by MTO Shahmagsoudi School of Islamic Sufism



## Tips to Manage Anxiety and Stress During COVID-19

The COVID-19 pandemic affects everyone in different ways. Stress and anxiety has become normal for most, but we must take note and seek help when it gets out of hand.

### SIGNS OF STRESS

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Mood changes or feeling down.
- Increased use of alcohol, tobacco, or other drugs



### WAYS TO COPE WITH STRESS

Coping with stress will make you, the people you care about, and your community stronger.



**Stay informed:** refer to trusted sources (e.g. [Health Canada](#) and [WHO](#)) and stay informed on how to limit the spread of COVID-19. This will help reduce your anxiety about the unknown.



#### Take care of your body:

- Take deep breaths, stretch, or meditate
- [Try to eat healthy, well-balanced meals](#)
- [Stay active, get plenty of sleep](#)
- Avoid [alcohol](#) and [drugs](#)



**Make time to unwind.** Learn a new hobby or try some other activities you enjoy (learning a new language online, knitting, painting).



**Take breaks** from watching, reading, or listening to the news including social media. While staying informed is important, focusing too much on “breaking news” can cause even more anxiety related to COVID-19.



**Stay connected** with family and friends. Talk with people you trust about your concerns and how you are feeling via phone, video calling, emailing or other technology.

## LOUIS BRIER UPDATE

### 2nd Floor Kitchenette Renovation

Updates and reno's have been completed in the staff lounge in support of staff and infection control.

#### BEFORE



#### AFTER



## THE RESIDENT AND FAMILY SUPPORT GROUP IS CONTINUING – ONLINE

The Support Group will meet (virtually) via ZOOM. During this difficult time, when we have been unable to meet face to face, families have had difficulty connecting with each other, let alone with their loved ones at Louis Brier. As a way to check in with each other and share concerns, I will be hosting a Zoom meeting at **3pm EVERY Monday** for about 45 min (longer if desired). Anyone can join in and there is no limit to the number of people. You can access the meeting via computer or mobile:



**Topic:** Chaplain Rob Menes' Zoom Meeting

**Time:** Mondays, 3pm-4pm This is a recurring meeting

**Join Zoom Meeting:** <https://us04web.zoom.us/j/5440925766?pwd=dHZDdjVjSUXGcjdEWWWhLcG1RN2QyQT09>

**Meeting ID:** 544 092 5766

**Password:** shalom

**Hazzan Rob Menes, Chaplain**

# Supporting patients and families during COVID-19

April 8, 2020

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*In times of increased stress and uncertainty, it is valuable to take a moment to reflect on self-care and communication techniques that may help to manage the many demands and emotions experienced.*

During this time, feelings of isolation, lack of control, disruption in identity and routine, and feelings of grief and uncertainty are common among our staff, patients/clients/residents, families, and the wider community.

## Taking care of yourself

We recognize that you may also be worried about your own health and that of your families. Staff well-being continues to be one of our top priorities as we move through these uncertain times together, and we thank you for your coordinated effort and continuous commitment.

### Communicating your needs

Taking time for team huddles, rounding and individual check-ins allows the opportunity for you to not only share your feelings but also to offer higher quality, holistic care. Defining your boundaries and being aware of your triggers can prevent getting drawn into a conflict. Simply stating your feelings helps others understand your point-of-view and can improve collaboration among the group.

## Communicating with families, friends and supports

**Establish a strategy for support.** When telling a family member that they cannot be present with their loved one or delivering other bad news, it is important to have a plan for available options and resources. *Talking about what you can do, not only about what you can't do* may help to alleviate feelings of helplessness. Families may be worried their loved one will not receive appropriate medical care if they are not there to advocate for them. (See 'Strategies for Supporting Patients and Families during COVID-19 below.)

**Assess Understanding.** Determine the amount of information known regarding the concern or how much information is desired by asking open-ended questions. Validate the person's emotions and experiences and set the stage to allow the patient and family to emotionally brace for the new or information: "Unfortunately, I have some bad news to share with you" or "I am sorry to tell you..."

**Empathize.** Exploring and validating emotions will work to establish a sense of trust and togetherness to facilitate coping for all. Patients, clients, residents and their families may have emotional responses that vary from silence to anger, confusion, or crying. Be aware that times of stress are particularly challenging for those with pre-existing mental health issues. Respond with empathy, acknowledge feelings of frustration and refer to appropriate services and resources for team-based support.

**Maintain your calm.** Increasing your awareness of your breathing and shifting to more abdominal breathing will help to reduce stress and tension. Find balance with adequate sleep, nutritious food, walks, journaling and meditation. Being aware of your emotions and remaining nonjudgmental allows for reflection and more clarity in problem solving.

### Communication Skills in Action

- Share the “bad news” including the “why” behind the decision
- Acknowledge their emotion and express sympathy for the impact this is having on them
- Remind them “why” we are taking this action – to protect health and safety
- Provide options and alternatives
- Reassure them that their loved one is being well-cared-for
- Thank them for their understanding and patience

## Strategies for supporting patients, clients, residents and their families during COVID-19 visitation restrictions

- Suggest a family member bring any important patient/client/resident items to the main entrance, in a bag clearly marked with the patient’s name and room number. Encourage them to choose wisely as the fewer items brought in means the fewer germs go back home.
- Ask family members if there is anything important they want to share about the patient to help improve care plans.
- Create a plan for when patients and families may call for updates or when they will be contacted by a staff member.
- Encourage connection with the patient though their room phone or personal device, with texting, video call such as FaceTime, Skype, Facebook messenger or Zoom meetings.
- Consider utilizing telephonic family meetings, including the appropriate family member during bedside shift report, and rounding. Please be flexible with requests to use personal audio and video devices to bring families who are not allowed to visit into conversation such as medical updates, shared decision making, and discharge planning.

## Potential scenarios & responses

Potential scenario	Responses
<p>What do you mean, I can’t visit my dad? He needs to see me. He will be very upset if he doesn’t. I help him move around and brush his teeth, and there are items he needs me to bring him. He isn’t sick with the virus. I am not sick. Why can’t you just test us and let me in?</p>	<ul style="list-style-type: none"> <li>• I understand that you are worried about your dad.</li> <li>• I am very sorry, but we need to protect both his health and safety and yours as well as our staff.</li> <li>• We are living through a very difficult time and I understand these changes are not easy, but they are in place for everyone’s safety – including yours and your dad’s.</li> <li>• Please be reassured that he is being well-cared for.</li> <li>• We are limiting testing and cannot test anyone who is not showing symptoms.</li> <li>• During these visitation restrictions, here is what we can do to ensure that you remain connected with your dad while he is here with us. <b>(Refer to strategies above)</b></li> </ul>

	<ul style="list-style-type: none"> <li>• I know that this is very difficult for you and your Dad. I wish it was different. Thank you for your understanding and partnership while we do everything possible to stop the spread of this infection.</li> </ul>
<p>Don't tell me I can't see my wife. I'm going to move her out of here if I can't stay with her. Call her doctor now. I don't need this.</p>	<ul style="list-style-type: none"> <li>• I am hearing that you are angry with the visitation restrictions.</li> <li>• I am very sorry that you are being separated from each other at this time. The visitation restrictions are in place to help us protect the health of our patients/clients/residents as well as our staff and physicians.</li> <li>• We certainly don't want you to remove her from our care, and we can assure you that she is being well-cared for.</li> <li>• Are there specific concerns you would like me to discuss with your wife's doctor or nurse? I am happy to call them and let them know that you would like to talk.</li> <li>• In the meantime, let's talk about what we can do to keep you connected with our wife. <b>(Refer to strategies above)</b></li> </ul>
<p>My sister doesn't speak English. She doesn't understand what the nurses are saying. I need to be there to calm her down and help her describe her needs. Please let me see her.</p>	<ul style="list-style-type: none"> <li>• I understand that you are worried that your sister will not be able to communicate her needs and that she will not receive the proper care.</li> <li>• I am very sorry that we need to restrict visitation due to COVID-19.</li> <li>• Please tell me more about your sister and what worries you most.</li> <li>• We provide free language services to people whose primary language is not English, including qualified interpreters.</li> <li>• We can set up a telephone call so you may be present when her doctor is discussing her health and plan of care. <b>(Refer to strategies above)</b></li> </ul>

## KIM'S RETIREMENT



## JUNE BABIES



Ben Crocker  
Michael Galope  
Eleanor Andrade  
Jessica Cole  
Ann Florence Elvena  
Erlinda Ferreira  
Iris Del Carmen Ramos  
Gina Redillas  
Amadeo E. Sison  
Jennifer Belen  
Parminder Badwal  
Dennis Denusta  
Amrit Dhaliwal

Mila Yabut  
Mia Gomez  
Milani Llanes  
Nicole Nellaney  
Dinah Villanueva  
Cody Gregg  
Myra Leoncio  
Thoai Matheny  
Sepideh Mostafavi  
Francisco Avila  
Antonio De La Cruz  
Adrian Marinescu  
Jessica Shen



LOST & FOUND

# Lost an item?

Over the last six months, Reception has received a variety of items that range from watches, gloves, eye glasses to wallets and keys. If you or your family member has lost an item, please provide a description of the item to Human Resources to claim.

*Items not claimed by the 15th of the month will be donated to Jewish Family Services.*

**Sonia Cinti**  
Manager, Human Resources



**LOUIS  
BRIER  
WATER  
BOTTLES**  
\$9.50 each

- Mona Faraj** RN
- April Sanchez** Care Aide
- Jessie Kump** Care Aide
- Franco Balalis** Care Aide
- Naomi Gunster** Care Aide
- Tiana Oostindie** Food Services
- Diana Sanchez** Care Aide
- Laura Balanescu** Care Aide
- Luis Cojulun** Care Aide
- Ralph Mirafuentes** RN
- Robyn Courtemanche** Care Aide
- Rene Ayre** Housekeeping Aide
- Manreet Virk** Care Aide
- Deepinder Bhandal** Care Aide
- Harkanwalpreet Kaur** Care Aide

## GIFT SHOP (HOURS MAY BE AFFECTED)

SUNDAYS .....	12-4pm
MONDAYS .....	12-5pm
TUESDAYS .....	12-4pm
WEDNESDAYS .....	12-5pm
THURSDAYS .....	12-4pm
FRIDAYS .....	12-4pm
SATURDAYS .....	Gift Shop is closed
(Shabbat/Sabbath)	

## FOLLOW US ON SOCIAL MEDIA



@LouisBrierBC



Louis Brier  
Home and Hospital



@louis\_brier

Want to contribute to the newsletter?

Email [mgalope@louisbrier.com](mailto:mgalope@louisbrier.com) for details.

# ALL STAFF MUST BE SCREENED AT THE BEGINNING OF EACH SHIFT

(COMPANIONS, CONTRACTORS AND VISITORS INCLUDED)

**1** Take temperature of each staff prior to entering the Long Term Care Facility

• If **37.9°C** or LESS, proceed to Question #2

▶ If **38.0°C** or ABOVE, send staff wearing a mask to a Covid-19 testing site immediately, or as soon as site opens.

- Provide list of site locations and hours.
- Ensure staff wear a mask when attending a staff testing site.
- Staff to **self-isolate** at home pending results.



**2** Ask if staff is experiencing any of the following symptoms:

- Fever
- Cough
- Diarrhea

• If **NO** proceed to Question #3

▶ If **YES** to any of these symptoms, send staff with a mask to attend a staff testing site immediately, or as soon as site opens.

- Provide list of site locations and hours.
- Ensure staff wear a mask when attending a staff testing site.
- Staff to **self-isolate** at home pending results.



**3** Ask if staff is experiencing any of the following milder symptoms:

- Runny Nose
- Sore throat
- Headache
- Muscle Ache
- Fatigue
- Other Cold Symptoms (e.g. congestion)

▶ If **NO**: Staff is able to **commence shift**

GO

▶ If **YES**:

- Staff **can work their shift** while wearing a mask. Remind staff to maintain appropriate hand hygiene throughout their shift.
- Staff to attend a testing site after their shift (provide list of site locations and hours).
- Staff may **continue to work wearing a mask** pending test results.

GO

- If screening at the start of subsequent shifts identifies fever, cough or diarrhea, exclude from work and ask staff to **self-isolate** at home pending test results.

