



SEPTEMBER 2021

Snider Schmooze

A MESSAGE FROM THE CEO

Hello and thank you for taking the time to read the Snider Schmooze newsletter.

This month we will celebrate Rosh Hashanah – the Jewish New Year. Rosh Hashanah begins at nightfall on September 6th and ends at nightfall on September 8th. Depending on the origin, celebrating Rosh Hashanah may take on a range of activities and festivities and of course, as with many Jewish traditions, a range of foods and dishes. However, regardless of the Jewish origin, it is customary to eat an apple dipped in honey to symbolize the hope for the year to come to be filled with sweetness, health, and success.

The Louis Brier family would like to extend our wishes to you all for a sweet and happy new year. In synagogues and homes across the world, Jews will reflect on a year that has carried its share of loss and challenges, and look towards a year of hope and new beginnings. We have been blessed in the last year; we have not had any loss due to COVID-19, of which we are grateful.

Inspired by new beginnings, it seems, despite COVID-19, we have implemented several new initiatives and will continue to assess, implement and evaluate new practices and approaches all aimed at enhancing the quality of care and services we deliver to our residents while supporting their families, significant others, and our staff. Last August, over one year ago, we launched a new initiative to optimize Point Click Care (PCC). This has been a great success and we continue to explore other innovative solutions for better monitoring, delivery of services, communication and ultimately better resident outcomes.

You may have heard the leadership team talk about Louis Brier becoming a centre of excellence for elder care; it is a very important goal for many reasons. Mostly, because it will grant the organization the opportunity to highlight and share some of the great work that is currently done here, as well as learn from others, and bring new and innovative ways to enhance the care delivery and engage in evidence informed practice. To that end, over the last year, we have been very successful in striking a very active and collaborative relationship with the University of British Columbia (UBC) School of Nursing, and School of Medicine, as well as Simon Fraser University (SFU). To date we have participated in two research studies with UBC and one with SFU (one of which has been published, and we expect the other two to be published as well). As a result, several researchers have approached us to participate in their studies and we are excited for the future.

We were also successful in receiving the 2020 Employer of Choice Award in February, as well as the 2021 Stars of Vancouver 2021 Readers' Choice Awards in March. We are currently ramping up in preparation for our Accreditation Survey in May 2022. I anticipate and expect great things in the coming year at LBHH and WR.

L'Shana Tovah tikatevu (May you be inscribed for a good year)

Carol Bucknor

Acting Chief Executive Officer

Executive Director, Resident Services

Spiritual Care Corner



with Chaplain
Hazzan Rob Menes

Holidays

This month begins a series of holidays in Judaism which remind us of the relationship between ourselves and powers greater than us. Rosh Hashanah (the New Year), Yom Kippur (the Day of Atonement), Sukkot (the Feast of Tabernacles), and Simchat Torah (the Receiving of the Torah) - all present opportunities to reevaluate and celebrate our place in the universe.

Some might suggest that the recent catastrophes of the pandemic and the fires of climate change should have already presented opportunities to question our connection to the transcendent. However, catastrophes are only part of our experience.

For most of the residents at Louis Brier and Weinberg, questioning our place in the world is a daily exercise. As we age, it is natural to wonder why we are here and what comes next. Judaism, rather than providing simple answers to the unknown, provides a structure for each person to find their way. As we draw closer to the transcendent we understand more about what our purpose is, how we are to behave, and how to improve the world. The holidays, the rituals and customs are all chances to act and question. Through doing and questioning, we may resolve conflicts in our lives and attain a level of peace with others and within ourselves.

Spiritual care at Louis Brier is based on the idea that one requires opportunities to express and experience those things which support one's heart and soul. The staff on the Snider Campus enable prayer, meditation, song, passionate discussion and thoughtful connection. The holidays are essential for those whose faith tradition is Judaism, but they also remind us that every resident at Louis Brier requires those opportunities. We are there for each and every resident and the holidays can hold value for everyone.

As we hear the shofar blown on Rosh Hashanah, let us allow the sound to stir within us the desire to celebrate, experience joy, and begin again a year of peace and health.

L'Shana Tova 5782

Hazzan Rob Menes

Chaplain, Louis Brier and Weinberg Residence



August 9, 2021

Louis Brier Home and Hospital/Weinberg Residence Management, Staff and Families

RE: Marquise Management Changes

Good Afternoon All;

Over the course of the past few months there has been some significant changes to the Marquise allotted management at Louis Brier Home and Hospital/Weinberg Residence.

Callinda John, the District Manager for the Louis Brier/Weinberg Residence operation has decided to pursue other interests and has moved on outside of the healthcare world and on to new and exciting prospects.

On August 16, 2021, *Jose Espinoza Pedreros* will be joining the team from Canmore, AB. Jose brings with him a wealth of hospitality experience and comes from our Northern Services as the Operations Manager of one of our residences in the North. Jose will be bringing his wife and two children to Vancouver and we are very excited for him to join the team.

Helena Sebescen, the Unit Manager at Louis Brier Home and Hospital/Weinberg Residence, has been accepted to University to study as Registered Dietician. Once again, we are pleased for Helena and her new adventure however truly disappointed to see her go. Helena has been training her replacement over the past couple weeks and we are pleased to announce.

Manpreet Arora has accepted the position of Food Services Manager at Louis Brier/Weinberg Residence. Manpreet brings nearly 20 years of experience in senior care and most recently is joining us from the Fraser Health Authority. Manpreet is familiar with the challenges within senior care and brings a wealth of knowledge and experience that she will share with her team.

Please help me in welcoming Manpreet to the team and we look forward to exciting new ideas coming in the very near future.

A handwritten signature in blue ink, appearing to read "D Wood", is placed above the typed name.

Sincerely yours,

David Wood
SRDO Marquise Hospitality

HUMAN RESOURCES

We continue to hire **more new employees for the Health Careers Access Program (HCAP) at LBHH&WR!!!!** Today we welcome **7 more 'NEW' FULL TIME Health Care Support Workers (HCSW)** through this brand new **Ministry of Health** initiative.

Allow me to introduce you to:



Katrina Capati
Health Care Support Worker



Victoria Gaona
Health Care Support Worker



Julia Summers
Health Care Support Worker



Kevin Cook
Health Care Support Worker



David Miller
Health Care Support Worker



Jeremy Lopushinsky
Health Care Support Worker



Julia Kim
Health Care Support Worker

HUMAN RESOURCES

Health Care Support Worker (HCSW)

Expectations and Responsibilities

Reporting to the Nursing Managers and working under the general direction of a Registered Nurse or Licensed Practical Nurse, performs a variety of non-direct and/or non-clinical healthcare supports to clients, residents, families, and/or visitors in accordance with the established care plan and safety requirements.

Can Do:

(Indirect Care)

- ✓ Disinfect surfaces, utensils, etc.
- ✓ Clean and tidy the bedsides for the Residents.
- ✓ Make beds for the Residents.
- ✓ Replenish supplies in the shower room, bath room and water dispenser (ie. gloves, wipes, towels, etc.)
- ✓ Put away clean laundry and organize closets.
- ✓ Answer call bells. Request more support if needed (ie. to lift/transfer)
- ✓ Answer the Nursing Unit phone, direct calls, take messages, etc.
- ✓ Porter Residents (ie. to/from the dining room, to/from recreation activities, etc.)
- ✓ Provide dining room support.
- ✓ Distribute and collect meal trays both in the dining room and at the units.
- ✓ Provide/put on feeding bibs.
- ✓ Assist with Recreation - distribute schedules, decorate, in-room support, and setup and support for group and one-to-one activities,
- ✓ Provide one to one social interaction with Residents.

Can't Do:

(Direct Care)

- ⊗ Feeding
 - ⊗ Use of lifts/transferring
 - ⊗ Toileting
 - ⊗ Dressing / Changing
- Any duties requiring one or more CAs (ie. 2 Person Assist / 2PA)

Please give these **new LBHH&WR Employees** a warm welcome and show them your support as they get oriented to these brand new roles!!!

These “HCSWs” will be **working towards obtaining their Health Care Aide Registration** and will be working with you as they learn and develop. They will complete 6-7 weeks on one Unit and then rotate to another. The HCSW will complete **Work Components at LBHH&WR** and **Education Components at Langara College or VCC!**

We look forward to introducing you to the rest of the 20 HCAP Participants, some who are already part of our LBHH&WR Family, as we complete our recruitment for this initiative over the next two months!

HUMAN RESOURCES

LBHH&WR “CHAI Honours” - Recognition Tree Program

The “CHAI Honours” Recognition Tree Program is a Recognition Program intended for anyone who wishes to recognize any individual (Employee, Companion, Family Member, etc.) that embodies the LBHH&WR “CHAI” Values.

“CHAI” is the Hebrew word for LIFE. Individuals who contribute to the Spirit of LBHH&WR’s “CHAI” are represented through the placement of a Recognition Certificate on our Recognition Tree Mural.



How does it work?

- 18 Recognition Certificates are displayed monthly on our Recognition Tree Mural.
- Participants may pledge a minimum donation of \$18/month to purchase one Recognition Certificate to honour any individual.
- The Recognition Certificate displays the individual receiving the “CHAI Honours”, the name of the Participant and a message from the Participant.
- The certificate will be taken down at the end of the term and can be given to the participant or the recipient.
- A wooden frame for the certificate is included with a 3 month term or can be purchased separately for \$25 each.

Term	Minimum Donation	Includes Frame
1 Month	\$18	No
2 Month	\$36	No
3 Month	\$54	Yes
6 Month	\$108	Yes
1 Year	\$216	Yes

Frames can be purchased separately for \$25 each.

HUMAN RESOURCES

Why would I use the “CHAI Honours” Recognition Tree Program?

- The “CHAI Honours” Recognition Tree Program is a great way of saying “Thank You!”
- It is an opportunity to recognize someone publicly at a low cost.
- A Recognition Certificate is a great substitute for Flowers, Balloons, Pizza and/or Greeting Cards
- Participants recognize someone who helped them out, for going above and beyond, to celebrate a milestone, to honour someone who passed away or who is leaving the organization, or to recognize someone for simply being who they are!

Where does the money go to?

- All proceeds from the “CHAI Honours” Recognition Tree Program go back into Employee and Companion recognition and events through the Staff Recognition and Social Event Committee.
- A charitable tax receipt can be issued to the person who made the donation through The Foundation.

Why 18?

Numerically, the Hebrew word “Chai” consists of the eighth (8th) and tenth (10th) letters of the Hebrew alphabet Chet (ח) and Yud (י), adding up to the number 18, which in part signifies a good omen for life.

I want to participate! What do I do next?

It’s EASY! Please contact HR@louisbrier.com and you will be guided through the simple 2-Step process below:

1. Make your Donation

2. Provide the Recognition Certificate details.

1. Visit <https://thelouisbrierfoundation.com/donation-form-general> to make your Donation:

a. Next to Funding Categories, select Recognition Fund (Staff & Family Use Only) from the drop-down list.

b. Scroll down (skip Tribute Dedication) and under Donation Details, Gift amount, Select “Other” and enter the total.

The Minimum Donation is \$18/Month per Recognition Certificate.

2. Visit <https://forms.gle/t1CyCczHj4VSuyiVA> to provide us with your Recognition Certificate’s details:

a. Enter the certificate information in the fields.

b. Click Submit.

HUMAN RESOURCES

HR Confidential Drop Box “New Location”

In addition to our Human Resources email address - HR@louisbrier.com - the HR Confidential Drop Box is the designated point to submit any HR related documentation. Please note that the HR Confidential Drop Box is now conveniently located in the Louis Brier lobby, right next to the fingerprint reader scanner.



Ice Cream for Employees and Companions Appreciation!!

The Employee Recognition and Social Event Committee handed out Ice Cream Sandwiches on August 13 to show appreciation for the hard work and commitment of Employees and Companions through yet another heat wave and what has been an unforgettable summer! We know it has not been easy and we appreciate you!



Louis Brier’s Jerusalema Dance Challenge Video



After numerous Jerusalema Dance practices during our Louis Brier LIFE Days, considerable planning and coordination, and an extremely memorable day of filming, we now have a video of our Louis Brier Jerusalema Dance Challenge!

We launched the video through a “Release Party” during the July Louis Brier LIFE Day in Homeside Lounge and over zoom.

We would like to thank everyone who was involved in this exciting initiative!!!!
Please share our Jerusalema Dance Challenge Video with your friends and loved ones!!!

HUMAN RESOURCES

“Louis Brier LIFE Day” - The 18th of EVERY Month

“Louis Brier LIFE Day” is intended for everyone to demonstrate their pride in Louis Brier Home and Hospital & Weinberg Residence and everything that we stand for - our Mission, Vision and Values – and to celebrate CHAI (LIFE)!

We will be celebrating “Louis Brier LIFE Day” on the 18th of every month! We encourage everyone wear their new LBHH Royal Blue Outfit and/or blue clothing/accessories to demonstrate their pride in the exemplary care we provide to our Residents and participate in some fun activities to celebrate CHAI (LIFE)!

New Statutory Holiday at LBHH&WR for 2021 - Recognizing the 2021 National Day for Truth and Reconciliation – September 30, 2021

Murray Rankin, Minister of Indigenous Relations and Reconciliation, and Selina Robinson, Minister of Finance, have released the following statement on marking the federal Truth and Reconciliation Day:

“Over the last two months Canadians have been coming to terms with what survivors of residential schools have always known. Indigenous peoples are bringing to light the true history of this country and the atrocities of the residential school system.

“We share the grief, the pain and the outrage and understand that we have a painful but necessary road ahead of us to walk together, to right wrongs and to support Indigenous communities who are carrying this ongoing burden with strength, resilience and leadership. The need has never been greater to listen and to learn about B.C.’s colonial history and to seek truth, justice and reconciliation. As government, we have an important role in this process, and we know that non-Indigenous British Columbians throughout the province want to play an active part in this critical work.

“In June, the federal government announced Sept. 30 as a new annual statutory day to commemorate the history and ongoing trauma caused by residential schools and to honour those who were lost and the survivors, families and communities who continue to grieve.

“In recent years, Sept. 30 has been known as Orange Shirt Day, so called because of the residential school experiences of the campaign’s founder, Phyllis Webstad. It is a day when we honour the children who suffered in the residential school system, and many residential school survivors and supporters have advocated for this to become a national day of commemoration, to respond to one of the Truth and Reconciliation Commission’s Calls to Action.

“Over the coming months, the Province will work with Indigenous leaders, organizations and communities on the best and most respectful ways to mark Truth and Reconciliation Day here in B.C., followed by engagement with business and labour stakeholders for their perspectives on how the national day is commemorated in future years.

HUMAN RESOURCES

“The national holiday will be observed this Sept. 30 by federal employees and workers in federally regulated workplaces. We have advised provincial public-sector employers to honour this day and in recognition of the obligations in the vast majority of collective agreements. Many public services will remain open but may be operating at reduced levels. However, most schools, post-secondary institutions, some health sector workplaces, and Crown corporations will be closed.

“Our government is calling on all of us who deliver services to the public to use this opportunity to consider what each of us can do as individuals to advance reconciliation with Indigenous peoples and to recommit to understanding the truth of our shared history, to accept and learn from it and in doing so, help to create a better, more inclusive British Columbia.”

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



Loren Tisdelle
Director, Human Resources

FACILITIES UPDATE

Hi Everyone,

I want to provide you with a quick update on the benefit we have recently experienced from the recent HVAC system upgrade. For those not aware we received a \$25k grant from the Jewish Federation that was targeted funding for our HVAC system. This money was spent on automating our HVAC system and made a positive impact during the previous and current heat waves. At a high level our HVAC system pumps in air from the outside so we have fresh air throughout the facility; the only downside to this is that when it gets really cold the system pumps in very cold air and then during our heat wave the system was temporarily bringing in air at over 30 degrees.

When the extreme internal temperatures inside the building were brought to our attention, we were able to remotely close all the air units so that they wouldn't bring in any of the external heat into the building; previously we would have had to come on site to manually turn off every unit or spend a significant amount on contractors to come on site. We have now made one more update to the system and that is further automation where if the external air temperature ever goes up above 25 degrees the system will now automatically shut down and it won't restart until the external air drops below 25 degrees; preventing any situations where extreme heat will flow into the building from happening again.

This means that we will no longer need to manually adjust the air units to stop/start depending on the temperature and we will also do something similar for the wintertime so it doesn't get too cold in the building.

FACILITIES UPDATE

We have very limited capital funding but considering the positive impact this investment has made on our residents and staff I wanted to bring this to your attention.

Cheers,

Ben Crocker

Director, Finance

STUDENT PLACEMENT PROGRAM

Teach, Learn, Connect

Student placements offer students hands-on experience in a clinical or community setting to learn the necessary skills, attitudes, and knowledge to practice effectively in their field. They emphasize the importance of learning by doing. Placements can also open many opportunities to network and make important contacts within the industry.

The student's educational experience may involve access to patient information or direct patient/resident care under the direction and supervision of practicing health professionals authorized by the health authority or educational institution.

Student Placement Program at Louis Brier

As a part of our efforts to be recognized as a centre of excellence and leaders in eldercare, Louis Brier Home and Hospital has been committed to fostering its relationships in the academic community. In 2019, we established solid relationships with UBC School of Nursing and School of Medicine and since then have collaborated with a range of other universities and colleges across British Columbia to give students an opportunity to practice and build their clinical, research and educational skills in an environment that provides the highest quality of care. At Louis Brier, we also see the student placement program as a great recruitment opportunity; we see our students are potential future employees. We have hired several Care Aides in 2021 from these placements.

In January 2021, we revamped our student placement program to make it a more formalized, robust process. Since then, we have seen over 165 practicum students come through our doors, the majority of which have been nursing and care aide students, however, we have had students practicing in other fields such as music therapy, social work, rehab, human resources, and finance. Student placements offer students hands-on experience in a clinical or community setting to learn the necessary skills, attitudes, and knowledge to practice effectively in their field. They emphasize the importance of learning by doing. Placements can also open many opportunities to network and make important contacts within the industry.

Please direct all student placement inquiries to our Student Placement Coordinator at studentplacement@louisbrier.com

STUDENT PLACEMENT PROGRAM



HAWAIIAN DAYS AT LOUIS BRIER

Last month the Recreation Team whisked Residents and staff away on a tropical vacation to Hawaii by hosting Hawaiian Days at Louis Brier. The two day event included a delicious Hawaiian themed BBQ, relaxing Tiki Music, a fun photo booth, ice cold popsicles, and a special performance by Polynesian dancers.

Staff and Residents were encouraged to dress up in their best Hawaiian garb, and with some of BC's hottest days, it really did feel like we were in Hawaii.

The high energy Polynesian Dancing Duo performed "Ports of Paradise" transporting us through all of Polynesia with stops in exciting Tahiti, beautiful Hawaii, and thrilling New Zealand through storytelling, music, costumes, and dance.

The dancers were highly entertaining and captivating, teaching Residents and staff traditional moves and encouraging all to dance along. Thank you to the food services department and all the staff who participated and helped make Hawaiian days so successful!



HAWAIIAN DAYS AT LOUIS BRIER



HIGH HOLIDAYS

As the High Holidays are fast approaching, please mark your calendars with the following dates:

Rosh Hashanah - A time to rejoice and for introspective thought- September 6 (Erev), 7 and 8

The High Holidays begin with Rosh Hashanah meaning “head of the year” in Hebrew and is referred to as the Jewish New Year. Rosh Hashanah begins at nightfall on September 6 (Erev or “eve of”) and is observed on September 7th and 8th ending at nightfall. According to the Hebrew calendar this Rosh Hashanah

HIGH HOLIDAYS

marks the beginning of year 5782, signifying the number of years since G-d's creation of the heavens and the earth.

An indication of Rosh Hashanah is the recurrent blowing of the shofar (ram's horn) to signify the approach of the New Year. It is a mitzvah (good deed) to hear the shofar blown. Residents and staff may have heard our Chaplain Rob blowing daily throughout the month of August.



Rosh Hashanah is a holiday spent in quiet self-reflection allowing observers to examine the past year and contemplate improvements for the year ahead. It is customary for observers to spend time devoted to prayer and reflection in synagogue services during this holiday. For some, it is customary to engage in Tashlich, a ceremony where individuals toss bread crumbs into moving water, representing their sins being cast away.

Families gather during this time to celebrate by lighting candles, eating a customary Rosh Hashanah meal which includes apples and honey representing the sweetness of the year ahead and round challah signifying the eternity of life.



Yom Kippur – Day of Atonement – September 15 (Erev) and September 16

Yom Kippur is the holiest day in the Jewish Year. Yom Kippur marks the last opportunity to atone for wrongs committed throughout the year before G-d's judgement is sealed. It is a solemn day, traditionally devoted to fasting and prayer. It is customary to wear white to signify purity.

Sukkot – Festival of the Harvest and Feast of Tabernacle - September 20 (Erev), 21, 22, 23, 24, 25, 26

After the somber days of Rosh Hashanah and Yom Kippur, Sukkot begins the New Year with joy and happiness to rejoice in the abundance of the autumn harvest and give thanks to G-d for protecting them under desert conditions. During this holiday a ritual is performed using the four species willow, myrtle and palm which are bound together to form the lulav and an etrog (citron fruit grown in Israel). A temporary outdoor structure called a sukkah is built and is used as a gathering space for individuals to socialize, eat meals, and connect to nature. The sukkah symbolizes the outdoor dwellings the Jews lived in during their time wandering the desert. It is decorated using the Seven Species of Israel (traditional foods eaten in the desert) which include wheat, barely, grapes, figs, pomegranates, dates and olives. Throughout the holiday, Residents and family are encouraged to spend time in the sukkah located in the Shalom Garden.



Did you know that the **Louis Brier Home and Hospital** is the home of **35 Holocaust Survivors?**

Help Us Protect Them and
Care For Them

Please Donate Today



LOUIS BRIER JEWISH AGED
FOUNDATION

THIS YEAR LIKE NO OTHER
THIS YEAR **MORE** THAN EVER

LBHH&WR 2021 SATISFACTION SURVEY RESULTS

Thank you to all of our employees, companions, residents and family members who participated in the 2021 Louis Brier Home and Hospital and Weinberg Residence Satisfaction Surveys.

We are delighted to share with you some of the highlights and feedback identified in each of the surveys. A more in-depth report of the results for each survey can be found on our website:

<https://louisbrier.com/2021-satisfaction-surveys/>

Through the feedback of our employees, companions, residents and family members, we recognize that we are doing well in many areas. However, there are other areas where some improvement is needed. Our 2021 Satisfaction Survey Action Plans will reflect the feedback we have received and will endeavour to address these areas.

EMPLOYEE WORKLIFE PULSE SATISFACTION SURVEY

204 Employees completed the survey this year.

Some of the highlights include:

- **95%** of respondents understand what is expected of them in their job.
- **86%** would recommend LBHH&WR to friend and family who requires care.
- **87%** believe their work unit / team provide top quality patient care or other services.
- **91%** would recommend LBHH&WR as a “Fair” to “Excellent” place to work.

Areas for Improvement:

- Availability and supportiveness of leaders in the organization.
- Degree of consultation between leaders and employees about changes affecting work and acting on staff feedback.
- Recognition and feedback regarding work performance.
- Education, training and career development opportunities.
- Communicating organization goals and their impact on front-line staff.

COMPANION SATISFACTION SURVEY

45 out of 50 active companions completed the survey this year.

Some of the highlights include:

- **98%** of respondents are satisfied with their role as a companion in LBHH/WR.
- **96%** of respondents are satisfied with the coordination of their assignment schedule.
- **93%** of respondents are satisfied with the communication between them and the Companion Coordinator.

LBHH&WR 2021 SATISFACTION SURVEY RESULTS

- **91%** of respondents are satisfied with the support they receive from the companion program.
- **87%** of respondents agree that their voice is heard when they raise a concern about their resident.
- **84%** of respondents agree that they are treated with respect by Louis Brier staff.

Areas for Improvement:

- Hourly rate of companions paid by the residents/families.
- Orientation, education, and training.
- Regular meeting to provide avenue in raising concerns.
- More involvement in social activities.

FAMILIES IN THE COMPANION PROGRAM SATISFACTION SURVEY

56 out of 88 families in the Companion Program completed the survey this year.

Some of the highlights include:

- **64%** of respondents are satisfied with the communication between them and the Companion Coordinator; 34% are neutral and 2% unsatisfied. 86% would recommend LBHH&WR to friend and family who requires care.
- **64%** of respondents are satisfied with how the companions are matched to residents by the Companion Coordinator; 34% are neutral and 2% unsatisfied.
- **63%** of respondents are satisfied with how the information provided by the Companion Coordinator; 32% are neutral and 5% unsatisfied.
- **50%** of respondents are satisfied with the services provided in relation to the administration fee of the program, 37% are neutral and 13% unsatisfied.

Areas for Improvement:

- Review companion hourly rate.
- Promote the companion program to residents and families.
- Orientation, education, and training of companions to address resident needs.
- Recognition and appreciation for companions.
- Feedback on companion's performance.
- Recruit more companions who can speak different languages of the residents.

RESIDENT SATISFACTION SURVEY

58 out of 80 residents, who were identified as being able to participate, completed the survey this year.

LBHH&WR 2021 SATISFACTION SURVEY RESULTS

Some of the highlights include:

- **91%** of respondents are satisfied with how clean their room is kept at LBHH/WR
- **86%** of respondents are satisfied with the handling of their personal laundry
- **84%** of respondents feel that they are treated respectfully by staff
- **83%** of respondents feel safe at LBHH/WR

Areas for Improvement:

- Ensuring resident are involved in care decisions and are communicated with regularly regarding changes that affect them.
- Ensuring residents feel they are involved in their care.
- Ensuring communication is delivered in a manner that is accessible to the residents.
- Involve residents in program planning to ensure their recreation needs are met.
- Work in partnership with residents to make improvements on an ongoing basis.
- Providing more opportunities for resident feedback in regards to menu and food choice and ensuring this feedback informs decisions.
- Ensuring residents have the opportunity to participate in faith-based activities.

FAMILY SATISFACTION SURVEY

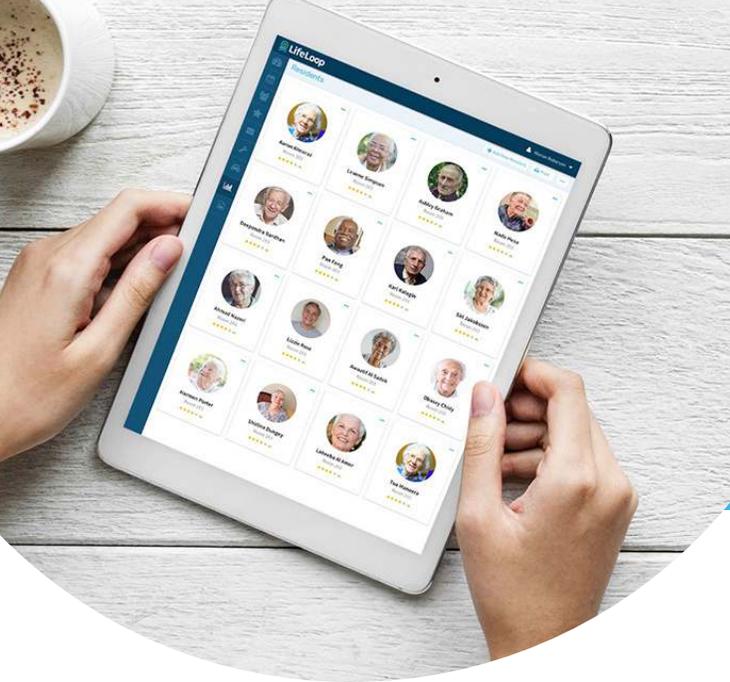
64 family members completed the survey this year.

Some of the highlights include:

- **100%** of respondents feel their loved ones pain needs are responded to in a timely manner.
- **95%** of respondents feel that their loved one is safe at LBHH/WR
- **95%** of respondents feel that they and their loved one are treated with respect.
- **95%** of respondents feel welcome in the facility.
- **94%** of respondents know who to talk to in order to get needed information.
- **92%** of respondents feel the facility and resident's room are kept clean.
- **92%** of respondents feel that the care team respond and follow up to resident concerns in a timely manner

Areas for Improvement:

- **72%** of respondents feel they are given adequate information regarding their loved one's health status.
- **69%** of respondents feel their loved ones specific diet needs are met.
- **59%** of respondents feel that the facility is homelike.



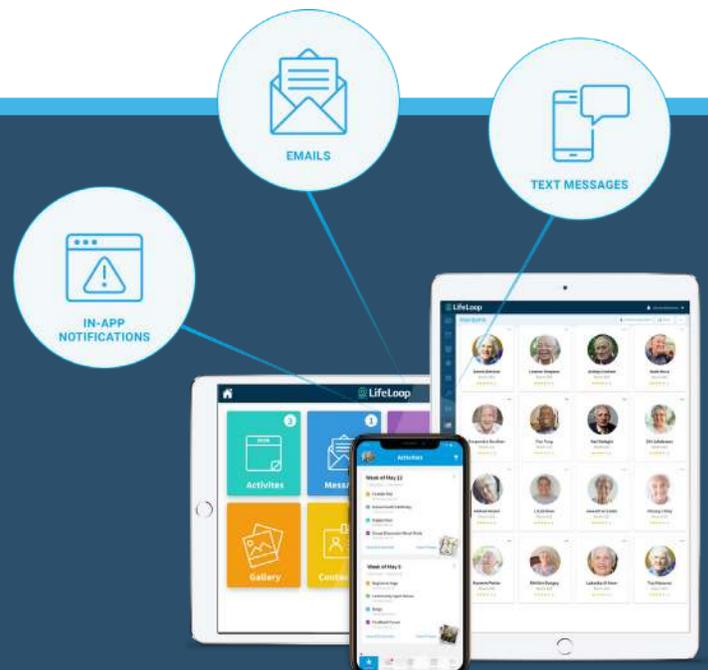
AN EXCITING NEW PARTNERSHIP LIFELOOP & LOUIS BRIER HOME AND WEINBERG RESIDENCE

LifeLoop, a US-based creator of a comprehensive life enrichment and operations platform for senior living communities, and Louis Brier Home and Weinberg Residence have announced that they will combine their capabilities to offer an integrated approach to the care process. These two companies, leaders in their respective fields, are excited to partner together to offer efficiencies for staff and new, exciting features for residents and their families.

LifeLoop connects senior living residents, staff, and family members with its inclusive, connected solution. Among the first of its kind, LifeLoop's cloud-based platform is at work in over 800 communities, all across the United States, Great Britain, and Canada. By capturing a resident's participation and engagement, LifeLoop gives both staff and family members an unprecedented level of transparency and helps families maintain a more meaningful connection with their loved ones. The platform manages a wide range of functions including activity management, calendar creation, digital signage, resident tracking, communication capabilities, transportation and maintenance management, and includes an application for families and residents to communicate and share photos.

'When I heard about the opportunity to continue our growth in Canada, I was extremely excited. Upon further research of Louis Brier Home I realized that they were an ideal client partner for us. They are a respected community within the Vancouver Coastal Health Authority and are a very innovative group. I look forward to being an asset for their staff, residents, and family members alike.'

AMY JOHNSON
LIFELOOP CO-FOUNDER & CEO

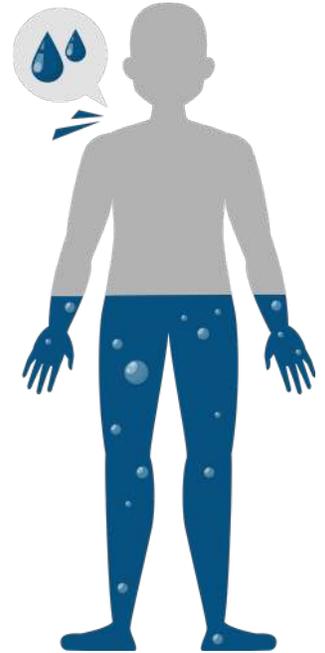


Sun Safety: Avoiding Dehydration

Dehydration is the absence of a sufficient amount of water in your body. It happens when we do not drink enough water, or when we lose water quickly through sweating, vomiting and/or diarrhea. Certain medications such as diuretics (water pills) can result in increased urination, followed by dehydration.

SYMPTOMS

- Thirst
- Lack of appetite, nausea
- Drowsiness, weakness, dizziness
- Parched, cracked lips or dry mouth
- Eyes appear sunken
- Tenting of skin when pinched
- High heart rate but low blood pressure
- Flushed skin, swollen feet, muscle cramps
- Heat intolerance, chills
- Constipation
- Dark-colored urine; should be a pale clear color



PREVENTION



Drink fluids every few hours regardless of thirst



Avoid heat exposure (stay in shaded or air-conditioned areas)



Wear loose, light clothing



Avoid sweetened drinks, fruit juices, gelatin, alcohol, caffeine

HOW DO I KEEP MYSELF AND MY LOVED ONES HYDRATED?

- Carry a water bottle with you. Keep it filled!
- Add flavor. A wedge of lime or lemon might make it more appealing.
- If you don't like drinking a lot of water at once, try smaller doses throughout the day.
- Eat foods that are high in water content, such as soups, fruits and vegetables.

Reference:

Adapted from: Dehydration. Clevelandclinic.org. Accessed July 20, 2021. <https://my.clevelandclinic.org/health/treatments/9013-dehydration>

PointClickCare

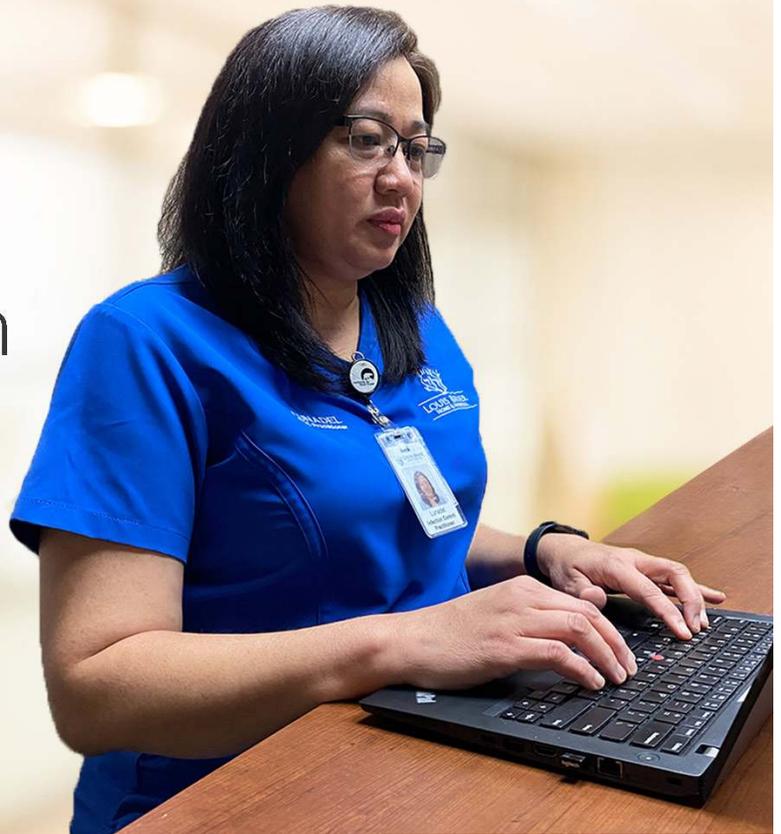


Infection Prevention and Control

Empowering Real-Time Surveillance, Management, and Reporting of Infection Cases.



Infection Prevention and Control is a clinical workflow and intelligence solution that helps you achieve ongoing resident surveillance focused on infection prevention.



Lunadel Daclan
PointClickCare Customer

Early identification and prioritization of infections within Louis Brier and Weinberg Residence is more important than ever.

The health and safety of residents requires oversight and vigilance to manage and control the spread of infections.

Challenges to Managing Infections

To help prevent the spread of infections, early identification is critical. Detecting and correctly correlating the symptoms of infections can be challenging. Tracking infection cases is often a manual process that takes a significant effort to collect and collate information. The lack of analysis tools makes it difficult for Infection Preventionists to make care recommendations and communicate updates to staff.

Infection Prevention and Control: How does it help?



Attention

- Review all infection cases using an interactive daily dashboard



Recommend

- Guide care staff to follow infection-related procedures and monitor resident progress



Analyze

- Gain a better understanding and make more informed decisions



Communicate

- Report out the real-time status and resolution of infection cases within and across facilities

Better resident care requires a rigorous approach to identifying, preventing, and controlling infections.



Real-time Infection Surveillance

Infection Prevention and Control includes a centralized interactive dashboard generated from infection case information contained within PointClickCare. The dashboard helps eliminate the need to collect and manage information from multiple sources, allowing Infection Preventionists to focus attention on preventing outbreaks.

When infections are suspected, care staff can create new cases. Cases also generate automatically based on the outcome of the respiratory infection screener.



Improve Awareness and Understanding of Infection Cases

Early identification of infections can help mitigate spread. Using Infection Prevention and Control, Infection Prevention and Control Practitioners gain a better understanding and are able to make informed decisions about how to proceed. Infection Prevention and Control helps organizations communicate key learnings and evidence-based recommendations to clinical and non-clinical teams such as clinical interventions, isolation procedures, and any changes to personal protective equipment. In addition, visual indicators on the resident record highlight individuals who have symptoms of or confirmed cases of infection.

The analysis of infection information also helps inform process changes. Using the Centers for Disease Control and Prevention guidelines and an Infection Prevention and Control Practitioner's analysis and justifications of infectious cases, we can help drive internal communications and clinical workflow improvements.



Facilitate Ease of Infection Reporting

Analyzing patterns and trends in infection data can help identify outbreaks earlier. Information can be shared across the organization to help senior leadership make procedural and staffing decisions.

The Infection Prevention and Control Practitioner can share these reports and findings across the organization in order to make recommendations for improvement that can lead to better results.

The Infection Prevention and Control Solution will allow users to export infection case data and to correlate symptoms of infections and identify if suspected criteria was met based on McGeers and Leob's criteria.



THE WEINBERG RESIDENCE
ASSISTED LIVING AND MULTI-LEVEL CARE FOR SENIORS



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

Shanah Tovah!

*Best wishes
for a sweet, healthy
and prosperous
New Year!*

Call **604.261.1922**
or visit
weinbergresidence.com
to book a tour

“Music is a piece of art that goes into the ears, straight to the heart.”



They say it only takes one song to bring back a thousand memories. Due to the generosity of the Rick's Heart Foundation, the Weinberg Residence is fortunate to introduce the new Heart for Music Program. Rick's Heart Foundation sponsors programs that extend compassion and connection in times of emotional need. **The Heart for Music Program** is aimed in not-for-profit seniors homes throughout British Columbia.

Created in 2019 by Rick's Heart Foundation, the Foundation gifts senior homes with music equipment, customized playlists, and a Spotify account for a year. Heart for Music has improved the well-being of thousands of senior residents across British Columbia in thirty locations. Founder Rick Diamond of Diamond Delivery, believes that music is a powerful tool that can bring joy and comfort to seniors.

Launched in August of this year, this unique program allows Weinberg residents to listen to their favourite music from a variety of playlists any time of the day. Since good music doesn't have an expiration date, residents can relive the best days of their lives. And some have been heard saying, “This is fantastic”....”I love this!” **Thank you Rick's Heart Foundation!**

For information about the Weinberg Residence, contact:

Vanessa Trester, Manager at 604.267.4722

www.weinbergresidence.com Check us out on Facebook: [weinbergresidence](https://www.facebook.com/weinbergresidence)

**Louis Brier Home & Hospital
and Weinberg Residence**

**We are
recruiting volunteers**

**We are recruiting volunteer to
support our programs at
Louis Brier Home & Hospital
and Weinberg Residence.**

Few programs available...

- ✓ **Friendly Visitor**
- ✓ **Letter from a Friend**
- ✓ **Tell me a Story**
- ✓ **Beauty Day, and much more.**

Join us today!

604-267-4736

**or email Renan Passatore
volunteers@louisbrier.com**



WELCOME LETTER

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.

Family Council

FAMILY COUNCIL

The residents, staff and visiting families have been enthusiastically enjoying a new attraction at Louis Brier! Every day we have hummingbirds visiting the second floor balcony summer garden, bringing new life to the surroundings.

Thank you to Joy Lin Salzberg of the Family Council for generously providing the hummingbird feeders."



FAMILY COUNCIL



Supporting residents means supporting your loved one

JOIN US!

WAYS TO STAY INFORMED & PARTICIPATE

- Attend our monthly Family Council meetings
- Connect with Family Council: lb.familycouncil@gmail.com
- Volunteer an hour at our Family Council Information Desk
- Support our annual campaign coming soon: Fall/Winter 2021
- Attend our monthly Resident Advocacy Sub Committee (RASC) Meetings
- Connect with RASC: residentadvocacygroup@gmail.com
- Take a seat on the Companion Advisory Committee (CAC)
- Take part in one of the many Louis Brier Committees (from Food Advisory Committee to Spiritual Committee)
- Be on the Executive Committee – this Fall 2021
- Volunteer on the Garden Committee

Enrich your life by enriching the lives of others.

Contact Family Council:

lb.familycouncil@gmail.com





SEPTEMBER BABIES

Charmagne Ea (Administration)
 Parisa Hosseinniayenzai
 (Administration)
 Emma Davis (Food Services)
 Florida Pichay (Food Services)
 Aloysius Villafor (Food Services)
 Mark Cruzado (HSKP & LNDY)
 Anna del Rosario (HSKP & LNDY)
 Michaelita Lovendino
 (HSKP & LNDY)
 Devi Singh (HSKP & LNDY)
 Sousan Abedi (Nursing)
 Benjamen Agustin (Nursing)
 Arnielyn Arcero (Nursing)

Joan Argueza (Nursing)
 Maritess Cagandahan (Nursing)
 Tammy Cao (Nursing)
 Rowena del Rosario (Nursing)
 Leonie Ea (Nursing)
 Tazim Esmail (Nursing)
 Doreen Fortuna (Nursing)
 Harkanwalpreet Gill (Nursing)
 Zarah Hernandez (Nursing)
 Ugochi Ibediro (Nursing)
 Katrin Isaig (Nursing)
 Asuka Kamimura (Nursing)
 Jill Lawler (Nursing)
 Arlita Lopez (Nursing)

Ravneet Manger (Nursing)
 Sarita Narayan (Nursing)
 Priya Papneja (Nursing)
 Nelson Pasion (Nursing)
 Jacklyn Quinos (Nursing)
 Aiza Ruiz (Nursing)
 April Sanchez (Nursing)
 Bianca Santiago (Nursing)
 Zahra Soleimani (Nursing)
 Jeff Villanueva (Nursing)
 Graciela Villosa (Nursing)
 Sarah Viva (Nursing)
 Kimberly Silver (Recreation)



Samantha Thompson
 Clinical Dietitian

Jeremy Lopushinsky
 Health Care Support Worker

Katrina Puno
 Health Care Support Worker

Julia Kim
 Health Care Support Worker

Victoria Gaona
 Health Care Support Worker

Helen Tekeste
 Care Aide

Julia Summers
 Health Care Support Worker

Adoub Gar
 Care Aide

Kevin Cook
 Health Care Support Worker

Raluca Dascalu
 Care Aide

David Miller
 Health Care Support Worker

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

Companion Coordinator

Ph: 604-267-4688 E: mpelayo@louisbrier.com



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



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Home and Hospital



@louis_brier

Want to contribute to the newsletter?

Email alaw@louisbrier.com for details.