



AUGUST 2018

Snider Schmooze

A MESSAGE FROM DR. DAVID KESELMAN, CEO

Welcome to this edition of the Snider Schmooze. It seems I was just writing to acknowledge and congratulate everyone on our big accomplishment, and yet it is almost 2 months post Accreditation. Time does fly when you are having fun!

As the acuteness of the Accreditation survey/event starts to fade away, I start hearing, from various people, the question of “what is next”. I must say I did not prepare myself to answer the question, for several reasons. As a surveyor, I never stay long enough in any organization to explore the question of what is next or even worry about it. I also never really had to worry about what is next, because often there were other people who were responsible to ensure that something next is lined up. Strangely enough, neither of the two situations apply to me now, and so the question of what is next becomes ever so real and important.

I wanted to clarify some misconceptions about the Accreditation process. While Accreditation is not mandatory at this time, it is widely recognized and accepted that going through Accreditation is a sure way to confirm, in an objective manner, what is and what is not, highlight the gaps, and paint the opportunities. The Accreditation process is not prescriptive. It is a suggestive process that provides options and opportunities, with a wide range of choices, resources and tools.

Being accredited does not mean you got it all, and for that matter, being accredited as exemplary, does not mean that we are perfect or that there are no opportunities for improvement. On the contrary, through the process, we discovered areas where we need to focus better, apply different process and interventions to optimize results and outcomes.

What comes next is very important. The work that has been put in place will need to be sustained, improved, evaluated, and revised, as legislation, expectations, standards, and needs of our residents, families and employees change. We are committed to continue and push forward providing the best care we can with the highest possible quality and least amount of risk and adverse events. We are not perfect by any means, but we are confident that we know the right path. Stay with us and continue to support our efforts, but be patient if we don't get things right all the time.

Thank you,
Dr. David Keselman, CEO



**Louis Brier Home & Hospital
Achieved Accreditation with
Exemplary Standing!**

The ongoing support and generosity of the Louis Brier Home & Hospital, Weinberg Residence and Foundation Boards helped to make this possible.

ROSH HASHANAH – THE JEWISH NEW YEAR

PURCHASING GUEST MEAL TICKETS DURING THE HOLIDAY

The Jewish High Holidays of Rosh Hashanah and Yom Kippur are just around the corner and once again, families and guests are invited to join their loved one for a meal during the High Holidays at the LBHH. Guest meal tickets can be purchased at the LB Reception desk beginning August 20, 2018.

This year, the 'special' High Holiday Yontef meals are indicated below.

SUNDAY, SEPTEMBER 9

DINNER is the special holiday/Yontef meal **cost is \$12.00 per guest**

MONDAY, SEPTEMBER 10

LUNCH is the special holiday/ Yontef meal **cost is \$12.00 per guest**
Dinner **cost is \$8.50 per guest**

TUESDAY, SEPTEMBER 11

LUNCH is the special holiday/Yontef meal **cost is \$12.00 per guest**
Dinner **cost is \$8.50 per guest**

Meal times for residents with guests during Rosh Hashanah

- **EC Residents** with guests will dine together in the 1st floor A& C room at a private table. Lunch will be served at 12:00 PM and dinner will be served at 5:00 PM in the 1st floor A&C room.
- **IC Residents** with guests may dine together in the 1st floor A& C room 1st floor Arts and Crafts room at a private table at their regular meal time (1st sitting at 5:00 PM and 2nd Sitting at 6:00 PM).

YOM KIPPUR

WEDNESDAY, SEPTEMBER 19

- All resident's meals are at the regular time and place during Yom Kippur.
- For residents wishing to attend evening synagogue services on Yom Kippur there will be a **3rd Sitting** for residents at **7:30pm**. This is so they can attend the services without interruption.
- **The meal will be served in the 1st floor Arts and Crafts room.**
- **Residents wishing to eat at this 3rd Sitting must reserve their request in advance.** Please speak to the Receptionist on or before **Wednesday, September 12 to reserve your table for the 3rd Sitting.**
- Residents may invite guests to dine with them at this time. **Guest meal tickets for the 3rd Sitting at 7:30pm are \$12.**

Thank you for attending High Holiday services at the Louis Brier. Please consider making a donation to the Louis Brier Foundation to help support the shul and in honour of the new year. Shana Tova.

RECREATION



Flamenco at Louis Brier

On July 31st we were delighted to showcase an incredible performance by the **Maria Avila Trio**. Maria herself sang and danced, along with Michelle (dancer) and Peter (guitarist). Resident **Ruth Raziel** inspired the show through her love of Flamenco and her history as a dancer and castanet player. Ruth graced the stage to play castanets with the trio. We also watched NFB documentary film 'Opre Roma', a film about Roma culture based recognizably in Vancouver.

Magazines?

If you have magazines that you no longer wish to keep, please let us know! We are looking for high quality fashion, gardening, cooking, nature and sports magazines to share with residents. Examples include: National Geographic, Life Magazine. Please contact Ginger in recreation department: glerner@louisbrier.com x 4735 to arrange a donation. Thank you!

Ginger Lerner

Recreation Therapist

In Memoriam: Remembering residents who have passed away

The LBHH has recently purchased a beautiful wooden memorial board so that residents, friends, families and staff can be well-informed when a resident who has resided on the 2nd floor passes away. While we have historically shared the names and images of all residents who has passed away on the memorial board adjacent to the Reception desk in the lobby, it was felt that it was important to have this information communicated publicly upstairs as well. The memorial board is located in the hallway wall between Hospital East and West.

Edy Govorchin

Manager Recreation, Culture, Music Therapy and Volunteers

EMPLOYEE REFERRAL

BONUS

P R O G R A M

Refer someone to be an employee at LBHH/WR and you could receive \$200!

During the month of August, when an employee refers a qualified individual for a valid position, and the referral is hired as a regular full-time, part-time or casual employee, a referral bonus of **\$200** will be paid in one installment, after the new employee has maintained employment for 6 months.

All referred applicants who meet the qualification of a valid position will be contacted by someone from HR. Employees who meet the criteria for the Employee Referral Bonus will be notified.

The following terms and conditions apply:

- All referrals must be made in August to qualify.
- All referrals must be made in writing.
- Referred applicants must submit a resume in August to qualify.
- Successful referred Casual Employees must maintain the Minimum Hours Requirement.
- There is no limit to the number of referrals an employee can make.
- Referred applicants may be hired after August.
- Not every referred applicant will be hired.

All referrals and applications need to be made in writing through careers@louisbrier.com.

VALID POSITIONS INCLUDE

- Care Aides • LPN • RN • Food Services/Cooks
- Laundry/Housekeeping • Recreation/Rehabilitation
- Any other vacant position listed on the LBHH Website



WEINBERG RESIDENCE



Did you know that the Weinberg Residence offers a private 24-hour nursing care unit, called Multi-Level Care (MLC)?

The Weinberg Residence MLC Unit offers 24-hour nursing care and supervision delivered by a superior professional team within a warm, welcoming and culturally rich community. We strive to provide all the comforts of home while also offering a wide variety of social, therapeutic, recreational and spiritual programming to maintain optimal health and well-being.

Within Multi-Level Care, a diverse selection of residency options are available.

Residency options include:

- Long Term Stay
- Convalescent Care
- Out of Town Stay
- Respite Care
- Palliative Support

With each, personalized attention is provided by Nurses, Care Aides, Recreation therapists, Physiotherapist, Occupational Therapist, Rehabilitation assistants, Dietitian, Social Worker and a Gerontologist.

Regardless of which option, residency in Weinberg's Multi-Level Care Unit includes a private furnished room and a tailored Care Package. Come and check us out and learn about our Multi-Level Care Unit.

For information about the Weinberg Residence, contact
Vanessa Trester, Manager, at 604.267.4722 or
Regina Lvovski, Sales & Marketing Coordinator at 604-267-4756.

www.weinbergresidence.com



Check us out on Facebook at
<https://www.facebook.com/weinbergresidence/>



HUMAN RESOURCES

EMPLOYEE REFERRAL BONUS PROGRAM

During the month of August, when an employee refers a qualified individual for a valid position, and the referral is hired as a regular full-time, part-time or casual employee, a referral bonus of \$200 will be paid in one installment, after the new employee has maintained employment for 6 months. Please see the poster or contact HR for more details and the terms and conditions.

ENGLISH LANGUAGE POLICY

Please remember that English is the official common language at Louis Brier Home and Hospital. Staff must speak English in all work areas including residents' rooms and corridors. Within staff rooms and locker rooms, staff may speak to each other in other languages when all persons present understand/speak that language.

DRESS CODE

A friendly reminder that ALL staff members are expected to dress in a manner which conveys an appropriate and professional image and are expected to maintain a high standard of personal hygiene and grooming.

NEW ENHANCED DISABILITY MANAGEMENT PROGRAM (EDMP) PROVIDER

We are pleased to announce that disability management services for the Enhanced Disability Management Program (EDMP) will be provided by Lifemark starting July 16, 2018. Lifemark is a Canadian company that provides professional disability management services across British Columbia. If you are referred to EDMP, support will be provided by a Lifemark disability management professional and your union's EDMP representative. If you have an open EDMP case, you will continue working with a Morneau Shepell disability management professional. Morneau Shepell will contact you if there is any change at a later date.

SUGGESTIONS

A number of suggestions have been provided through the Suggestion Boxes located around the building. Thank you! The suggestions are reviewed and assessed by the Senior Leadership Team and plans are put in place to address them, where practicable. We encourage you to continue to use the Suggestion Boxes to provide feedback!

OUTDOOR SPACE FOR STAFF USE

One of the suggestions we received requested the use of outdoor space for staff for breaks and lunch. Please note that the Shalom Garden can be used as outdoor space for employees.

PAYROLL EMAIL FOR QUESTIONS

A new email account "payroll@louisbrier.com" has been created for all payroll related questions or concerns. Please send payroll-related correspondence to this email address and someone will follow up with you as soon as possible.

ASSURED HEALTH

Assured Health will be in the Louis Brier lobby on Tuesdays from 12:30 to 3:30. They will be offering product services only: compression socks, orthotics, orthopedic shoes, custom braces.

Loren Tisdelle

Director, Human Resources

HUMAN RESOURCES

STAFF APPRECIATION BBQ – JULY 31, 2018

The Staff Recognition and Social Event Committee planned a Staff Appreciation Barbecue held on July 31, 2018 and it was a huge success! Here are some photos from the event.



FOOD SERVICES

Summer



The food service team is pleased to announce that throughout the summer we will be holding various events for the residents. We have BBQ's, Sundae building day, popsicle day, and more seasonal fresh produce.

As always, we make food fresh from scratch everyday right here in our kitchens. Everything from entrées to fresh baking. We choose the finest ingredients and prepare them with care and attention while maintaining the Jewish traditions.

We're also excited to share that we have purchased two new ovens to help serve our residents better. These new ovens have the latest computer technology that will help our cooks deliver the best quality food possible. We have also recently added new equipment to help make our modified textures better for a smoother consistency and improved appearance.

Don't forget, we have added hydration stations throughout the building to help you cool down on those hot days.

Thanks,
The Food Service Team

THE MESSIAH ACCORDING TO JUDAISM – Excerpts from Jews For Judaism

<https://jewsforjudaism.ca/>

THE MESSIAH ACCORDING TO JUDAISM (from Jews For Judaism)

One of the basic premises upon which Christianity rests is that Jesus was the Messiah predicted in the Jewish Bible. Judaism has always rejected this belief. Since the goal of “Hebrew Christian” missionaries is to convince Jews that Jesus did in fact fulfill the requirements of the promised Messiah, it is necessary to examine the Jewish understanding of the Messiah. For most Christians Jesus is God, the Son, the Holy Spirit and Jews who do not convert will go to hell and to right wing fundamental Christians this will not change even if they all knew the Judaic view below but what is more unfortunate from a Jewish point of view is that Jews do not know the Judaic perspective below.

THE HEBREW ROOTS OF THE WORD “MESSIAH”

The Hebrew word for “Messiah” is “Moshiach” The literal and proper translation of this word is “anointed,” which refers to a ritual of anointing and consecrating someone or something with oil.

THE CRITERIA TO BE FULFILLED BY THE JEWISH MESSIAH

1) He must be Jewish. 2) He must be a member of the tribe of Judah and a direct male descendent of both King David and King Solomon. 3) He must gather the Jewish people from exile and return them to Israel. 4) He must rebuild the Jewish Temple in Jerusalem. 5) He must bring world peace. 6) He must influence the entire world to acknowledge and serve one G-d.

WHY JESUS COULD NOT HAVE BEEN THE JEWISH MESSIAH

A careful analysis of these criteria shows us that, although Jesus was Jewish, he did not fulfill any of the other criteria. The New Testament claims that Jesus did not have a physical father. The Jewish Scriptures, however, clearly state that a person’s genealogy and tribal membership is transmitted exclusively through one’s physical father, therefore, Jesus cannot possibly be a descendent of the tribe of Judah nor of King David and King Solomon. The New Testament claims that Joseph was a descendent of King Jeconiah, who in the Hebrew Bible was cursed to never have a descendent “sitting on the throne of David and ruling any more in Judah” (Jeremiah 22:30). Joseph’s genealogy, even if it were transmittable to Jesus, would only serve to further disqualify Jesus as the Messiah. Finally, there is the problem of the contradictory accounts of Jesus’ genealogy in Matthew, Chapter 1 and Luke, Chapter 3. The common Christian explanation of this contradiction claims that Luke’s genealogy is that of Jesus’ mother, Mary. However, this is unfounded, even according to the Greek original. In addition, it has already been established that genealogy is transferred solely through the father, making this attempted explanation completely irrelevant. The third, fourth, fifth and sixth criteria have obviously not been fulfilled – neither during Jesus’ time nor since. Any Christian claims that these final criteria will be fulfilled in a “Second Coming” are irrelevant because the concept of the Messiah coming twice has no scriptural basis.

To summarize, we cannot know that someone is the Messiah until he fulfills all of the above criteria. The Christian understanding of the Messiah and Jesus differs greatly from the Jewish biblical view. These differences developed as a result of the Church’s influence during the time of the Emperor Constantine and the Council of Nicaea that issued the Nicene Creed in 325 CE. Most important, the Messiah was never meant to be an object of worship. His primary mission and accomplishment is to bring world peace and to fill the world with the knowledge and awareness of one G-d.

Neil Simces, neil2@telus.net

DISCLAIMER: The views expressed by Neil Simces are neither endorsed nor represents the views of the Louis Brier Home and Hospital.

BEST PRACTICE WORKSHOP

Transforming Nursing Through Knowledge

On Friday, July 13th, Louis Brier hosted a **Best Practice Workshop: Transforming Nursing Through Knowledge**. Guest speakers included **David Byers** (BC Chief Nurse, Assistant Deputy Minister, Ministry of Health, Clinical Integration, Regulation and Education Division), **Jane Winder** (Quality Assurance Consultant, College of Registered Nurses of BC) and **Corinne Margalius & Anne Logie** (Regulatory Learning Advisors College of Registered Nurses of BC). Here are some photos from the event:



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.

Charlotte Katzen and Nancy Chang
Co-Chairs, Family Council



Did You Know?

The Louis Brier Foundation supports our shul, the Chava and Abrasha Wosk Synagogue, providing a space for our residents and the community to share in daily prayers, Shabbat services, holidays and kaddish.

*Dedicated by
Jeannette Novikoff
in memory
of Her Brother,
Dr. Irving Sauter*

Stop by the Foundation Office to make your gift today.

RISK FACTORS



Family history of Glaucoma



Poor vision



History of eye injury



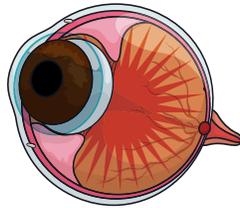
Certain medical conditions
(e.g. Diabetes, High Blood Pressure)



On certain medications
(e.g. Steroids, Bladder Control Medications)

DID YOU KNOW?

There's no cure for glaucoma, yet it can be controlled with proper management. For glaucoma medications to work, you must take them regularly.



Glaucoma is a condition linked to a pressure buildup in your eye resulting in a damage of the optic nerve. If left untreated, it can lead to permanent vision loss.

What are the symptoms of Glaucoma?

There are two types of Glaucoma:

CHRONIC OPEN-ANGLE GLAUCOMA (COAG)	ACUTE CLOSED- OR NARROW-ANGLE GLAUCOMA
<p>This is the most common type, you might not have any symptoms until you lose a significant amount of vision:</p> <ul style="list-style-type: none"> • Loss of peripheral vision - vision at the edges - usually in both eyes • Tunnel vision - vision that has narrowed so you see only what is directly in front of you, like looking through a railroad tunnel 	<p>This type is a medical emergency. See a doctor immediately if you experience any of these symptoms:</p> <ul style="list-style-type: none"> • Pain and redness in the eye • Severe headache (on the same side as the affected eye) • Blurry vision • Halos around lights

Reduce your Risk



Get your eyes checked regularly: this will help identify glaucoma in its earliest stages and get treatment started to prevent, or limit, vision loss.



Consult your pharmacist before taking over the counter medications - some cold medications may increase your risk of Glaucoma

Nicole Encarnacion
Clinical Care Coordinator & Educator

*SOURCE: Medical Pharmacies Group Ltd.
www.medicalpharmacies.com*

References: Glaucoma. <https://www.health.harvard.edu/vision/glaucoma> (accessed Jun 14, 2018), The Canadian Ophthalmological Society - <http://www.cos-sco.ca/vision-health-information/conditions-disorders-treatments/glaucoma/> (accessed Jun 14, 2018)

KAIZEN EVENT: NURSING MODEL OF CARE

Last June 25-29, 2018, the nursing team, consists of leaders and frontline nurses and care aides, together with some members of the interdisciplinary team, attended a week-long **Kaizen Event: Nursing Model of Care**. It was an intense Rapid Improvement Event that included heavy engagement by frontline staff and leadership to radically and permanently improve a process to enhance resident experience. This project is to address the ongoing complaints from staff of heavy workload, low morale, lack of teamwork and ineffective communication. In addition, complaints on inconsistency of work amongst nursing unit were also raised. We heard our staff and we want LBHH to be a better workplace for them. The Kaizen team developed many solutions and came up with standard work for nurses and care aides for all the shifts. These solutions needed to be tested so they can be implemented, monitored, evaluated, and continuously improved.

Hospital West – North Wing was chosen to be the pilot unit for the new way of delivering care to our residents - the team-based model, which started last July 3, 2018. When we are successful in this unit, our staff will have timely breaks, will be able to finish their work on time, will have more effective communication, and will have strong support from their team and from leadership. This pilot trial implementation may take at least three (3) weeks for us to make necessary improvements and gather enough data before we can roll it out to other units, and eventually, to the entire facility. We are asking for everyone's support and understanding as we adapt to change and journey towards becoming a centre of excellence.

Lunadel Daclan

Infection Control Practitioner

VOLUNTEERS OFFER BIKKUR CHOLIM AT THE LOUIS BRIER

One of the most valued social institutions in the Judaic teachings is Bikkur Cholim (Hebrew for visiting the sick). The Rabbis taught that this was not merely a friendly visit to the sick, but an opportunity to offer a healing intervention. The goal of palliative care is to provide quality of life care for people living with life-limiting illness. The focus is on comfort care rather than care aimed at curing illness.

Anne Gorsuch has been offering palliative care volunteer support to residents at the Louis Brier for the past 2 years. Anne is certified as a "Soul Midwife" (sometimes called an end-of-life Doula). She works with people at the end of life through conversation, gentle touch, sound, and scent to help them gently consider and release old unwanted pains, patterns and fears in order to open more fully to love. As Anne explains: "I visited K.S. twice a week. I did not know her beforehand and I understood that she had no other frequent visitors. At the beginning, she was able to have brief conversations. Towards the end of her life, our conversation was through our eyes and through touch. I sang to her. I played music. I read to her. I gently held her head and hands. It was a great privilege. K.S. was a powerful teacher for me, helping me feel the value of sitting in loving silence, soul to soul." For more information contact:

Nomi Fenson

nfenson@louisbrier.com

Coordinator Volunteer Services/Music Therapist

BUILDING SERVICES

As yet another month of the summer season passes by, Maintenance team continues to work effectively and efficiently challenging all different aspects of the building, to deliver comfort to it's end users. With various renovations underway, a new **shower/washroom** and a **storage room** was finished in Home East and Hospital West, respectively.

This provided both residents and staff with a safer, cleaner and better functional spaces. Furthermore, a new Toilet flooring was added to a Resident's room in Home East, in keeping with the highest standards of safety and efficiency. With constant inspections, Building Services department continues to deliver the best solutions to the needs of the Building.

Rizwan Shawl, Manager, Building Services



ALZHEIMER'S DISEASE, DEMENTIA & YOU

Louis Brier Partnered with Israel's Nation Building University to support their **Alzheimer's, Dementia & You** event held on June 5th at the Norman and Annette Rothstein Theatre. Our very own Dr. David Keselman opened up the event.



HONOURING SYLVIA HILL

Mrs. Sylvia Hill passed away peacefully at the LBHH on Tuesday, July 17 at the age of 104. Sylvia moved into the LB in 1992 and resided at the LB longer than any other resident. During her 26 years at the LB, Sylvia was the President of the LB Resident Council for the majority of those years and only recently stepped down from that position a mere two years ago. Until very recently, Sylvia would be the first person in the synagogue awaiting services to begin, and as the unofficial matriarch of the home, set up the Kiddush, greeted visiting rabbis, community members and performance groups into the home. Her unwavering loyalty to her faith, culture and heritage and to the LBHH made her a fixture within the Jewish community and was known to many.

On **Saturday, August 18, 2018**, Sylvia will be honoured during the morning services. We hope that you will be able to join us in remembering a truly remarkable individual. She will be missed.

Edy Govorchin
Manager Recreation

July 5, 2018

Dear Resident and Family member,

At Louis Brier, the comfort and well-being of our Residents is our first priority. We are pleased to announce that we will be moving to a new provider of high-quality continence care products, PREVAIL by First Quality. We anticipate that the Prevail products will be available in our home by August 7, 2018. The Prevail product will be distributed through our partner and distributor, Medical Mart.

Medical Mart is one of Canada's leading medical products distribution companies, located through-out Canada, incorporated in 1978.

First Quality is a world-leading manufacturer of incontinence products and offers a wide range of absorbent products from very light to heavy protection. Prevail uses Skin Smart Fabric to promote healthier skin, and is designed with comfort, security and dignity for the end user. First Quality's values of Quality, Service, and Integrity align well with our own values as an organization.

This change in choice of continence care products was made following an extensive review and analysis of product quality and performance, including comfort, dignity, healthy skin and absorbency.

First Quality and Medical Mart are committed to ensuring your loved ones will continue to be provided an exceptional program & products at Louis Brier. The Clinical teams will be working and preparing for the transition, providing each Resident with an individualized assessment, and be available to answer any questions. Please look for posters to advertise information sessions with-in the home.

We are confident at Louis Brier, that by partnering with First Quality and Medical Mart, we will continue to provide you with continence care products and services that exceed your expectations.

Sincerely,

Carol Bucknor

Executive Director, Resident Services and Inter-Professional Practice
Louis Brier Home & Hospital | Weinberg Residence

COMPANION PROGRAM UPDATE

Earlier this year, the Louis Brier conducted a satisfaction survey for the Companion Program. Residents, families and companions were surveyed around their satisfaction with the services provided by the Companion Program and areas for improvement. The results of the surveyed revealed a high rate of satisfaction from all stakeholders. Following the survey, a group of family members and companions were assembled to review and update the Companion Program policies and procedures. The group ensured that the policies reflected best practices and met the needs of residents and companions. If you would like to review an updated version of the Companion Program policy, please contact Myla Pelayo (mpelayo@louisbrier.com).

NEW FEE STRUCTURE FOR COMPANION PROGRAM ADMINISTRATION FEE

In order to meet the rising costs associated with the program, a small rate increase to the administration fee and medical escort program will be implemented beginning September 1, 2018. This administration fee increase will be the first increase in nearly 7 years.

The new monthly Companion Program administration fees will be:

- 1 Hours of Companion Services a Week - \$20/month administration fee
- 2 Hours of Companion Services a Week - \$40/month administration fee
- 3+ Hours of Companion Services a Week - \$90/month administration fee

The new medical escort fees will be:

\$18/hours + a \$10 administration fee per medical escort (**please note that this \$10 administration fee will be waived to residents already paying the full monthly Companion Program administration fee)

HOUSEKEEPING

What is cleaning and disinfecting?

Cleaning removes germs, dirt, and impurities from surfaces or objects. It works by using soap and water to physically remove germs from surface but will not kill the bacteria. Disinfecting will kill the microscopic organism by cleaning and then disinfecting with hydrogen peroxide or bleach solution. A successful infection prevention strategy includes more than just hand hygiene, housekeeping plays a big part in this process. Our quality improvement initiative includes effective environmental cleaning and disinfection. With the use of marking gel and UV light, we are able to check and measure the effectiveness of our cleaning and disinfecting of the high touch surfaces. In addition, the floors, residents' beds and cubicle curtains are cleaned routinely and as needed. Enhanced cleaning measures are taken in every vacated room especially the beds. "In May 2018 study in Infection Control & Hospital Epidemiology found that enhanced cleaning measures for hospital beds are needed after a correlation was found between the spread of infection from prior bed occupant to the new bed occupant and increased risk of infection was found." Our proud and hard working staff are committed in improving the quality of our service to ensure a clean and safe environment to our residents, families and staff.

As the saying goes, *"One well-trained, well equipped, conscientious housekeeper given the right tools and enough time to clean a resident's room can prevent more infections than a room full of doctors can cure."*

Melissa Tadeson, Manager, Housekeeping & Laundry

Memo



To: All Residents and Families

From: Carol Bucknor, Executive Director, Resident Services and Inter-Professional Practice

Date: 10 July, 2018

Subject: Current Initiatives at Louis Brier Home & Hospital

Dear Louis Brier Home & Hospital Residents and Families,

We would like to share with you some initiatives we are currently undertaking in order to continue working towards our goal of being a center of excellence for elder care.

Based on feedback from residents, families, and staff, we are taking steps to address factors which impact residents' experiences. In particular, we are working with a Lean consultant to improve our teamwork, communication, and to standardized processes within our nursing model of care.

On June 25 – 29, 2018, the nursing team, consisting of Leaders, RN's, LPN's and Care Aides, together with staff across all disciplines, attended a weeklong Kaizen Event: Nursing Model of Care, to assess the model of care for RN's, LPN's and Care Aides. This weeklong event generated problem solving solutions which capitalize on the clinical skills of our staff, reduction in duplication of work, improved information sharing and communication amongst and between team members.

The Kaizen team developed many solutions and these solutions need to be tested in a live environment as we implement, monitor, evaluate, and continuously improve the process. Hospital West has been chosen as the pilot unit, where we will be testing and measuring our hypotheses over a three-week period. When we are successful, we will roll out this initiative across the rest of the organization over the next 3 – 4 months.

Thank you for your support and feedback as we work together to ensure the best care and quality of life for residents of Louis Brier Home & Hospital.

Carol Bucknor

Executive Director
Resident Services and Inter-Professional Practice

VANCOUVER VOTES 2018

In October, the city of Vancouver will be holding municipal elections. Voting is an important civil right that all residents are entitled to engage in. As such, Louis Brier Home & Hospital and Weinberg Residence have partnered with the City of Vancouver to establish mobile polling stations on the Snider Campus to ensure all residents have access to a voting booth. Election staff from the City of Vancouver will be on site to oversee the voting process. In addition, special accommodations for bedside voting for residents who are bed bound for medical reasons can be arranged by contacting the voting liaisons, who are Kristina Zoë (kzoe@louisbrier.com) for the Louis Brier Home & Hospital and Vanessa Trester (vtrester@weinbergresidence.com) for the Weinberg Residence.



In order to be eligible to vote, residents need to be a Canadian citizen, who have lived in British Columbia for at least six months before registering to vote, have lived in Vancouver for at least a month before registering to vote, and not be disqualified by law from voting. Residents who have registered to vote are not required to provide identification at the time of voting within the mobile polling stations at Louis Brier Home & Hospital and Weinberg Residence. However for residents whose name is not on the list of registered voters, they will need to show two pieces of identification. Many people who live in residential care no longer carry government identification with them. The City of Vancouver will accept a copy of a BC CareCard if it is from the resident's medical file, the Louis Brier Home & Hospital and Weinberg Residence's identification bracelet, or a letter signed by Louis Brier Home & Hospital and Weinberg Residence which confirms the resident's name, birthdate, and residency within the facility. It is important to note that there is no capacity test for voting. In other words, medical conditions such as dementia do not disqualify someone from voting. In addition, substitute decision makers such as a Power of Attorney, Representative (7 or 9), or Committee of Estate do not have authority to vote on the resident's behalf.

The mobile polling stations at Louis Brier Home & Hospital and Weinberg Residence will be held in early October. Once the dates have been confirmed with the City of Vancouver, residents and families will be advised through the monthly newsletter, resident council, family council, and signs throughout the Snider Campus. We encourage all residents to exercise their right to vote.

Kristina Zoë , Social Worker

SPECIAL ANNOUNCEMENTS

GIFT SHOP HOURS

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)

Compliments and Feedback

If you have any compliments or feedback, please visit: <http://louisbrier.com/compliments-feedback/>

Are you interested in submitting an article for the Snider Schmooze?

Email Michael our Communications Coordinator at mgalope@louisbrier.com for more details.



11 July, 2018

To: Family Members of
Louis Brier Home and Hospital
And Weinberg Residence

Re: Schedule Changes for Nursing Staff at LBHH and WR

Dear Family Members,

I would like to take this opportunity to make you aware of some information that has been shared over the last few weeks, albeit not as consistently as we would have liked. You may have heard, and by now witnessed, that as of mid-May, the nurses' (RNs and LPNs) schedule was changed and as a result, staff have shifted throughout the building to some degree. Some of you took a more active approach and inquired as to the rationale behind the change, while others may not have had the opportunity to ask or notice.

I wanted to share with you some of the background for the change, as well as advice about future activities and actions. Firstly, let me assure you that our commitment to Resident Safety, Quality of Care and Resident, Family, and Staff Satisfaction remains second to none. While we aim at getting change right every single time, some decisions do require a degree of re-calculation and adjustments and we ask that you continue to be patient with us as we explore the best options to deliver exemplary care.

Over the last couple of months, and after many months of planning and negotiating with staff and union representatives, we were successful in adjusting the RN and LPN schedules to reflect best practices, and meet the changing needs of our residents, families, and staff. Our goal was to reposition the current work force across the building and across all shifts to help distribute the workload evenly, as well as re-distribute experienced staff to provide more support to our casual and new staff.

One solution was to create schedules that would allow staff to rotate between two shifts (days/evenings and evenings/nights). As we were considering this principle, we also thought that having the nursing staff rotate between the various units (with limitation of two units) would help us increase the consistency and standardization of care delivered throughout the organization. Keeping in mind that the most important principle is continuity of care regardless of who delivers the care, we believed that introducing these two elements into a new schedule would result in significant



improvements in all other outcomes. Of course, the other reasons for needing to change the schedule included the need to adjust rotations to align with union contracts, employment standards, and legal requirements.

Although the new schedule has only been in place less than two months, we have quickly learned that some elements are not working. After receiving feedback from residents, family members and our staff, we decided to do a course re-calculation, and as a result, we will be adjusting the schedule (for the RNs and LPNs) to reflect the desired changes. This predominantly refers to nurses who rotate between the various units and will ensure that while staff will continue to rotate between shifts, they will remain in the same area/unit.

I also wanted to take this opportunity to inform you that because of different advocacy groups, care providers, and organizations, the Ministry of Health has moved forward in agreeing to adjust the current Hours per Resident Day (HPRD) to 3.36 in a phased approach. Phase 1 will bring an increase in the number of hours funded for Care Aides. The second phase will comprise of the adjustment of hours for RNs and LPNs, and the third and final phase will bring the adjustment of hours for Allied Health. We were also successful in receiving additional funding to hire supplementary Care Aids and have been diligently working to recruit additional staff. However, as part of the process and as we introduce additional Care Aids into the schedule there is a need to adjust the Care Aid schedule as well.

What does that mean for you? In September, we will attempt to align all schedule changes (RN, LPN and CA) at once and conduct respective job fairs so that staff can be assigned to their permanent positions and areas, and avoid extending unnecessary prolonged changes.

This does **NOT** mean that you will always see the same people looking after your family member, as while consistency in care providers is a goal, realistically we cannot achieve that 100% of the time for many reasons. We are committed to ensuring that our residents receive consistent care and have minimal exposure to adversity and risk. We have implemented many measures to support our staff and we will continue to do so. In turn, we ask that you continue to support us and provide feedback in a constructive, respectful, and meaningful manner. I have full confidence that together we will continue our journey to be leaders in elder care providing exemplary care to our residents.

Sincerely,

David Keselman

Chief Executive Officer



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