



NOVEMBER 2019

Snider Schmooze

A MESSAGE FROM DR. DAVID KESELMAN, CEO

Hello and welcome to this edition of the Snider Schmooze. Hard to believe but summer seems and feels so far away, and only recently a 122 year record for the coldest day was set a mere week ago, and it was only the beginning of October. I sure hope it is not a sign to what is coming. While the chill has been felt in the air, I do hope that the celebrations of the Jewish holidays, as well as Thanksgiving, have and are bringing some warmth with it, if not physically, at least spiritually. The holidays, Jewish and otherwise, always seem to bring a heightened awareness to what is really important to us as human beings, including, but not limited to, our families, friends, self-awareness, and keeping healthy and happy. These times seem also to bring the not so positive in people as well. The recent events in Germany where an attempt to harm members of the Jewish community proved to be futile, sharply demonstrate to us our vulnerability and the need to respect each other, open and accept each others' difference, and remain alert at all times. Many of you may have noticed, over the years, that LBHH and WR increases its security measures around the Jewish holidays, especially the High Holidays, when members of the larger Jewish community attend services at the LBHH Synagogue. This year given and given the increased anti-Semitic activity around the world, we have established a working group to address the security needs and appropriate measures in order to keep the residents, families, volunteers, community members, and staff of the LBHH and WR safe. The task force will examine the range of options and available resources to ensure optimal safety, and as actions are determined, we will communicate widely to keep everyone informed. In the mean time, we will be increasing our security measure not only around the Jewish holidays, but through the Shabbat services as well, again until a larger strategy is determined and actioned.

All the while we continue to focus on delivering quality and safe care, not without its challenges, however I am glad to report that we have been successful in recruiting staff to meet the much needed increase in HPRD, to meet our goal of 3.36. Many of the allied health team members have been hired, and are currently going through orientation. This includes a new part time dietitian, rehab assistant, Occupational Therapist, Recreation staff and care staff. If you see new faces, please welcome them and give them a hand in settling into our great organization.

We have recently re-focused our attention to becoming more effective and efficient with what and how we do and deliver care. The entire leadership team spent an entire weekend reviewing LEAN strategies, and understanding how to become better in delivering value added services, and eliminate waste and none-value add activities and barriers. Just a reminder that the LEAN methodology is NOT aimed at reducing or leaning out the organization, but rather reducing and leaning out non value added activities, in order to allow health care providers to spend more quality time with the residents and their families. Combined with the added resources as a result of the HPRD lift, I am confident that the outcome will be incredible. I know that together we can and will continue to deliver the best care possible to our residents and their families, and significant others, and feel proud to be part of an amazing organization that strives to be recognized as a centre of excellence.



Thank you for your on-going support and commitment to our cause.

Dr. David Keselman, CEO

**SATISFACTION SURVEY
RESULTS INSIDE**

BUILDING PARTNERSHIPS



LOUIS BRIER
HOME & HOSPITAL



WEINBERG
RESIDENCE



Did you know?

Louis Brier Home & Hospital is a teaching facility for students in the UBC Faculty of Medicine and the UBC School of Nursing.

We are committed to supporting continuous learning, research and innovative practice as we strive towards becoming the Centre of Excellence in elder care.

Geriatrics • Long Term Care • Assisted Living • Multi-Level Care



THE UNIVERSITY OF BRITISH COLUMBIA
School of Nursing

ONE HUNDRED YEARS
1919-2019

EMPLOYEE SATISFACTION SURVEY RESULTS

LBHH&WR 2019 Employee Satisfaction Survey Results

Thank you for responding to Louis Brier Home and Hospital and Weinberg Residence Employee WorkLife Pulse Satisfaction Survey! A total of 231 employees completed the survey this year, the highest participation rate to date!

Through your feedback we recognize that we are doing well in many areas. Highlights include:

- 94% of respondents understand what is expected of them in their job and 84% agreed that their job makes good use of their skills. 76% of respondents agreed that they receive the training needed to do their job well.
- 84% of respondents feel they are able to make improvements in how their work is done and 77% agreed that they are able to decide how to do their work.
- 78% of respondents believe their work unit / team “always” or “usually” provide top quality patient care or other services and 81% would recommend LBHH&WR to friend and family who requires care.
- 89% would recommend LBHH&WR as a “Fair” to “Excellent” place to work.

We also recognize that we continue to have work to do to improve our services, organizational processes, and employee satisfaction. Our 2019 Employee Satisfaction Survey Action Plan reflects the feedback we’ve received and includes the following:

- An internal communication strategy to engage employees, increase consultation, and encourage staff feedback. This includes the use of feedback tools (ie. polls, satisfaction ratings, etc.), forums for dialogue, and other methods to involve employees.
- An improved and clearly documented feedback process for Suggestions for Improvement so that employees can see the status and results of their suggestions.
- Manager and Leadership training in order to increase “Leading by Example”.
- More clearly communicating organization goals and their impact to front-line staff through the rollout of the revised Mission, Vision and Values and Strategic Directives.
- An organization-wide Code of Conduct, completed with the input of employees, residents and family.
- An evaluation of the care staff rotation changes to determine if it had the intended outcome.
- Implement department team building activities and workshops.
- An internal process chart defining who to contact for what purpose.
- More frequent recognition and formalized feedback on performance through an established Performance Management Framework, including a revised performance evaluation process.

We appreciate your feedback. Please offer Suggestions for Improvement throughout the year and be sure to take the survey again next year. We look forward to improving LBHH&WR as a place to work as we endeavour to be an Employer of Choice and Centre of Excellence!

Thank you,

Loren Tisdelle

Director, Human Resources

RESIDENT SATISFACTION SURVEY RESULTS

LBHH&WR 2019 Resident Satisfaction Survey Results

Thank you for taking your valuable time to respond to the resident survey. With the help of volunteers and staff 60 residents participated out of 104 based on cognitive performance scoring.

Areas you feel we are doing well include:

- 88% feel safe at LBHH
- 83% are satisfied with overall quality of care that they are receiving.
- 82% are satisfied with the service at mealtimes
- 78% like living at Louis Brier Home and Hospital.
- 88% feel that staff treat residents with respect.

We continue to work on the service we provide you in order to enrich your experience here. Our 2019 Resident survey actions plan reflects the valuable feedback you have provided.

- Enhanced communication strategy including multiple sources of communication.
- Resident council meetings used to bring information to our residents and a continued focus on collaboration in regards to changes or developments within LBHH.
- New staff clearly identifying themselves prior to care giving and better communication on care decisions.
- Ensuring residents feel they are involved in their care.
- Enhanced communication on services and programming that is offered.
- A robust staff to ensure shortages in regard to care rarely occur.

Some exciting plans have been made following the survey

- An easily accessible activity cupboard for residents, families and companions to use.
- Increased rehab, recreation and care staff in the building.
- A focus on social volunteers for residents.
- Communication training offered in building will be available to all staff.

Thank you so much for taking your time to provide us with this feedback. Your feedback is being taken very seriously and will inform our decisions moving forward.

Thank you,

Lunadel Daclan and Megan Goudreau
Integrated Quality and Risk Department

FAMILY SATISFACTION SURVEY RESULTS

LBHH&WR 2019 Family Satisfaction Survey Results

Thank you for responding to Louis Brier Home and Hospital Family Satisfaction Survey! A total of 90 family members completed the survey this year.

Through your feedback we recognize that we are doing well in many areas. Highlights include:

- 90% agreed that staff treat them and their loved ones with respect, they feel welcome in the facility, and the receptionists are friendly and helpful
- 81% agreed that their loved one's room is kept clean and their personal laundry are cleaned and handled properly
- 77% agreed that they are able to voice their concerns regarding their loved one's care and receive feedback in a timely manner. They also know who to talk to in order to get information about their loved ones
- 76% agreed that their loved ones gets sufficient amount of food, receives assistance when they are in pain or uncomfortable, and feel that their loved one is safe at Louis Brier
- 72% agreed that information is provided to them through different methods of communication and that the staff knows what their loved one's care requirements are
- Overall, 73% of respondents are satisfied with the care and services provided by LBHH and 72% would recommend LBHH to others

We also recognize that we continue to have work to do to improve our services, organizational processes, and family satisfaction. Our 2019 Family Satisfaction Survey Action Plan reflects the feedback we've received and includes the following:

- Rehab and Recreation departments to collaborate with families and residents in developing and enhancing activities/programming and in enhancing communication strategy to include multiple sources of communication
- Communicate to family members, information on the services and care that our facility offers.
Discuss expectations and look for ways to fill the gaps through dialogues
- Develop initiatives to increase satisfaction for food services and to minimize delivery service errors
- The LB Foundation, supported by Senior Leadership Team, works with Family Council on a project on Small Scale Environmental Changes for residential space enhancements
- Develop and implement a more robust interdisciplinary Palliative Care Program

We appreciate your feedback. Details of the action plans will be discussed in the department and/or committee level and will be followed through by the Quality and Risk Department.

We look forward to improving LBHH&WR as we aim to provide exemplary resident and family-centred care for our residents and endeavour to become a Centre of Excellence!

Thank you,

Lunadel Daclan and Megan Goudreau
Integrated Quality and Risk Department

RECREATION – NOVEMBER MUSIC AT LOUIS BRIER

Besides our in-house music therapy programs, we regularly offer wonderful line-up of music and musicians at this LB and this month is no exception. There is something for everyone! Please refer to the November 2019 Events calendar and the posted daily schedules for the full schedule of events. Copies of the calendar are available at the Reception desk.

The Sunday Afternoon Concert Series at 1:45pm in the Homeside Lounge:

- **SUNDAY, NOV 3**

1:45 - 2:45pm

5:00 - 5:45pm: *Healing Harmonies* – 20 piece orchestra with host Nicholas Urquhart perform

- **SUNDAY, NOV 10:** *Vino & Forte* – Pianist Oriana White and Ivan Tucakov on classical/Spanish guitar perform a range of classical, flamenco, opera, jazz, Balkan and world fusion music all in one concert.
- **SUNDAY, NOV 17:** *Fiona Stuart (voice and accordion) and Wendy Bross Stuart*, piano accompaniment. In a recent review of Fiona Stuart her voice was likened to having the strength of Joan Baez but the sweetness of Judy Collins. Fiona's performances are always spiced with compositions in French, Japanese, Yiddish and English. Fiona has entertained audiences on Vancouver Island, Montreal, Europe and Japan.
- **SUNDAY, NOV 24:** *Stephenson-Thornhill*. Concert pianist Glen Stephenson and operatically trained Brandon Thornhill (bass/ baritone/voice) perform a range of music; from opera to standards.

Jazz Lounge 5:45 - 6:45pm in the Homeside Lounge. Enjoy two wonderful jazz vocalists with piano accompaniment:

- **MONDAY, NOV 4:** *Jesse Arens*
- **MONDAY, NOV 11:** *Ty Lowe*
- **MONDAY, NOV 18:** *Jesse Arens*
- **MONDAY, NOV 25:** *Ty Lowe*

Tuesday, Nov 5 at 5:00 - 6:00pm in the Homeside Lounge

'*Harmonia*' – An early evening with Chamber Orchestra performing Mozart and Haydn with cello.

Tuesday, Nov 12 at 2:15pm in the Homeside Lounge

Remembrance Day (Statutory Holiday observed) songs from the war era with Lorraine Smith (vocals & piano).

Wednesdays

- **WEDNESDAY, NOV 20:** *Soundscapes with Saul Berson* – 5:15pm on the 2nd floor
Concert with Saul Berson – 6:15pm on the 1st floor Homeside Lounge
- **WEDNESDAY, NOV 27:** *The Monthly Birthday celebrations* – 2:15pm - 3:15pm
1st floor: Kierah Raymond (Homeside Lounge)
2nd floor: The Suede Dogs (2nd floor Dining Room)

Thursdays

- **THURSDAY, NOV 14:** *Concert with Luis Fox* – Originally from Venezuela, singer-songwriter Lui Fox writes and sings of passion, romance and adventure, fusing multiple musical styles including Flamenco, tango, reggae and salsa.

RECREATION

NEW PROGRAM Improvisation, Movement and Drama at Louis Brier

Alternating Every 2nd Monday 9:30-10:30am – Begins Monday November 18th

Every Monday, residents at Louis Brier are invited to the Expressive Arts group to explore their creative selves through visual arts, movement and writing. There is a new opportunity for residents to explore improvisation, drama and dance every second Monday from 9:30-10:30am in the upstairs dining lounge. In this class residents will be invited to bring movement to their thoughts, stories and emotions. This will be a playful class where spontaneous gestures, ideas and imagination are called upon for the sake of coming together, moving and having fun!

The Resident Memorial Service Thursday November 14, 2019

The Chava and Abrasha Wosk Synagogue at the Louis Brier Home and Hospital

The Resident Memorial Service, held twice a year, honours the memory of Louis Brier and Weinberg residents who have passed away. The upcoming memorial service will honour residents who have passed way from **May 2019 – October 13, 2019** and will be held on **Thursday, November 14, 2019 at 10:00am in the Louis Brier synagogue.**

The service will involve poetry, music, readings and prayers and the names of the residents will be recited and remembered. Family members, friends and staff will be invited to light a candle when the name of the resident whom they have come to honour is recited. At the completion of the service (approximately 10:30 AM) there will be an informal reception in the Homeside Lounge which will offer an opportunity for families, residents, staff and friends of the Louis Brier and the Weinberg Residence to visit.

We hope that you will be able to join us.

VOLUNTEERING

I'm pleased to announce we have a new volunteer starting in the Special Care unit next week. Mimi is a former LPN with so much knowledge and empathy, she will be a wonderful addition to our volunteer team.

Julie Cameron, Volunteer Coordinator

Call 604-267-4736 or email: jcameron@louisbrier.com

aging: fact vs fiction

There are a lot of myths and misinformation about getting older, but what's the real story behind the stereotypes? Experts from the USC Leonard Davis School of Gerontology and across USC address popular misconceptions about aging and health and set the record straight.

By Beth Newcomb

Source: Newcomb, Beth. "Aging: Fact vs. Fiction". *Vitality, USC, Volume 10, Fall 2019, Page 36-37. Print.*

myth

A healthy diet looks the same for everyone.

myth

Taking lot of antioxidant-rich vitamins will counteract free radical damage, prevent disease and slow aging.

myth

Only younger people have the energy and cognition to complete a college degree.

myth

Older people are afraid to use new computer technology.

myth

Brain health and cognition get uniformly worse with age.

fact

Genetic differences can mean that diets affect people differently, says dietitian Cary Kreutzer, USC Leonard Davis associate professor and director of the Master of Science in Nutrition, Healthspan and Longevity program. For instance, studies have shown that genes can influence how different individuals metabolize the same substances, from vitamins to caffeine, at different rates.

fact

A healthy diet is important, but antioxidant enzymes made in our bodies – not those found in our diet – provide the most protection against free radicals, says USC Leonard Davis School Executive Vice Dean and USC Distinguished Professor Kelvin Davies. Eating more of these antioxidant enzymes isn't effective prevention, as they're largely destroyed during digestion.

fact

People get educated at all ages. 2500 students at USC are 40 or older, and 10 percent of graduate students are older than 40, says Caroline Cicero, USC Leonard Davis instructional associate professor and director of the USC Age-Friendly University Initiative. "USC has graduated students who are in their 90s," she adds. In addition, many staff and faculty members work into their 80s and beyond.

fact

It depends on the features of the technology and the experience and interests of the person, says USC Leonard Davis Professor Elizabeth Zelinski. She mentions that a recent survey showed that older adults will select technologies that are easy to use and that match their preferences. For instance, she says, "Younger people are more likely to use smartphones, but a larger proportion of older people own tablet computers."

fact

Neuroscience reveals that while some regions of the brain suffer declines, others can show growth over time in some people, says Associate Professor S. Duke Han of the Keck School of Medicine of USC. Along with that, while some aspects of cognition can decline (e.g., processing speed), other aspects of intelligence and memory can improve. "There's something to the old adage 'With age comes wisdom,'" Han says.

Spiritual Care Corner



with Chaplain
Hazzan Rob Menes

Now that the Jewish holidays have passed and I have been able to get to know many residents, it's time to put in place some regular programs and activities to promote the residents' and staff's spiritual care. There are some difficult facts about living in and working in a home and hospital for the elderly. End-of-Life is real and we are faced with it every day, either because of ourselves or the people we care about. For most of us, it is difficult to accept. And one reason I am here, as chaplain, is to provide comfort in dealing with end-of-life issues. Working with the social worker and nurses, I will be improving the communication with residents, families, volunteers and staff regarding all aspects of end of life care. This includes new policies and educational workshops. Of course, I am available for conversation and coffee any time!

I have a direct responsibility for respecting the faith-traditions of our residents and staff, and to this end I will be instituting some regular programs. Each Friday, I will be addressing questions of religion – Jewish, Christian, etc. – that staff may have for residents' care. This should help identifying how the Jewish nature of our home might impact health practice. I will also be starting weekly interfaith prayer services which will bring together all of our residents in a celebration of our unity and recognition of our spiritual connection.

As Fall represents a time of change and reflection, we should embrace the changes being made at Louis Brier and the Weinberg Residence. I hope the changes I bring will foster a closer community and spiritually enlivened residents, families and staff.

Hazzan Rob Menes, Chaplain



FALLS PREVENTION

Falls reduction and prevention remains a priority at Louis Brier. There are a number of things that can be put in place to help with falls reduction. One such thing is the system that alerts the care staff that a resident is getting out of bed. After a resident has been assessed and identified as being at risk to fall getting up from bed, a system is installed on the resident's bed. The Rehab Department is in the process of updating the system currently used to alert the care staff when a resident at risk for falls is getting out of bed. We are aiming to replace all the geriatric call bells with pressure sensitive mats within the next month so you may see a change in your family member's fall alert system.



Historically a geriatric call bell or sensitive call bell was used, placing the flat round call bell at a spot on the bed where staff assume the resident will tap/bump it as they exit the bed, thus alerting staff to the fact that they are getting out of bed. We have also been using a pressure sensitive mat placed under the sheet at hip level which senses when a resident is getting out of bed as the pressure is altered as the resident sits up.

The plan is to use the pressure sensitive bed exit alarm system universally. Literature and experience demonstrates that this system provides the most reliable alerts. The geriatric call bell can be moved and residents are able to evade the call bell by sliding out around it to avoid triggering the bell.

Pressure sensitive mats provide more consistent alerts as they are triggered when the weight of the resident shifts as they prepare to exit the bed. Decompression on the mat triggers the call system and nursing is alerted to movement and potential exiting the bed. Nursing will then go in and check their safety. Our continued goal is to reduce the number of falls that may occur as residents get out of bed.

Laurie Moore

Physiotherapist/Leader of Rehabilitation Services

SOCIAL WORK

The Social Work Team has onboarded 2 new practicum students from Douglas College.

Our long-standing partnership with Douglas College has been a great stepping stone for students to learn in a medical facility, while taking into consideration the end of life values and comfort of our residents, something Louis Brier holds to the highest regard. It is my pleasure to welcome them to the team throughout their 20+ week (350 hours) long practicum.

Jeff Lee

Social Worker

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

www.weinbergresidence.com



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



DRAGON
BOAT
RACING



Registration is now OPEN for our *Brier Fire* 2020 Dragon Boat Team!

Send us an email if you are interested in joining

Alex: aportnik@louisbrier.com

Nicole: nencarnacion@louisbrier.com

BRIER FIRE = One Team, One Voice

Hard work • Team work • Endurance

LEARNING AND TRANSFORMING TOGETHER





LOUIS BRIER JEWISH AGED
FOUNDATION

LOUIS BRIER JEWISH AGED FOUNDATION UPDATE

Supporting Innovation, Care and Jewish Life at the Brier

The Foundation at Louis Brier has long supported resident care and Jewish life at the Brier – from recreation and music therapy to Kosher food and our Chaplain. Now, to support the work of the team at Louis Brier, the Foundation is proudly working on partnerships and opportunities that will bring additional enhancements to resident care. Three major projects are underway:

- **Dementia Care Project:** Louis Brier has an opportunity to work with the Gerontology Department at Simon Fraser University to assess and implement low cost environmental changes to support residents living with dementia.
- **Education Centre Project:** Louis Brier is fortunate to have academic partnerships with UBC, SFU, and Vancouver Community College that brings students and the latest in care practices to the Brier. To support these partnerships and, most importantly, to enhance the training, certification and ongoing education of Brier staff, the Foundation is working on creating an Education Centre, complete with classroom and skills development spaces.
- **Palliative Care Project:** As the demographics of long term care change, and our residents are older and more frail, the Brier leadership team is seeking to enhance the palliative and end of life care for our residents.

All of these projects serve one major goal – to enhance the lives of our residents. While the Foundation looks for community partnerships to make these priorities a reality, we are also pleased to work with the Brier's Family Council to support additional resident-enhancing projects.

To get involved or to learn more about these projects, please stop by the Foundation office, or call me at 604-261-5909.

Sheila Kern
Executive Director,
Louis Brier Foundation

Auxiliary History

Do you have history with the Louis Brier Ladies Auxiliary? The Foundation is working with past Auxiliary members to determine the most appropriate way to recognize these women and their families for their year's long support of Louis Brier. Please, share your stories with Sheila at sheila@louisbrier.com.

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.

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
604 267-4688 ext: 4688 mpelayo@louisbrier.com



Companion Thanksgiving Party

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



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 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

AUTUMN POEM

The group of residents who meet for morning coffee on the second floor are incredibly warm, thoughtful, and creative. We get together every Wednesday and share experiences and facts on a wide variety of topics such as nature, geography, the arts, and more. After discussing autumn and compiling a list of memories and sensory experiences, we used that list to create this poem we hope you enjoy!

Autumn

*I think that I shall never see
A poem as lovely as an autumn tree
A tree whose leave have such bright colours:
Yellow, red, purple, gold, rust,
and some green still.*

*The smell of fire and burning leaves,
The sweet crunch of autumn's first apple.
Wine grapes plucked from the vine,
Their trod-on juices waiting to be wine.*

*Good friends bundled up in anticipation
Of a royal feast.
And the promise of a pumpkin pie later on,
Washed down with fine red wine.*

HUMAN RESOURCES

“Suggestion for Improvement 2.0”

In an effort to increase feedback from our employees and staff-initiated improvements, we have revised our Suggestion for Improvement procedures and distributed ten new blue suggestion boxes around LBHH&WR. Some of the feedback we received through the Employee Satisfaction Surveys was that we could improve upon acting on staff feedback. We understand that despite already having suggestion boxes there was no defined process for collection, review and sharing out the results. We have taken this feedback and have improved the process for Suggestions for Improvement. Please submit a Suggestion for Improvement (or many!) and the results will be shared in subsequent months. Here is the revised process:



Staff Appreciation Event and Recognition Awards

The Employee Recognition and Social Event Committee will be hosting a Staff Appreciation Event in December. As part of this event we will be holding our 2nd annual Recognition Awards Ceremony to recognize staff and companions who have made outstanding contributions within our organization. During the month of October, all staff, companions and family were given an opportunity to nominate staff and companions for an award. During the month of November the Employee Recognition and Social Event Committee will be reviewing all nominations and will be selecting the award recipient(s). Each award recipient will be notified prior to the Staff Appreciation Event in December. Please refer to the Nomination Guidelines and Awards Terms & Conditions for more details.

October Events

A number of events took place in October including Healthcare Food Service Workers Week on October 13 to 19, 2019, Thank Your Cleaner Day on October 16, 2019 and Health Care Assistant Day on October 18, 2019. We hope everyone enjoyed the Pizza Party on October 18, 2019 in recognition of these appreciation days!



Monthly Birthday Celebrations

I am pleased to announce that we started organization-wide Monthly Birthday Celebrations in the Upstairs Staff Lounge on the last Friday of every month. We are encouraging a Potluck style gathering and LBHH&WR will provide the cake! This is a great opportunity to get together and recognize each other's birthday on a monthly basis. Join us to celebrate everyone's birthday that falls in November on November 29th in the Upstairs Staff Lounge!

2020 Annual Vacation Requests Guidelines

All regular full/part time employee 2020 vacation requests started to be submitted in October 2019 through SSC.

2nd choice (VRY2) may be submitted November 4 at 6:00 am – November 8 at 1:30pm

3rd choice (VRY3) may be submitted December 2 at 6:00 am – December 6 at 1:30pm

Guidelines on how to complete this process were distributed by Human Resources via email. Please note:

- No paper or verbal requests will be accepted.
- All approvals will be confirmed via email.
- There is no need to visit/call the Staffing Office for vacation requests. Please follow the guidelines.
- Failure to follow the guidelines may result in your vacation not being approved.

There will be some minor changes to the vacation request process this year:

- All units and departments were provided with a physical monthly calendar. Please consult amongst your team

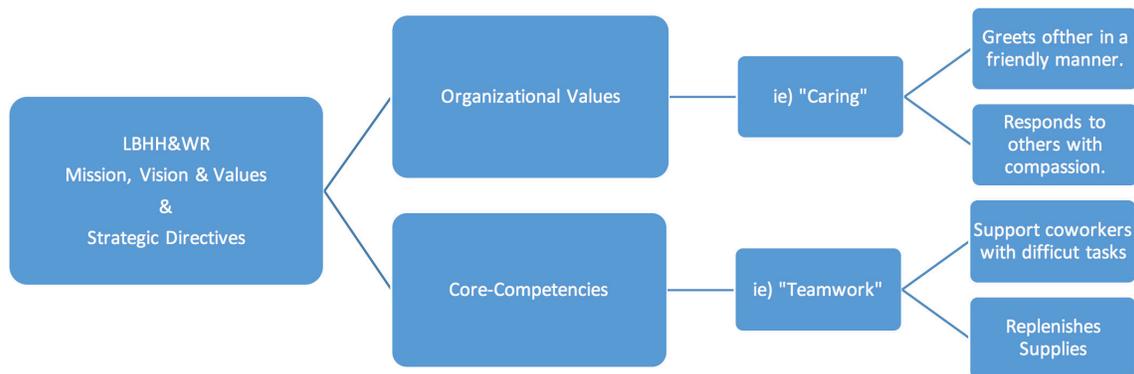
HUMAN RESOURCES

when you plan to schedule your vacation in order to limit service delivery disruption (ie. according to the guidelines below).

- Use the calendar and write your name on the days you intend to request off (use a BLACK pen for Days, use a BLUE pen for Evenings, Use a RED pen for Nights).
- We expect each team to work amongst themselves to plan all or most of their vacation for 2020 in order to ensure the smooth operation of the unit/department.
- Vacation will be granted by seniority as long as it is submitted within the submission periods.
- All employees are strongly encouraged to submit all or most of their vacation requests in the submission periods (ie. ~100% of their entitlement). If a vacation request is submitted late and outside of the submission periods, it may not be granted.
- Vacation submitted and approved will NOT be permitted to be cancelled or changed.

Performance Appraisals for Front-Line Workers

The HR Department and respective Department Managers started the process of revising the Performance Appraisal process, including the Performance Appraisal Form, back in the summer. The revision included identifying Core-Competencies and outlining what behaviors demonstrate these Core-Competencies by department (ie. "Behavioural Indicators"). We also identified what behaviors demonstrate our Core Values (ie. what does it mean to work consistently with our values "CHAI"). This provided us with a foundation as to how to rate performance - what behaviors are exhibited that demonstrate our Core-Competencies and Core-Values? The Performance Appraisal Form has been revised accordingly and we are pleased to announce that it is lean enough to fit on one page! 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.



Coffee with HR

In support of our goal to become an Employer of Choice, the Human Resources Department would like to invite you to join members of their team for Coffee in the upstairs staff lounge on the last Tuesday of every month.

The last few of events have been a success!!!

We have decided to try a new time: 3:30 to 4:30

The next gathering will take place on November 26 from 3:30 to 4:30.

These casual events are intended to share information, answer questions, get feedback, and to make HR personnel more accessible. I hope you can join us. I'm looking forward to getting to know you more.

Loren Tisdelle

Director, Human Resources

IS IT A COLD OR THE FLU?

SYMPTOMS	COMMON COLD	INFLUENZA
Fever	Rare	Usual, sudden onset 39-40 C, lasts 3 to 4 days
Headache	Rare	Usual, can be severe
General aches and pains	Sometimes, mild	Usual, often severe
Fatigue and weakness	Sometimes, mild	Usual, may last 2-3 weeks or more
Extreme fatigue	Unusual	Usual, early onset, can be severe
Runny, stuffy nose	Common	Sometimes
Sneezing	Common	Sometimes
Sore throat	Common	Sometimes
Chest discomfort, coughing	Sometimes,	Usual, can be severe
Complications	Can lead to sinus congestion or earache	Can lead to pneumonia and respiratory failure; can worsen a current chronic condition; can be life-threatening
Prevention	Frequent hand hygiene	Annual flu shot and frequent hand hygiene

Regardless of your symptoms, do not come to work if you are ill.

PREVENTION: HAND HYGIENE AND VACCINATION

Infection Control is in your hands—keep them clean.

SOURCES:

- [1. http://ipac.vch.ca/Documents/Outbreak/Is%20it%20a%20Cold%20or%20the%20Flu.pdf](http://ipac.vch.ca/Documents/Outbreak/Is%20it%20a%20Cold%20or%20the%20Flu.pdf)
- [2. http://ipac.vch.ca/Documents/Outbreak/influenza%20myths%20and%20facts.pdf](http://ipac.vch.ca/Documents/Outbreak/influenza%20myths%20and%20facts.pdf)

INFLUENZA (FLU) MYTHS AND FACTS

MYTH: “I never get the flu”

FACT: Because the flu virus changes from year to year, your immune system cannot protect you with antibodies that you have previously developed. Therefore, a large portion of the population is vulnerable and generally 20% are affected every year. This year **you** are at risk....and you have good reasons to stay healthy!

MYTH: “Influenza is not a big deal”

FACT: Influenza is a serious disease – along with its complications, it kills 1400 British Columbians every year. It is the number one cause of vaccine preventable deaths! Elderly and immunocompromised people are especially vulnerable. While most people will fully recover in 1-2 weeks, the illness is dramatic, with sudden onset of fever, chills, headache, muscle pain, and prostration.

MYTH: “Last year I got the vaccine but I still got the flu”

FACT: The vaccine will only prevent illness caused by the influenza virus. There are several other viruses that may cause similar symptoms but the illness is generally milder. Since the vaccine is not 100% effective, there could be cases despite immunization; **however, the severity of disease will be lessened.**

MYTH: “If I get sick, I will just stay home”

FACT: People who are infected with influenza are contagious before they develop symptoms, and can therefore unwittingly infect others. The best way to prevent this is by getting vaccinated yearly.

MYTH: “The vaccine can cause serious side effects.”

FACT: Most people have little or no reaction to influenza vaccine. Mild symptoms such as redness or soreness at the injection site can be effectively treated with acetaminophen for 1 or 2 days. The vaccine cannot cause disease because it is not a live virus.

MYTH: “Influenza vaccine can cause flu”

FACT: Influenza vaccine cannot cause disease because it is not a live vaccine. However, Influenza vaccination occurs at a time of year when “colds” are more common. Sometimes, people mistake these colds for Influenza and incorrectly think that the “Flu shot” made them sick.

MYTH: Vaccines weaken the immune system by not allowing the body to develop its own response.

FACT: Over the decades that vaccines have been in use, this has never been shown to be the case. Vaccines work by stimulating, not over-riding, the immune system.

FAMILY COUNCIL

Dear Louis Brier Families,

On October 3, Family Council's educational event: Alzheimer's Society of BC Presentation - "Life in Residential Care" was a terrific success! An audience of families, friends, staff, nursing students and companions gathered to learn about care giving after the transition, working with the care team, person-centred care practices, residents' rights, and advocacy tips. Many resources were provided, including the link to the Alzheimer's Society: www.alzheimerbc.org.

References worthy of mention include:

- "Activities for People Living with Alzheimer's" and the PowerPoint of "Life in Residential Care", both available through Family Council. Email: lb.familycouncil@gmail.com
- "First Link" brochure: <https://alzheimer.ca/en/bc/We-can-help/Resources/First-Link-dementia-helpline>
- PC P.E.A.R.L.S. <https://alzheimer.ca/en/Home/We-can-help/Resources/For-health-care-professionals/culture-change-towards-person-centred-care/seven-key-elements-of-pcc> which stands for:

Person and Family Engagement, **C**are, **P**rocess, **E**nvironment, **A**ctivity & **R**ecreation, **L**eadership, **S**taffing

Thank you to Lisa Ford for coordinating this event which, it seems, is the beginning of more to come!"

Lisa Dawson, Co-Chair

UNDERSTANDING THE ROLE OF A NURSE IN THE SOCIAL WORKER WORLD

Based on experience working as nurse wearing the hat of Social Work Services, both have the same theme in common. Social work and nursing can be the kind of job that requires a great deal of overtime and separating the emotional aspects of the job from the duties required can be a difficult undertaking. Both professions must employ a variety of skills depending on the job that needs to be done.

It is often a challenging, yet rewarding career. Nursing and Social Work are responsible for helping individuals, families to cope with problems they are facing to improve their lives especially the residents under our care, providing excellence, family-centred and best practice. We serve as liaisons between different institution to assist our residents and collaborate with other health professionals to ensure clients and families wellness. Accomplishing administrative duties and diligently completing paper works are generally a requirement both in nursing and social work services. Despite these obstacle and challenges and the difficulties presented by these strains, it can be very satisfying path. There are skill sets and knowledge in nursing and social work, we have the corner stone of empathy, flexibility, persistence and respect for different circumstances. This is a need to utilize in order to become the as effective at our jobs as possible. Using logic and reasoning to identify the strength and weaknesses of alternatives solution, considering the relative costs and benefits of potential actions to choose the most appropriate one before implementing solutions.



The obligations in nursing and social work can often make it seem as though job is never done but the most successful professionals relish the challenge that makes the world go round to a satisfying career path.

Leonora Calingasan, Social Work Services

JOIN TODAY



JOIN & PARTICIPATE LOUIS BRIER'S

Snider Green Guardians

Everyday we use a variety of products which end up in regular garbage bins and ultimately, the landfill. This garbage disposal process is not ideal and does not support Vancouver's Zero Waste 2040 plan.

WE'RE TAKING ACTION

Louis Brier's very own green team is being organized to ensure the following:

- ✓ Disposal bins are available throughout the building
- ✓ Everyone in the facility is disposing of garbage properly
- ✓ Involvement in community initiatives
- ✓ Create awareness campaigns to "think green"

If you would like to take part in helping Louis Brier GO GREEN

Contact Melissa

(604) 261-9376 Ext 4228 or mtadeson@louisbrier.com



STAFF & COMPANION
MONTHLY BIRTHDAY

KARAOKE POTLUCK
Friday, Nov 29 – Staff Lunch Room
10:30-11:30am | 2:30-3:15pm | Cake Cutting @2:30pm

*Karaoke
party*



*Unleash
your inner
rockstar and
sing your
heart out!*

HAPPY BIRTHDAY

NOVEMBER BABIES

Aileen Yoro
Aime Oclida
Alberta Reyes
Amandeep Kaur
Balbir Aujla
Balwinderjit Kaur
Ghoman
Charles Ly-Tong
Corazon Jorge
Deirdre Hamilton
Dondon Cabagnet

Elena Marollano
Ginger Lerner
Gurdip Badhan
Gurinder Jassal
Harpreet Rai
Janelle Cole
Jing Jie Lim
Justina Makalintal
Kathleen McIntosh
Lesther Bareng
Lyle Manzano

Maryam Yardam
Merva Woolman
Noemi Ingeniero
Nova Bearis
Patricia Manu
Robert Menes
Rosalin Bacani
Sonia Cinti
Thea Pasaje
Uchy Anoliefoh



OCTOBER BIRTHDAY CELEBRATION – BOODLE FIGHT



Janelle Cole Food Service Worker
Othelia Lao Food Service Worker
Nicole Sunu Care Aide
Maria Alganés Care Aide

Camellie Sibayan Care Aide
Aylyn Reyes Care Aide
Sonia Kashyap Care Aide
Rajpreet Gill LPN
Eric Marollano LPN
Melissa Bates Rec Therapy Asst
Maria Villamor Rec Therapy Asst
Natalie Jacobs Rec Therapist
Lorena Billi Dietitian

Manju Jhalli Food Service Worker
Marites Rabara Housekeeping Aide
Linden Palma LPN
Angela Tran RN
Bert Munn Rec Therapy Asst
Fedilyn Abril LPN
Janielle Tuzon Care Aide
Sanah Subedar Care Aide
Michelle Burke Rehab Asst

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, share them with us by visiting our website:

<http://louisbrier.com/compliments-feedback/>

Want to contribute to the newsletter?

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



LOUIS BRIER JEWISH AGED
FOUNDATION



Demonstrate your commitment to supporting seniors by donating.

Please contact the Louis Brier Jewish Aged Foundation

Phone: 604-261-5550 Email: foundation@louisbrier.com Web: thelouisbrierfoundation.com