



SAFEGUARDING OUR SENIORS

BAYCREST FOUNDATION | 2020

Baycrest



THANK YOU.

"As we face some of the darkest times in our province's history, we have a duty to protect and care for the most vulnerable in our society. Our seniors and people with disabilities are the most at risk during this crisis"

- Ontario Premier Doug Ford

The COVID-19 pandemic requires an ongoing response to protect the most vulnerable in our community, including the 1,100 residents and patients with an average age of 91 who live on our campus.

We are extremely grateful for the generosity of donors like you who support Baycrest in taking extraordinary actions needed to defend against the virus and protect both the physical safety and emotional well-being of our seniors.

PROTECTING THE SAFETY OF OUR SENIORS

The pandemic has taken a devastating toll on seniors. The early months of the tragedy saw about 80 per cent of Ontario COVID-19 deaths taking place in nursing homes. We are so appreciative that donors like you have given generously to help support care, education, research and innovation at Baycrest while we work tirelessly to keep the virus out and contain its spread.

Between March 20 and August 4, a total of eight patients and residents and twenty-one staff tested positive for COVID-19. Tragically, two residents succumbed to the virus. The other cases resolved.

eVisits keep families connected



Baycrest Foundation President and CEO Josh Cooper facilitated a family eVisit with a patient at the hospital.

PROTECTING THE EMOTIONAL HEALTH AND WELL-BEING OF OUR SENIORS

The pandemic is taking an emotional toll on people everywhere. Loneliness, isolation and depression are a huge concern for older adults who are cut off from in-person visits and physical contact with their children, grandchildren and friends. At Baycrest, our commitment to holistic care takes this into account.

The support of our generous donors allowed us to buy equipment to increase telemedicine and introduce eVisits and virtual recreational programming to support overall well-being.

- eVisits conducted: 6,530
- Telemedicine visits: 1,519 at Baycrest + 7,431 in the community

Includes visits starting March to August 14, 2020.



"I appreciate all that Baycrest is doing to keep my mother alive and content during these abnormal times. I have received numerous calls from Baycrest regarding FaceTiming, chaplain update, medical interventions and nursing inquiries, all within the past 2 weeks! My mother is a holocaust survivor so she understands quarantine and what that entails. Of course reassurances do wonders for her and as long as she knows family is trying to see her, she will be ok with the absences. We all pray for a quick resolution to this COVID-19 chaos but I do thank you all for your heroic measures."

- Family member of Baycrest resident



SCREENING AT ENTRANCES

All individuals entering Baycrest are being actively screened. They must answer questions about the presence of any symptoms, their travel history, possible contact with a confirmed or probable case of COVID-19, and have their temperature checked. Any visitor who answers “yes” to a screening question or fails the temperature check is turned away.

Security guards are stationed at the entrances 24/7 along with a team that does the screening. Plexiglas partitions separate the screeners from visitors, contractors and paid private companions who enter the building.



Temperature checks also take place as people leave the building, along with a repeat of the questions about symptoms. Screening measures, which require extra security, temporary hires and redeployed staff, cost thousands of dollars per week at two entrances on the main part of the campus in the early months of the pandemic. Since then, we have managed to reduce costs by closing one entrance at night and through the introduction of a screening app for staff.

In addition, all who come to Baycrest are reminded to do the following:

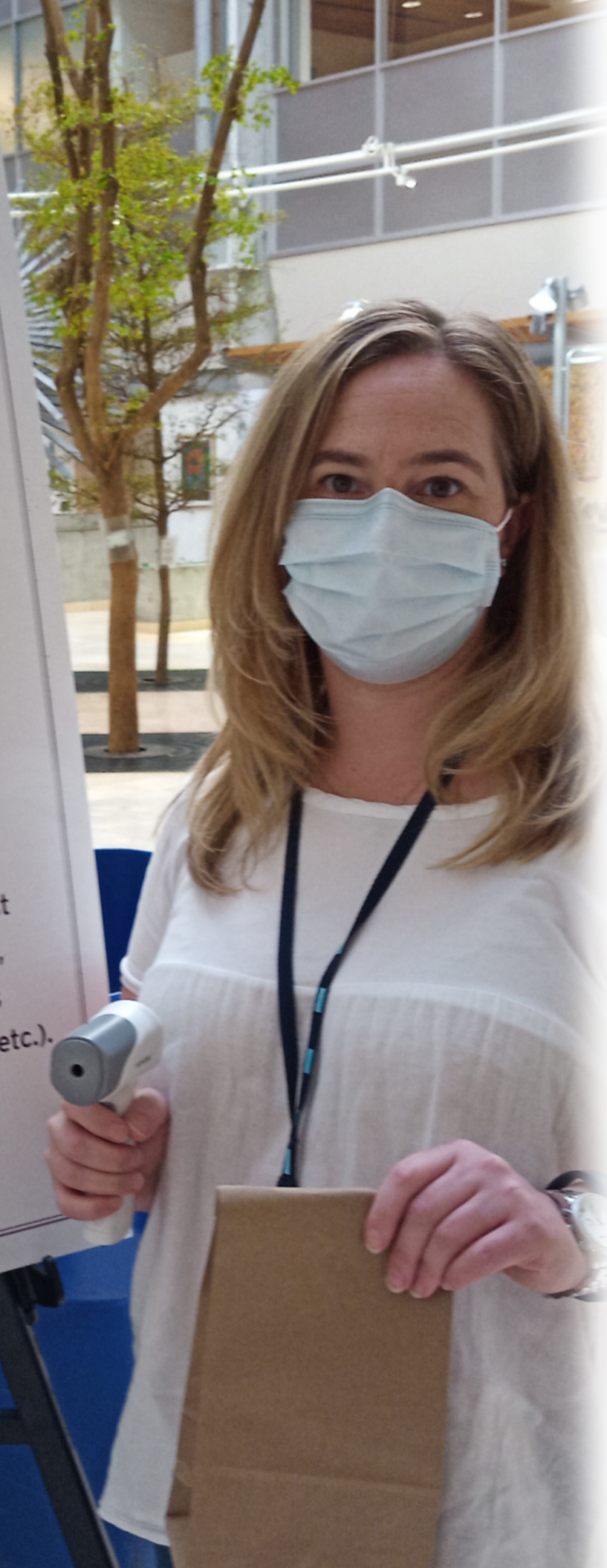
- Regular handwashing with soap and water or an alcohol-based hand sanitizer
- Avoid touching eyes, nose and mouth
- Good coughing etiquette (coughing or sneezing into the elbow or a tissue then throwing the tissue in the trash and washing hands)
- Staying home if sick.

Universal Masking Is Now in Place



Please put on a mask before proceeding and wear it in all common areas at Baycrest (e.g. client areas, The Nosh and W.A. Café, except when eating or drinking, hallways within and outside of work areas, elevators, etc.).

Baycrest



ALL HANDS ON DECK

Screening measures required the redeployment of staff members from all parts of the organization who took on one or more shifts per week, often in addition to their regular roles. Many Foundation employees who normally work office hours did screening shifts starting at 6 a.m., 2 p.m. and 10 p.m. to help provide around-the-clock protection for patients and residents in our care.

Development Coordinator Hayley Levitt became a Team Leader at a screening station. "I was provided with all the PPE (personal protective equipment) that I needed for myself and my team to do our job and to feel safe at work, which was really important," she said, adding that she is very grateful to donors. "Thank you! I think it's because we had donations of PPE coming in that we were able to feel so comfortable."

By asking questions of people entering the building, screeners add an important layer of protection surrounding patients and residents.

"When you actually list the symptoms to people, they might register, 'oh yeah, actually I've had a headache for a couple days,' or 'maybe my stomach hasn't been so great lately,' so it actually makes people think about it," Levitt said.

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND SANITIZER

Acquiring personal protective equipment and sanitizer has been a challenge for the healthcare system and Baycrest has been working its contacts throughout Ontario and around the globe to source these products. A dramatic escalation in prices occurred as demand rose.

Thanks to donor support, we have been able to secure PPE that will hold us for the time being, and that allows staff to suit up in appropriate equipment. Visitors to campus must also don masks that are provided at the door.

We anticipate sourcing challenges will continue in the months ahead but remain hopeful that new supply chains will emerge as more manufacturers retool to help out.



DONATIONS OF PPE KEPT US SAFE

Personal protective equipment was in extremely short supply in the early days of the pandemic. The community and many companies rallied and generously came to the rescue by donating boxes of items from their own businesses, warehouses and dental offices.

We are extremely grateful for the masks, gowns, face shields and gloves that helped keep our staff, visitors, patients and residents safe.



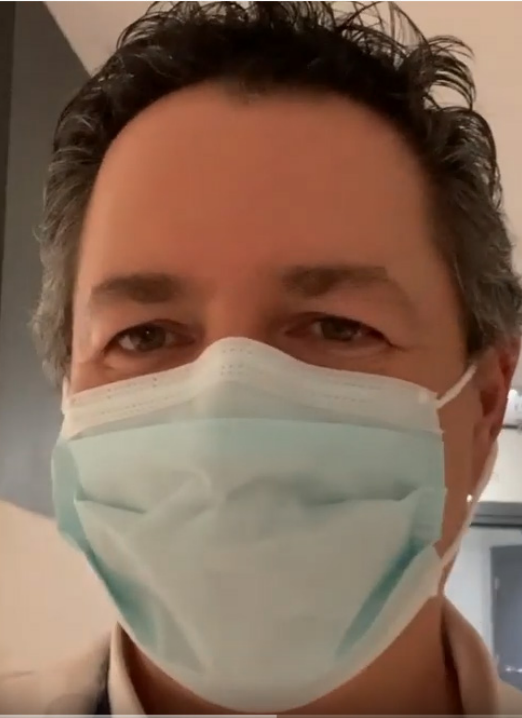
DONATIONS LIFTED OUR SPIRITS

As COVID-19 first began spreading out in the community, healthcare workers left their families and the safety of their homes to come to Baycrest and care for our vulnerable patients and residents. It has been a stressful time for everyone, but in particular for frontline workers who must don masks and other garb that can be uncomfortable. They are constantly alert for symptoms that may or may not indicate the presence of the virus.

We are grateful to members of the community who recognized the dedication of our staff and generously reached out with gifts of appreciation.

Donations included meals, clothing items, chocolates, snacks, beverages, discounts, beauty care products and other items.

The donations of both PPE and staff appreciation items totalled over \$950,000.



INSIDE BAYCREST

A series of Inside Baycrest videos hosted by Baycrest Foundation President and CEO Josh Cooper have been shared with the community to show what life is like during the pandemic, how staff are going above and beyond, and how eVisits are making a difference.

These videos have had thousands of views on Facebook, Instagram and YouTube. You can view some of the videos by visiting baycrestfoundation.org





THE NEED FOR SOCIAL CONNECTION, TELEMEDICINE VISITS

As the pandemic began, Baycrest formed a special team to mobilize and activate the use of technology in solutions to address the well-being of Baycrest residents and patients, as well as older adults in the community, during the COVID-19 crisis.

Objectives

eVisits: Overcome social isolation of residents and patients through audio and video conferencing.

Social Engagement and Recreation: Use technology to remotely deliver recreational and social-engagement programming.

Clinical Telemedicine - inpatients and residents: Enable Baycrest physicians and specialists to remotely care for patients and residents.

Ambulatory and Community Digital Health: Enable Baycrest physicians and outreach teams to connect virtually with patients in their homes.



GETTING STARTED

The team knew that the equipment for telemedicine, eVisits and social recreation programming would be in high demand as Canadians shifted to work-at-home solutions. They ordered supplies quickly while they could still be sourced. Orders were placed for laptops, iPads, headsets, smart TVs, digital stethoscopes, webcams and others items.

At inception, activities focused on developing solutions, assembling components, software configurations and installation of equipment. Sub-groups were created to focus on the deployment of solutions, user training and documenting processes.



BAYCREST INNOVATES: TELEMEDICINE CARTS (TCARTS)

Dozens of telemedicine carts, dubbed “tCarts,” were assembled and programmed. They consist of pieces like iPads, special poles on wheels, webcams and speakerphones that were ordered independently and then brought together. Some carts have a desk and drawer to lock away information, as well as a laminated set of instructions and a digital stethoscope. They can be rolled into the suite or to the bedside for remote interactions between clients and a physician; and also utilized for eVisits.

We created a temporary new role called **Clinical Liaison** and deployed these individuals for eVisits, telemedicine visits, wellness checks and meal assistance. Training included classroom instruction, demonstrations, job shadowing, orientation to their units, and supervision.

BIRTHDAY WITH THE FAMILY



Mendel Good

Mendel Good turned 95 recently, and his three children, grandchildren and great-grandchildren were on hand to sing “Happy Birthday.” The singing took place on a videoconference. Relatives in New York, Toronto and Vancouver were on the call.

“Every time someone came on, he was very excited,” said his daughter, Gloria Good-Draper. “It was fantastic to see him smile. He’s a very grateful person so we could see the joy.”

Good was doing “most of the talking - and my dad really likes to talk!” she said. “He was pretty overwhelmed and happy.”

Mendel Good is a Holocaust survivor who came to Canada in 1948 to work as a tailor. He met his wife Valerie in Ottawa and they raised three children together. Later in Toronto, the couple lived in the Apotex Centre, Jewish Home for the Aged, until Valerie’s passing three and a half years ago.

Good, who has lived at Baycrest for six and a half years, gets around in a wheelchair and is very outgoing, happy and social, his daughter said. For his birthday, he received cards and a calendar that his family populates with family photos and the dates of birthdays and anniversaries. And, of course, he had the very special video call.

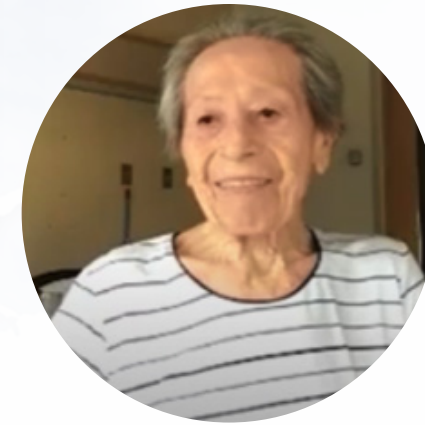
“My father really sees family as a blessing because he had none after the war. His complete family was gone,” Good-Draper said. “So he really cherishes what he has now.”

FAMILY CONNECTIONS AROUND THE GLOBE

When Esther Rootman saw that Baycrest was offering eVisits with residents, she didn't waste any time. She rallied 50-plus relatives from Tel Aviv, Jerusalem, London, Houston, New York City, Cincinnati, Kelowna, B.C., and other places to jump on a half-hour Zoom call.

Her husband's beloved 91-year-old bubby, Chaya Moskowitz, was the centre of attention. Chaya got to see two new great grandchildren and talk with loved ones near and far. They sang her favourite songs together, including Que Sera Sera, an Israeli children's song and Next Year in Jerusalem.

"It was very chaotic, which is exactly how the Seder is with her with all the little children. It felt like being with the family. It was good to see how happy she was. She looks very well cared for," said Rootman, who lives in Cincinnati.



Chaya Moskowitz

Moskowitz was born in a shtetl in the former Czechoslovakia and managed to get to Budapest under a false identity during the war. She lost her parents and five siblings in the Holocaust. Later, she went to Italy and was spirited secretly onto a boat for Israel. The British captured the boat and put the Jewish children in a camp. They escaped, led by Yitzhak Rabin, who became prime minister of Israel.

She worked as a mashgiach at a kibbutz, a soldier in the Israeli army and as a nurse. She later followed a sister to Canada and worked as a nurse at the Toronto Jewish Old Folks Home, the forerunner to Baycrest. She married Julius Moskowitz and they raised four children together. Those children and their children and grandchildren were part of the Zoom call.

"It was really meaningful," said Rootman, who tweeted about the encounter. "Every moment is a real gift and it felt like a really amazing gift to be able to have that."



SOCIAL AND RECREATIONAL PROGRAMMING

Large group activities had to be curtailed because of the pandemic and a social and recreation team was formed to amplify and digitize therapeutic programs. Programming has been created and adapted for use in the hospital, long-term care home and Terraces assisted living residence. This includes singalongs, art classes, chair dancing exercise with Canada's National Ballet School and other activities.

Dozens of new smart TVs were purchased thanks to donor funds, and the new content is being played on these sets, sometimes via our YouTube channel. In addition, we have revitalized an old cable channel available in the long-term care home and in the Terraces. A full schedule of programming is available, ranging from movies to exercise videos and art classes by our recreational therapists.

In April, Rabbi Dr. Geoffrey Haber recorded a Passover Seder experience and also created videos to mark the High Holidays in September. Using the Intranet, the video was played for patients and residents on iPads and several times a day through the internal channel. It was also available on YouTube and was aired by Vision TV.



“I want to thank all of you for your generous support during this difficult time. Your support has meant that we’ve been able to keep our residents and patients across the campus safe. But in addition to that, your support has allowed us to launch a number of new innovative programs for our residents across the campus. So thank you, thank you, thank you.”



- Alec Badley,
General Manager, Residential Living at Baycrest



TELEMEDICINE

The COVID-19 pandemic triggered a ramping up of clinical telemedicine for inpatients and residents, and for outpatients in their homes.

- Physicians were equipped with laptops and other resources for telemedicine visits, including instructions on use of digital stethoscopes.
- A training toolkit was created with instructions for using Zoom and the Ontario Telemedicine Network (OTN) and troubleshooting tips.
- Resources are now available in a new Virtual Care Resource Centre on the Intranet site. For example, Clinical Liaison staff can find instructions for using Pocketalker devices to amplify sound for hard-of-hearing patients they are assisting.
- Supports were put in place to ensure encounters are recorded in the medical records.
- Training and support is ongoing for physicians using OTN and Zoom platforms.



“I’m grateful to come from a community that really values giving back. I think because of those values and the idea of Tikkun Olam, of repairing and healing the world, Baycrest has thrived as an organization and weathered this storm far, far better than many organizations have. I feel very blessed to come from a community that really values older adults. I just want to thank all of you.”



- Dr. Sid Feldman

Chief, Department of Family and Community Medicine,
Baycrest Executive Medical Director, Residential Program



LOOKING TOWARD THE FUTURE

Baycrest has more than 100 years of experience caring for seniors, and has established itself as a leader in education, research and innovation related to brain health and aging.

For example, the long-term care sector has recognized Baycrest's depth and breadth of expertise in providing care to those with responsive behaviours due to dementia, mental health, addictions and other neurological conditions. Members of our clinical team are helping to support 36 long-term care homes in the Toronto area through the deployment and use of virtual care kits and responsive behaviour expert consultation during this critical time.

So what's next?

The uncertainty surrounding COVID-19 is expected to last for many months to come. Baycrest is poised to share its experience and learnings with others as geriatric care goes under the microscope in Ontario and elsewhere.

At Baycrest, our "new normal" will continue to include stringent infection prevention and control precautions and ways of interacting that involve technology and special safety protocols for connecting in-person.

Even after the pandemic ends, residents and their families will benefit from a new comfort level with technology that facilitates eVisits and telemedicine.



THANK YOU!

The pandemic has taken an emotional and financial toll on people everywhere. Baycrest is no exception. We will need to pay off many of the unforeseen expenses related to COVID-19 in the months and years ahead.

Your extremely generous support of Baycrest is appreciated more than you can imagine.

The effects of the virus are potentially devastating and we will continue to work tirelessly to keep our community as safe as possible.

The generosity of donors like you gives us the tools to do this job to the best of our ability, and to ensure that a semblance of normalcy will continue for those entrusted in our care.

On behalf of our seniors and frontline caregivers, we thank you.

BAYCREST STAFF - THE HEROES OF MY HEART *THANK YOU POEM*

Amidst a tumultuous tornado
Whipping around
You are
~
With feet firmly planted on the ground!
You probably hide fear but you carry on
For those that are needy
For those who are dear the fear you hide
We never know because your strength
Is what you show your outreach is far
You pull people through
And not just during this Covid Flu
You blanket your love
Around the vulnerable The weak
Even when things
Look dark, look bleak...
You are the best of humanity
A Beacon of Light putting your life on the line
During this traumatic plight you are my **Heroes**
The stars that shine
You are our hope during this trying time
Keep up the great work!
Thank you from my heart!

~
*This poem was written for Baycrest staff by the daughter of a resident
and sent to Baycrest President and CEO Dr. William Reichman.*

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