

Perspective

SPRING 2021

 DONALD BERMAN
JEWISH ELDERCARE
CHSLD JUIF

 DONALD BERMAN
MAIMONIDES
Going further in geriatric care
À l'avant-garde des soins gériatriques



An injection of hope

Residents and staff get vaccinated
against COVID-19

Donor recognition:
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No-Battle-Battle:
Thank you for supporting us
when we needed it most

Perspective

SPRING 2021

Published by the Foundations of **Donald Berman Maimonides Geriatric Centre** and **Donald Berman Jewish Eldercare Centre**, *Perspective* keeps readers informed of developments and maintains a strong liaison between the Centres and the community at large.

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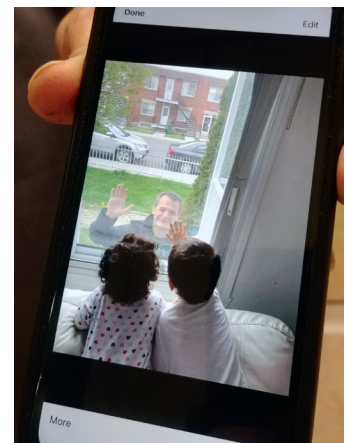


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A shot of happiness

Hossein Mansouri, an RN on 4th floor at Donald Berman Maimonides, was really excited about getting vaccinated. The husband and father of two young kids said that during the first wave, he was staying at a hotel to protect his family. "I am so honoured and thrilled to be amongst the first staff to get vaccinated. This is a victory of science and I trust science. It is so important to protect everyone around us. For me, it means that I can see my wife and kids and not worry about infecting them." Mansouri had the honour of giving the first resident at DBM, Gloria Lallouz, her first dose of the vaccine a few days before he got his own.



On our cover

Seventy-eight year old Donald Berman Maimonides resident Gloria Lallouz receives her second dose of the Covid-19 vaccine by RN Dahlia Villariez. Ms. Lallouz said she has been keeping busy during the pandemic by doing word search puzzles. Now that she has received her second dose of the vaccine, she is most looking forward to hugging her granddaughter and to going outside again.

Vaccine injects hope

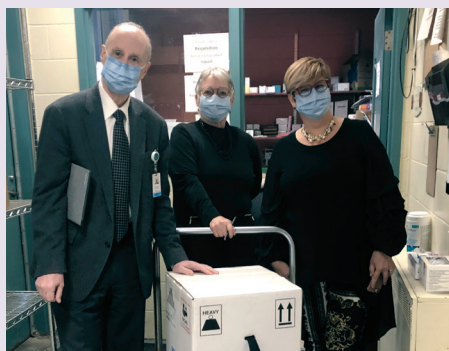
Donald Berman Maimonides was one of the first COVID-19 vaccination sites in North America. The arrival of a vaccine has brought renewed hope to our Centre that has been hit hard by the COVID-19 pandemic. To date, 84% of residents have been vaccinated.

While we are encouraged by the progress of the province's vaccination campaign, it is more important than ever to remain vigilant in terms of the infection control measures put in place: proper use of PPE, washing hands, social distancing and staying home when unwell.



Jennifer Clarke, Program Coordinator SAPA- Long-term Care holds the first vial of the Pfizer vaccine to be administered to residents.

Vaccine Arrival at DBM: Step-By-Step



1 – Arrival of the first Pfizer vaccine at DBM.

On December 14, 2020, the much anticipated first doses of the Pfizer vaccine arrived at DBM by UPS. Pictured are CIUSSS West-Central Montreal President and CEO Dr. Lawrence Rosenberg, Associate CEO Francine Dupuis and Director of Nursing Lucie Tremblay with their hands on the first delivery of Covid-19 vaccines.



2 – Pharmacist receiving the vaccine, packed in dry ice, must wear special personal protective equipment, including goggles, lab coats and gloves, to retrieve the vaccine and place it in the freezer as quickly as possible. Each shipping box is packed with dry ice and a GPS tracker to monitor the vaccine's temperature and location through its journey.



3 – Pharmacy team member Wangqi Chen unlocks a special freezer. The Pfizer vaccine must be kept at a temperature of -75 degrees Celsius at all times and stored in a specialized freezer about the temperature of Antarctica!



4 – Vaccine being prepared. In preparation for use, the vaccine is gradually thawed in a refrigerator for three hours – or thawed at room temperature for 30 minutes. The pharmacists then dilute it with a saline solution and gently turn the vial over several times as they inspect it.



5 – Quebec Health Minister Christian Dubé was on hand as DBM resident Gloria Lallouz received one of the first vaccines in the province.

Ways to stay connected with seniors when visits are restricted

1. Talk on the telephone

With texting and video calls, sometimes we forget that a good old-fashioned phone call is a wonderful way to stay connected.

2. Video calls on a computer or phone

Consider doing a video call. There's extra comfort and reassurance in seeing someone's face. You'll also be able to better assess their level of health and well-being and they'll feel less isolated because they'll be able to see the face of someone they trust. See p-12 for tips on how to make video calls more meaningful.



3. Drop off letters or care packages

If your loved one isn't able to use a telephone, smartphone, or computer, you can drop off letters or care packages for them. Put together a bag of basic supplies, favorite snacks, or comfort items and remind them that they're loved and missed by including special photos or a letter. Remember to put the name and room number of the resident on the outside of the bag. There is a special table on which to leave these items that will be delivered to the room by a staff member.

4. Encourage family and friends to send letters and cards to send letters and cards

To brighten their day, ask family and friends to send letters, cards, and photos too. Everyone loves to get mail, especially when we're feeling disconnected and isolated. They'll even be able to keep these items displayed in their room as constant reminders that they're loved and missed.



Pictured is Loose Threads Guild member Gloria Stermer presenting Donald Berman Maimonides Foundation Director Karen Flam with a basket of scrub caps made by the guild.

Thank you!!

Thank you to the Loose Threads Quilt Guild for donating 65 hand-made Scrub Caps for staff at Donald Berman Maimonides Geriatric centre. The scrub caps were distributed to our hardworking housekeeping team who have been diligently cleaning and disinfecting the Centre during the Covid pandemic. Loose Threads Quilt Guild is a Cote-Saint-Luc guild that was formed in 2002. The group supports Jewish charities and organizations in Cote-Saint-Luc.

Thank you to the following guild members for making these beautiful caps:

Gloria Stermer	Ruth Rosenblum
Moishe Campbell	Helle Derrick
Randi Lenet	Kathryn Weaver
Annick O'Shaunessy	Roz Agulnik



Enviro Services Department Head Gabriella Mustillo, Housekeeping Attendants Troy Trench and John Darrell Futalan with Section Chief of Enviro Services Daniel Di Massimo



For the safety of all, the 2020 DBJ Hockey Tournament was cancelled due to COVID-19. However, that didn't stop most of our dedicated sponsors from honouring their pledges. We wish to thank those generous sponsors as well as our incredible hockey players and team captains who have showed that they truly care about our event and our residents. The 2021 event co-chairs Brad Steinmetz, Avi Milgram and Zach Brzezinski hope to see the players lace up their skates, perhaps later this year, when there are fewer Covid restrictions. "This is a very important event which raises an average of \$60,000 per year for a great cause. I very much look forward to being back on the ice again soon," says Milgram.



This year's event co-chairs Brad Steinmetz, Zach Brzezinski and Avi Milgram

Steinmetz, who co-founded the annual fundraiser in 2012, misses the comraderie of the tournament. "This event has turned into a family affair with sibling participants and father and son duos on the ice. I really miss seeing everyone together and having fun."

Brzezinski, the youngest of the co-chairs, hopes that the current lens being focused on long-term care centres like DBJ during COVID, will have a positive impact on participation in the DBJ Hockey Tournament going forward. "The pandemic has impacted all of us and has showed the importance of supporting long-term care centres. I'm hopeful the next DBJ Hockey Tournament will be our most successful one yet."

Each year the money from the tournament is allocated to a particular project to benefit the quality of life of our residents. If you are interested in playing or sponsoring the 2021 event, please contact Lisa Kasner at 514-738-4500 ext 2125.

Portable digital X-Ray Machine

The era of x-ray film is over at Donald Berman Maimonides and Donald Berman Jewish Eldercare. Thanks to an incredible Anonymous donor, the two sites now have their own portable digital X-Ray machine. This latest technology allows residents to have medical imaging in their rooms and digitally transmit the results for analysis.

A portable X-ray machine has many advantages for long-term care. It benefits residents by avoiding hospital visits with quicker diagnosis and treatment. For those with dementia, it also means less anxiety and more comfort. "The DRX-Revolution Mobile system provides fast, convenient digital imaging when performing routine mobile exams where high-quality image-capture is acquired at the bedside. It is powered by a wireless detector that works completely with a battery-operated system," says Joe Ciancimino, Chief of General Radiology at CIUSSS West-Central Montreal, of which DBJ and DBM are member institutions. Ciancimino adds that one of the greatest advantages is the software being used. "It will allow us to have one Radiology Information System and all the imaging done at all the sites to be stored in the Jewish General Hospital Radiology PACS system. This will allow fast and easy access to patient imaging and reports by requesting physicians resulting in a higher quality of patient care."

Thank you for giving me this mitzvah.

— Anonymous Donor



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No-Battle Battle

For 18 years, our annual Battle of the Bands fundraiser has been a rock'n good time and raised much-needed funds for our residents. For the safety of all, we made the difficult decision to cancel the 2020 event. However, our residents and front-line staff continue to fight a very real battle against COVID-19.

Our Presentation Sponsor for the last seven years, **National Bank Private Banking 1859**, chose to honour their financial commitment and lead the way in raising money for our No-Battle-Battle. We turned to our long-time sponsors and attendees of the event to support us when we needed it most and you have come through with flying colours. We are thrilled to say that we have raised an outstanding **\$200,000** to support our residents and staff during the battle behind our own walls.

Your generous donations have allowed us to direct crisis funding for the following:

- WIFI-enabled Ipad and specialized Ipad stands for residents to communicate with their families
- Flat-Screen TV's for our hot-zone rooms
- 1000's of t-shirts for our front-line COVID agents monitoring safe infection protocols
- 15,000 meals for our exhausted front-line staff
- Portable digital DVD players for use in the residents' rooms
- Innovative bath in a bed that can be used in the residents' rooms

Thank you to our generous donors and friends for their incredible support during our time of need.



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Tips for meaningful Video calls with Families

The COVID-19 pandemic has severely altered the ability for people living in long-term care facilities to connect with family and friends. Video calls have gained in popularity as they are a great way to stay connected while practicing physical distancing. Here are some tips to get the most out of your video call with a resident in long-term care.

Can you hear me now?

Even mild hearing loss can make it difficult to communicate using electronic tools. Speak slowly and clearly and take your call in a well-lit, uncluttered room. Place your device on a desk or a stand to keep the images steady.

Be patient

Making sense of information on video calls can take longer than it does in person. This can be especially true for group calls. Allow for a little extra time for everyone to get oriented to what's happening, who is calling, and how. Keep sentences short, with just one thought in mind. Wait for a response before speaking again.

The basics

It is a lot harder to recognize family and friends without traditional cues like physical presence, context and touch. Introduce yourself - "Hi Mom, this is your daughter, Vanessa." Wait for a reply. Repeat, rephrase, or elaborate as needed. If all else fails, stay positive, and find something else to talk about.

Can I tell you something?

Those with short-term memory loss have a hard time answering questions about recent events. Questions about what they ate, what they did, or what they are doing can be conversation stoppers. Instead, try sharing what you are up to, what's happening with family members and friends, or stories of positive experiences from long ago.



Your call matters.

Even if the person you're calling is sleeping or cannot respond, the sound of your voice can be reassuring and soothing. Tell them about what is going on in your life, read a poem or sing a familiar tune. Try sharing music, pictures, or videos. Whenever and wherever possible, offer a compliment, thank them for spending time with you, and tell them you'll call again soon.

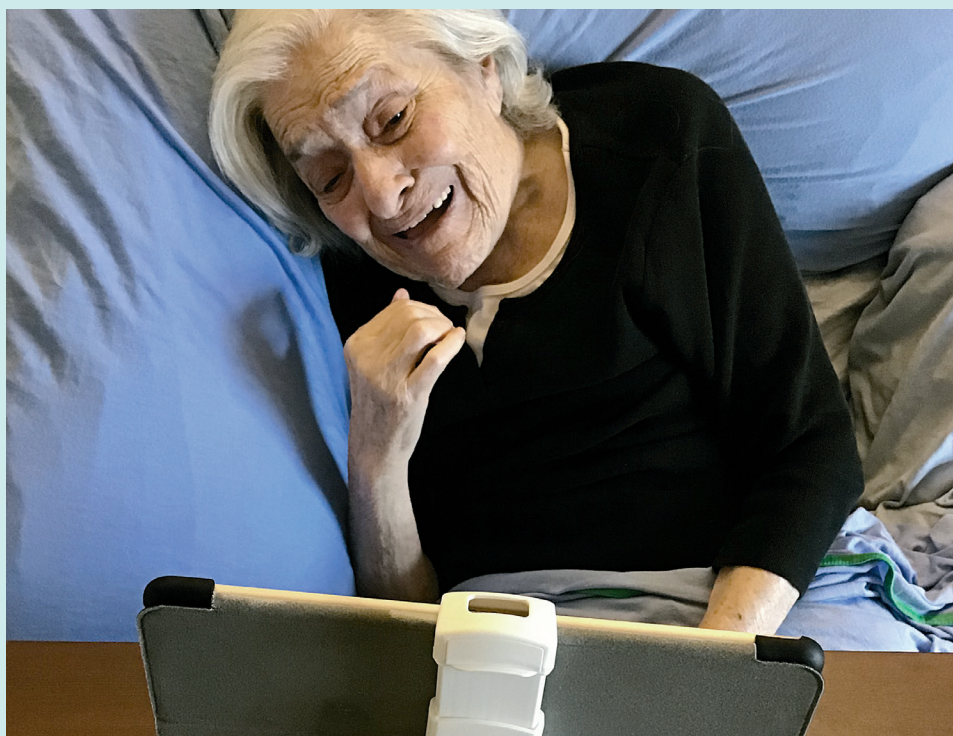
Listen and reassure.

Feelings of frustration, helplessness, sadness, or anger can be a part of a video call. Managing these feelings can be especially stressful at a distance. Listening patiently and offering simple, reassuring statements can be supportive.

Par for the course

Sometimes video calls just don't work out. Technical glitches, unexpected events, or low energy can interfere with a successful call. It is ok to end a call if it isn't going well. Don't be afraid to try again on another day.

Adapted from 10 Tips for Meaningful Video Calls from Baycrest



COVID Agents on the front lines

Last year, when our long-term care centers were hit hard by Covid-19, the provincial government created jobs to help staff on the front-lines. Donald Berman Maimonides now has about seventy full and part-time Covid Agents who are responsible for making sure that PPE are used properly, that there is no cross-contamination on the floors and that everyone is following public health guidelines such as hand washing, wearing a visor and/or mask and respecting social distancing. These staff members, recognized by their bright red shirts purchased by the Foundation, have proven to be essential during these difficult times. Anjum Afshan has been helping since the government put out the call. Below, she shares her experience this year at Donald Berman Maimonides.

"A fundamental concern for others in our individual and community lives would go a long way in making the world a better place we so passionately dream of!"
— Nelson Mandela

These were the thoughts that crossed my mind when I decided to step out of my comfort zone and help in any way I could. Having an educational background of dentistry from India and being in the health care system for 12 years, I came here to experience diversity and gain knowledge from the best across the world.



Anjum Afshan, Team lead, Covid Agent

In April 2020, the initial group of six of us were accepted at Donald Berman Maimonides as volunteers to aid in the COVID cohort- where those who tested positive for the disease were being treated. I witnessed the overwhelming situation of frontline workers fighting COVID-19 – just like I had seen on TV. It wasn't easy. Maimonides management and staff guided us and were very appreciative of our presence. It made me feel welcomed to be a part of the great team.

About a month after being a volunteer, I was thrilled when my role as Covid Agent became a paid position. Our job requires us to be always watchful, vigilant and provide support to the health care personnel providing care to our residents. Our team helps in giving friendly reminders to the personnel with their Personal Protective Equipment and to make sure everyone providing or receiving care are safe.

Amidst all the chaos, the residents of Maimonides have always been our priority. I recall the happy voices in the cohort when we made Facetime video calls to the families, so they could see their loved ones. These calls made me bond with many families of the residents.

From being the nervous smiles behind the masks, we are now the famous "red shirts". Interacting and working with colleagues from all aspects of life has been very humbling for me. I take immense pride in leading the Covid Agent team that has given their best in every situation.

My role at DBM has taught me to never underestimate the difference you can make in the lives of others. Step forward, reach out and help. Someone might need that lift. We are indeed stronger together in this!



A snow of appreciation

Students with special needs at the Wagar Adult Education Centre put a message in snow on the school soccer field to show their appreciation to staff at Donald Berman Maimonides Geriatric Centre across the street. One of the teachers in the program, Louise Panet-Raymond, was in snow shoes with a spray paint bottle, adding blue colour to the message in the snow.

Our staff was really excited to see this show of appreciation. Residents on the Caldwell side enjoyed watching the action!!!



Welcome to our new Rabbi

Donald Berman Maimonides and Donald Berman Jewish Eldercare are thrilled to welcome Rabbi Moshe Ezagui to our chaplaincy department. Rabbi Ezagui recently worked at the Donald Berman Yaldei Developmental Centre. Prior to that, he was at the Rabbinical College for 16 years.

Rabbi Ezagui is looking forward to his new position which was left vacant when Rabbi Michael Wolff retired last year. "I hope to make a difference in people's lives. Our elderly may be living in a long-term care residence, but they still bring something unique and special to this world," he says.

The rabbi's role in long-term care is to provide spiritual leadership, counsel to residents and family members, lead Jewish Holiday programming as well as to provide comfort through tough times.

Born and raised in Montreal, Rabbi Ezagui is married with 8 children.

Not all heroes wear capes. Some Wear Scrubs.



Thank you to our incredibly dedicated and compassionate staff members who have been risking their own lives to keep our residents safe. Your care and devotion during the past year has been nothing short of heroic. These are tough times. This global pandemic has challenged you. We know you are physically and emotionally exhausted. We appreciate you and all the sacrifices that you have made to care for the most vulnerable. Thank you. You are all superheroes.

Congratulations!

This year's Outstanding Service Award- the highest award given by the Centres- was given virtually to Federation CJA for its dedication and commitment to us during the first wave of the Covid-19 crisis.

Federation CJA stepped up to the plate to help our staff Feel the Love. They were our true partner; opening the doors of the Federation Building on Cote St Catherine and warehousing our many deliveries in the Gelber Center. Their building was empty but teams of staff were on hand when a truck arrived to empty the trucks and stack and sort the items. They made care packages for our staff and organized an army of volunteer drivers to deliver to our sites all over the west end of the city. Giving us the storage space in Gelber allowed us to provide comfort to our staff almost every single day during those long hard months from March to the end of July. Who could ever forget that day when those 30,000 rolls of toilet paper were delivered from Kruger or when the many pallets of chips were delivered from Dubord & Rainville or treats from the Sikh Community. We are forever grateful to Federation for being there for us in our time of need.



Both Yair Szlak, Chief Executive Officer and Gail Adelson-Marcovitz, President, joined our virtual Annual General Meeting on October 28, 2020 to accept the award.





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to enhance the quality of life and the standard of care
of the Centre's residents.



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