

A natural progression for Allen Rubin

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Having been involved with the Jewish General Hospital since 2001 – most recently as President of the JGH Board of Directors – Allen Rubin is now President of the Board of Governors of the JGH Corporation.

Mr. Rubin first assumed an active role by joining the JGH Foundation and chaired the Pharmaprix Weekend to End Women’s Cancers for two consecutive years. He describes the experience as personally stimulating and fulfilling, since it enabled him to see the direct results of the fundraising effort: The nearly \$8 million dollars that was raised during each edition of the Weekend went directly to the Segal Cancer Centre at the JGH.

As a member of the Board of Directors of West Central Montreal Health, Mr. Rubin sees his involvement rising to the next level—a natural extension and progression that will now inspire him to consider ways of improving the continuum of care in a multi-faceted environment.

“The goals of the new system are well purposed and well positioned,” Mr. Rubin says. “I want to see the raison d’être behind the continuum of care become a reality for the patient.”

As Vice-President of Operations for Reitmans Canada Ltd., Mr. Rubin welcomes the opportunity to contribute his professional expertise to the network, along with his passion for seeing things through to their conclusion.

“If I am unable to contribute something, I don’t want to be a part of it,” he states, adding that he looks forward to focusing to a greater degree on the needs of healthcare users within the network. “We understand the purpose of the legislation,” he says of his role on the Board, “and now it’s up to us to make it happen.”

Congratulations to these three winners in the #SelfCleanie contest that was held on International Hand Hygiene Day May 5!



Stana Cvitan, Educator at Jewish Eldercare



Jason Khan, PAB at the Jewish General Hospital



Staff from Saint Margaret Day Centre: Elizabeth Mourelatos, Brenda McGill, Kathleen Lyle, Yanie Martin, Anne-Sophie Tremblay, Christiane Labonté
Students: Luciano Buonamici, Melissa Forcie

Enhancing the quality of life when the outlook is grim

Ever since West-Central Montreal Health came into existence, substantial effort has been devoted to ensuring that healthcare recipients can resume their lives as promptly as possible, with minimal disruption to their families or lifestyle.



Unfortunately, for some individuals whose deteriorating condition can only end in death, that option is simply not available. It is in these tragic circumstances that our network has an ideal opportunity to demonstrate the extent of its commitment to enhancing the experiences of healthcare recipients. Ultimately, the concept of the user experience is about providing comfort and peace of mind—and this can be achieved by anything from a simple act of courtesy to (at the opposite extreme) making the approach of death as tolerable and pain-free as possible.

For this reason, clients in our network are fortunate to benefit from exceptional palliative care services at Mount Sinai Hospital and the Jewish General Hospital. This expertise was celebrated recently with the presentation of the Award of Recognition to Dr. Bernard Lapointe, JGH Chief of Palliative Care, by the Quebec Association of Palliative Care. Honoured for his “ongoing commitment to the development of palliative care in Quebec,” Dr. Lapointe is widely known for his sensitivity and professionalism.

His influence has spread throughout our network, most notably to Mount Sinai Hospital, many of whose staff have attended and benefited from Dr. Lapointe’s lectures and presentations. Not only does Mount Sinai offer a comprehensive and compassionate approach to end-of-life care, it has developed a unique Home Care Program that enables palliative-care patients to maintain their dignity in the familiar surroundings of home, while effective symptom management is provided by the hospital’s home care team.

When hope for a longer life is all but gone, support remains ever-present in West-Central Montreal Health. What matters most is our commitment to enhancing the quality of life, even when the quantity of life is no more than a few weeks or even days.

LAWRENCE ROSENBERG, M.D., PH.D.
PRESIDENT AND CEO

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Visit from the Office of the United Nations High Commissioner for Refugees (UNHCR)

On April 30, the Director of the Americas Bureau from the Office of the United Nations High Commissioner for Refugees (UNHCR) in Geneva, Renata Dubini, paid a visit to our network. She was joined by Michael Casasola, Resettlement Officer with the UNHCR in Ottawa, and by Denise Otis, Legal Officer with the HCR Montreal office.

A presentation was given on the activities of our *Centre d’expertise sur le bien-être et l’état de santé des réfugiés et demandeurs d’asile*, whose role includes providing expertise to the Ministry. Details were provided on our regional mandate regarding asylum seekers (PRAIDA), the medical clinic that serves them (CDAR) and the services available to refugees to evaluate their physical health and well being (BSR). Operation *Arrivée massive des réfugiés syriens*, in which our network is very much involved, was also discussed.

Ms. Dubini called our interventions best practices that can serve as a model for other countries, and so hopes to maintain ties with our centre of expertise.



Standing (from left to right): Sébastien Blin, Associate Director of Frontline Services; Michael Casasola, UNHCR Resettlement Officer (Ottawa); Renata Dubini, UNHCR Director of the Americas Bureau (Geneva); Dr. Gilles de Margerie, family doctor working with asylum seekers and refugees; and Marie Ouellon, Director of Frontline Services.

Sitting (from left to right): Lyne Boucher, Planning, Programming and Research Officer working with asylum seekers and refugees; Marian Shermarke, PRAIDA, CDAR and BSR Coordinator; and Denise Otis, Legal Officer with the HCR Montreal office.

Dr. Mark Wainberg, Director of the McGill AIDS Centre at the Lady Davis Institute, was among six giants of health care to be inducted into the Canadian Medical Hall of Fame in April

Dr. Mark Wainberg, Director of the McGill AIDS Centre at the Lady Davis Institute, was among six giants of health care to be inducted into the Canadian Medical Hall of Fame in April.

Combining scientific excellence with a social conscience on a global scale, Dr. Wainberg's research and collaborations are acknowledged as having helped save millions of lives. He has revolutionized our understanding of HIV/AIDS at medical, epidemiological and political levels. He is well-known for his involvement in 1989 in the vastly important initial identification of lamivudine (3TC) as an antiviral drug, now one of the most widely used drugs in the treatment of HIV.

While president of the International AIDS Society in 2000, he brought the XIIIth International Conference on AIDS to Durban, South Africa, drawing unprecedented international attention to the lack of access to anti-HIV drugs in developing countries, which remains a great challenge to

containing the ravages of this cruel disease. Most recently, Dr. Wainberg has turned his attention to achieving a cure for HIV infection based on the possibility that HIV may not be able to become resistant to certain new compounds that block viral replication.

The Canadian Medical Hall of Fame, the only such establishment in the world, is dedicated to celebrating the contributions of medical heroes who have impacted the lives of Canadians and others around the globe. Laureates are individuals whose outstanding contributions to medicine and the health sciences have led to extraordinary improvements in human health.



New Dance Therapy Program at Saint Andrew's



After watching a documentary about the benefits of dance therapy for those with dementia, Saint Andrew's Head Nurse, Claudette Surpris, thought this was a program that would help the residents of the 70-bed long-term care centre. She spoke to Elaine Grant, Recreation Technician, who hopped on board and brought the idea to Ann Maher of the Saint Andrew's Foundation who did the research and got in touch with *Les Grands Ballets Canadiens*. The Foundation agreed to fund the 12 week pilot program with *Les Grands Ballets Canadiens*.

Currently there are 10 residents with advanced dementia who participate in the program twice a week. Claudette Surpris says she has observed residents being engaged and moving their hands or legs. "One resident complained that she was tired but continued to do the therapy as she was enjoying it, she says, adding "If it gives them even just a little bit of pleasure, it's worth it."

INTRODUCING WEST-CENTRAL MONTREAL HEALTH'S MIDDLE MANAGERS

Appointments will be published as they become available. Appointments can also be found on the West-Central Montreal Health intranet.

Department	Name	Title
Medical and University Education	Kevin Hayes	Adjoint des opérations de l'enseignement*
Research	Christiane Montpetit	Chef de l'administration de programmes, Recherche, ETMISSS et gestion*
Research	Geneviève Lamy	Chef de l'administration de programmes Valorisation et diffusion des connaissances, pratique de pointe et partenariats*

* English titles not available at time of publication

You make the difference

Profiles of West-Central Montreal Health staff that go above and beyond the call of duty will be published in each edition of 360°. If you would like to nominate someone, please contact Jennifer Timmons at:

jennifer.timmons.ccomtl@ssss.gouv.qc.ca

Kathy Lapierre, Licensed Practical Nurse Richardson Hospital

Empathy at the heart of patient services

In 1983, Kathy Lapierre was hired by the Richardson Hospital having completed her studies a few years earlier. 33 years later, she continues to work as a Licensed Practical Nurse with “a geriatric clientele that I love. I get up in the morning and I look forward to helping my patients through their rehabilitation and making things easier for them.”

Sharon O’Grady, Interim Head Nurse at the Richardson Hospital, describes Kathy as a dedicated staff member to patients. “She sees patients in an all-inclusive manner and develops a close relationship with them and their family to help them through the rehab process and their hospital stay.



Kathy gives 150%, going out to purchase small things for patients and livening up their day-to-day in the hospital.” Sometimes when they arrive at the hospital they may be missing a few items, or other times they arrive only with the clothes they are wearing. Kathy will bring them any piece of clothing they are missing, such as socks, slippers, pajamas, as well as items like shampoo, a toothbrush or toothpaste.

Kathy’s approach to work is about putting herself in the role of a patient. “I picture myself in their shoes. If I were a patient I imagine how I would want to be treated. We never know what curve balls life will throw at us.” She tries to build the patient’s confidence during their rehabilitation by helping them with the smallest things, for instance getting them a book from a favourite author. She also looks for things that she has in common with her patients. She likes to joke with them, using humour to form a bond, and talking about her cat as many patients are pet owners and can relate.

Sharon says that Kathy “takes team spirit to another level, remembering her team-mates birthdays and organizing meals on these and other special days. She is eager to help the department run and contributes by making suggestions to improve things, even bringing in materials to make some of her suggestions come to life.”

Action for health

It is with great pride that Sébastien Blin, Associate Director of Frontline Integrated Services in the Integrated Health and Social Services University Network for West Central Montreal, presented the social impact award to the project entitled “*Harcèlement sexuel chez les femmes au travail : une approche préventive.*” The award was presented on April 21 during the *Agir pour la santé* conference held by the Faculty of Pharmacy at Université de Montréal. The winners are Carl Bonin, Laurie Fournier, Frédéric Haller-Venne, Mateusz Jakubowski, Viviane Le Nguyen, Lydia Rima Rahem, Mandeep Singh and Anna Zhou.



Aimed at raising public awareness of sexual harassment towards women in the workplace, the project stood out from among the 50 community and cross-functional projects presented during the conference.

To watch the project

video [click here](#).

Congratulations to all the winners and participants who attended the *Agir pour la santé* conference.

Tips for improving ergonomics in your workspace

Did you know that most employees work with a computer on an adjustable base that can be changed to accommodate their needs? However, we sometimes forget that a few small adjustments can be made for a more functional workspace and to avoid aches and pains.

First, it is important to have a desk with an even surface and to follow the 90° rule when seated:

- Have your feet flat on the floor;
- Use a footrest if your feet do not reach the ground;
- Keep your knees, back and arms at a 90° angle;
- Rest your hands, wrists and forearms straight and in line;
- Protect your lower back with proper lumbar support;

- Adjust the screen height to your eye level;
- Place the screen about an arm's length away.

Other tips

- Wear a headset if your work requires you to be on the phone and on the computer at the same time;
- Use a document holder if you have to transcribe documents on screen;
- Get up and move around if you sit throughout your shift. Mini breaks of 20 to 30 seconds are recommended every 20 to 30 minutes.

The Department of Health and Safety, Security and Well-Being in



the Workplace is here to answer your questions. Feel free to contact Mathieu Lacharité at 731-1386, extension 2759.

[Click here](#) for a quick reference.

WHAT YOU DON'T SEE, MAY HELP YOU

If you happen to see a member of the housekeeping staff appear to be writing on the walls, don't be alarmed – it's likely they are doing a quality control test with one of the many high-tech tools being implemented across West-Central Montreal Health to ensure a high standard of cleanliness and hygiene.

A popular quality control housekeeping tool that's used in long-term care at facilities such as Donald Berman Maimonides and Jewish Eldercare involves the use of a gel pen containing invisible ink that can only be discerned with a special Ultraviolet light.

A quality control member of the housekeeping staff uses the pen to "write" on high-touch areas like doorknobs, soap dispensers and in resident's rooms. By marking the date, they later audit the same area using a UV light to ensure the surface has been fully cleaned and sanitized.

At the Jewish General Hospital, a monitor is used which measures the concentration of bacteria on samples taken from "hot spots" – highly touched areas that may harbour harmful organisms and cause cross contamination of pathogens. The JGH housekeeping team also conducts quality control audits using UV lighting with a spray, as well as visual audits and surveys.

Given the ease and positive outcomes seen with the use of such quality control tools, West-Central Montreal Health's Coordinator of Housekeeping, Tony Nappi will be implementing them across the health network.



Housekeeping Supervisor Robert Ford uses a quality control tool at Donald Berman Maimonides Geriatric Centre.

Celebrating Planetree Month

It was another hugely successful Planetree month of activities for staff at Jewish Eldercare Centre and Donald Berman Maimonides Geriatric Centre. The month of May is dedicated annually as Planetree Month and is filled with activities to recognize and show appreciation to staff. Planetree is an innovative way of delivering care that focuses on nurturing the mind, body and spirit. It is not just for those we care for, but for those who do the caring.



Activities included art studio time, an international pot luck, kickboxing, sushi making, Zumba and the very popular spa day. There were also several competitions between staff at both long-term care centres which included basketball, soccer and dominoes.

In 2013, both centres became the first long-term care centres in North America to receive gold designation – the highest level of achievement in patient-centered care based on evidence and standards.



RESEARCH DAY

The JGH Department of Psychiatry hosted its 11th annual Research Day in April. The theme revolved around new directions in promoting resilience for youth at risk. The purpose of this event is to familiarize the broader professional community active in the mental health field - clinical practitioners, researchers, nurses, and social workers - with the research being conducted at the JGH. The department seeks to share its expertise and disseminate the knowledge that is being assembled through the efforts of its researchers. Pictured, back row, left to right, are Dr. David Dunkley, who organized the day; Dr. Phyllis Zekowitz, who founded the initiative; presenter Dr. Catherine Fichten; and discussant Dr. Ashok Malla. In the front row, left to right, are presenter Dr. Michael Bond; Dr. Karl Looper, Chief of the Department of Psychiatry; Mrs. Anita David, representing the Gustav Levinschi Foundation, which supports the day; and presenter Dr. Jazwant Guzder.

WEST-CENTRAL MONTREAL HEALTH

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Integrated Health
and Social Services
University Network
for West-Central Montreal

360° is a newsletter for the staff of the Integrated Health and Social Services University Network for West-Central Montreal.

Please note that during the summer months, 360 will be published once a month rather than every two weeks. If you wish to submit something for any of the summer editions, please note the following deadlines: Thursday, July 7, Thursday, August 4.

Please submit your articles to lisa.blobstein@ssss.gouv.qc.ca. Have a good summer!

TO CONTACT US

Lisa.blobstein@ssss.gouv.qc.ca

ASSOCIATE DIRECTOR, COMMUNICATIONS & MEDIA RELATIONS

Glenn J. Nashen

CHIEF OF COMMUNICATIONS

Stephanie Malley

EDITOR-IN-CHIEF

Lisa Blobstein

CONTRIBUTORS

Tod Hoffman
Henry Mietkiewicz
Chelsea Pandelidis
Marisa Rodi
Lauren Schwartz
Carol Steadman
Jennifer Timmons

GRAPHIC DESIGN

Christine Lalonde
Linda Van Inwegen

TRANSLATION

Fabrice Baro
Marie-Chantal Plante

PHOTOGRAPHY

JGH Audio Visual Services

WORLD ELDER ABUSE AWARENESS DAY- JUNE 15



*This June 15
show support,
wear a
purple ribbon!*

June 15 is World Elder Abuse Awareness Day. The purpose of World Elder Abuse Awareness Day is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting older adult mistreatment.

Mistreatment can exist in any setting. Sometimes those who mistreat do not do so intentionally or they fail to comprehend the harm they are inflicting on the older adult. Nonetheless, whether the mistreatment is intentional or not, its consequences are very real.

Since the implementation of the Elder Abuse Helpline in October of 2010, the line has received over 23,000 calls.

Unfortunately, many situations of mistreatment continue to be overlooked, undetected or unreported. As a result many older adults suffer in isolation.

Please wear something purple to bring awareness to this day. Purple ribbons will be distributed at various sites in our network. If you know someone personally or professionally who may be in a situation of mistreatment and need information, support or consultation, do not hesitate to contact the Elder Abuse Helpline. This service is bilingual and free, available 7 days a week from 8am to 8pm.

**Elder abuse is a reality!
Do not hesitate to talk about it!**



**LIGNE AIDE ABUS AÎNÉS
1 888 489-ABUS (2287)**

15 JUIN : JOURNÉE MONDIALE DE SENSIBILISATION À LA MALTRAITANCE DES PERSONNES ÂGÉES



*Portez un ruban
violet le 15 juin
prochain pour
montrer votre appui !*

Le 15 juin est la Journée mondiale de sensibilisation à la maltraitance des personnes âgées. Cette journée de sensibilisation est une occasion pour les collectivités du monde entier de mieux faire comprendre la maltraitance et la négligence à l'endroit des personnes et de sensibiliser la population aux facteurs processus démographiques, économiques, sociaux et culturels qui mènent à la maltraitance des aînés.

La maltraitance peut être vécue dans tous les milieux. Il arrive que des personnes qui maltraitent des personnes âgées ne le fassent pas intentionnellement ou qu'elles ne comprennent pas le mauvais traitement qu'elles leur infligent. Peu importe le caractère intentionnel ou non de la maltraitance, les conséquences sont toutefois réelles.

Depuis la création de la ligne téléphonique Aide abus aînés, en octobre 2010, l'organisme a reçu plus de 23 000 appels.

Malheureusement, plusieurs situations de maltraitance ne sont toujours pas détectées ou rapportées ou bien passent tout simplement inaperçues. Par conséquent, plusieurs personnes âgées souffrent dans l'isolement.

Nous vous invitons à porter le 15 juin prochain quelque chose de violet dans le but de participer à la sensibilisation à la maltraitance des aînés. Des rubans violets seront distribués dans divers établissements du réseau. Si vous connaissez personnellement ou professionnellement une personne qui pourrait être dans une situation de maltraitance et qui a besoin d'information, de soutien ou d'une consultation, n'hésitez pas à utiliser la ligne téléphonique Aide abus aînés. Ce service est bilingue et gratuit, ouvert 7 jours par semaine, de 8 heures à 20 heures.

La maltraitance des aînés est une réalité ! Parlons-en !



**LIGNE AIDE ABUS AÎNÉS
1 888 489-ABUS (2287)**