



# INSPIRATION

*Mount Sinai Hospital Montreal*

*Staff Newsletter / Summer 2012*

## Dietary Services: it's all about food!

If you're not crazy about cooking, try preparing 117,000 meals and tens of thousands of snacks each year for our patients. And while you're at it, prepare food for numerous special events for the patients, residents and staff, operate a cafeteria that serves more than 15,000 meals a year, and provide catering services for meetings and special events. And do it all using only Kosher food, separated by meat, dairy and pareve! (Pareve food can be used with either meat or dairy meals.)

That's the challenge for our Dietary Services Dept., a well-oiled machine that churns out food through an organized, highly-controlled system that will impress any visitor. In a spotlessly-clean, stainless steel facility, the kitchen cooks about 21,000 pounds of meat and fish along with tons of fruits and vegetables each year, and prepares full custom-made meals for each patient.

"We need to meet the dietary needs of each individual patient," said **Jacques Gilmore**, Mount Sinai's Head of Dietetics. "We have four different meal textures available: regular, minced, soft or pureed; and then we consider salt restrictions, allergies and other requirements. Our computerized system produces an order for each individual meal, plus an overall summary for the next two or three days, and we proceed from there."

Each cooked meal is brought to a "quick chill" refrigeration unit that brings the temperature down below 4°C for safety purposes. Then the food is moved to a "production fridge." There are separate fridges and freezers for meat and dairy products, plus a fridge for fruits and vegetables and other pareve items.

A very large storeroom accommodates hundreds of different products, there is a separate chemical room for cleaning materials and equipment, and the dishwashers are operated in a room completely isolated from the food preparation areas.

The entire operation is supervised by a full-time "Mashgiach" (supervisor) from the Vaad Ha'ir, the organization that sanctions Kosher food in Montreal. This ensures that only Kosher food is used. "We actually need four full sets of dishes, cutlery and pots and pans," said Mr. Gilmore. "For most of the year, we use one set for meat and another for dairy; then Passover comes along, and we need to put all of that away and bring in the Passover sets. And even before that, a Rabbi from the Vaad Hair uses a



**Part of the Dietary Services team (l to r): Renée Zavallone, Charlie Jalbert, Philippe Deschêne, Christine Gauthier, Isabelle Létourneau, Martin Brière, André Levert and Mashgiach Sam Natnblut.**

blowtorch on all of our counters and food preparation surfaces to certify it useable for Passover."

In addition to Mr. Gilmore, the department has an assistant chief dietary technician plus two dietary technicians, a dietitian, along with nine full time and six part time kitchen staff.

The dietary technicians revise patient menus based on individualized nutritional assessments and meal planning conducted by dietitian **Barbara Panayotidis**. "We then offer two choices on each lunch and dinner menu, having at least five dairy and ten meat choices each week," said Ms. Panayotidis. "Along with providing a healthy diet that meets personal needs, we also acknowledge the importance of preferences and food variety as evidenced in our versatile 5-week-cycle menu.

"We also installed flavoured water dispensers on the 3<sup>rd</sup> and 4<sup>th</sup> floors last year, to encourage adequate hydration.

The number of special events requiring food service during the year is literally mind-boggling. For the patients: holiday celebration dinners; themed dinners such as Chinese, Irish and Italian; Bar-B-Q's and corn roasts; Mother's Day, Father's Day and other special events. For others: meetings, Auxiliary and Foundation events, parties, volunteer appreciation luncheon and more.

**(continued on page 6)**

## Recreation Therapy and Mount Sinai's "Milieu de vie" *Patients and residents benefit from high-value therapeutic activities*

Forget the old stereotype of Bingo being the main component of recreation in hospitals and long term care centres. Recreation at Mount Sinai Hospital (MSH) consists of a wide spectrum of leisure activities carefully selected to provide maximum therapeutic benefits to our patients and residents.

"Bingo takes place only once a week," said recreologist **Barbara Lemmon**, who has worked at MSH for 31 years. "We offer many other programs that also stimulate our patients' and residents' minds, exercise their bodies, and provide much-needed socialization and activity opportunities. It's all part of the hospital's enhanced 'Milieu de vie' or living environment, in our interdisciplinary efforts to improve the participants' quality of life."



Themed dinners were introduced recently. Feedback on the Italian Dinner, Chinese Dinner (coinciding with the Chinese New Year) and Irish Pub Dinner (just prior to St. Patrick's Day) has been extremely positive, from families and especially our residents, who are invited to bring one guest to the event. **(Photo: Mr. and Mrs. Domany enjoy the Irish Pub Dinner on March 14, 2012)**

The News of the Week Coffee Club is a relatively new addition to the recreation roster. Following a group discussion of a major recent news story, questions about older news items are posed, to draw on long-term memory capacity and pleasant recollections.

"Our Sing Along activities also provide socialization opportunities, while enjoying generation-appropriate songs to stimulate fond memories," said Ms. Lemmon. "Most of our residents and patients identify much more closely with Frank Sinatra than with Lady Gaga!"

Every Tuesday morning at 8:30am, recreologist **Paul-Arthur Pinette** hosts a popular Breakfast Club for palliative care patients, preparing fried or scrambled eggs, toast and coffee, giving our patients a chance to chat, along with a welcome break from the standard breakfast fare.

For respiratory patients, Mr. Pinette offers a "Chi" exercise class twice a day, with exercises modified for patients with limited physical and respiratory capacity. Accompanied by soothing Oriental music, patients are encouraged to use "diaphragmatic breathing" while performing repetitive arm movements and stretches, as well as "balloon volleyball," a paddle game with balloons. Diaphragmatic breathing calls for expansion of the abdomen rather than the chest to contract the diaphragm when breathing.

A therapeutic exercise class for long term care residents is run as an interdisciplinary program by physical rehabilitation therapist **Julie Bouchard** and Ms. Lemmon. Weights and canes are used for upper extremities, toe and neck stretches, knee and leg lifts and other exercises.

Once a week, the "baking cart" makes the rounds of the third and fourth floors, with fresh cookies baked on the spot in a convection oven. "The aroma is powerful enough that we don't need to publicize our presence!" said Ms. Lemmon. And to celebrate the first day of Spring, residents and patients enjoy crepes, ice cream, maple syrup and Québécois music at a Sugaring Off Party, providing excellent socialization opportunities.

"Many of our activities are connected to food, and the excellent help we get from the Dietary Services Dept. contributes enormously to the success of these events," said Mr. Pinette. "The assistance provided by Head of Dietetics **Jacques Gilmore** and his team exemplifies the epitome of teamwork."

"We ask the residents and patients for verbal feedback on our activities, and we try our best to make adjustments to meet their needs and desires," said Mr. Pinette.

"During games such as Black Jack, UNO and bowling, we are able to assess an improvement or decline in physical and mental capacities, and we report back to the clinical staff during inter-disciplinary rounds so that adjustments to care may be undertaken. We also match up newcomers with other residents, to provide a level of comfort and lessen any apprehension in their new environment."

**(continued on page 6)**



# Ensuring high ethical standards at Mount Sinai

**Dr. Zita Kruszewski** has been consulting on clinical ethics issues for Mount Sinai Hospital since August 2011.

Dr. Kruszewski's job is to help ensure high ethical standards in the provision of medical care. More specifically, she provides consultation on difficult patient situations; acts as a general clinical ethics resource person for all hospital staff; and helps provide ethics education. As an outside ethics consultant, she brings a level of neutrality and objectivity that can be particularly helpful when dealing with complex ethical issues.

Dr. Kruszewski has a PhD in cell biology and a Master's degree in bioethics from McGill University, Faculty of Religious Studies. She has been on staff as clinical ethicist at St. Mary's Hospital for the past 13 years and serves as the clinical ethics consultant for The Polish Welfare Institute nursing home.

Any staff member, as well as patients and their families, can consult Dr. Kruszewski. Patients or family members should first inform a staff member, who will then contact her. Dr. Kruszewski will work together with the patient's physician and staff to resolve the issue in the best interests of the patient.

Dr. Kruszewski attends patient rounds once a month and is available on an as-needed basis. Indeed, she has been consulted on many patient situations over the past year.

For example, in Long Term Care, issues have arisen with patients suffering from dementia who have lost the capacity to make decisions for themselves. As a first step, it is very important to determine who is the legal decision maker for the patient. When it comes to making medical decisions for the patient, ethically and legally we must abide by the decision maker that was appointed by the



**Dr. Zita Kruszewski**  
Clinical Ethicist

patient in their mandate, living will and/or advance directives.

Another example of a situation that Dr. Kruszewski may be consulted on is the case of a patient who is on a ventilator on a long term basis in the Respiratory Care Unit. The ventilator is considered an aggressive life-sustaining support treatment. However, when the patient's medical condition deteriorates and he starts to refuse some basic care and treatments, the patient's wishes become inconsistent with the high level of medical care being provided in the form of the ventilator. As a result, we now have a complex situation in which all treatments must be re-evaluated in order to fully respect the patient's wishes, even if he understands that death would be imminent without the ventilator.

A third example of a clinical ethics issue comes from the Palliative Care Unit. A disagreement arises between the medical team and a member of the patient's family. The family member insists on medical treatments that are more aggressive than the care team feels is appropriate for the patient, given her medical condition. Since the patient is competent to make her own decisions, a meeting is

set up with the patient, the family member and the entire medical team to discuss the patient's situation, hear everyone's concerns and arrive at a care plan that is medically appropriate and respectful of the patient's wishes.

We are in the process of setting up a Clinical Ethics Committee at the hospital, where ethics issues will be discussed, cases will be reviewed and policies can be reviewed from an ethical perspective. One example of the ethical issues the committee would discuss recently came up in Long Term Care – the question of whether to put up patients' names and photographs on the doors to their rooms to help patients more easily identify their rooms. This question brings up patient privacy and confidentiality issues that need to be considered.

(This committee is separate from the hospital's Research Ethics Committee which is responsible for ethical review of research projects carried out in the hospital.)

A document outlining *Guidelines for Dealing with Ethical Issues* has been distributed to the staff last September. Additional copies are available from the Unit Manager on each floor.

Working together with Dr. Kruszewski, we will continue to ensure that all ethical issues are resolved in the patients' best interests.

**FREE TUITION!**  
**How about that!**  
 Mount Sinai Hospital provides educational grants for a full 100% of tuition for courses directly related to an employee's work.  
 See "Going the extra mile..." on pg. 6 for further details

**Staff health corner**

**Learning how to lose weight – and keep it off!**

Frustration with our weight may cause us to take drastic measures to see results – diets, pills or fitness gadgets that promise instant success. You may lose weight but when you stop the program, you gain it all back and more. The real secret to weight loss is to make **small, lasting changes**, forgetting about instant results and settling in for the long run. And, of course, the determination to lose weight needs to become part of your daily focus.

To lose one pound of fat, you must burn approximately 3,500 calories over and above what you already burn doing daily activities. You certainly wouldn't want to try to burn that much in one day. Many weight loss plans are available on the Internet, and we recommend that you choose one that is easy to follow and that emphasizes healthy, natural food choices and an active lifestyle.

You can start by making small changes in your diet, habits and activity levels and immediately start burning more calories than you're eating. If you can find a way to burn an extra 200 to 500 calories each day with both exercise and diet, you're on the right track. For example:

- Instead of an afternoon Coke, drink a glass of water – 97 calories saved.
- Instead of an Egg McMuffin, eat a whole wheat bagel with 1 tbsp of peanut butter – 185 calories saved.
- Instead of eating sweets during your break, walk up and down a flight of stairs for 10 minutes – 100 calories burned.
- Instead of hitting the snooze button, get up 10 mins. early and go for a brisk walk – 100 calories burned (plus a refreshing feeling!)
- Instead of watching TV after work, do 10 mins. of yoga – 50 calories burned.

Total Calories Saved: 532. Just with these changes, it may be possible to lose 1 pound per week.

Much of dieting is based on simple food choices that are easy to follow, such as:

- Use smaller plates with smaller servings
- Avoid fried foods, especially fries and heavily-coated chicken or fish
- Replace sweetened beverages with water or pure juice
- Avoid fast food meals, which are mostly very high in calories
- Eat slowly, giving your stomach a head start on signaling that “full” feeling
- Snack on fruits and vegetables instead of chocolate bars and potato chips.

And if you regret giving up some of these “pleasures of life,” think of the pleasure you'll feel when you weigh yourself and look in the mirror as your diet starts to show results. At the same time, remember that these changes will help reduce the risk to developing diseases such as cancer, high blood pressure, heart problems and diabetes. While diet has a stronger effect on weight loss than physical activity does, physical activity, including exercise,

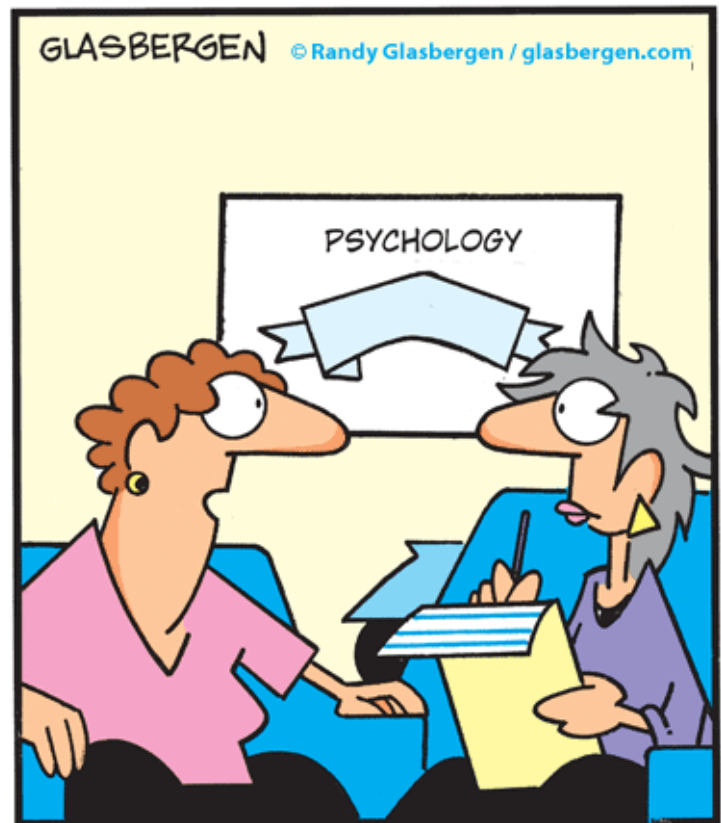
has a stronger effect in preventing weight gain and maintaining weight loss.

For most healthy adults, the minimum exercise guidelines are:

- At least 150 minutes a week of **moderate aerobic activity** or 75 minutes of **vigorous aerobic activity** per week.
- At least 60 minutes of **strength training exercises** per week.

Moderate aerobic exercise includes activities such as brisk walking, swimming and mowing the lawn. Vigorous aerobic exercise includes activities such as running, aerobic dancing or stair climbing. Strength training can include the use of weight machines, or activities such as rock climbing or heavy gardening.

As a general goal, aim for at least 30 minutes of physical activity every day, and you'll enjoy every minute of it!



**“I’m overweight because of constant bullying. Last night I was bullied by a cheesecake, today I was bullied by a jelly doughnut...”**



## Staff health corner

# Summer Tips: Skin health & avoiding heat stroke

Getting a tan is often incorrectly associated with health and beauty. However, dermatologists warn people against both artificial and natural tanning, since neither is beneficial for the skin, and since tanning results in a high risk of skin cancer and other diseases.

The incidence of skin cancer has more than doubled over the last 30 years, with more than 77,000 new cases diagnosed in Canada each year. Tanning also causes premature aging of the skin, as well as wrinkles and brown spots.

The ultraviolet rays that cause tanning are carcinogenic. Tanning may look nice, but what you are seeing is the skin's reaction when it suffers extensive cellular damage. The sun's UV rays are now even more dangerous, due to the thinning of the ozone layer, which normally helps protect us against UV rays. Those rays also cause ocular lesions such as cataracts.

UVB rays are the principal cause of skin cancer. The rays cause erythema (redness) of the skin and sunburn. They produce "delayed" tanning, i.e. tanning following the development of melanin, the dark pigment of the skin, 48 to 72 hours after exposure.

UVA rays are also carcinogenic, as they penetrate the deep layers of the skin, damaging its elastin and collagen. UVA rays do not cause burns, but result in pigmentation a few minutes after exposure.

It is not necessary to tan, let alone burn, in order to get a sufficient dose of Vitamin D. Reasonable exposure for only a few minutes provides a good amount of Vitamin D, while avoiding damage to the skin. The vitamin can also be found in foods such as some dairy products, eggs and fish. In Quebec, the Vitamin D found in food is generally sufficient.

The skin damage caused by UV rays accumulates over the years, so protection against these rays must begin in the early years of life. Some tips to avoid over-exposure: ■ Avoid exposure to the sun between 11am and 4 pm, when UV rays are most intense; ■ Stay in the shade whenever possible, and wear a wide-brimmed hat; ■ Wear tinted glasses that protect against both UVA and UVB rays; ■ If exposure to the sun is unavoidable, apply a sunscreen with a minimum SPF (sun protection factor) of 30, at least 30 minutes before sun exposure, and especially before and after bathing; ■ Remember that 80% of UV rays penetrate light clouds, mist and fog; ■ Beware of medications that cause skin photosensitivity, and ask your doctor for advice.

Examine your skin regularly, and see your doctor if a mole or a pigmented spot becomes asymmetrical, increases in diameter, changes colour, bleeds or itches.

When it's very hot this summer, avoid heat exhaustion and heatstroke by following these simple tips: ■ Wear light clothing, stay in the shade and wear a hat if it's sunny; ■ Spend a few hours in an air-conditioned or cool place, such as a shopping centre, restaurant or movie theatre; ■ Drink lots of water even if you don't feel thirsty; ■ Avoid alcohol and caffeine; ■ Reduce physical effort; ■ Take cool showers or baths, or cool off using a damp facecloth or ice pack; ■ If you are taking certain drugs, such as anti-depressants, diuretics or drugs for cardiovascular reasons, you may be more susceptible to heatstroke; check with your doctor.

For further information, please contact **Chudney Pierre-Louis**, ext. 1500.

## Staff Health Kiosks

The next Staff Health Kiosk is scheduled for Wed., June 27<sup>th</sup> on the topic of **Summer Tips**. Drop by for more information on how you and your family can have a safe and healthy summer. The kiosk will be located in its usual spot next to the gift shop.

At least eight staff health kiosks are being planned for the next twelve months. Previous kiosks have covered important health topics such as breast cancer, prostate cancer, diabetes, asthma and smoking cessation. Watch for notifications of upcoming kiosks and please drop by!

For further information, or if you have any suggestions for future kiosks, please contact **Chudney Pierre-Louis**, ext. 1500.

## New aquarium coming soon!

A new aquarium with 85 tropical fish is being built into the wall outside Room C101. The 65-gallon fresh-water aquarium will be visible from the hallway, and will provide a captivating and relaxing view for patients, visitors and staff. Many thanks to the **Morris & Bella Fainman Foundation** for their generosity in sponsoring this wonderful new feature.



## Going the extra mile to enhance work-life environment

For the past few years, Mount Sinai Hospital has introduced several programs to enhance our staff's work-life environment and job satisfaction.

The recent job satisfaction survey will provide a significant amount of feedback on employee attitudes and perceptions, and will help us decide on possible revisions to current programs or the addition of new ones. We thank all of those who responded to the questionnaire.

Staff recognition is an important part of the work culture at Mount Sinai, and we now have many programs in this area, such as:

- Nurse of the Year Award; ■ Nurses Day; ■ Licensed Practical Nurses Day; ■ Patient Care Attendants Day; ■ Clinical Staff Day; ■ Administrative Professionals Week; ■ The Staff Recognition Electronic Display, for

long-service and new employees, as well as recent retirees.

Mount Sinai considers education and re-training to be essential for our staff's personal and professional development, and we offer programs that make this easy: ■ Educational grants that provide 100% of the tuition to take courses directly related to the employee's work; ■ Full payment of registration fees and travel costs for attending professional conferences directly related to the employee's work. For further information on how to qualify for these grants, please see **Neil Beauchamp** in room B.107-2 or call him at ext. 1072.

Special events are held during the year, to thank our staff and to provide a social milieu: ■ Holiday Party in December; ■ Maple Syrup Sugar Party; ■ Summer Bar-B-Q and End-of-Summer Bar-B-Q.

We consider staff health to be a major priority, and now offer:

- The Healing Circle, to help staff cope with the emotional distress they may experience after the death of a patient; ■ Health Information Kiosks; ■ Healthy Nutrition information posted near the cafeteria and on the Intranet; ■ Healthy food choices in the cafeteria and vending machines.

We invite you to offer suggestions, at any time, for other programs to enhance the staff's work-life environment and job satisfaction. Please drop a note with **Neil Beauchamp** or send an e-mail to [nbeauchamp.sinai@ssss.gouv.qc.ca](mailto:nbeauchamp.sinai@ssss.gouv.qc.ca)

### Dietary Services: it's all about food!

(Continued from Page 1)

"For the benefit of patients, visitors and staff, we are now offering more healthy choices in the hospital's vending machines," said Mr. Gilmore. "Instead of potato chips, nachos and chocolate bars, we now have nutrition bars, nuts and nut mixtures, almond milk and other items – all Kosher of course! And we continue to serve a healthy assortment of foods to our patients and in the cafeteria. You won't see French fries or other fried foods on our menus – instead, we offer a large variety of fresh fruits, and the cafeteria always has an interesting salad bar.

"We recently started using herb-flavoured oils to enhance the taste of certain foods; and we regularly introduce new menu items, based on feedback from the patients and residents.

"On the Intranet, we have a healthy nutrition information section for the staff, and within a few months, we will also be posting the daily cafeteria menu."

### Recreation Therapy... (Continued from Page 2)

Holiday celebrations are an important part of recreation programming at the hospital. Two Passover Seders are held each year, with a full menu of traditional dishes, some of which are based on suggestions from residents. For the past few years, a rabbinical student has been leading the prayers and the sequence of the Seders.

Other special meals are organized for Rosh Hashanah and Chanukah, and homemade latke parties are also offered. This year, a marvelous intergenerational Purim party was held, with twenty 5 and 6 year olds and about fifteen residents.

The Recreation Dept. plans parties for Christmas and New Year's, Mother's Day, Father's Day, Canada Day, Halloween and Valentine's Day.

Several concerts are held each month, movies are scheduled, and summer Bar-B-Qs are offered. During warmer months, picnic outings are organized at various locations such as Lafontaine Park and the Lachine Canal. "We also try visit older Jewish neighborhoods, St. Viateur Bagel, Beaver Lake and other places that will bring back fond memories," said Ms. Lemmon.

"Our activities depend highly on many dedicated volunteers, and their assistance is appreciated immensely."

Join us for the  
**Staff Summer BBQ**  
 Thurs., June 14, 2012  
 11h30 – 13h00





# "STAFF SUGAR PARTY 2012!"

This year's Staff Sugar Party at *Cabane à Sucre Bouvrette* was enjoyed by 95 people. It was a very sweet afternoon!

