# LOG-TERM CARE HOME OF OTTAWA

## CELEBRATING MORAG'S JOURNEY: NEARLY 36 YEARS OF DEDICATION A HILLEL LODGE

As Morag Burch prepares to retire after an incredible 36-year journey at Hillel Lodge, we sat down with her for a reflective conversation. Throughout her career, Morag has made a profound impact on the lives of residents, families, and staff. Here's a heartfelt Q&A that captures her warmth, dedication, and insights.

## Q: What initially drew you to the field of long-term care?

Morag: My journey into long-term care began during my nursing studies. During my first placement at a city home, I realized how much I loved working with the elderly. It was a transformative experience; I felt a strona connection with the residents and was captivated by their stories and histories. I found it incredibly rewarding to engage with them, listen to their life experiences, and learn from their wisdom. realized I just had a passion for being around seniors. They were often less complex in terms of health needs back then, which allowed for deeper conversations. That initial spark led me to apply for a position at Island Lodge after graduation, and the rest is history.



## **TOPICS IN THIS ISSUE**

Celebrating Morag's Journey New Laundry System New & Happening Green Thumb Club Good Health LTC Foundation Holidays & Observances Announcements Save The Date Connection

## CELEBRATING MORAG'S JOURNEY: NEARLY 36 YEARS OF DEDICATION AT HILLEL LODGE

#### Q: Can you tell us about your experience at Hillel Lodge?

**Morag:** After several years of working in various homes, I became disillusioned with the profit-driven models of care. I was searching for a more fulfilling environment when I spotted a small ad in the newspaper for a part-time nurse at Hillel Lodge, then known as the Ottawa Jewish Home for the Aged. The moment I stepped through the doors, I felt an overwhelming sense of belonging. It was a small, intimate setting with only 48 beds, where everyone truly knew each other. I loved that homey feeling. I started part-time and quickly transitioned to full-time work. By 1994, I was honored to become the Director of Care. Over the years, I've witnessed many changes, but the heart of our community has remained strong.



#### Q: What significant changes have you witnessed in long-term care over the years?

**Morag:** The landscape of long-term care has changed dramatically. One of the most significant shifts is the complexity of residents' needs. When I began, many of our residents were around 65 years old. Now, we frequently admit individuals in their 90s who often have multiple health issues. This evolution has required us to adapt our care models significantly. Staff training has also become more specialized; for example, Personal Support Workers (PSWs) now receive targeted training in geriatric care. The expectations from families have changed too. They are more informed and involved, which is great because it helps us create more personalized care plans. It's about meeting the unique needs of each resident while ensuring they feel at home.

#### Q: Can you share a memorable moment from your time at Hillel Lodge?

Morag: There are so many memories that stand out. One particularly tender moment was with a resident who was struggling with her transition to Hillel Lodge. She was quite sad and expressed her feelings of loss. One day, she asked me to lie down beside her on her bed, and we started talking—just having a heartfelt conversation. We ended up chatting for hours, sharing stories and laughter. It was a precious moment of connection that reaffirmed why I love this work. On a lighter note, there was a hilarious incident when a new resident mistook our announcement about a visiting barber for a call for his services as he used to own a barber shop. He appeared in the lobby with his barber tools, ready to cut everyone's hair! It definitely brought a lot of laughter and joy to everyone that day.

## CELEBRATING MORAG'S JOURNEY: NEARLY 36 YEARS OF DEDICATION AT HILLEL LODGE

#### Q: What role do families play in the care process?

**Morag:** Families are an integral part of our care process. I always encourage families to work closely with us, sharing as much information as they can about their loved ones. This collaboration helps us develop personalized Goals of Care that reflect the resident's preferences and needs. I understand that the admission process can be stressful for families, but their involvement is crucial. They often have insights into their loved ones' histories, interests, and desires that can make a significant difference in how we approach care. Engaging families creates a sense of community and partnership, which enhances the overall experience for everyone involved.

## Q: How important is teamwork in providing quality care?

Morag: Teamwork is absolutely essential in our field. When I started at Hillel Lodge, we had only nine staff members. Everyone wore multiple hats, which created a very collaborative environment. We all supported each other, which was vital for providing quality care. Even though we have grown in size, staff members are assigned specific neighborhoods, allowing them to still develop familiarity with the residents' likes and needs. This continuity is crucial for building trust and rapport. I've always fostered an open-door policy, encouraging team members to seek support from one another. It's a culture of mutual respect and teamwork that I believe enhances the quality of care we provide.





## CELEBRATING MORAG'S JOURNEY: NEARLY 36 YEARS OF DEDICATION AT HILLEL LODGE

#### Q: What are your hopes for the future of Hillel Lodge?

Morag: As I prepare to retire, my hopes for Hillel Lodge center around continuing to embrace a person-centered approach to care. I was involved in initiating our dementia project and would have loved more time to see it fully implemented. However, I believe the groundwork is solid, and the new Director of Care will be able to build on that foundation. I hope to see us continue to adapt and innovate in response to the evolving needs of residents. Hillel Lodge has always been a place where every individual matters, and I know that will remain at the core of our mission.



## Q: What significance does your retirement after 36 years hold, especially in the context of Jewish culture?

**Morag:** The number 36 holds special significance in Jewish culture, often associated with the concept of "life" or "living." In gematria, a system where letters correspond to numbers, the Hebrew word for life, "chai," equals 18. Therefore, 36 is considered "double life," symbolizing blessings and a sense of continuity. Retiring after 36 years at a Jewish long-term care home feels appropriate and particularly meaningful to me. It's as if I'm concluding this chapter of my life with a sense of purpose and fulfillment, having dedicated my career to enhancing the lives of our residents in a place that celebrates Jewish traditions and values.

#### Q: How do you plan to spend your retirement?

**Morag:** Retirement is a new adventure that I'm looking forward to! I plan to travel with my dear friend and former colleague Joanna Abrams, who retired few years ago. I can't wait to explore new places and create lasting memories. I'm also excited to spend more time with my six grandchildren, who live nearby. Family is incredibly important to me, and I cherish every moment I get to spend with them. Whether it's family gatherings or just casual visits, I love being involved in their lives.

As Morag prepares to embark on a new chapter in her life, the legacy of compassion, dedication, and love she has shown to the residents of Hillel Lodge will resonate for years to come. Her remarkable career stands as a testament to her unwavering commitment to care and community. We extend our deepest gratitude to Morag for all she has accomplished at Hillel Lodge, leaving a profound and lasting impact on the lives she has touched.

## FAREWELL MESSAGE FROM MORAG BURCH



As I close this chapter of my life I am filled with mixed emotions. There's a sense of nostalgia for the years gone by, pride in what we have accomplished and excitement for what the future holds for Hillel Lodge. However, the true highlight of my 3G-year journey has been the residents, families and staff, past and present. You have all played a critical role in my life, career and for that I am forever grateful.

To my colleagues past and present, thank you for your support and camaraderie over the years.

To Hillel lodge's Leadership and the Board of Directors thank you for giving me the opportunities to grow. Your trust and support have steered us through challenges and towards success. I am proud to have been part of Hillel's growth and continued evolution.

To my family, thank you for your unwavering support, with calls on weekends and holidays, missed sports events, you stood by me every step of the way and for that I am truly thankful.

I will carry with me fond memories and valuable lessons. Here's to new beginnings.

Sincerely, Moraq Burch



## SUCCESSFUL TRANSITION TO OUR NEW LAUNDRY SYSTEM

March 25th marked a pivotal day at Hillel Lodge as our entire staff came together for the successful transition to our new laundry system.

On that Tuesday, we executed a comprehensive linen changeover, replacing all Canadian Linen products with newly purchased towels and bedding. The day was not just about changing linens; it was about teamwork, dedication, and a shared goal of improving our residents' quality of life.



Ted Cohen, our CEO, expressed his heartfelt gratitude for the remarkable cooperation demonstrated by our staff. He stated, "What we accomplished during linen and towel change-over day was only possible because of staff collective willingness to support one another, adapt as needed, and go well beyond their assigned tasks. The sense of unity and purpose across departments was truly inspiring. It's clear that the team shares a strong commitment to doing what's best for our residents, and that spirit came through loud and clear today."

## TRAINING AND IMPLEMENTATION

Prior to the transition, we provided comprehensive training to our staff to ensure standardization in care provision. We also implemented a new laundry cart system designed to streamline operations, allowing for easy access to clean laundry and efficient sorting of dirty items. By moving away from external laundry services, we addressed challenges related to product quality and inventory control. This ensures our residents enjoy the benefits of a significant upgrade in their linens and towels.

## SUCCESSFUL TRANSITION TO OUR NEW LAUNDRY SYSTEM

#### **NEW LAUNDRY SYSTEM FROM MIP OFFERS SEVERAL ENHANCEMENTS FOR RESIDENTS:**

- QUALITY CONTROL: IN-HOUSE OPERATIONS ENSURE HIGH STANDARDS FOR LINENS AND TOWELS.
- HIGH-QUALITY LINENS: FEATURES TEMPERATURE-REGULATING SHEETS, AN IMPROVED FIT, AND EXTRA FOOT SPACE.
- COMFORTING DUVETS AND BLANKETS: SOFT DUVETS AND SLIGHTLY WEIGHTED BLANKETS FOR ADDED COMFORT.
- **UPGRADED TOWELS:** THICKER, "PREMIUM RETIREMENT HOME GRADE" TOWELS.
- IMPROVED MOBILITY SOLUTIONS: THE SWIFT® ULTRASLIDE SYSTEM PROVIDES GENTLER, SMOOTHER MOVEMENTS DURING TRANSITIONS.



"March 25th's linen and towel change-over day was a testament to the incredible teamwork and dedication of our staff. I am immensely grateful for everyone's hard work and flexibility in preparing for this changeover. Special thanks to the management team, housekeeping team, floor staff, and everyone who adjusted their hours to accommodate our 8 AM start. We stripped and cleaned 121 beds in under an hour, providing our residents with a valuable upgrade in linens and towels." — Shannon Fraser, Director of Quality Improvement

## **LOOKING AHEAD**

With the successful launch of the new laundry system, Hillel Lodge is more committed than ever to improving the quality of life for our residents. We are enthusiastic about the positive changes this project has introduced and look forward to celebrating this milestone together!

We extend our deepest gratitude to our dedicated staff and to our residents and their families for their patience and collaboration during this transition. Together, we are creating a more comfortable and supportive environment for everyone at Hillel Lodge.

# **NEW & HAPPENING**

## **Purim Joy: A Week of Festive Activities for Residents in March!**







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March 5<sup>th</sup> Purim activities with the girls from Torah Day School.

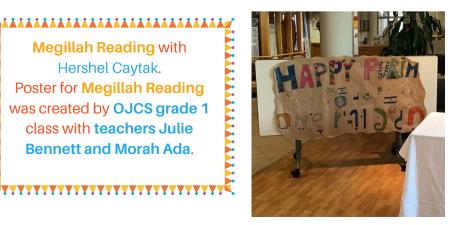
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Happy



\*\*\*\*\* Megillah Reading with Hershel Caytak. Poster for Megillah Reading was created by OJCS grade 1 class with teachers Julie Bennett and Morah Ada.



## **NEW & HAPPENING**

# **NEW & HAPPENING**





Every year **The Auxiliary** purchase, prepare and distribute **Mishloach Manot** to all residents. This year took place on March 9<sup>th</sup>. This is one of the many programs they support.

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The OJCS grade 6 students with their teacher Jess Mender; donated the food items for 50 **Mishloach Manot** bags which they prepared and delivered to the residents on March 14th.







The Machzikei Hadas Bat Mitzvah group prepared and delivered Mishloach Manot on March 12th.



## **NEW & HAPPENING**

# **NEW & HAPPENING**

## March Recap: A Month Brimming with Exciting Events!







## HILLEL LODGE SPIRIT WEEK: CELEBRATING TOGETHERNES FROM MARCH 17-22!

During Spirit Week the staff was invited to dress up for theme days.

Many staff members went all out showing their Hillel Lodge spirit. Not only did the staff enjoy it, but the residents also loved observing staff in spirited outfits and crazy looks.





## **NEW & HAPPENING**

## NEWS FROM OUR GREEN THUMB CLUB

## by Celia Glanville, Horticultural Specialist



## Spring has sprung in the Green Thumb Club!

After working diligently planting seeds over the past few weeks, our grow light is now overflowing with full seed trays and we're eagerly welcoming each green shoot that breaks the soil.





Sweet peas, morning glories, snapdragons and more have already started to sprout. We are also very lucky to have one very skilled resident share some of her tomato seedlings which she had started on her windowsill to add to our collection!

We're already imagining the tapestry of colourful blooms that we'll be able to share with everyone in the garden this summer!





## **GREEN THUMB CLUB**



## Parkinson's Awareness Month: Promoting Understanding and Support

April is Parkinson Awareness Month, a time to deepen our understanding of this complex brain condition. More than 110,000 people in Canada are living with Parkinson's, and each individual's journey is uniquely their own. This month aims to raise awareness and provide insights that can help families and residents of long-term care homes navigate the challenges and opportunities associated with Parkinson's.

Parkinson's disease primarily affects movement, but its impact extends far beyond physical symptoms. While many people are familiar with the hallmark signs—such as tremors, stiffness, and difficulty with balance—it's essential to recognize that the experience of Parkinson's varies widely among individuals. Some may encounter changes in speech, energy levels, or even cognitive function. Understanding these symptoms is the first step in creating a supportive environment for those affected.

Emotional and mental health are critical components of living with Parkinson's. The diagnosis can bring about feelings of uncertainty, anxiety, and depression, not only for those diagnosed but also for their families. Open communication and emotional support can go a long way in helping both residents and their loved ones cope with these changes.

Parkinson Canada offers numerous resources, including educational tools and community support, accessible at <u>www.parkinson.ca</u>. Whether newly diagnosed or long-term, these resources assist in managing daily challenges and improving quality of life.

Staying informed empowers families to advocate for their loved ones, seek appropriate treatments, and access support. Parkinson Canada hosts support groups and educational events that foster community and shared understanding.

This Parkinson Awareness Month, let's commit to learning more about the condition to provide better support and reduce stigma, ultimately helping individuals with Parkinson's thrive. Together, we can make a difference in their lives. Visit <u>www.parkinson.ca</u> for more information.

#### BEST METHOD TO COMMUNICATE WITH OUR DIRECTOR OF CARE:

GIVEN THE DEMANDS OF HER ROLE, OUR DIRECTOR OF CARE, ANNETTE MEEUWSE, IS OFTEN ENGAGED WITH RESIDENTS, FAMILIES, AND STAFF, WHICH RESULT IN FREQUENTLY BEING OUT OF HER OFFICE. FOR EFFICIENT COMMUNICATION, WE RECOMMEND REACHING OUT TO HER VIA EMAIL RATHER THAN LEAVING A VOICEMAIL. ANNETTE CAN BE CONTACTED AT <u>AMEEUWSE@HILLEL-LTC.COM</u>.

## **GOOD HEALTH**



## Pedal for a Purpose at the 17th Annual Biking for Bubbies & Zaidies!

Get ready to dust off your bikes, put on your helmets, and join us for an exhilarating and meaningful event that will make a lasting impact on the lives of our beloved Bubbies and Zaidies at the Bess and Moe Greenberg Family Hillel Lodge of Ottawa. Biking for Bubbies is special in our hearts as it embodies the true spirit of community and compassion. We come together to honour and support our loved ones, who have given so much to us throughout their lives.

On Sunday, September 14, 2025, join us for a day filled with camaraderie, excitement, and the joy of giving back. Each year, Biking for Bubbies brings together hundreds of passionate individuals who share a common goal: to ensure the very best for the residents of Hillel Lodge. Whether you're an experienced cyclist or a casual rider, this event is for everyone!

We aim for each rider to raise a minimum of \$500, but the sky is the limit! Let's rally our friends, family, and colleagues to support our cause and make a difference in the lives of our residents. And that's not all! The Family Fun Zone is where joy and laughter fill the air. Family Fun Zone promises to be better than ever! Participants of all ages can enjoy a range of exciting activities. From face painting to games, there will be something for everyone to enjoy. The day is not just an opportunity to give. It's a chance to have fun and create lasting memories.

So, mark your calendars and register today for the 17th Annual <u>Biking for Bubbies & Zaidies</u> sponsored by MediSystem! Whether you ride yourself or sponsor a rider, your involvement will significantly impact our residents' lives.



HILLEL LODGE LTC FOUNDATION

## Holidays & Observances April 2025

## **Pesach (Passover)**

Begins sunset of Saturday, April 12, 2025 Ends nightfall of Sunday, April 20, 2025

Pesach (Passover) celebrates the birth of the Jewish nation with its miraculous redemption from Egypt. Pesach is celebrated by refraining from eating any foods which are leavened (chametz), and by participating in Seder on the first two nights of the holiday. The Seder is the central event of the Passover festivities.



Pesach 2025 begins before sundown on Saturday April 12, 2025, and ends after nightfall on Sunday, April 20, 2025. The First Seder is on Saturday evening, April 12. The Second Seder is on Sunday evening, April 13. Chag Pesach Sameach! (Happy Passover!)



Wishing a happy Easter to all who celebrate it on April 20, 2025!

HOLIDAYS & OBSERVANCES



# ANNOUNCEMENTS



## **APRIL DAILY SPECIALS**

Mondays: Pasta of the day with a side salad \$9 Tuesday: Quesadilla with salsa, guacamole \$9 Wednesdays: Pizza \$8 Thursdays: Fish & Chips \$9

Fridays: Nachos with guacamole and hot peppers \$9

THE CAFE WILL BE CLOSED FROM APRIL 7 TO APRIL 21 INCLUSIVE FOR PASSOVER CLEANING.

## **SEDERS / PASSOVER MEALS**

Guests can join residents in the Neighbourhood Dining Rooms for the **Seders on April 12th and April 13<sup>th</sup>** and for other **Passover Meals**:

#### **Seders:**

Cost per Meat Meal: \$36 Cost per Dairy Meal: \$18

#### **Passover Meals:**

Cost per Meat Meal: \$18 Cost per Dairy Meal: \$12

#### Schedule for Seders:

1st Floor - 5:00 pm 2nd Floor - 5:30 pm 3rd Floor - 5:15 pm

- Reservations need to be made at reception (by 5pm on April 7<sup>th</sup> for Seders and a day in advance for all other Passover meals).
- A maximum of 6 guests per dining room for Seders.
- A maximum of 4 guests per dining room for Passover meals.
- Reservations will be granted on a first come first served basis.

## IT IS IMPORTANT TO LET US KNOW IF YOU WILL BE TAKING A RESIDENT HOME FOR THE SEDERS.

## FRIENDLY REMINDER

## Hillel Lodge has a Minimal Scent Environment Policy.

Please refrain from wearing scented personal hygiene products, perfumes and/or colognes.



## CANADA'S FEDERAL ELECTION MONDAY, APRIL 28

Residents are invited to vote at the polling station located in Hillel Lodge from 9:30 AM to 1:30 PM.



**ANNOUNCEMENTS** 

## FAMILY COUNCIL

#### The Family Council is always looking for new members to contribute to improving life at the Lodge for all residents.

If you are interested in joining the Council please contact the Coordinator, Mike Cohen, at macinmontreal@gmail.com



## **CALENDAR OF ACTIVITIES**

Tuesday, April 1<sup>st</sup> 10:30 The Usuals Jazz Band

Wednesday, April 2nd 2:30 An Hour with Guest Speaker Professor Gerry Cammy

Thursday, April 3rd 2:30 Birthday Party with Evelyn Greenberg

> Wednesday, April 9th 2:30 Music with Rick Crepin

Wednesday, April 16<sup>th</sup> 2:15 Book Chat with Marcia and Arlene

> Thursday, April 17th 10:30 Resident Council

Tuesday, April 22nd 10:30 Country Music with Luke

Wednesday, April 23rd 2:15 Torah Day School Students Visit

Thursday, April 24<sup>th</sup> Holocaust Remembrance Day 10:30 Remembering and Honouring: A Yom Hashoah Commemoration with Joel, Toby and Nina

Sunday, April 27th 10:30 Musical Performance by Sound of Life

Tuesday, April 29th 4:00 Happy Hour with Sax & Piano Duo Edwin Gans and Charles Guerin

Wednesday, April 30th Israel's Memorial Day 1:45 Guest Speaker Mrs. Yifah Greenfeld Mitvach, Public Diplomacy Director from the Embassy of Israel



## April Birthday Party

Thursday, April 3rd at 2:30 pm with Evelyn Greenberg





## JOIN OUR BOOK CHAT with volunteers Marcia and Arlene



(WEDNESDAY, APRIL  $16^{TH}$  at 2:15 pm on third floor)

## **GREEN THUMB CLUB**

with Celia Glanville Horticultural Specialist



(SEE FULL CALENDAR ACTIVITIES FOR APRIL DATES AND TIMES)

## Oneg Shabbat - Fridays 10:30 am

April 4th with Grade 6 Class from OJCS April 11th with Rabbi Lesser April 18th with Joel Yan and Friends April 25th with with The Ganon Preschool

Download the full calendar of activities at hillel-ltc.com/programs/recreation or scan QR code:



## SAVE THE DATE

# CONNECTION

## **Nursing Extensions**

If you need to speak with your loved one's nursing staff, you may use the phone extensions below. Please note, only the desk phones have an option to leave a voicemail.

Charge Nurse - 688

1-West Desk Phone - 160 Portable - 694

2-East Desk Phone - 228 Portable - 683

2-West Desk Phone - 260 Portable - 676

3-East Desk Phone - 328 Portable - 679

3-West Desk Phone - 360 Portable - 677

## **EntourAGE:**

**Bridging Generations Through Companionship** 

EntourAGE is a heartwarming intergenerational volunteer program that pairs our residents with students for meaningful one-on-one relationships. In a world where loneliness can feel overwhelming, EntourAGE offers a bright source of connection and joy.



This program highlights the power of friendships across generations. Through companionship, our residents and enthusiastic students thrive, sharing stories and enriching each other's lives.

For more information, contact Project Coordinator Muhammad Qureshi at <u>mqureshi@uottawa.ca</u>.



## CONNECTION

## Join Us in Supporting Hillel Lodge: Your Gift Matters!

At Hillel Lodge Long-Term Care Foundation, we believe in the power of community and the importance of caring for one another, rooted in our rich Jewish traditions of tzedakah (charity) and gemilut chasadim (acts of kindness). We invite you to be part of something truly special by supporting our residents and the vital programs that enhance their lives.

## Make a Difference Today: Giving Opportunities

## 1. Monthly Giving Membership Drive

Become a valued member of our community! Your monthly contributions help us uphold our mission of care and compassion, ensuring sustainable support for our residents. Call Nicky at 613-728-3990 or visit hillel-ltc.com/foundation/ways-to-give.

#### 2. Tribute Cards

Celebrate a special occasion or honor the memory of a loved one with a heartfelt donation. Tribute cards can be ordered easily at hillel-ltc.com/foundation/ways-to-give or by calling Nicky at 613-728-3990.

#### 3. Hillel Lodge Endowment Funds

Join over 100 individuals who have established endowment funds. A contribution of \$1,000 or more creates a lasting legacy, ensuring ongoing care and support for our residents. Call Leslie at 613-680-1197 or Isher@hillel-ltc.com for more information.

## 4. Yahrzeit Plaques

Commemorate a loved one with a beautifully engraved brass Yahrzeit Plaque for a contribution of \$500. This plaque will be displayed on our Yahrzeit Board, honoring their memory and connecting them to our community. Call Nicky at 613-728-3990.

## 5. Tree of Life

Celebrate an extra special occasions or remember loved ones with an engraved brass leaf on our stunning Tree of Life, prominently located in our main lobby. Each leaf, available for \$2,500, represents a meaningful connection and legacy. Call the Foundation at 613-728-3990.

#### 6. Biking for Bubbies Join our 17th Annual Biking for Bubbies on September 14, 2025

Join us each September for our exciting cycling event! Ride as little or as far as you wish in honor of our residents. Whether you choose to ride, volunteer, sponsor, or support a participant, your involvement makes a tangible difference!

#### Make a Donation Now

Every gift counts! Contact the Hillel Lodge LTC Foundation at 613-728-3990 or visit www.hillel-ltc.com to make a donation today. Your support funds crucial programs like Feeding Assistance, Recreation Therapeutics, Hillel Heroes (showing appreciation for our amazing staff), and Ritual programming.

## 8. Did You Know?

You can direct your United Way contributions to Hillel Lodge by indicating our charitable number: 86100 2459 RR0001.

#### Remember us in your will, life insurance policy, RRSP/RIFF

Consider making a lasting impact through a gift in your will, life insurance policy, or RRSP/RRIF. By including Hillel Lodge as a beneficiary, you help us continue our values of care and community for future generations. For more information, reach out to Leslie Sher at 613-680-1197 or LSher@hillel-ltc.com.

## Don't forget to check if your employer matches donations.

#### Why Wait? Your Gift Matters!

Act now. Your generosity not only enriches the lives of our residents but also embodies the spirit of our Jewish community. Together, we can ensure that Hillel Lodge remains a place of warmth, compassion, and dignity for those we serve.

#### Thank You for Your Continued Support!

Every act of kindness makes a difference. Join us in our mission today!



