



KH

KENSINGTON HEALTH MAGAZINE

Issue 1 | 2018-2019

| A DAY IN THE LIFE:
A LOOK INSIDE
LONG-TERM CARE

| THE NEXT CHAPTER FOR
KENSINGTON HOSPICE

| EXPANDING
URGENT
EYE CARE

| DEBUNKING MYTHS ABOUT
DIAGNOSTIC IMAGING

VOLUNTEER WITH US AND MAKE A DIFFERENCE

Volunteering at Kensington Health is a chance to give back to the community, learn a new skill and help others.

We have more than 350 volunteers who generously donate their time to making Kensington Health a better place.

Are you interested in working with us?
We have a number of opportunities available:

- Friendly visiting with residents
- Playing music or singing for residents
- Meal service preparation and support
- Working at reception or in our café
- Patient navigation in our clinics

Visit kensingtonhealth.org to apply.





Welcome to the first issue of Kensington Health Magazine. In the following pages, we explore the many ways our non-profit health care centre impacts the lives of people and their families on a daily basis. Our goal with the launch of this magazine is to bring you a closer, more personal look into the services we provide, the impact on our community, and our vision for the future.

At Kensington Health, we are here to help. Our Living Well Strategy guides us in providing health care services centred around the needs of each individual and their family. This means in addition to high-quality health care, we also offer specialized caregiver and bereavement support.

To learn more, turn to page 14 for what's on the horizon in hospice care. Some other highlights in this issue include the introduction of PROSE in Canada (pg 26), and (one of my personal favourites) a day in the life photo essay of one of our residents, Sylvia Stokes (pg 10).

We hope you enjoy reading this issue as much as we enjoyed creating it.

John Yip
President and CEO,
Kensington Health

WE ASKED THE EXECUTIVE TEAM...

What is your best Kensington Health memory?



William Tottle
Vice President
and Chief
Financial Officer

"We had a day at Kensington called Quality Day, focusing on quality of care. It allowed me to see and hear the incredible efforts by our staff and volunteers to improve the care and experience for those at Kensington Health."



Bill O'Neill
Vice President of
Residential and
Community Care

"I have three favorite memories: Opening our two long-term care homes, and opening our hospice. Everyone involved was so proud of the Herculean effort to open our homes for the community."




Donna Punch
(Interim) Vice
President of
Ambulatory Care
Services

"Not a day goes by that I don't get a thank you from a grateful patient or family member. I cherish these thank yous because they are always about the work we're doing every day."

In this issue

Message from the CEO	01
Residential and Community Care	03
This is Our Home	05
Small Victories	08
Day in the Life	10
A New Chapter	14
Building a Legacy	18
Space to Breathe	19
Answering the Call	20
A Passion for Giving Back	23
The Power of a Friendly Visit	24
Ambulatory Care	25
A Canadian First	26
Expanding Urgent Eye Care	27
Promoting Tissue Donation Through Art	28
Saving Precious Time	29
Debunking Myths About Medical Imaging	30
Expanding Our Expertise	32
Research and Education	33
Projects We're Working On.....	34
Training Tomorrow's Leaders in Health Care	37
Boards of Directors & Leadership	38



This map hangs at Second Mile Club and represents all of the many cities our members once called home.

RESIDENTIAL AND COMMUNITY CARE

IN THIS SECTION: CAREGIVER SUPPORT • A DAY IN THE LIFE • HOSPICE EXPANSION

At Kensington Health, we are committed to providing the best health care experience possible. Although all of our community members have unique needs, we've noticed a common thread among them: They are all seeking support to help them live well. As we bridge our expertise across Kensington, through our living well strategy, we expand and strengthen the ways we serve our community.

This is our home

Resident and
Family Council help
make Kensington
the best it can be.

Lucia Rocha, president
of Family Council, and
Marion Lansdowne,
vice-president of
Resident's Council



If you ask Lucia Rocha, president of Family Council, why she spends so much spare time helping families at long-term care home Kensington Gardens, her answer is simple: "I remember what I went through before my mom moved in, and I never want anyone else to go through that. Now I try to help all families transitioning to Kensington, because I've been there."

The breaking point for Lucia was when her mom wandered out of her house and traveled several kilometres to a bank in downtown Toronto. To this day, Lucia has no idea how her mom made the trek, but she is thankful she was located safe and sound. "By the time my mom moved into long-term care, I was running on empty and I hadn't slept in years," said Lucia. "As soon as my mom moved in to Kensington, I became her daughter again and not her full-time caregiver." Lucia says the guilt she feels from moving her mom in long-term care has never gone away, but she knows Kensington is the best place for her and her family.

As president of Family Council, Lucia meets with 20 family members on the last Thursday of every month, to discuss priorities at Kensington. As a family member herself, she encourages all Council members to be open-minded, aware of their surroundings and comfortable with sharing. Lucia believes firmly in resolving issues early, and makes it clear that there isn't an 'us versus them' mentality. "We are all on the same team, and I use that perspective every time I am presented with a new challenge. Our goal is to help make the home the best that it can be. After all—it's our home, too."

Nora Bridle is the president of Resident's Council in the North Building at Kensington Gardens, and Marion Lansdowne is the vice-president in the South Building. They each hold Council meetings with their committee members to discuss a variety of topics. "I decided to become president of the Council because I wanted to be the voice for residents who may not be able or willing to speak up," said Nora. "I was a nurse in gerontology for many years and I try to help as many people on the floors as I can, to understand what they need."

Nora and Marion have attended courses from the Ontario Association of Resident's Councils to help them prepare for their committee meetings at Kensington. With so many people involved in the Council meetings, they work diligently to make sure everyone can share in a safe and warm environment.

Both the Family Council and Resident's Council are vital parts of life in long-term care, and they have helped to make Kensington Gardens a wonderful place for people to live. Each person who dedicates their time and energy helps to foster a mentality of continuous improvement for our residents, with Lucia, Nora and Marion at the top of that list.

Kensington
Gardens
is home
to 350
residents.

We have
20+
Resident
Council
members
from both
buildings.

SMALL VICTORIES



The Behavioural Support Outreach Team at Kensington Health, led by registered practical nurse Sasha Johnston and behaviour support social worker Olivia Boukydis, help Kensington residents overcome daily emotional response challenges.

Could you or your loved one benefit from Behaviour Support? Visit KensingtonHealth.org.



Behavioural Support Outreach team members Sasha Johnston (left) and Olivia Boukydis work with Steven, a resident of Kensington Gardens.

"Good morning, Captain!" Sasha, the Behavioural Support Outreach Team lead, greets Steven in his home area with a big smile and a salute. Steven, a former Navy captain, stops in his tracks, his eyes light up, and he smiles and gives Sasha a salute in return.

It's 9a.m. on a Tuesday and Sasha and her colleague Olivia Boukydis, behaviour support social worker, have brought some activities for Steven, who has dementia, to try. Since moving to Kensington, Steven has experienced low mood and displacement following his loss of independence. Working closely with Steven's family and learning more about his life, the Behaviour Team developed behaviour-based interventions with the hope that they will give Steven purpose and help him adjust without the use of medication.

This means getting creative: At a time of day when Steven may typically wander the halls not knowing what to do next, the Behaviour Team provides technical activities that complement his experience as a mechanical engineer. The hope is that, during quiet periods, the nursing team can provide Steven with tasks that don't focus on simply occupying his time but that provide purpose. "It's the first step to making his experience more meaningful," says Olivia. Creating a program based on a resident's interests is especially important for success. Together, Sasha and Olivia work with family

members, community volunteers and staff in caring for seniors with behavioural challenges. The goal is to implement behavioural support with all disciplines, to create better outcomes for residents.

The Behavioural Support Outreach program was rolled out in selected homes across the province, but Kensington Health has a unique model: the blending of nursing and social work. Sasha is able to review each case from a nursing standpoint, and Olivia is able to review it from a psychosocial one, giving a complete and holistic approach.

"It's important that we have a complete, detailed picture of who the person is," says Sasha. In the eight months the program has been active, the results have been positive. There has been increased staff capacity in terms of behaviour strategies and management, better communication with and optimization of external resources, and increased involvement of families.

The team is also responsible for visiting community clients who have made applications to the home. Their visits serve two purposes: They give the admission committee a better picture of how best to care for a potential resident, and they also provide a continuity of care from community to long-term care admission.



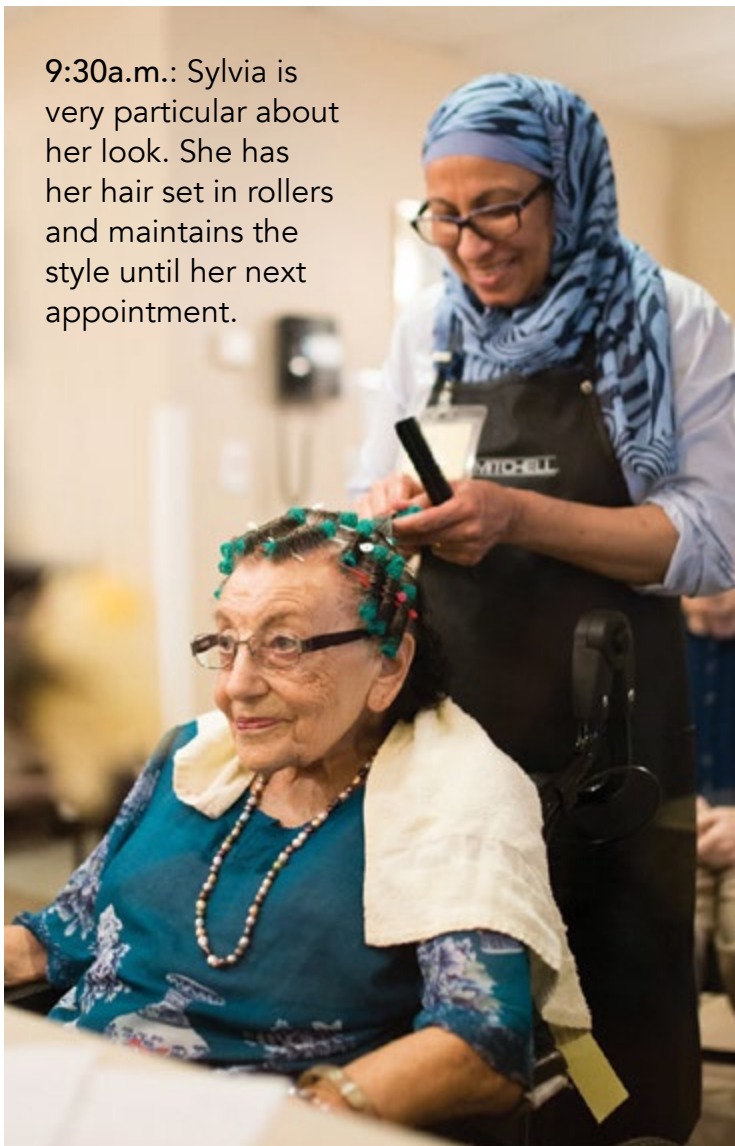
Sylvia Stokes,
a 92-year-old
resident at
Kensington Gardens,
invited us to
follow her through
a typical day.

Day in the Life

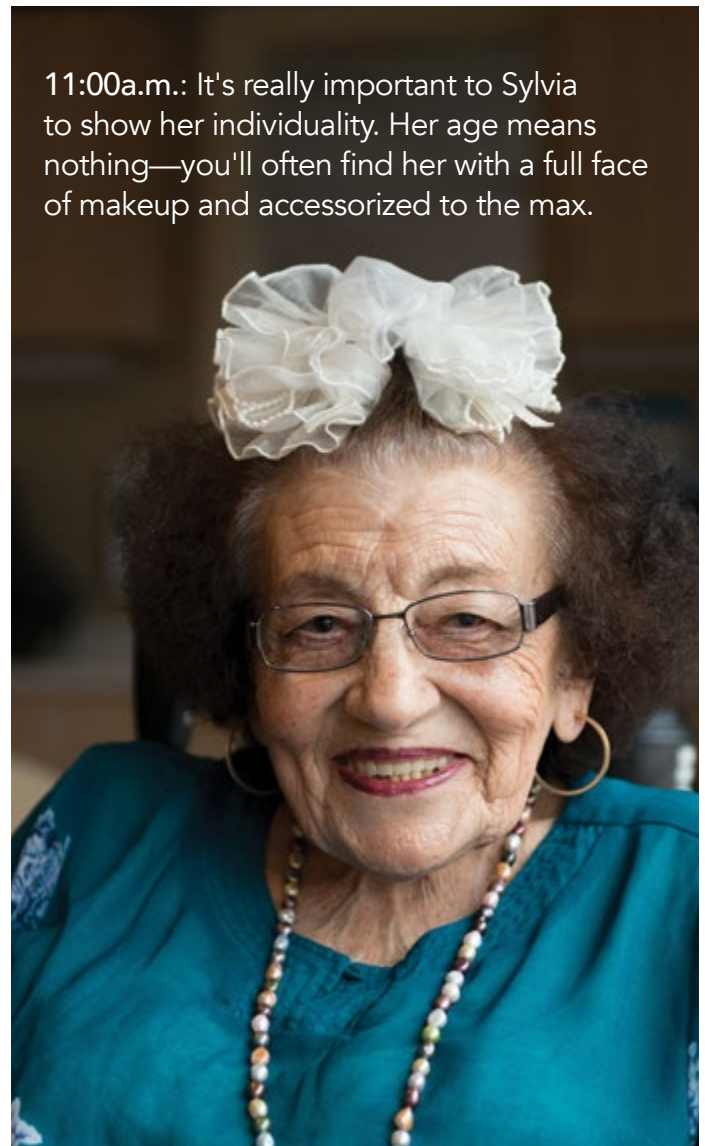
9:00a.m.: Every other
Friday Sylvia gets
her hair done in the
salon at Kensington
Gardens. She wakes
up early to make it
to her appointment.
"I try to be the first
one there, to beat the
rush," says Sylvia.



"I really look forward to coming to the salon as part of my routine," says Sylvia.



9:30a.m.: Sylvia is very particular about her look. She has her hair set in rollers and maintains the style until her next appointment.

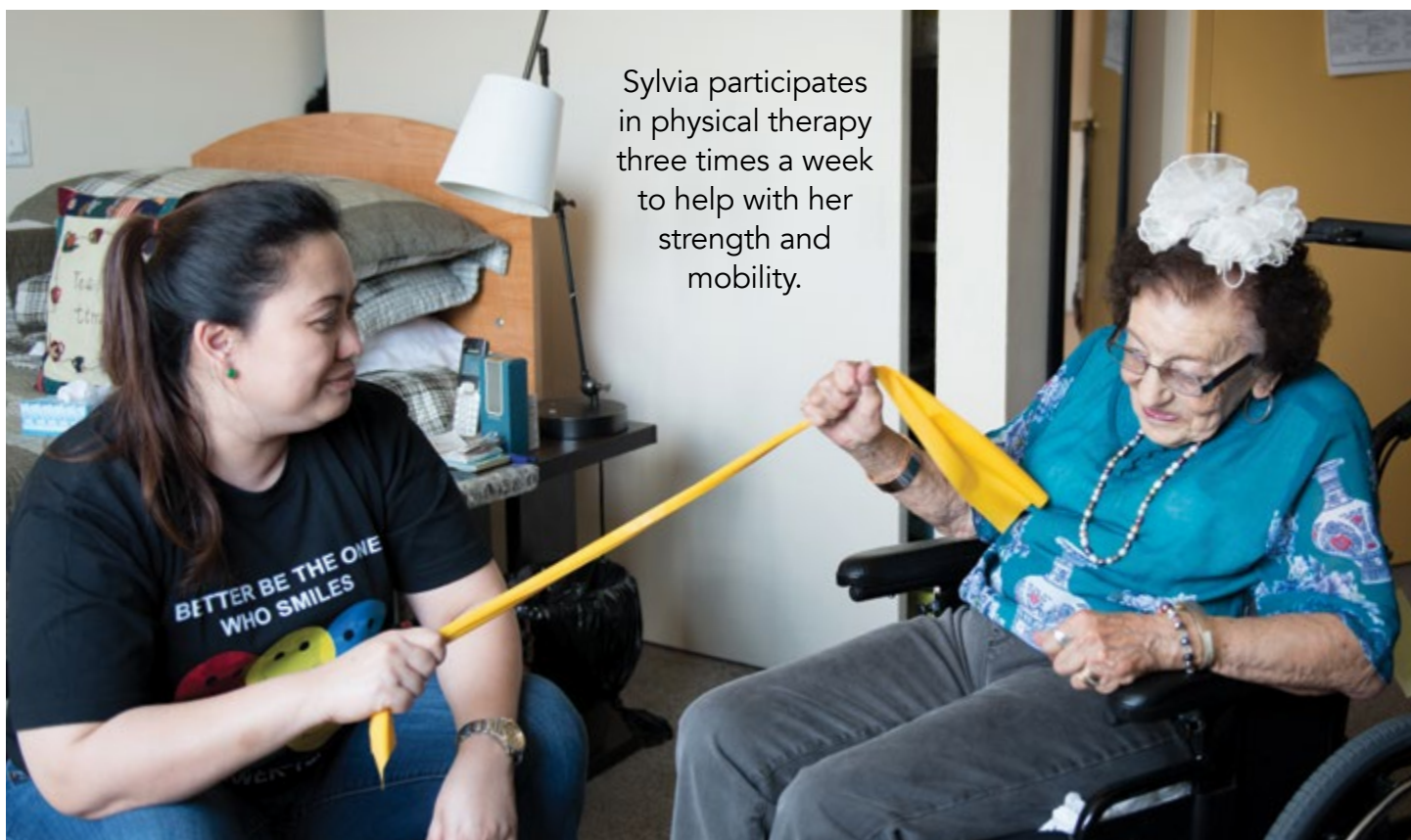


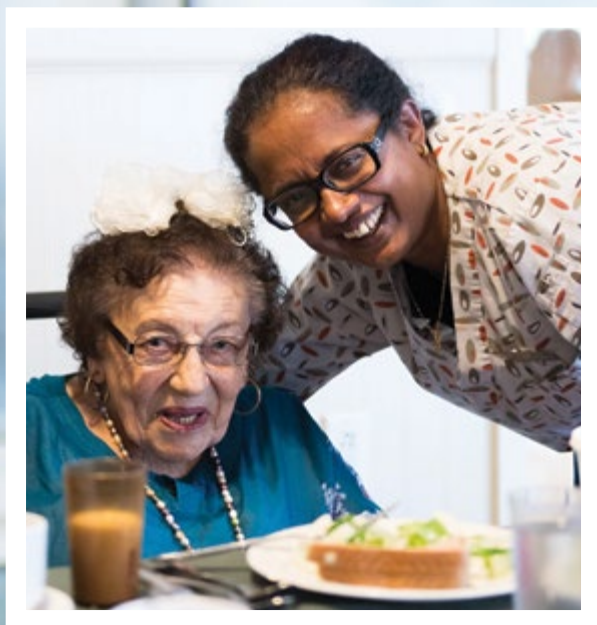
11:00a.m.: It's really important to Sylvia to show her individuality. Her age means nothing—you'll often find her with a full face of makeup and accessorized to the max.

11:30a.m.: Sylvia exercises daily. She and a few of her fellow residents practice yoga with the help of a Life Enhancement Coordinator.

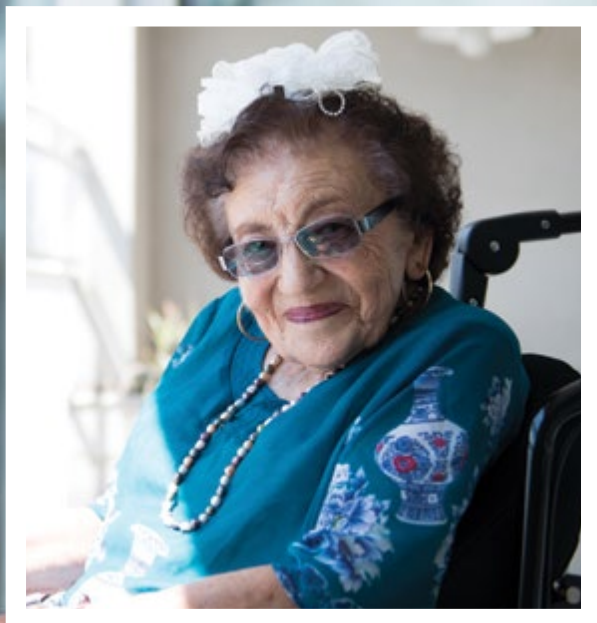


Sylvia participates in physical therapy three times a week to help with her strength and mobility.





12:30p.m.: Sylvia always eats lunch in the dining room on her floor. Jessie (right) is one of her favourite nurses. "Jessy goes above and beyond to make me feel part of the community," says Sylvia.



2:30p.m.: Sylvia loves all of the activities available to her, but she craves downtime, too. Books are one of her passions, so she tries to take time to read every day. When the weather's nice, she'll take a book to the balcony.



a new chapter

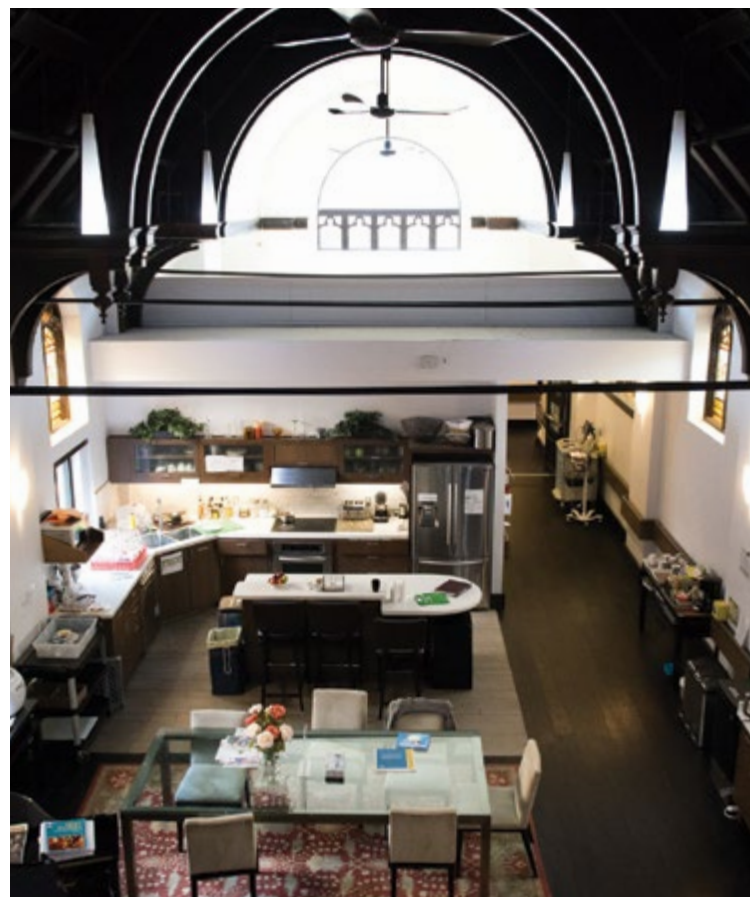


An expansion of Kensington Hospice is on the horizon. Read on for more about the hospice's history and how it's expanding to better serve the GTA.

When Kensington Hospice opened its doors in 2011, in the former Chapel of St. John the Divine, the vision was clear: to create a beautiful, positive place in downtown Toronto for people to receive end-of-life care. This means so many things, from easing the physical and psychological pain of residents, to supporting family members and friends during the final stage of their loved one's illness, and for up to a year after death. It also means providing resources to celebrate and commemorate lives lived, which is to say, in many ways, that the very heartbeat of the hospice is not death, but life. This is what makes hospice care so unique.

In fact, the Kensington Health Foundation believed in the hospice-care model so much that the original, 10-bed hospice was completely self-funded. (The government eventually agreed to pay for direct-care services, but the Foundation continues to cover all psycho-social elements of the hospice, including offerings like music therapy, caregiver support, nutrition services, volunteer coordination and bereavement support.)

Fast-forward seven years, and Kensington Hospice has been an integral part of the care offered at Kensington Health. The number of beds available to those in need, however, has been an unfortunate limitation. "We haven't been able to offer services to everyone who applies because we are just too small," says Debbie Emmerson, Director of Hospice Care. "So in 2016, when the government recognized the value in the hospice model and mandated future support for hospice services, we applied and were given the resources to accommodate nine additional beds." The organization was ecstatic to have confirmation of funding for such a significant expansion of services, but the question became, where are these beds going to go?





"Once we were given the green light, we brought in an architect to do a feasibility study of existing space, in order to find the perfect spot," says Justine Humphries, Director of Corporate Planning and Communications. "The study put forward a great recommendation that we could accommodate the beds in an underutilized area on the main floor of the North Building of our long-term care home, Kensington Gardens." The location of the new hospice area is close enough to the original site that staff members will be able to go back and forth via a covered walkway through a private greenspace, which will help with the need for the two hospice areas feels like one

home, beyond the shared staff and administration. Given that the new space isn't a separate entity but an expansion of the current hospice, this is essential.

"It's really important that we replicate the feelings of the original hospice—the warmth, the coziness—in the common areas, the living space and the dining area, as well as the resident rooms," says Humphries. "We have plans for some really beautiful additions, too, like a private terrace with views of a custom, living wall and a therapeutic water garden. We've also integrated new features, in order to offer new services to



"We have plans for some really beautiful additions, like a private terrace with a living wall and a therapeutic water garden."

our community. For example, we've included an exam room and a community room to support a hospice day program offered in partnership with Kensington's Second Mile Club. The hospice day program will provide a variety of support services to palliative patients living in the community, as many people in the community choose to die at home. The new out-patient clinic will also provide clinical and medical support for symptom management."

Emmerson is looking forward to continuing with the important work of the hospice in an expanded way, knowing the impact the hospice has already

had in the GTA. "We all die," says Emmerson. "We want to take the elephant out of the room and start to embrace death." For Kensington Health, helping people live well is a way of doing that, of honouring and celebrating someone's contributions. "Everyone with a life-limiting illness deserves to have valuable moments for as long as possible. Those can be big—we've had parties and weddings in the hospice—and small—like the taste of a raspberry, or a big bowl of Rice Krispies in the morning." With the hospice expansion, tentatively set to open its doors in spring 2019, Kensington Hospice will be able to provide more of those moments than ever before.

BUILDING A LEGACY

After her father passed away at Kensington Hospice, Katrina knew she had to give back. She started a charity event in her dad's name, and signed on to volunteer at the place where her father spent his last days.



Katrina Buchanan began planning the inaugural Buchanan Brain Run in honour of her father, Colin, not even a week after he passed away from brain cancer in September 2016. "My dad was an avid runner—he ran 19 marathons over the course of his life—so it was obvious the type of event I was going to organize in his name. I wanted to plan something that would bring people together and raise money for the places that took such incredible care of my dad."

One of the beneficiaries of the run, now in its third year, is Kensington Hospice, where Colin was a resident for the final week and a half of his life. "We had an amazing experience with Kensington Hospice. It was a really sad time, obviously, but my dad was treated so well," says Katrina.

Music and food were two of Colin's passions in particular, and the staff and volunteers at the hospice did a remarkable job fueling those two loves during Colin's care: "My dad loved music, and especially the band Yes—he saw them in

concert 52 times! The music therapist came in to spend time with him, and to talk bands. It was really amazing," says Katrina. "Plus, the quality of food at Kensington Hospice was a welcome surprise: We love to eat, and my dad was a big cook. We'd just come from weeks in hospital, and the meals were so bad that my brother, CJ, and I were bringing our dad food every day. It was so nice that we didn't have to do that anymore."

With this experience in mind, Katrina is now a volunteer at Kensington Hospice, cooking dinner once a week and occasionally working in the garden. "I know that for some people, when a loved one passes away, they don't want to go back to the place of the death, but Kensington is so comforting. I was so grateful for the people who helped care for my dad—both the staff and volunteers—and I wanted to do that for someone else," says Katrina. "So many of the people are still here from when my dad was sick, and I think that says something about this community."

SPACE TO BREATHE

Caregivers in Toronto receive free support through the Second Mile Club.

Don Cooper, 85, picks out his wife's clothes every day. "I know nothing about women's fashion," he says with a smile. "But I try to think about she likes, and choose colours that go together."

Since Phyllis was diagnosed with Alzheimer's disease, Don, a father, former principal and an avid sailor, has stepped outside of his comfort zone to make sure his wife of 70 years is living comfortably in their Toronto condo. In addition to caring for Phyllis, he does the shopping, cleaning and cooking. "I don't sleep because I lay awake and worry if I am doing enough for her," he sighs.

But none of the daily tasks compare to the despair Don feels about losing his wife's sense of self. "There is nothing worse than watching the person you have known for your entire life slip away," says Don. A mother of three and a former teacher, Phyllis was a musician and a gifted soprano. She played piano and sang professionally all over the world. There is evidence of her musical career in the home: A beautiful piano with sheet music sits by the window, and photos of Phyllis singing decorate the room.

Phyllis and Don are both members of the Second Mile Club. She attends the Day Program specifically designed for people with Alzheimer's Disease and Dementia. Don receives free one-on-one caregiver support with Teri Henderson, who leads the caregiver support program at Second Mile Club.

"Caregivers often run the risk of jeopardizing their own mental and physical health in the process of caring for their loved ones," said Teri. "Our goal is to work with caregivers to support them throughout their caregiving experience." Don knows when Phyllis is at Second Mile, she's happy and safe, and he can afford to relax, and take time for himself.





Becca Buttigieg

ANSWERING THE CALL

The Community Care team at Kensington is a Second Mile Club member's first connection to our support network.

Community care is a gateway to graceful aging—the first step in what can be a challenging journey. At Kensington Health, we believe in supporting an individual from the first time we encounter them in the community, until the end of their lives. The Second Mile Club provides its members with holistic services, from caregiver support and case management, to Elder Person's Centres and an Adult Day Program. The interdisciplinary team works seamlessly together to support members every day. These are the faces of Kensington Health's community care.

For Melissa Persaud, working at Second Mile Club is about connection. "I talk to members and potential members daily," she says. "I become a touch point, because I refer to all of our services, from home help to social work, and to our program coordinators."

In her role as administrative assistant, Melissa helps to support members along their journeys, as they are often transitioning (be it from a loss of independence or the loss of a loved one) or are in the community waiting for long-term care. "I try to focus on the whole person," she explains, "and that requires more than just a quick conversation. It's active listening, and it matters to me because I can provide better, more personalized care when I know how they are feeling, and what's happening in their lives."

Melissa assists everyone with kindness and respect. Her expertise in human resources, as well as her love of people, drives her. "I want people to know that we are ready to help them," she says, "and that I'll be here to answer the call."

Robert McIntosh has been with the Second Mile Club as a program coordinator for three years, and he is inspired daily by the clients with which he works. "I know every morning that I'm going to make a meaningful difference in someone's life," he says.

Robert is always looking for new ways to expand services, particularly in the Adult Day Program. He wants to develop more outreach for isolated members in the community. "Seeing all the beautiful faces and bright smiles inspires me to continue working in this field."



Robert McIntosh



Melissa Persaud

Teri Henderson knows that resiliency is key for caregivers. As professional practice lead for the social workers of Second Mile Club, her vision is to better prepare individuals to care for their loved ones in the family home, as they continue their aging journey.

"Second Mile Club is a touchstone of health and well-being for the communities it serves," she says. "Our vision is to create a hub that people turn to for caregiving, where they can be supported through psychosocial education counseling and wellness programs."

Whether the choice is to transition to long-term care, or to transform the way people die at home, Teri sees opportunities for expanding their care network and providing respite. Her experience in community care and mindfulness inspires her to continually find new ways to do so.

"I have a love for community caregivers. You have to meet people where they need support the most," she says, "and that's when and where it's convenient for them."

Becca Buttigieg often finds herself up to her arms in meal prep. "I'm not the only one," she says, nodding towards laughing members of the Elder Person's Centre. The congregate dining program, which focuses on nutrition and member involvement in food preparation, is one of many communal psychosocial wellness programs offered at the Club. "We focus on socialization and validation for our members," she says. "It's important to foster a caring atmosphere, and a place where people can be themselves."

Becca is a program coordinator and the Day Program manager. "Our goal as a team is to enhance our members' lives. Things can change quickly and to provide the best care, we also need to be able to adapt. We are fortunate to be able to offer a variety of programs and locations, from serving well adults to those who have become frailer, or are dealing with dementia."

Becca's experience in recreation and client services help her to strategize with the team on how they plan to move forward. "We're here to welcome you to the Kensington Health family," she says. "It's a great place to start."



Teri Henderson

Volunteers John Tran and
Nelson Rodrigues, outside
Kensington Hospice.



A PASSION FOR GIVING BACK

Nelson Rodrigues and John Tran are a packaged deal. They have been volunteering together on the same shift for a year and a half, and they have their routine entirely mapped out.

John and Nelson volunteer at Kensington Hospice, a 10-bed, residential hospice located near Kensington Market. The hospice provides free end-of-life care to residents, and bereavement support to families and friends. The hospice has more than 180 volunteers who support food and nutrition services, resident and family care, reception and music therapy.

"When we work at the hospice, we aren't just friends but we become colleagues and partners," says John. "We call on each other for help if we need it, and because of our training at the hospice we can play multiple roles. I can wash dishes if I see Nelson needs help, and vice versa."

The two have gotten to a point where they can sense when the other needs a hand. "There is a joke going around at the hospice that I am an awful baker," says Nelson. "One time I baked muffins and overfilled the tin so they all turned into one giant muffin. Now if a resident requests baked goods, John will take over."

Both Nelson and John are studying in the health sciences. Nelson is a first-year Master's student at the University of Toronto, researching depression and seasonal affective disorder, and John is in the second year of his Ph. D., researching anatomy and pain management. They feel what they've learned

The volunteers at Kensington Health are an integral part of our culture. Each one feels called to serve, to make life better for every member of our community. We talked to long-time volunteers to ask about their experiences.

at the hospice takes them far beyond the classroom, and offers a unique perspective on the health sciences.

"This experience is not something you can learn in school," says John. "Volunteering at the hospice has allowed me to cultivate compassion and empathy, virtues that are essential and learned through experience. I will volunteer here for the rest of my life."

Nelson started volunteering at the hospice to help people, learn new skills and develop a new perspective in health care. He didn't expect volunteering at the hospice would also bring him a sense of fulfillment, purpose and a feeling of being more grounded. "I have friends who think volunteering at a hospice is depressing," says Nelson. "I correct them and tell them that the hospice is not depressing at all. It is a light, happy and sometimes somber place. I have shared many warm memories with people at the hospice, and I look forward to spending time here."

For John, his journey to volunteering at the hospice started with a health scare that led him to reevaluate what was most important to him. He left his corporate job to study and found out about the hospice through a friend at U of T. "I came here initially for the experience," says John, "but I've stayed here because of the sense of fulfillment and joy I get when I am caring for others. It is paramount, and for me, it's what it means to be human."



THE POWER OF A FRIENDLY VISIT

Virginia Parraga's eyes light up when she talks about her relationship with volunteer Lori Steuart. "There is nothing that's off the table in terms of conversation topics," says Virginia. "Lori is so open-minded, and we talk about love, relationships, memories and the future. I would consider her one of my friends."

Virginia has lived in long-term care home Kensington Gardens for 18 months. Before moving to Kensington, she was having a tough time taking care of herself on her own. She struggled with her medication, suffered from fainting spells and couldn't walk to the store or go out to dinner. "After moving into Kensington I felt like I stabilized, and I was able to get back to the things I enjoy, like my writing," says Virginia. (Virginia even writes a monthly column for the Kensington Gardens newsletter.)

Lori has been volunteering with Kensington for three years. Her main role is friendly visiting with residents, but she also helps out with special events. Lori was paired with Virginia when she moved in, and the connection was instant: "Virginia is a firecracker. She feels deeply, and she has strong opinions that she isn't afraid to share openly," says Lori. "She is also an advocate for

other residents on her floor. Working with her is truly amazing."

What kind of work do they do together? As a volunteer, Lori says she takes cues from her residents to find out how they need to be supported. Right away, Lori could tell that Virginia needed an easier way to explore her passion for writing, and that updated technology could help. She helped Virginia pick out a computer and a new cell phone to stay connected. "I helped Virginia get set up with a Netflix account and told her she had to watch the show *Grace and Frankie*," says Lori. "Virginia is essentially the combination of those two characters, and I knew she would love it. I think she's watched it a few times over."

For Virginia, the connection she feels with Lori is one of admiration. "She is a doll. She is open minded, very involved and we have fun together," she says.

For Lori, her friendship with Virginia is another reason why she loves volunteering and giving back to her community: "Spending time together has had a big impact on both of us. I look forward to visiting with Virginia because I know we are going to have a good time."

AMBULATORY CARE

IN THIS SECTION: TISSUE DONATION • PROSE • DIAGNOSTIC IMAGING

At Kensington we recognize that there is a growing need for exceptional out-patient care in the community. Our focus is first and foremost on delivering efficient quality care personalized to fit a patient's needs. Our expanding range of services support eye health, cancer screening and diagnostic services.



A CANADIAN FIRST

The Kensington Eye Institute is pioneering prosthetic eye care in Ontario, by providing access to a sight-saving procedure previously only available across the border.

Dr. Jennifer Liao is leading the PROSE treatment program at Kensington.

What is the one thing that patients say about PROSE (Prosthetic Replacement of the Ocular Surface System)? "People always report that it has changed their lives," says Dr. Jennifer Liao, PROSE Fellow optometrist at the Kensington Eye Institute Advanced Ocular Surface Therapeutic Contact Lens Clinic.

In many ways, PROSE is the last stop down a long and painful road for people living with an irregular cornea who suffer from ocular surface or cornea disease. The average PROSE candidate is 46 years of age and otherwise healthy.

"People who come to us for a PROSE assessment have already tried every other treatment available in Ontario," says Dr. Liao. "The therapeutic lens treats a number of diseases of the cornea, supports healing and reduces symptoms of impaired ocular surface system functions."

During PROSE treatment, doctors customize prosthetic devices for each patient's condition and unique eye shape. Between the device and the patient's eye a reservoir of fluid is created to significantly relieve the pain from those who suffer from eye disease. PROSE can also improve blurry vision and prevent further damage to the eye. Kensington is the only trained site for PROSE treatment in Ontario. Before, patients who were being treated by PROSE would need to travel to Needham, Massachusetts, to be fitted for their prosthetic. (BostonSight PROSE is the creator of the device and continues to be the only place where the prosthetic is made.)

To be determined as PROSE candidates, patients need to be referred to Dr. Liao by ophthalmologists or optometrists. Once it is determined that the patient will benefit from PROSE, the patient will have a one-on-one lens fitting with Dr. Liao. They will also receive training and education around proper care and application of the device over the course of several weeks.

EXPANDING URGENT EYE CARE

Clinical Manager Ann Whelan is overseeing the development and opening of the upcoming Urgent Eye Care Clinic.



What are some symptoms that require emergency eye care? Sudden loss of vision, sudden double vision, new onset flashes or floaters, or a red painful eye are all on the list. Anyone who has experienced these symptoms can relate to the sense of panic and worry that comes with these issues. And the question tends to be, where do I go to get help?

Today, the best place to go for emergency eye care treatment in Toronto is the emergency room at a hospital. Depending on when the emergency occurs, people may find themselves waiting long periods of time for a specialized ophthalmologist to treat them.

The Kensington Vision and Research Centre, which is a part of Kensington Eye Institute, currently offers an urgent eye clinic every Friday afternoon; however, an expansion is underway to help more patients receive emergency eye care when they need it.

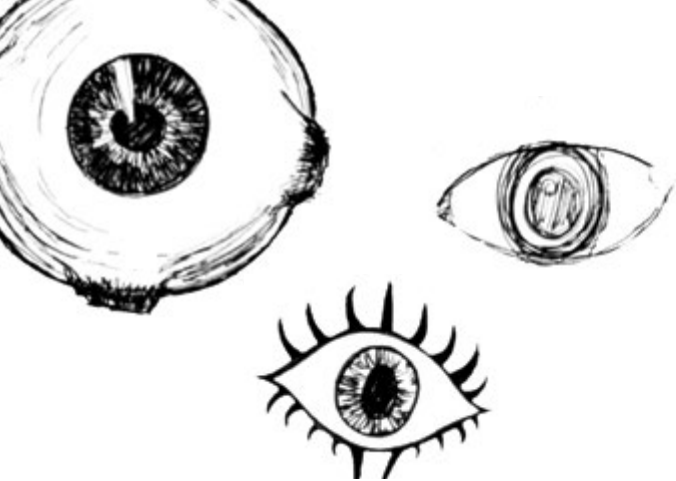
The expansion will occupy an additional 3,636 square feet of clinic space on the first floor of 340 College Street. The new clinic space is an expansion

of Kensington Vision and Research Centre's clinical services and it will relocate the existing urgent eye care clinic from the fifth floor to the first floor site.

"In time we hope to add more emergency clinic hours to eventually have this service available to our community five days a week," says Donna Punch, (Interim) Vice-President of Ambulatory Care.

The Kensington Vision and Research Centre expansion will increase access to an entire vision care team, including specialists in neuro-ophthalmology, retina, uveitis, oculoplastics, glaucoma, cornea and general ophthalmology.

"This move hopes to relieve emergency rooms by bringing patients into the community for care. It will also increase access to the latest technology and a wide range of specialists to quickly diagnose and treat patients with eye care emergencies," says Ann Whelan, Manager of Kensington Vision and Research Centre.



PROMOTING TISSUE DONATION THROUGH *ART*

Ling Wa is a Certified Eye Bank Technician (CEBT) who has been with the Eye Bank for almost three years. As a CEBT, Ling does different corneal incisions, which means she removes the cornea from the donated eye ball. She also evaluates tissue before it can be transplanted, to ensure tissue quality. Ling's work saves time for surgeons, who would otherwise have to prepare the tissue themselves in the operating room.

Ling is passionate about her job. She loves being able to help people. "Every eye is unique, like a fingerprint," says Ling. She loves to draw and is working towards publishing her first comic book, *Fungi: Mushroom in Space*, available this summer at Beguiling in Kensington Market. The book will include educational elements about the importance of organ and tissue donation. This is the creative connection to her daily work.

"When I'm processing eye tissue I have to be precise; there is no room for creativity. My art allows me to think outside of the box," says Ling. Understanding the structure of the eye means that Ling draws them with accuracy, while adding the artistic flair you'll find in her comics.

To learn more about tissue donation, visit kensingtonhealth.org.



SAVING PRECIOUS TIME

Eye Bank takes steps to improve tissue preparation, in order to save time for surgeons in the operating room.

When we imagine operating rooms we picture them bustling with activity—doctors, nurses and technologists feverishly working to restore sight to a patient. But for Dr. David Rootman, and other cornea surgeons like him, booking an operating room to quietly and meticulously prepare cornea tissue for transplantation was traditionally a normal part of his surgical day.

“It used to take me between 20 and 30 minutes per cornea to prepare the tissue for surgery,” Dr. Rootman explains. But in 2017, the Eye Bank of Canada (Ontario Division) at Kensington Health began implementing the process to prepare the latest type of tissue for corneal transplantation—Descemet Membrane Endothelial Keratoplasty (DMEK). It is a type of corneal transplantation that replaces only a very thin inner layer of tissue called Descemet’s Membrane.

Centralizing the preparation of this critical tissue not only frees up time for cornea surgeons like Dr. Rootman, but it also has additional benefits for the health care system, like cost savings and standardized quality of service. “With the Eye Bank on track to become fully equipped and trained to prepare DMEK tissue in advance, I’ll be able to focus on my number one priority—my patients,” says Dr. Rootman.

The availability of DMEK tissue is also important to patients, as it is the most patient-centric eye transplant technique. It is the least invasive, with the shortest recovery times (10 days versus two to 12 months for other types of cornea transplants), and has a reduced chance of tissue rejection. It also boasts the best vision outcomes.

Pat Ramsden agrees. She had the procedure in March 2017 with Dr. Clara Chan. Her vision had deteriorated to a point where she no longer felt comfortable driving and risked losing her independence. What she found most surprising about the procedure was the speed of her recovery. “You figure that with something like that you’ll be down for the count,” Ramsden remarks. “[It was] nothing that Tylenol couldn’t take care of.”

In 2018, the Eye Bank plans to fully implement DMEK tissue preparation so that it’s available for cornea transplantation across the province.

An Eye Bank technician delicately separates the layers of corneal tissue.

Debunking Myths About Medical Imaging

Worried about your next
X-ray, ultrasound or
mammogram?
There's no reason
to be afraid.



Medical imaging is a very useful tool to diagnose serious illnesses. Recently, Kensington Health opened the Kensington Diagnostic Imaging Centre. The Centre offers patients in the community rapid access to ultrasound, X-ray and bone mineral density tests, breast imaging and biopsy services.

There are many misconceptions about diagnostic imaging, and it's important to understand the benefits and risks of medical tests. We asked Jill Taylor, Manager at the Kensington Diagnostic Imaging Centre, to clarify common misconceptions about imaging.

MYTH: Scans with radiation are dangerous for your health.

Radiation is a diagnostic tool that is less invasive than surgery. At the Kensington Diagnostic Imaging Clinic, our radiation specialists follow best-practice guidelines to ensure safety for patients. We work with doctors to avoid unnecessary scans, and we strive for results that minimize risk for our patients.

Radiation can be harmful in large doses, without proper supervision. Our highly trained team ensures the proper use of our imaging and screening equipment. During a test, radiation is targeted to the specific body part being screened.

In the vast majority of cases, the benefits of accurately diagnosing and quickly beginning treatment outweigh the risks of radiation exposure. Talk to your doctor if you are concerned about the risk of radiation.

MYTH: Traditional X-ray scans are outdated.

An X-ray is still an effective and efficient way to scan for many injuries and illnesses. It's a simple test that produces images of the structures of your body. As X-ray beams pass through your body, they are absorbed in different amounts. Dense materials, such as your bones, show up white; fat and muscle appear as shades of gray; and the air in your lungs shows up as black.



MYTH: Pregnant women can't get X-ray scans.

During the first trimester of pregnancy the fetus's organs are still developing and exposure to radiation can be dangerous. But if an X-ray scan is performed with the necessary precautions, all dangers can be avoided.

MYTH: Ultrasounds are only used for pregnancy.

Ultrasounds are a common type of scan used for all patients. They are used to see organs inside the abdominal area, like the liver and kidneys. They are also used to examine the heart and blood vessels, the muscles and joints, and the pelvic organs. Ultrasounds can help diagnose and treat many illnesses.

If you have any more questions about diagnostic imaging, feel free to call the Kensington Diagnostic Imaging Centre at 416-962-3202.

KENSINGTON DIAGNOSTIC IMAGING CENTRE, BY THE NUMBERS:



In 2017, we saw 19,000 patients and performed 32,000 services.



We have six radiologists specializing in general imaging, women's imaging, musculoskeletal and vascular imaging.



In one month, we average 420 mammograms, 1000 X-rays and 1500 ultrasounds.



EXPANDING OUR EXPERTISE

Kensington Screening Clinic
partners with Liver Care
Canada to increase access
to liver care management.

Patients at Kensington Screening Clinic can now be assessed for liver disease through a new liver care management program developed in partnership with Liver Care Canada (LCC). People who are referred to the Screening Clinic by their family doctors can be screened, diagnosed and treated for liver disease at the clinic.

“This partnership will give people in Toronto easier and faster access to liver screening, diagnosis and care management,” says Mary Morgan, Manager of the Kensington Screening Clinic. “Instead having to wait for a specialist appointment in a hospital setting, individuals can now be referred to Kensington to be seen by one of LCC’s expert nurse practitioners and/or liver physicians. If treatment is required, it is possible for patients to also received infusible medications at the Screening Clinic.”

The Kensington Screening Clinic assesses patients for liver disease using the latest, non-invasive technology known as Vibration Controlled Transient Electograph. It is a non-invasive imaging study, much like an ultrasound. It determines liver stiffness or scarring, known as fibrosis. It does this by determining the speed of sound waves through the liver with a sonogram. It is a safe and reliable alternative to liver biopsy, and it can be accessed with a referral from a doctor.

Reducing the wait time from appointment to quick follow-up in a non-hospital environment is important for reducing patient stress associated with the diagnosis and treatment of liver disease.

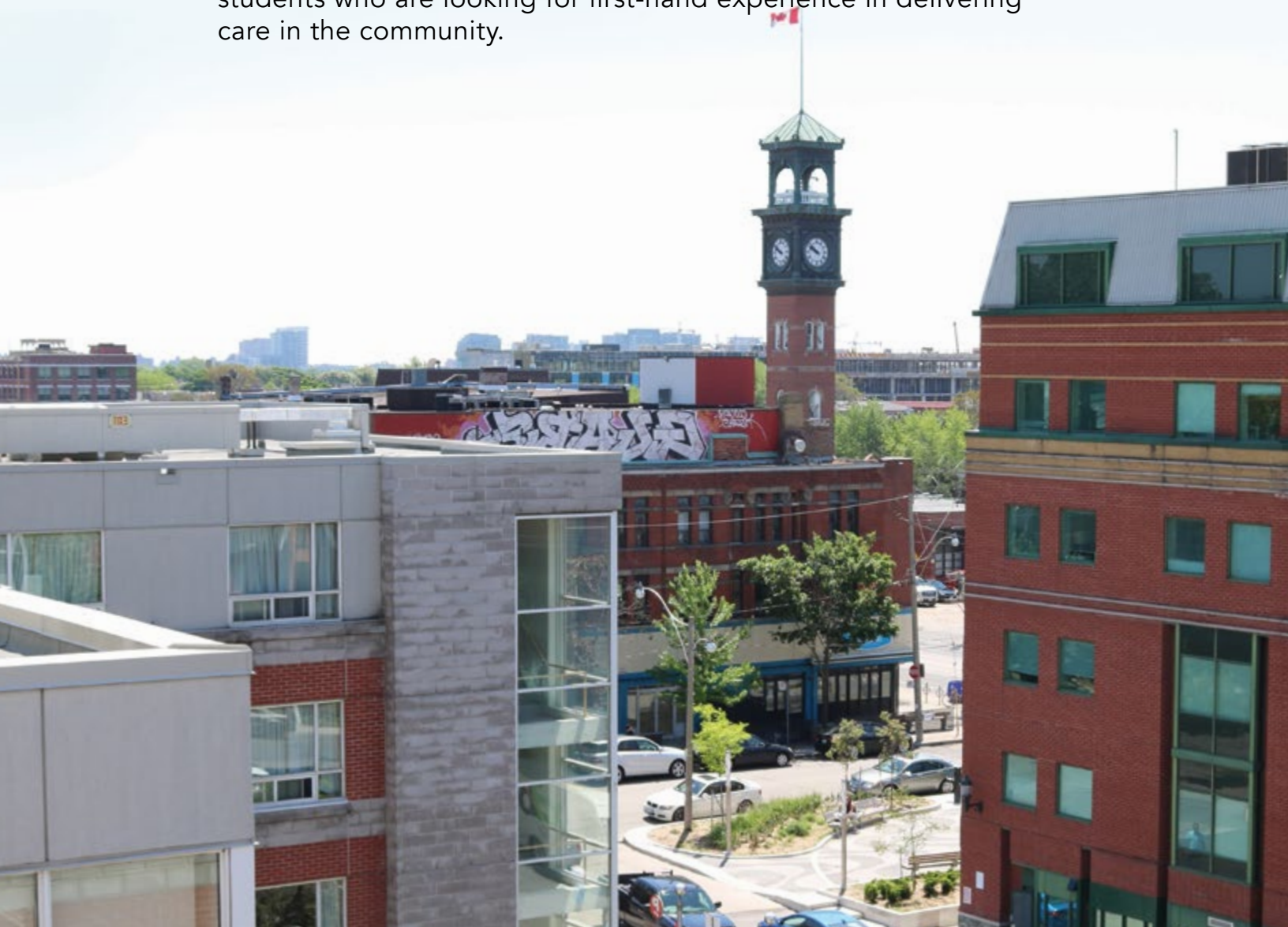
People can be referred to the Clinic for diagnosis and treatment of many types of liver disease including (but not limited) to Hepatitis B and C, and autoimmune and genetic liver diseases.

For more information, visit kensingtonhealth.org or visit livercarecanada.com

RESEARCH AND EDUCATION

IN THIS SECTION: ADVANCEMENTS IN RESEARCH • OUR STUDENTS

We are passionate about innovation in research and education. Our research projects focus on gaps in the prevention and treatment of diseases, as well as on new ways to improve access and enhance patient experience. Our educational programs are an exceptional training ground for students who are looking for first-hand experience in delivering care in the community.



PROJECTS WE'RE WORKING ON

Here is some of the research that has already made an impact, along with new projects that are on track to make a difference.



Investigational study on new intraocular lenses for cataract surgery

The Kensington Eye Institute is embarking on two clinical trials of intraocular lenses (IOL) used in cataract surgery. One study will compare the vision of two different, routinely used lenses. The second is a multi-centre trial looking at the safety and performance of an investigative lens not yet commercially available.

Corneal transplant study

The Cornea Group at the Kensington Eye Institute is comparing the outcomes of a partial corneal transplant performed with the standard manual technique to those performed with a laser. Enrollment of 100 participants is almost complete, after which they will be followed for a year. This research has been funded by the Kensington Research Institute.

Predict postcut thickness of corneal grafts

Dr. Clara Chan, Medical Director at the Eye Bank of Canada (Ontario Division), co-authored a study published in *Cornea: The Journal of Cornea of External Disease*. The study looks at a method to increase the amount of eye tissue available for transplant by predicting the postcut thickness of corneal grafts.

The cataract quality outcome initiative

This research project is led by the Kensington Eye Institute and involves four sites and 12 surgeons across the province. The team is looking to compare vision and visual difficulties of participants before and after their cataract surgeries. This research has been funded by the Kensington Research Institute.



Dr. Clara Chan and
Christine Humphreys



Technician working on the
corneal transplant study.



Maxxine's research is inspired by the residents and family members (like the woman seen here) she has had the privilege of working with at the hospice.

photo by William Suarez

Understanding intrinsic suffering

Maxxine Rattner, social worker at Kensington Hospice, has developed a new conceptual and clinical framework to help palliative care clinicians across disciplines think about intrinsic suffering. Intrinsic suffering acknowledges that, despite palliative care's primary aim to prevent and relieve suffering, there are some parts of dying that are intrinsically hard, leaving them resistant to alleviation—such as loss, worry for family and feeling burdensome. The paper was published in 2016 in the *Journal of Social Work in End-of-Life & Palliative Care* and Maxxine recently shared the results of this study at the 2018 Canadian Society of Palliative Care Physicians Advanced Learning in Palliative Medicine Conference, and will also be sharing the results at the upcoming International Palliative Care Congress in Montreal this fall.



Dr. Lora Appel holding a Virtual Reality headset.

Virtual Retreat

Residents at Kensington Gardens were part of a study looking at whether virtual reality can play a role in improving quality of life. Dr. Lora Appel, researcher with OpenLab at the University Health Network, has been focusing her virtual reality research efforts on seniors with cognitive impairments who may be living in restricted environments. The project is looking at whether a change of scenery through virtual reality can make people feel happier and less restricted.

Funding for research was given by the Centre for Aging and Brain Health Innovation (CABHI) through their Spark Grant.

A photograph of four people standing outdoors in front of lush green foliage. From left to right: a woman with short brown hair wearing a teal sleeveless top, a woman with long dark hair wearing a black and white patterned top, a man with a beard wearing a dark blue V-neck shirt, and a woman with long red hair wearing a light blue wrap-style top. They are all smiling at the camera.

TRAINING TOMORROW'S LEADERS IN HEALTH CARE

Kensington Health is a proud teaching facility. We educate hundreds of learners each year, and give them the critical skills they need to succeed. Meet a few of the people we are currently training.

From left to right:

Rosemary Wilson is an MBA student from the University of Toronto, working with the Corporate Planning department.

Victoria Leung is a Senior Ophthalmology Resident from the University of Toronto, working with the Kensington Eye Institute.

Zak Cohen is a Sonography student from the Canadian National Institute of Health, working with the Kensington Diagnostic Imaging Centre.

Taylor Kurta is a Music Therapy student from Wilfrid Laurier University, working with long-term care home Kensington Gardens.

Kensington Health Centre

Jim Nelles (Chair)
Howard Tanenbaum (Vice Chair)
Sunni Boot
Janet Downing
Dr. Jeannine Girard-Pearlman
Dr. Murray Herst
Catherine Hunter
Edward McQuillan
Dr. Xiaobo Wang
Lilly Wong

Kensington Eye Institute

Nick Torchetti (Chair)
Howard Tanenbaum (Vice Chair)
Dr. Robert Devenyi
Dr. Peter Kertes
Janet Newton

Kensington Cancer Screening Centre

Carmen Di Paola (Chair)
Nick Torchetti (Vice Chair)
Jim Nelles
Dr. Victor Sousa

The Second Mile Club of Toronto

Dr. Jeannine Girard-Pearlman (Chair)
Janet Downing
Georgia Gerring
Bill O'Neill, ex-officio
Joanne Sinkins
Shari Wilson
Lilly Wong

Corporate Leadership at Kensington Health

John Yip, *President and Chief Executive Officer*
William Tottle, *Vice President and Chief Financial Officer*
Bill O'Neill, *Vice President of Residential and Community Care*
Donna Punch, *(Interim) Vice President of Ambulatory Care Services*
Hector Algaranaz, *Chief Information Officer*
Anna Slawski, *Director of Resident Care*
Carol Montgomery, *Governance and Executive Office Liaison*
Christine Humphreys, *Director of Eye Bank of Canada (Ontario Division)*
Darla Matheson, *Director of Quality and Risk*
Debbie Emmerson, *Director of Hospice Care*
James Wickham, *Director of Human Resources*
Justine Humphries, *Director of Corporate Planning and Communications*
Nadine Persaud, *Director of Client Services*
Nicoleta Paraschiv, *Director of Resident Care*

One World War.
The Great Depression.
Poodle skirts and penny loafers.
Oh, the stories she could tell.

Help write her next chapter



The Kensington Health Foundation is dedicated to the health and well-being of you and your family. Since 2002, we have been at the forefront of supporting quality care in the community that is individual, exceptional, innovative and compassionate. With your help, we can continue to build bridges over gaps in the health care system and pave the way for the future of community care.

Visit KensingtonHealth.org or call 416-964-3636 to make a difference.



**Kensington**
HEALTH

Visit KensingtonHealth.org

Photography by Catherine Cachia
Design by Chick & Owl Design Co.