



SIR MORTIMER B. DAVIS - JEWISH GENERAL HOSPITAL FOUNDATION

# Communiqué

## Family Matters

*Balancing the needs of patients and families in the ICU*

Imagine yourself as a young husband, with 2 children and a third on the way. Your wife thinks she's in labour. Together, you rush to the hospital. While her cramps have now stopped, she is admitted for observation. Your children are due home from school for lunch and so once your wife is settled in, you head home to meet them. Upon your return to the hospital, you find her room empty. You're told at the nursing station that she has been taken to the operating room (OR) for an emergency caesarean section. At the OR, you are told she has been admitted to the intensive care unit (ICU). At the ICU, where you must call before entering, you are told over the phone that you cannot come in for the moment. Minutes stretch to hours before anyone is able to explain what is happening. You are separated from your wife by the double doors of the ICU, fearing the worst for her and the baby.

Hospitalization in the ICU is a time of great uncertainty, emotional turmoil

and distress. Families experience high levels of anxiety, depression and even symptoms of post-traumatic stress disorder. Unmet information needs contribute a great deal to this distress. Having experienced the critical illness of a loved one first hand, **Joelle Berdugo Adler** recognized that it is often difficult for even the best intentioned team to meet these information needs. She therefore developed the concept and provided the generous funding that has made it possible for the ICU team to maximize their ability to support the families of their patients.

**The Adler/Sheiner Patient and Family Support Program** is based on the experience of the ICU team, feedback from those they have cared for, theory and research. To meet the need to be close to their loved ones, two newly renovated family rooms were opened to all visitors within steps of the ICU. Information access



was improved through availability to visitors of computers, the internet and a medical librarian for assistance with their health related searches. A full-time, consistent support person was also added to the team in the form of a Clinical Nurse Specialist (CNS) with extensive training in nursing families through crises.

Amidst the daily hustle and bustle of intensive care, successfully balancing both patient and family needs can become challenging. The ICU team continuously screen for situations like these where additional support is most critical. Once such a family is identified, they work together to develop an in-depth understanding of patient and family needs. The CNS may then work

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## JGH Turns 75 in 2009

In 2009, the Jewish General Hospital will celebrate 75 years of world-class, compassionate service to the community. A number of public activities will commemorate this special milestone. These will bring together three generations of Montrealers who have, over the years, ensured the success of the JGH Mission "Care for All".

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# Victory for Vision of Hope

After Ian Samberg lost his battle with cancer last year, family and friends decided to honour his memory in a manner befitting his appreciation for the best life had to offer. His widow, Diane, and brother, Barry founded **Vision of Hope**. With children, Samantha and Robert, parents Reva and Seymour, and other family and friends, they made a commitment to improving the quality of life of cancer patients.

Vision of Hope focuses on the Jewish General Hospital's 34-bed cancer ward on the seventh floor of the North West wing (7NW). This ward has a special environment where visiting hours are unrestricted so family members can stay as long as they want. As Ian's father, Seymour, says, "...when it comes to a point that there's no turning back, you want to spend every second with them." But to fulfill the Samberg Family's vision of a warm homey atmosphere, peaceful and comfortable, with all basic needs met, much needs to be done in 7NW.

Walls are bare, the intercom is outdated and families spend

sleepless nights on uncomfortable chairs. The bathrooms must be renovated in order to accommodate wheelchairs. The ward also needs new furniture and IV poles, as well as internet access so as not to deprive younger patients of their primary means of communicating.

On September 9, 2008, Vision of Hope held its inaugural charity gala "**Toast the Vision**" at the Elm Ridge Country Club on Ile Bizard.

More than 300 attended and raised a whopping \$287,000, more than doubling their goal! Following such remarkable success, plans are now underway for more fundraisers with 100% of all proceeds going directly to 7NW renovations.

Diane Samberg says: "Ian helped many people in his lifetime. It is only fitting that funds be raised in his memory to provide a more uplifting environment to help the healing process for future patients of 7NW."



Top (left to right): Ian's nephew Jordan, his son Robert, his daughter Samantha, and his nephew Matthew  
Bottom (left to right): Ian's brother Barry, his mother Reva, his wife Diane, his father Seymour, and his sister-in-law Linda

## Honouring 75 years of caring

This Fall is a busy one for the Jacobson Family. Jack and Phyllis are celebrating their 60<sup>th</sup> anniversary in December; Phyllis is turning 80, and their granddaughter Abbey is celebrating her Bat Mitzvah.

This "triple header" couldn't go unnoticed. So Jack and Phyllis invited family and friends to a brunch on October 26 and requested donations to their Fund at the JGH Foundation rather than gifts.

The Jack and Phyllis Jacobson Fund was the first to be established in

honour of the Hospital's 75<sup>th</sup> anniversary which will take place in 2009. Jack explained: The JGH has been good to us and countless other Montrealers. We felt it was important to celebrate this special milestone and hope others will feel the same way too.

***If you would like to show your appreciation for the world-class care provided by the JGH over the past 75 years, please visit our website at: [www.jghfoundation.org](http://www.jghfoundation.org) or call: (514) 340-8251.***



# Family Matters

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directly with the family to ensure their needs are met. To families, the CNS offers consistent emotional support and guidance throughout the ICU hospitalization. She helps them to obtain and understand information about the ICU environment, the patient's condition, treatment and chances of recovery. She helps link them to the treating team and any other resource necessary to pull them through this difficult time. To the team, in complementing their assessment, care planning and work with families, the CNS offers skill and confidence building opportunities through consultation, learning activities and discussion about the challenges faced in their efforts to balance patient and family needs.

Let's return to husband, wife and treating team - physically separated by the double doors of the ICU. Hours did not pass before information was shared. While the treating team could not tear themselves away from the patient because of her unstable condition, the CNS was able to meet with the husband within seconds of his wife's arrival in the ICU. **The Adler/Sheiner Patient and Family Support Program** helped connect the frantic, loving husband on one side with the dedicated and caring staff on the other. This connection left the husband feeling well supported and cared for, while permitting the treating team to focus wholeheartedly on the lifesaving treatment required by his beloved wife.

Though nothing can change the struggles experienced by Mrs. Adler during the illness of her husband, the donation made in his honour has allowed the ICU team to better balance the needs of both patients and families during the crisis of critical illness. Contributions like this make it possible for conscientious health care teams to offer innovative care that exceeds expectations.

# JGH Turns 75 in 2009

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Through decades of growth and challenges, men and women from all walks of life and backgrounds have steadfastly supported this special place.



Above: 1929 Founders meeting

Below: 1931 Construction begins



Mothers, fathers, sons and daughters in good times and bad, reached deep into their pockets to provide the material sustenance so necessary for quality medicine and novel research breakthroughs.



Planning and construction of the North West Wing in 1963

Medical progress comes at a cost. Just as there was an urgent need to build in 1929, there is an urgent need today to address the modern day healthcare requirements of all Quebecers.

Thanks to your continued support, your grandchildren and great grandchildren will look back with the same appreciation and pride that we feel today for those who have inspired and supported us for the last 75 years.



Top left: The opening of the JGH in 1934

Bottom left: The JGH in the 1990's

Below: The Segal Cancer Centre opens in 2006



# An angel who gives others their wings

Five years ago, Randi Greenberg retired from her job as a blood technician in the test centre of the Jewish General Hospital's Biochemistry Department after 37 years of service. She vowed that she was turning the page on this part of her life to concentrate on her real estate business. But after less than a week, she returned to her old office and has been volunteering two days a week ever since. Randi explained: "The JGH is such a great place; I just couldn't stay away."



Randi gives more than her time. Inspired by her parents who started donating to the JGH many years ago, she is continuing their tradition of giving. But Randi's philanthropy has an extra-special twist – she purposely likes to support projects that fall under the radar.

*“The Jewish General Hospital is such a great place; I just couldn't stay away.”*

For instance, in addition to supporting Hematology, she paid to install a music system in the Medical Biochemistry Department, and purchased a shredder, a fax machine and a desktop copier for the Pre-Op Department. Randi also provided funding for a bed for 7West and two chairs for hemodialysis.

Francine Levi from the JGH Foundation says: "When people think of equipment purchased for the hospital, they envisage high-tech medical equipment but the acquisition of these commonly known items makes a world of difference to patient comfort and staff morale. Randi is a true guardian angel and we are extremely grateful for her thoughtfulness."

## Planned Giving – Gifts For Our Future

Every year, more and more Montrealers donate to the JGH. Most are grateful patients. Others simply recognize the value of supporting world class health care close to home in case they ever need it.

Many wish they could do more, but are concerned about ensuring their financial security during their lifetime.

Planned giving provides them with the opportunity to make an extraordinary gift to a cause that is important to them. Each year, planned gifts such as **bequests** provide essential funding for the important research, programs and patient care provided at the Jewish General Hospital. They provide a prudent way to make a significant gift that is tax-effective and balance the donor's financial needs with their charitable goals.

Planned giving donors do their part today to ensure that our hospital will continue to provide the highest quality of care for the patients of tomorrow.

For more information on planned giving options – please contact the Foundation at: (514) 340-8251.



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