



FRIENDS OF THE RUSSIAN BILINGUAL SERVICES PROGRAM NEWSLETTER

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Русская
Программа
HSL

Celebrating Two Decades of Service: Compassionate Care, Strong Community, Exceptional Staff

As the Director of the Bilingual Russian Program, I am delighted to share with you that in **2020**, our program is turning **20 years old**! It is a milestone worth celebrating as well as a great moment to share our accomplishments and pay tribute to our staff. We are proud of the community we have built and the care we provide to our patients. Currently, the program is serving over 140 Russian-speakers – 38% of the total patient population at Hebrew Rehabilitation Center in Roslindale. The Bilingual Russian Program is widely known and enjoys an excellent reputation in the community. The program has also been highlighted as one of the most innovative cross-cultural health care efforts nationally. Over the years, it has extended to our post-acute care units, adult day health program, and senior living community in Brookline.

We have achieved and exceeded our goals and expectations. A few of them seem most significant to me, as I look back at my time as the program's director from its inception:

1. We have created a unique welcoming environment for both patients and their families. It includes providing cultural and linguistic comfort on all levels – from essential daily care and activities to complex medical decisions – resulting in better care and improved quality of life.
2. Beyond excellent medical services, the program offers a strong sense of community and support from the people who provide care to your family members. Our Russian-speaking staff deserve the utmost respect for the exceptional work they do every day.
3. Over the years, we have established a close relationship between HRC and the Russian-speaking community. We are extremely proud and appreciative of the work and support by our volunteers and donors. This relationship is mutually beneficial. You seek us for your family members' care and we rely on your support to do more for those who live here.

The money you have given us has been used to enhance your loved ones' quality of life by giving them more choices and enriching their lives and their environment. The volunteering has been priceless in giving our patients many joys and many celebrations!

Thank you for your trust and support. I believe that when we are together – anything is possible. Our deep gratitude goes to the leadership of Hebrew SeniorLife for their unwavering commitment to this great cause. The program reflects the vision of HSL: to reexamine and redefine the experience of aging, encouraging people to see their golden years from a new perspective.

Stay tuned for more information about the events we are planning to celebrate the 20th anniversary of the program. We hope you will celebrate with all of us!

Alexandra Dashevskaya, Director of the Russian Bilingual Services Program



OUR FEATURED STAFF:



Nataliya Maychuk,
LPN

After graduating from Zhitomir School for Nurses, Natalya worked as a dental lab technician for 20 years. For some period of time, she served in the military hospital in Czechoslovakia. Natalya's daughter was born in Prague. After that the family returned back to Ukraine. In 2001 Natalya and her family relocated to Boston where she began working at Hebrew Rehabilitation Center first as a nursing assistant, and after graduating from Mass Bay College, as an LPN.

"It seems as I was born to help people in need. I can't even explain this, simply I sense when people need me most. I try to do my best to lift up the spirits for those who've lost hope. It is my nature. People share with me. I listen to them, I hear their pains and needs. They know I will do my best to ease their pain, to heal their discomfort. That gives me strength and joy to invest myself in my work. It is the right place for me. Patients share with me their deep appreciation all the time. Every day, for eighteen years in a row, I go to work with joy. Eighteen years of a perfect match!"

Natalya is much respected and appreciated by patients, families, and all staff. She is a compassionate and caring person who never hesitates to walk an extra mile if her patients need help.



Yevgeniya Paskhalova,
PCA

Yevgeniya (Zhenya) was born in Yenakievo, Donetsk region, Ukraine. She graduated from the College of Arts and Culture, majoring in Choreography. After graduating, she taught dancing and enjoyed performing in the dance ensemble "Donetskaya Shakhterokhka." She later relocated to Slavyansk where she graduated from the Chemical Technology vocational school and worked at the factory.

In 1997 she moved to the United States to join her aunt's family. Initially, Yevgeniya was a home health aide in the community. She got excited when she found out about a newly-opened Russian program at Hebrew Rehabilitation Center. This is where she gained professional skills to care for elderly patients.

Zhenya has been with the organization for 20 years. She and her sister Olga started working at HRC together. During this time, Zhenya developed warm relationships with her colleagues who have become her friends. She remembers how a small group of Russian-speaking staff started working on a Russian unit. Twenty years later many of them are still working here.

Yevgeniya also shares that she is grateful to Alexandra Dashevskaya for the creation of the Russian program at HRC. Both parents and her sister Olga were cared for there. When Olga became very sick, she spent the end of her life at HRC with the sister by her side. Yevgeniya says, "I will never forget the care and kind attention that was given to me and my family. Many thanks to the Russian Program and my wonderful co-workers!"



Inna Kreychman,
Unit Coordinator

Inna has been with Hebrew Rehabilitation Center for 19 years. She began her career journey as a secretary, then transitioned to the unit coordinator position and was later promoted to floor coordinator. Formerly a civil engineer, she had to build her professional life from the beginning after immigrating to the U.S. Initially, Inna trained in data entry, but she quickly realized that she had a natural aptitude for working with people. So she took a position involving assistance to Russian-speaking patients at a health care clinic in Lynn. She later learned about the opening of the Russian program at HRC and joined in 2000.

Inna shares that during these years HRC's Russian program has evolved, leading to its recognition as a provider of quality care for the Russian-speaking community of Boston. It has become a unique program providing comprehensive care and welcoming patients who can find a new community here.

Inna is proud to be a part of this program and enjoys helping older patients every day. She says that it's rewarding to see and feel their appreciation, no matter how big or small the impact is. Inna provides empathy and support to the patients who have no family nearby. She also assists with orienting new staff members when they join the team.

Inna admits, "When the time came and my mom required round-the-clock care, I felt that HRC would just be the right place for her." Inna is confident that at HRC her mom is well taken care of and is right next to her every day.

OUR FEATURED PATIENT: **Raisa Abramovskaya**



Raisa and her husband came to the United States to join their children, a decision that came easily to them. Raisa admits that life taught her to be a decision-maker and a confident person. Back in her country, she worked as a math teacher. Now, she is helping her grandchildren and great-grandchildren to learn Russian. Raisa believes that this is important.

Unfortunately, Raisa's husband passed away in 2010. As Raisa's health deteriorated, it became more difficult to be independent at home, so Raisa decided to come to Hebrew Rehabilitation Center. She admits that at the beginning it was an adjustment, but she now likes it here. She shares that she has visited

other long-term care facilities, but HRC is the most beautiful, organized, and cleanest place. Raisa also notes, "Here I can go outside anytime, enjoy fresh air in a scenic yard, listen to birds, and watch animals. This elevates my mood."

Raisa feels that at HRC she is under the care of an experienced team. She says, "I know that I receive help here. Our physicians, nurses, and nursing assistants monitor my condition very closely and are always ready to help." Raisa is very appreciative of the care, staff's smiles, concerts, and lectures. She also loves the fact that she can communicate in her native language with other patients and staff.

OUR NEWS:

Great Days for Seniors (GDS) at Wallingford Road

Great Days for Seniors (GDS) at Wallingford Road, HSL's Russian and Chinese adult day health program, proudly celebrated its 20th anniversary on Wednesday, August 14, 2019 with speeches, staff and participant performances, and a delicious luncheon. This event really highlighted the warmth and family-like feeling of the day program as well as its connection to the larger 2Life Brighton community. In early 1999, 2Life Communities (formerly Jewish Community Housing for the Elderly, sometimes called Ulin House), Jewish Family and Children's Services, and Hebrew Rehabilitation Center came together to open the first bilingual Russian-English adult day health program. These three agencies recognized the unmet



needs of the Russian-speaking community and made a commitment to provide culturally and linguistically appropriate care with an all Russian-speaking staff. In 2016, the program extended its culturally competent services to Chinese seniors in the same housing complex. The staff currently includes members who speak Russian, Mandarin, Cantonese, and English. GDS at Wallingford Road is a unique, small-scale, home-like program that benefits seniors who need individualized care and a setting that is not overstimulating or overwhelming. Four program staff care for about 20 participants a day, Monday through Saturday, 8:00 AM to 2:30 PM. Please call us at 617-912-8452 for more information or a tour.



SUPPORT US FINANCIALLY – HELP IMPROVE OUR PATIENTS' LIVES

- Make a gift to the Annual Fund
- Give a gift in honor of a special caregiver
- Donate in memory of a loved one
 - Give online (make a quick, secure online donation).
 - Mail a check
 - Double your gifts through Matching Gifts

"Many of our programs are funded exclusively by Friends and Supporters of the Russian Program. Thank you to all for helping us create true home for our seniors."

Alexandra Dashevskaya

Thank you for your generosity!

Check our website at: www.hebrewseniorlife.org/giving or www.hebrewseniorlife.org/russian

**Bilingual
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**The Russian Language Program,
which is part of long-term chronic care
at Hebrew Rehabilitation Center in Boston,
is one of the best examples of delivering culturally
competent and patient-centered care to aging
immigrants in the U.S.**

What is cultural competence and why is it important?



Of more than 37 million adults in the U.S. who speak a language other than English, some 18 million people — 48 percent — report that they speak English less than “very well.” Research has consistently shown that language and communication barriers can affect the amount and quality of health care received and lead to patient dissatisfaction. Individuals from racial and ethnic minority groups often experience disparities in access, quality, and outcomes in long-term care, such as higher rates of re-hospitalization and lower quality of care.

Cultural competence in health care is defined as **“the ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients.”** Cultural competence is a combination of sensitivity, attitudes, skills, training, and knowledge that allows an organization to establish and maintain a meaningful relationship with members of a community it serves. Cultural competence is compassionate because it acknowledges emotional, spiritual, physical,

and language needs of patients. Hiring staff with shared cultural backgrounds enables better communication and reduces avoidable negative health care outcomes. Cultural competence skills are also essential as a matter of simple respect for the patients.

Twenty years ago, Hebrew SeniorLife made an organizational commitment to support the Greater Boston Russian-speaking community by providing a home to aging Russian-speaking patients needing high levels of care. The program was not only designed to provide culturally and language appropriate care in the long-term chronic care hospital setting, but also to strive to create a home-like environment, stimulating activities, and a sense of community belonging for its patients. There are very few programs of this quality and magnitude in the country. The program was highlighted and recognized nationally by the GSA (Gerontological Society of America) as **“a model for success”** in addressing the growing diversity among seniors and one of the most innovative of its kind in the United States.