



Membership renewals now due – wolper.com.au/membership

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WOLPER

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President's Message

Dear Friends,

It is hard to believe that it is already 10 years since Wolper Jewish Hospital celebrated its 50th year of providing care to our community. This year we will be celebrating Wolper's 60th Birthday and look forward to taking you on a trip down memory lane as well as involving you in our celebratory activities. Stay tuned!

I am delighted to say that the extensive renovation and refurbishment of the Hospital is now virtually complete (we are just awaiting some new artwork), inpatient occupancy levels are very healthy, demand for MoveWell exercise classes and private 'one-on-one' physiotherapy sessions continues to grow and we are implementing a new patient menu (see page 5 for more information on this).

We remain very focused on delivering our services in the most COVID-safe manner possible to protect our patients, staff and visitors and appreciate your co-operation and understanding. Whilst it seemed that the pandemic was largely under control, it is clear that there is no room for complacency given the rapid spread of the current outbreak across Greater Sydney and the recent Melbourne lockdown. This is particularly so given the increasing presence of more virulent and easily transmitted strains. We strongly encourage all our Friends and their families to be vaccinated against both COVID-19 and influenza, as soon as possible. The risks associated with not having the COVID-19 shots in particular are immeasurably greater than any risk associated with the vaccines, as they significantly reduce the risk of severe illness, hospitalisation or death. And remember, there needs to be at least a two week period between having a COVID-19 'jab' and the influenza vaccine.

There is evidence emerging now that many people avoided visiting their doctor or emergency departments during

the pandemic and in some cases serious health conditions went undetected for far too long. Please ensure you and your family don't delay seeking medical attention for any concerning symptoms or unexplained changes in wellbeing. This includes issues related to physical health, emotional wellbeing and mental health.

We value very highly the support of our Friends of Wolper. Last year, as we knew many people were experiencing varying degrees of hardship, we chose to waive the Friends of Wolper membership fees. This year we are in turn asking our Friends for their support in renewing their membership (\$30 p.a.) both as a sign of support for the Hospital and to help us in a small way recover some of the higher costs of operating during the pandemic. We look forward to sharing with you our great calendar of 'Friends' events over the next 12 months.

As many may know, whilst Wolper is a member of the JCA, we neither seek nor receive JCA funding support, preferring to leave such funding for other JCA organisations in need. The JCA 2021 Appeal is now underway and the need is greater than ever. Many members of our community and have been adversely impacted by the pandemic on many levels – socially, emotionally, physically and financially. This has increased markedly the demands upon many JCA organisations who are now looking to rebuild their financial resources to be able to better care for those in need.

So, as you renew your Friends of Wolper membership, I do encourage you to generously support the JCA 2021 appeal at www.jca.com.au

Stay safe and well.



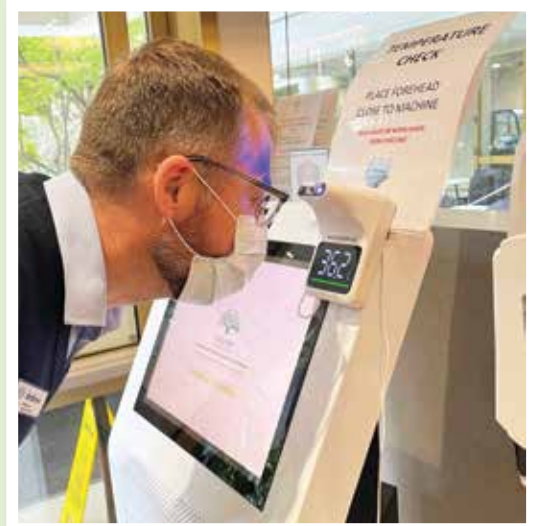
Richard Glass
President, Wolper Jewish Hospital

Keeping up our COVID vigilance

Since the very start of the pandemic Wolper management has worked closely with the Hospital's Medical Advisory Committee to ensure that all guidelines regarding physical distancing, mask-wearing, cleaning, vaccination and other infection control measures are promptly adhered to. Not an easy task in an often rapidly changing environment.

Front cover: Director Clinical Services Tina Boger and Deputy Director Clinical Services Andrew Driehuis at Wolper reception where signage, QR codes, check in system and temperature screening are in place to keep all patients, staff and visitors safe.

Right: Andrew Driehuis, wearing a mask, using the self-temperature-check at reception. Individuals measuring a temperature over 37.5 degrees are not able to enter the Hospital.





Recruiting the best

Wolper's recruitment process is comprehensive to ensure we have the best staff in place. Once an individual is identified as being a good addition to the Wolper team a number of checks must be completed before employment can be confirmed. A police check is executed, vaccination status is checked and references are verified. Routine vaccinations are provided at Wolper if they are required and if the candidate is from overseas, they must have the correct visa in place.

Once an offer of employment is accepted, the new recruit will attend a Wolper orientation session where they will obtain a good understanding of the Hospital, including its processes and policies and there's a presentation on Judaism.

New staff must complete competencies including basic life support and aseptic technique for clinical staff. Manual handling must be completed by all staff including non-clinical. Once they have completed their department orientation, the orientation checklist is completed and our new recruit is ready to go!

Wolper places a huge emphasis on ongoing education for all members of staff. The Hospital has an eLearning system

in place with staff completing courses on hand hygiene, work place bullying, harassment and discrimination and wound management to name just a few. Since 2020 a new module has been added that trains clinical staff on the safe application and removal of PPE. Face to face education also regularly takes place – often by our clinical pharmacist Dr Ben Basger and surgeons that regularly admit patients to the Hospital.

The process by which visiting medical officers are accredited to the Hospital is just as thorough. A visiting medical officer is a medical professional who would like to admit or consult patients at Wolper. A comprehensive application is completed by the doctor and assessed by the Hospital CEO. This is then tabled at the Medical Advisory Committee meeting and if it supported by them, it is passed on to the Board for ratification.

NEW RECRUITS AT WOLPER PICTURED ABOVE L TO R

Dr Sasha Dean – Resident Medical Officer

Janelle Harrison – Day Rehabilitation Administration

Lata Adhikari – Cleaner

Leah Milligan – Physiotherapist

Dr Amie Kingston – Resident Medical Officer

Victoria Thomson – Occupational Therapist

Membership renewal time

Friends who have not yet renewed their annual membership should do so now.

As a Friend of Wolper you will continue to receive this very informative Wolper Pulse magazine, invitations to Wolper's well-respected and popular Wellbeing program and priority invitations to Friends of Wolper events at special Friends pricing.

You can renew your membership at wolper.com.au/membership/ or by calling Wolper on 8324 2233.





Newly renovated areas in action

Two newly renovated areas are really making a big impact at the Hospital.

The new medical supplies storeroom is located on level three in an area that was reclaimed from the roof space. This new, secure space was purpose-built to store medical supplies for use on both the Medical and Rehabilitation wards, as well as in Day Rehabilitation.

Previously, these medical items were housed in three separate storage areas which was cramped for space with shelving not ideal for this purpose.

The new storeroom is infection control friendly, well ventilated and temperature-controlled to maintain supplies below 25 degrees. This requirement to store items below a certain temperature is essential for the safekeeping of many of the items stored here, such as intravenous solutions, wound dressings and a range of other clinical products. The rolling shelving offers safe and easy access to all items and allows us to store more stock than previously.



Berenice Hines, health information manager, grabs another patient file



Carmela Militar, medical ward clerk stocks up on supplies from the medical supplies storeroom

The medical records store is also in the former roof space and the compactus here provides secure storage for 2 years' worth of records providing easy access to patient files needed by Wolper's health information staff.

Quality and risk audits ensure excellence

AUDIT



Monthly audits are conducted by Wolper staff to ensure the Hospital constantly delivers best-practise in all areas. Spearheaded by the Quality and Risk Committee these audits include:

Risk environment inspections: staff are checking for potentially unsafe areas caused by trip hazards, furniture that is showing wear and tear, inadequate lighting, exit signs that are not operational or exits that are obstructed just to name a few.

Cleaning audit: Wolper is well known for its high standard of cleaning and maintenance. This audit inspects the level of cleaning in areas such as skirting, window coverings, carpet, furniture and office areas.

Personal file audit: these are inspected to ensure all necessary documentation is up to date.

Kitchen environment and servery audits: ensuring that staff safety and food safety benchmarks are met.

Audit reports are tabled at the monthly Quality and Risk Committee meeting. The Committee develops corrective actions to address any unfavourable findings and these are communicated and implemented by relevant staff. If necessary referrals are made to other committees such as the Clinical Care or Food Safety Committee.



New menus at Wolper

During the first half of this year, Wolper reviewed all its menus.

Management and the dietary team were keen to gain feedback on the menus in general and also to understand whether patients with special diets were being appropriately catered for.

The review went through a couple of stages. Initially a consumer focus group

was held and then all inpatients were surveyed.

We found that 21% of patients are on a special diet. These range from medically prescribed diets such as those needed by people with diabetes through to personal preferences such as vegetarian/vegan and ketogenic. Patients on special diets reported that they are well catered-for 89% of the time, with people preferring to follow a ketogenic or low-fat diet mentioning that they were a little restricted in choices.

There were a couple of other interesting findings in the research. Firstly, we've always understood that a high proportion of patients have transferred to Wolper from another hospital. The means that they have been eating "hospital food" for quite a while already. Secondly, patients admitted to the Rehabilitation Ward reported that they would prefer lighter and "healthier" options for lunch, as our previous options were too heavy.

Terri Maister, Kitchen Manager and Clinical Dietitian, worked with a consultant dietitian in the early phases of the project to develop a totally new menu which incorporated these findings.

Wolper started to trial its new menu in April.

Changes to the menu include:

- New options on the breakfast menu such as mushroom quiche, pancakes and fruit juices. Early feedback is encouraging - we are no longer receiving complaints about boring breakfasts.
- In response to the feedback from the Rehabilitation Ward, we have reduced the frequency of stews and curries and introduced lighter meals such as grilled chicken, roast beef, baked fish and a range of salads.
- As our older and sicker patients have less appetite, we offer them smaller portions. This option has been more clearly marked on the patient menu.
- An additional dietitian has been employed on a part time basis to ensure patients needing to see a dietitian can do so in a timely manner and that the needs of patients with special menu requirements are met accurately and as soon as possible after admission.

As always, Wolper's menu is based on a high energy and high protein diet tailored to enable recovery and healing following surgery, injury, infection or other metabolic disease.

Patient satisfaction, however, is only half of the challenge. It is important that we create a menu which is compatible with capacity of the kitchen. At Wolper, our menu is cooked and served fresh each day. Developing the new menu required careful consideration of time and space in the kitchen, as the needs of special diet types needed to be kept in mind. Special diet types include texture modified, light/low fibre, healthy fat - diabetic, full fluid, clear fluid and options for palliative patients. The new menu is slowly being rolled out to all these diet types and Terri Maister oversees the preparation of all these meals to ensure accuracy.

Communication is the key to our care

Communication and collaboration is a vital part of ensuring we deliver excellent care to our patients. There are several forums to ensure all patient information is handed over between members of the multidisciplinary team:

General handover: this occurs at each new nursing shift. Nurses finishing their shift update oncoming staff on each patient and how they are progressing. They also take the opportunity at this time to check that all details are fully complete in the patient's file. This includes all vital signs have been attended to, all medications have been administered and all risk assessments completed.

Bedside handover: occurs each day and involves nursing staff, the patient and their family/carer. This gives them the opportunity daily to receive information about their progress and ask any questions they may have.

Case conference: occurs twice a week and involves doctors, physiotherapists, occupational therapists, nurses and dietitian. All clinical aspects of a patient's admission are discussed. Their progress and goals, extra needs such as equipment and suitability for discharge are ascertained.

All communication at these forums take place in a structured manner but informal communication regarding patients, their goals and progress are constantly taking place between all members of clinical staff.



Physiotherapy and Day Services – communication and empathy make the difference

Anyone who attends Wolper's day services knows there is a sense of community and caring that comes across in the way we do things. Our strong reputation stems from this together with our ability to continually provide the highest levels of patient care. Two key aspects that facilitate the success of this are communication and consistency.

Staff education plays a huge role in consistency. Part of our staff education includes attending an orthopaedic surgical procedure to gain an insight into what actually occurs in the operating theatre. This has proven to be invaluable in further developing empathy in staff while strengthening relationships between staff and surgeons. On an ongoing basis we conduct education evenings where orthopaedic surgeons present topics to our physio team. Through these sessions staff gain valuable insights into the surgeon's expectations of patient progress and how they can enable patients to achieve the best possible outcomes.

With respect to communication, patients are often not aware how much of it occurs behind the scenes. Rest assured, even with the smoothest recovery, the team is constantly collaborating to ensure all patients are on track to achieve their goals.



Managing the Rehabilitation Ward's nursing roster

NOT AS EASY AS YOU MIGHT THINK

The Rehabilitation Ward's nursing roster is managed by the ward manager Marcelle Segal. She has around 50 nursing staff of varying levels (Registered Nurses [RNs], Enrolled Nurses [ENs] or Assistants in Nursing [AINs]) that she needs to schedule in the right mix to ensure patients are receiving the best possible care.

The roster works on a request system where staff nominate the days and hours they would like to work in the fortnight being planned. It's then up to Marcelle to draw up the roster based on a large number of factors. These include:

Skill mix – making sure that there is the right balance of RNs/ENs and AINs on each shift. Additionally it's important to roster on newer nursing staff alongside more experienced staff so they can gain experience and receive guidance.

Gaps – each staff member must have a gap between shifts. Marcelle also tries to keep in mind each staff member's travel time when scheduling.

Visa restrictions – the responsibility of managing work hour

restrictions falls to the employer so Marcelle must schedule accordingly.

Availability - many AINs are studying to become a Registered Nurse and this involves a practical component. These "pracs" are usually held for 4 weeks at other hospitals meaning these staff members are not available during this period.

Patient mix – it's challenging to try and predict the needs of our patients as these vary according to the reason for admission and their recovery. Marcelle keeps the patient mix in mind as she plans the number of nursing staff she rosters on.

The Rehabilitation Ward nursing roster takes Marcelle about half a day to prepare each fortnight and is just a small part of the big role she plays in keeping this busy part of Wolper running so smoothly.



Marcelle Segal tackles another roster

Two new major software systems find their way to Wolper

MASTERCARE AND CODEFINDER IMPLEMENTED IN MAY

For many years, Wolper has operated with a proprietary patient administration system (PAS). The time has come for Wolper to move to a more standardised system. After a process of evaluation, Global Health's MasterCare PAS product was chosen.

This is a software system that manages all aspects of a patient's admission – from patient admission and appointment scheduling through to billing, claiming, debtor management and statutory reporting requirements.

This fully integrated system will streamline the patient's hospital experience ensuring patient data is easily accessible and users have full visibility at all times to confirm the patient is receiving the best possible care.

Wolper's clinical coders Tracey Stevens, Emily Pezzotti and Berenice Hines have been eagerly awaiting the implementation of CodeFinder software.

A clinical coder is a health information professional who analyses clinical statements entered into a patient's record and assigns standard codes to these using a classification system. The data produced may be used by local and national governments, private healthcare organisations



Implementation contractor Nicky Ward training members of Wolper staff on MasterCare

and international agencies for various purposes, including medical and health services research, epidemiological studies, health resource allocation, case mix management, public health programming, medical billing and public education. At Wolper, the data is primarily shared with private health funds for billing and rebate purposes and government agencies.

CodeFinder has been integrated with MasterCare, which will enable the streamlining of administrative workflow and the provision of reports to multiple departments including admissions, day rehabilitation, medical records, patient billing and statutory reporting.

MasterCare Plus is the second phase of the new PAS implementation. MasterCare Plus will enable easy and safe electronic transmission of a patient's discharge summary to relevant clinicians such as their GP and surgeon. Electronic discharge summaries allow for improved patient information sharing, resulting in better ongoing patient care.

Orthopaedic Rehabilitation Orientation Video

Wolper staff and patients came together earlier this year to produce a video for patients admitted to Wolper for orthopaedic rehabilitation. The aim of the video was to highlight everything that patients need to know about their stay here with us. This includes information on our physiotherapy program, medicines used in rehabilitation, occupational therapy at Wolper and what to expect after discharge.

We are encouraging patients to watch the video on arrival at Wolper and again anytime during their stay if they wish to be reminded of anything. It is available to patients once they have connected to the Wolper WiFi. We are also excited to be utilising the current QR code technology and making it easy for patients to view by scanning the QR code in their patient packs to watch the video.



ABOVE: Director of Nursing Tina Boger gets it in one take

LEFT: Our 'talent' former patient Vernon Katz and Wolper OT Michelle Hall on set in the Hospital lounge



WOLPER
JEWISH HOSPITAL
HEALTH
FOUNDATION

Latest recipients of Wolper Jewish Hospital Health Foundation grants

Foundation Chair Daniel Goulburn commented, "I am extremely pleased that the Foundation is once again able to grant funds to several health and wellbeing initiatives in its latest round. The Foundation capital is now close to \$6 million and with these latest grants it has now financially supported many different Jewish and non-Jewish community organisations with over \$1,100,000 in grants since its formation in 2014."

"It's a great pleasure to provide new support to Giant Steps Australia in their valuable work in the area of mental health services for young people with autism and to continue to support the important work of the Australian Jewish Fertility Network, the JewishCare Suicide Prevention Strategy, Jewish House and Maccabi NSW."

Following the Trustee Board review, the following organisations' grant applications have been approved by the Foundation board:

Australian Jewish Fertility Network (AJFN), for their new initiative, the AJFN Fertility Knowledge Bank.

The AJFN Fertility Knowledge Bank will provide information that covers medical, legal, financial and Jewish perspectives in a robust collection of online resources including pre-recorded videos, articles, podcasts and links to other web sites that will be reviewed and updated regularly.

Giant Steps Australia, for their mental health clinic for children and young adults with autism.

Individuals with autism can display challenging behaviours, putting not only themselves but those around them in extreme danger. This leads to social isolation and impacts learning, skill development, independence and mental health. The Clinic provides assistance for the individual and their family.

JewishCare for the Jewish Suicide Prevention Strategy (JSPS), supporting its free mental health first aid and suicide prevention training sessions.

Over the past 3 years, over 800 community members have completed a mental health first aid or suicide prevention training session. The Wolper Jewish Hospital Health Foundation has been supporting the JSPS since 2018.

Jewish House, for a telephone system upgrade to support their 24/7 crisis line.

Jewish House has seen a marked increase in people experiencing crisis particularly due to COVID-19. Crises range from mental health issues, financial issues, anxiety and more. The increased call numbers has placed pressure on the organisation's outdated phone system and 24/7 crisis line which has resulted in counsellors missing calls. The upgraded systems will ensure all calls are captured.

Maccabi NSW, for first aid training and new first aid kits.

Maccabi's grant will be used to provide first aid training to coaches, team managers, youth leaders and others in order to ensure the upmost safety at all sports events. Funds will also be used to purchase first aid kits. This is the third grant that has been offered to Maccabi NSW for this purpose and to-date around 100 individuals have received first aid training.

Maccabi NSW, for their Maccabi Life series of health and wellness events.

Maccabi Life aims to get people engaged and participating in regular healthy activities and to deliver education on a wide range of health and wellbeing topics – from exercise and diet through to mental health related issues. Since its inception, the monthly Maccabi Life Walkie Talkie event has grown in popularity to become a permanent fixture in people's calendars. From there, the Maccabi running group has grown and the organisation has conducted fundraisers for MS Australia and Dementia Australia.

WOLPER *Wellbeing* PROGRAM

LIVE VIA ZOOM
WEDNESDAY 14TH JULY



Exercise and diet: to promote good health and wellbeing

Can we prevent disease, reverse it, or avert further progression?

Register to attend at wolper.com.au/wellbeing

You can view videos of past sessions, including our series on mental health in the time of COVID-19, at wolper.com.au/videos



Judy Amzalak

Judy Amzalak retired last year after 29 years of dedicated service as Wolper's Food Services Manager.

It's great to see Judy's familiar face back in the Hospital as she's here a couple of times a week working as a *mashgiach* (kosher supervisor) in our kitchen.



Asher Grynberg, Rabbi Levi Wolff, Keisuke Sugihara, John Roth, Maya Grynberg, Victor Grynberg and Tali Grynberg

Victor Grynberg, inspired by his parents

Victor's parents, Oscar and Dora were holidaying in Warsaw, Poland, when the call went out for all able-bodied men to go East. Consequently, they made the decision to move to Vilnius, Lithuania, in September 1939.

There a man named Grynspan gave Oscar a "Sugihara visa" in his name. Chiune Sugihara was a Japanese diplomat who served as vice-consul for the Japanese Empire in Kaunas, Lithuania. During the Second World War, Sugihara helped thousands of Jews flee Europe by issuing transit visas so they could travel through Japanese territory, risking his job and the lives of his own family.

Oscar took the visa to a forger who changed the name as best he could. If the Russians (who had occupied Lithuania) had looked closely, it would not have worked but they did manage to travel to Kobe, Japan, with their small child.

The Jews in Kobe contacted the Polish government which was in exile in London. They sent British visas for a number of British countries. Oscar was the secretary of the Jewish community in Kobe and as he had a small child, received one of these visas for his family. At that stage they did not know the fate of the Jews in Europe.

One of their group had been a travel agent in Poland and said that Australia had the largest consumption of soap in the world. Knowing this, Dora felt positive about coming to this country.

Victor's parents arrived in Australia in August 1941 on the last Japanese ship to arrive in Australia at that time. Victor

was born in Bellevue Hill in 1944. He went on to operate Vag Shirts for 30 years, starting with men's shirts and later branched out into men's and women's clothing. Today he is in business with both of his sons, running Stateside Sports. He also has a daughter who is very successful in her own field.

At the Sydney Jewish Museum in 2014, representing their families, Rabbi Levi Wolff, John Roth and Victor met Keisuke (Kei) Sugihara, the 21-yr-old great-grandson of Chiune Sugihara on his first visit to Australia. Accompanying Victor were his grandchildren Asher, 13, Maya, 11 and Tali 11 who are the great-grandchildren of the late Dora and Oscar Grynberg.

Victor said "Meeting Kei was a highly emotional experience. My late mother at the age of 90 toured regional areas with Courage to Care, telling the Sugihara story. She did that for the last 20 years of her life".

In her mid 80s Victor's mother Dora was involved in a car accident and broke her leg. The injury was so severe that she was told she would never walk again. Through her determination and hard work, not only was Dora able to walk again but she lead an active lifestyle which included playing golf. She attributes much of her successful recovery to the care she received in Wolper at the time.

Recently, Victor himself was a patient at Wolper where he found the same skilled and empathetic care. He says he couldn't have gone through rehabilitation without the support of his wife of 52 ½ years, Carol.



Yom Tov Concerts

COVID style concerts were held for Passover (Pesach) and Shavuot.

Our film team of Ruth and Harry Guth once again arranged for special performances to be pre-recorded so that our patients could enjoy some special holiday spirit (*ruach*).

For Pesach, the Emanuel Community Choir performed at Emanuel Synagogue. the choir was led by Andrea Catzel and were accompanied by a pianist and Cantor George Mordecai. They were videoed performing at Emanuel Synagogue on the Tuesday of Passover.

Our Shavuot concert was performed by Cantor Mordechai Levin who sings at, among other places, Chabad Double Bay synagogue, which is where he was videoed.

The videos of these performances were broadcast on Wolper's inhouse TV system so our patients could watch them while they were relaxing in their rooms.

Thanks to our performers for their stirring performances, and for the energy and enthusiasm they displayed.

Shabbat Project dinner, COVID-style

Having a special Shabbat dinner at Wolper again, after the last one that was held in February before COVID struck, helped bring the soul back to Wolper. The Shabbat dinner, and the concerts, were warmly welcomed.

With the limit of 10 patients in the Lounge, it was much smaller than usual. When an 11th patient wanted to attend, he had to sit on the balcony. As the evening was warm, he enjoyed it and chose to stay there even when he could have moved inside.

We were not able to have family members attend or live musicians performing but we were fortunate to have Rabbi Rafi Kaiserblueth, from Emanuel Synagogue, with us as usual.

The ambience was beautiful, enhanced by the elegant new furniture in the Lounge. We sang, Rabbi Kaiserblueth talked, and everyone enjoyed their delectable Shabbat dinner.



Become part of our future

Since opening its doors on its present site in 1961, Wolper Jewish Hospital has become one of Sydney's leading private hospitals providing high-quality care to all members of the general community, within the framework of our Jewish ethos.

We are Australia's only Jewish hospital and do not receive funds from government sources. Whilst we are a dedicated JCA member organisation, we do not seek an allocation of funds from JCA. We are a not-for-profit organisation and our revenue from our patients is to a large extent dictated by the major health funds. The health funds do not take account of the additional costs we experience, such as providing fully kosher food and our higher patient/staff ratios.

So, your support is very important to us.

There are a number of ways in which your support can be acknowledged, or the memory of a loved one honoured, within the Hospital:

- Sponsor a panel in our magnificent stained glass mural, Bereishit – In the Beginning, located in the Hospital foyer and designed by leading stained glass artist, Marc Grunseit.
- Endow a room. Your name or that of a loved one will be honoured with an elegant door plaque appropriately worded.
- Sponsor, or make a donation towards, a specific piece of Hospital equipment. All donations are gratefully received irrespective of their size.
- Make a bequest to Wolper in your will



For more information please contact
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on 02 9328 6077.