

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, July 13, 2020  
7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Lisa Gold (A2); Rene Pardo (A2); Janice Maser (A3); Vladimir Radian (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Gloria Good Draper (A5); Harriet Horlick (A5); Anne Clavir (A7); Debbie Kessler (A7); Annie Papernick (A7); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Clara Crispino (A5); Sarah Fishman (A5); Ian Kert (A5); Fern Silver (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Shoshana Pellman (Community); Mark Schlossberg (Community)
- GUESTS:** Satyajeet Bhoite, Infection Control Practitioner

The FAC meeting was held via on-line zoom.

**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of June 8, 2020**

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council meeting on June 8, 2020 be approved as amended. **MOTION CARRIED.***

**Approval of Agenda of July 13, 2020**

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on July 13, 2020, be approved. **MOTION CARRIED.***

**1.2 Review Meeting Dates for 2020/21**

The meeting dates for 2020/21 were included in the FAC package. These were reviewed to ensure that there was no conflict with statutory holidays or Jewish holidays. Please note that all meetings are held on the second Monday of each month except for the October meeting which will be held on October 5, 2020.

**1.3 Apotex Update Simon Akinsulie and Satyajeet Bhoite**

Simon and Satyajeet provided the Apotex update. We currently have no positive cases of Covid-19 in the Apotex. There are no current outbreaks in the Apotex at this time.

As per the government mandate, we are not conducting outdoor visits in the gardens by the Apotex. The visits are 30 minutes long and can be booked once per week. Visitors are being

asked to attest to a negative covid test within 14 days. We are not in a position legally to ask for proof of the test, we can only ask people to attest.

Active screening and universal masking continue. Everyone entering the building is required to use a mask in all common areas.

We continue with enhanced cleaning of the Apotex.

We continue with the social distance programming.

The government had made an announcement regarding pandemic in April. We have not yet received any funds from the government. We hope to receive the pay in a week or two.

Discussion was held around the different toileting needs of the residents. Toileting needs are identified in the resident care plan. Tracking documentation is done by the staff and recorded in PointClickCare (PCC). This topic will be addressed at a future meeting.

Outdoor visits, can the visits be staggered throughout the day? Some units only have afternoon visits. Feedback will go to the Baycrest e-visit team.

Concern was mentioned regarding the morale of the residents as they have been isolated in their rooms for the past 4 months. Is it possible to set up e-visits between residents on different units?

When can we send parcels in to the residents? We will be accepting parcels with seasonal clothing. A communication will be going out later this week as to how we will roll this out.

Private companion registry? A letter was sent out to obtain updated information regarding the private companions. Companions currently are not being tested at Baycrest. Families need to make their own arrangements to have the private companions tested.

Government funding for upgrades regarding air conditioning: The controls in the resident rooms do not work. As an A home, we don't qualify for this funding. Simon has spoken with the building maintenance department regarding temperature control.

New residents must test negative within 24 hours of coming to the Apotex. They are then put on a 14 day isolation. They are tested on day 12.

## **2.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday August 10, 2020 at 7:00 pm.

**FAMILY ADVISORY COUNCIL MEETING**

**MINUTES**

**Monday, August 17, 2020**

**7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Lisa Gold (A2); Rene Pardo (A2); Janice Maser (A3); Vladimir Radian (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Gloria Good Draper (A5); Sarah Fishman (A5); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Debbie Kessler (A7); Annie Papernick (A7); Sylvia Papernick (A7); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Clara Crispino (A5); Ian Kert (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Paul Litwack (Community); Shoshana Pellman (Community); Mark Schlossberg (Community)
- GUESTS:** Nicole Iancovitz  
Emily Sitter

The FAC meeting was held via on-line zoom.

**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of July 13, 2020**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on July 13, 2020 be approved as amended. **MOTION CARRIED.***

**Approval of Agenda of August 17, 2020**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on August 17, 2020, be approved. **MOTION CARRIED.***

**1.2 High Holiday Update Nicole Iancovitz and Emily Sitter**

Nicole and Emily presented an update for the upcoming Jewish High Holidays. Planning is underway and a copy of the letter being sent out is attached in the meeting package. For Rosh Hashanah and Yom Kippur, our spiritual care will be delivered in a virtual platform. Services will be shown on ipads and smart TV's. We are going to livestream our Sukkah which will be built in Loftus Hall. Rabbi Haber has also been in touch with Beth Radom to see if we can use their livestream for the holiday services. Festive meals will be provided by food services. We have been in touch with IPAC to ensure that we are able to blow the shofar. Right now we do not have the opportunity to have family members visit during the weekend of Rosh Hashanah. This will be discussed with Baycrest Executive for their decision.

Can we coordinate e-visits so families can participate at the meal times? We are looking at how we can facilitate these.

The information will be posted on the Baycrest website.

### 1.3 **Apotex Update Simon Akinsulie**

Simon provided the Apotex update. We currently have no positive cases of Covid-19 in the Apotex for both staff and residents. We are starting a more enhanced point prevalence testing of our residents. We will test all residents at least one time per month. WE continue to do our twice per month testing of all staff.

We continue with our indoor and outdoor visits as well as the e-visits. We will need to scale back on the e-visits as the staff who were redeployed to assist as clinical liaisons in the Apotex are now returning to their original positions within Baycrest. We still have our feeding assistants helping in the Apotex.

We are also planning for the possibility of Wave 2. We continue to work on our staffing. Right now our staffing is very strong. Our staff are now being offered to take up to 2 weeks of their vacation time this summer. We have a good supply of Personal Protective Equipment (PPE) as well.

#### Questions/Answers

##### Indoor Visits:

Can the indoor visits be extended from 1.5 hours to 2 hours? Can the Indoor visits be split in half, so a visitor can come for  $\frac{3}{4}$  of an hour twice a week?

- The visitation policies are corporate wide. Simon will take this back to the executive team.

##### Outdoor Visits:

Can the outdoor visits be extended from .5 hours?

- We are looking into the possibility of extending the time for the outdoor visits.

Can we have more outdoor visits?

- Currently we are limited due to the logistics of portering the residents to and from the visits. We have increased the number of visits occurring. Simon will take your questions to the executive team to see if there is anything we can do to enhance the family visits.

##### Wellness Calls/Doctor Visits:

Are the Family Care Plan visits still happening? Staff are not joining in the calls.

- The wellness calls have stopped as the staff who were doing the calls have returned to their original jobs within Baycrest.
- We are meeting as a team to sort out how to facilitate the care plan meetings through teleconference or zoom.

##### Visitation Restrictions:

How long will the visit restrictions continue into 2020/2021?

- We need to follow the Ministry Directives from the Government. Some of the restrictions such as active screening at the door will most likely continue to the end of the calendar year as we head into flu season.

Staff:

Is there a plan for when staff can be redeployed to second jobs outside of Baycrest?

- We are continuing with the feeding assistant program.
- Internally, we have other staff members from Baycrest being trained to assist at meal time.
- We support our staff by giving them vacation, up to 2 weeks this summer. Foundation has been giving out gifts to all the staff. We have adequate amounts of PPE. Our HR team provides assistance in engaging with our staff.

Volunteers:

Are there volunteers in the Apotex?

- We currently do not have volunteers in the Apotex, however, we will be bringing volunteers shortly.

Residents outdoor visits, other than family visits?

Why can we not utilize companions to take residents outside for fresh air? They are now required to be tested for Covid.

- We have been very conservative in our approach to ensure that Apotex remains free of Covid.
- We have started a registry for the Private Companions.
- We continue to review the data.

Can we bring personal items to our family? Can we bring treats to the residents?

- Currently you can bring small, essential items and seasonal clothing to the family visit. Food is not allowed to be brought to the residents.
- Simon will review the question of bringing food to the visits.

Will the feeding assistants be retained after their contract is up in September?

- We have hired contract people to assist with feeding the residents. A lot of these people came to us as their usual work was closed due to Covid. We are slowly losing these people as they return to the community. The funding for this project was unbudgeted. We are hoping that we can extend the contracts to continue with the program.

Discussion was held on the resident's psychosocial needs during Covid. How is Baycrest handling this? This may become more pronounced as we lose the clinical liaisons who were redeployed to the Apotex.

- We track this data at our monthly Quality meetings. We have found that what was needed to keep our residents safe from Covid has also had a negative effect with regard to their emotional state. Our Therapeutic Recreation team has been very creative in providing service to the residents.

Private Companions

How did the registration of the Private Companions go?

- We received information and signed letters from their hirers for about 80% of the private companions.

Testing of Private Companions

- We still do not have the capacity to test the private companions. They will need to go to a Covid test site and provide us with proof of a negative test result. They have been very compliant in getting this information to us.
- There is a team working on how we can enforce this. We will invite the team leads to our next FAC meeting.
- Simon to look into having all visitors to Baycrest, including Private Companions, to attest in writing as to having a negative test result.

**2.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday September 14, 2020 at 7:00 pm.

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, September 14, 2020  
7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Lisa Gold (A2); Rene Pardo (A2); Janice Maser (A3); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Gloria Good Draper (A5); Sarah Fishman (A5); Harriet Horlick (A5); Anne Clavir (A7); Debbie Kessler (A7); Annie Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Helen Scherer (A4); Clara Crispino (A5); Ian Kert (A5); Fern Silver (A5); Gail Goldenberg (A7); Heather Nochomovitz (A7); Sylvia Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Shoshana Pellman (Community)
- GUESTS:** Scott Ovenden, Vice President, Clinical Programs and Corporate Performance  
Anna Ballon, Executive Director  
Janis Sternhill, Director, Volunteer Services  
Andrew Pigou, Program Director, e-Health

The FAC meeting was held via on-line zoom.

**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of August 17, 2020**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on August 17, 2020 be approved as amended. **MOTION CARRIED.***

**Approval of Agenda of September 14, 2020**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on September 14, 2020, be approved. **MOTION CARRIED.***

**1.2 Online visit booking program Andrew Pigou**

Andrew shared his computer to show the new online visit booking tool, which will be released to all family members in the Apotex for indoor & outdoor visits.

**1.3 New Ministry of Long Term Care (MLTC) Guidance Overview Simon Akinsulie**

About one week ago, the government changed the policies regarding long term care. Previously, there were 2 categories of people who were allowed to come into the home: Essential Visitors, people who could come in because their loved ones were gravely ill or near death, and General

Visitors for indoor and outdoor visits. Recently the government added the Essential Caregiver category. This means that every resident is able to designate 2 essential caregivers. These may be family or a paid person such as a companion. Conditions on this noted on our website. To become an essential caregiver, the POA or SDM will send an email to [caregiver@baycrest.org](mailto:caregiver@baycrest.org). The information will be reviewed by the social work team and once approved, an email will go to the caregiver with instructions on how to obtain a badge as an essential caregiver. This will allow you to come into the building at any time. This also will affect our private companion program. All private companions entering the home must now be registered as one of the 2 essential caregivers for the residents. Also, the government has stated that there are only allowed to be 2 visitors at any time for each resident, for example, one caregiver and one visitor.

1.4 **Private Companion Update Anna Ballon and Janis Sternhill**

Anna and Janis have been focusing in the last few weeks on registering private companions. In the past 2 weeks, the Ministry of Long Term Care has morphed the private companions into the caregiving registry. As a result, the ministry has loosened the requirements for the caregivers, but made more stringent the number of caregivers allowed. There are only 2 caregivers who can be registered. Now the companion only has to verbally attest to receiving a negative COVID test result in the past 14 days. Previously, we had required that they show us proof. The caregiver must do infection control training, which will be provided online. The new policy will also be provided at the screening desk, along with copies of the training.

1.5 **Development of a sustainable approach to e-visits and pandemic supports Simon Akinsulie**

We have had a lot of success with our e-visit program. We started the program with wellness calls to update families on the health of their loved ones. We developed an e-visit program as a way for families to connect with loved ones. The e-visit program was not funded at all by the government. To do all this, we were able to deploy Baycrest employees from other areas, as well as have the feeding assistants facilitate some of the e-visits.

**ACTION:**

1. Scott asked for FAC members to forward to him: What services do you as family council members really value? How can we create a sustainable model?  
- Please respond to Lori by email.

1.6 **Apotex Update Simon Akinsulie**

We are continuing with the indoor and outdoor visits. At some point the outdoor visits will not continue because of weather. Also, we will soon change our directions regarding requiring companions to stay in the rooms. Essential caregivers, whether they are paid companions or loved ones, will be able to take their loved one outside of the building in designated areas. The guidance document from the government states that residents are allowed to leave the building if they request a leave of absence formally. If a resident stays out overnight, they will be required to isolate for 14 days upon their return.

Rosh Hashanah Update: A letter will be going out tomorrow with the following information. We have been given privilege from Adath Israel Syngogue congregation and Beth Torah congregation to access their services online for Sukkoth, Shemini Atzeret and Simchat Torah. Also, we will be streaming the Baycrest services on channel 988. This will be shown in all the TV lounges in the Apotex. The TR team will work with the residents and families to ensure that



everyone has access to the services. The feeding assistants will be available to help our residents view the services.

We have also extended the hours for the feeding assistants to accommodate requests for e-visits. We will have capacity to provide all our residents with at least one e-visit prior to Rosh Hashanah. As well, we will be able to book some e-visits on Sunday.

Our staff continue to be tested for COVID every 2 weeks.

For the residents who qualify for pensions from the German government, one of our social workers has been working with our legal team to get the paperwork signed off. The pension requirements have changed and some residents do not need a notarized attestation as they did in the past. If you have any questions, please forward them to Lori.

### 1.7 **Questions and Answers All**

How soon can we get the caregiver badge and will we be able to come into the building on the weekend for Rosh Hashanah?

- We would like to get people registered as essential caregivers very quickly. Currently we have about 75 people on the approved list.

Have the procedures on becoming an essential caregiver been disseminated to all family members?

- Over the next few days, the approved caregivers will receive an email explaining what to do in order to get the badge.
- Once you get a badge, as a caregiver, you can come into the Apotex whenever you want and you can stay as long as you want.

Can the website be updated, so the most current information is easily obtained?

How will this affect the number of visits?

- At some point, the outdoor visits will need to end because of the weather.
- We are waiting for more direction from the Ministry regarding the number of indoor visits.

Can we increase the length of time for indoor visits?

- The indoor visits were set at 90 minutes. We set this based on the following factors: care provision and meal time.

If a resident goes to a large religious ceremony, will they be required to isolate? Can they be tested upon return?

- The procedure is that when a resident leaves the building, they are given a mask. The resident should be wearing this mask at all times while they are out of the building. When they return, they will be actively screened. If the staff detect any concern, they will request a COVID test.

Can essential caregivers take their family member outside? What are the limitations? Can we interact with other people?

- You can take your family member outside, anywhere on Baycrest property. Once you leave the property, it is considered a leave of absence. You must talk to the unit nurse to advise them that you are taking your loved one on a leave of absence. They will provide medications if necessary.
- You can interact with others, however you must maintain social distance.
- Visitors are limited to visiting in the room.
- Simon will look into where in the building the caregivers can escort the residents. Procedures will be put into place.
- People can now bring in wrapped food to the residents when they visit.

#### E-visits

- The e-visits have slowed down. Since the clinical liaisons have gone back to their regular positions at Baycrest, we have fewer facilitators.
- We have increased the number of e-visits for the week prior to Rosh Hashanah to accommodate all e-visit requests.

#### Volunteers

- We currently have 4 volunteers in the Apotex, and we have 2 more coming onboard.
- They will be working on e-visits, garden visits and friendly visits with residents.
- The contracts for the feeding assistants have been extended for a few more months.
- Staff from other departments in Baycrest have volunteered to assist with feeding our residents.

## 2.0 NEXT MEETING

The Family Advisory Council will next meet on Monday October 5, 2020 at 7:00 pm.