

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, October 7, 2019
6:45 pm to 9:00 pm**

- PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Shari Burrows (A2); Paul Litwack (A2); Rene Pardo (A2); Janice Maser (A3); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Sarah Fishman (A5); Gloria Good Draper (A5); Harriet Horlick (A5); Ian Kert (A5); Fern Silver (A5); Anne Clavir (A7); Debbie Kessler (A7); Jolanta Morowicz (A7); Heather Nochomovitz (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Helen Scherer (A4); Clara Crispino (A5); Nechama Jakubowiz (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Shoshana Pellman (Community); Mark Schlossberg (Community); Robert Tock(Community)
- GUESTS:** Cyrelle Muskat, Director of Quality, Systems & Wellness
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APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of September 9, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on September 9, 2019 be approved. **MOTION CARRIED.***

Approval of Agenda of October 7, 2019

Defer: 2.1 Apotex Finance Report
Add: Other: Nursing Home Level of Care
Other: Call Bells

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on October 7, 2019, be approved with changes. **MOTION CARRIED.***

1.2 Update on Election Cyrelle Muskat

Cyrelle provided an update on the procedure for the upcoming federal election for the Apotex residents. Advanced polls are being set up for Friday October 11, 2019, from 9am to 6pm. Times have been set up for the residents to vote throughout the day. Notices have been posted on each floor.

**1.3 Apotex Family Experience Cyrelle Muskat
2018 Survey Results**

Our residents who have no to mild levels of cognitive impairment participate in a quality of life survey. They are asked a series of questions. This is a survey that happens all year round using a random sample of residents. We use this survey to benchmark with our

peers in the Seniors Quality Leap Initiative (SQLI). From January 1 to December 31, 2018, we heard from 103 residents.

For the family survey, we got the input from the FAC in the development of the survey. The survey was sent out to all families of residents living in the Apotex in December 2018. There was also an on-line link. We had 139 responses. The survey included questions on the family's experience as well as the family's perception of the resident's experience.

Cyrelle's presentation included a comparison of our resident experience survey with results from the surveys from other members of SQLI. Cyrelle focused on the area of Social Life, noting we can learn from other homes who have better results than the Apotex. We have developed a toolkit from the homes who perform well. This information is also shared with the therapeutic recreation team.

For the family survey, 13 of the questions were rated positively and 19 were rated less favourably, mostly in the area of activities. Results show that we need more activities on evenings and weekends.

Cyrelle highlighted activities we are currently working on:

- Collaboration with SQLI. Learning from best practices of homes which perform well on the Quality of Life surveys.
- Improved recreation program evaluations
- Inter-generational programs with the students from Bialyk
- Changes in how we celebrate birthdays in the Apotex
- Team-sharing program

The FAC members provided the following feedback:

- Bring back Dan, the storyteller
- Don't use videos, but bring back live presenters
- We need more porters for evening and weekend programs
- PSW's often put residents to bed right after dinner, so they don't have an opportunity to go to evening programs
- Need more accessibility to programs
- Watching youtube concerts on the TV's in the recreation room (such as Elton John or Queen)
- Expand the volunteer program
- Customize one on one programs
- Live-stream technology to show concerts in the resident's rooms
- Access to other recreation programs in the building (such as volunteer piano players)
- Sabbath observance programs with local schools
- Sunday concerts –reserve a section for Apotex residents
- More religious topics, other than Friday afternoon
- Yiddish/jewish-speaking conversational groups
- TV channel options should be displayed at each TV station, and don't keep the channel on CNN news.

2019 Survey

ACTION:

1. Lori to send out the 2019 Survey to the FAC member for review and comments.

1.4 Apotex Update Simon Akinsulie

Budget Cuts

The Ministry of Long Term Care had announced that they were making changes to the funding for long term care facilities. These changes have been delayed until the next fiscal year, most likely in April 2020. We are still waiting for specifics as to what the changes will look like. We continue working on acquiring the most funding allowed through our case mix index. This is a scoring system per resident measuring their complexity of care. Funding is received based on this calculation.

PSW Recruitment

We are completing the recruitment of new PSWs in the Apotex. We had 71 vacancies, of which 55 were filled by our current part time and casual PSW staff. We held 3 job fairs to recruit for the additional positions, plus enough new PSWs to fill our part time and casual pools. We have started the orientation training for the new PSWs. The first co-hort had 11 trainees, the second had 20 trainees and the third session had 32 trainees. The orientation is 5 to 7 days, which includes job shadowing on the units.

Managers in the Apotex

We now have one manager responsible for each floor in the Apotex.

Registered Staff – Leadership training

We have started leadership training for all our registered staff, including RNs and RPNs. The training program lasts 8 weeks and we will be putting all the registered staff through the program.

2.0 NEXT MEETING

The Family Advisory Council will next meet on Monday November 11, 2019 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
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PRESENT: Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Paul Litwack (A2); Rene Pardo (A2); Janice Maser (A3); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Harriet Horlick (A5); Heather Nochomovitz (A7); Gail Kaufman (Community); Shoshana Pellman (Community); Simon Akinsulie; Lori Socket

REGRETS: Shari Burrows (A2); Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Vladimir Radian (A4); Helen Scherer (A4); Clara Crispino (A5); Sarah Fishman (A5); Gloria Good Draper (A5); Nechama Jakobowiz (A5); Ian Kert (A5); Fern Silver (A5); Marilyn Melnick (A6); Anne Clavir (A7); Gail Goldenberg (A7); Debbie Kessler (A7); Jolanta Morowicz (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Robert Tock(Community)

GUESTS: Brian Mackie, Vice President, Finance & Chief Financial Officer
Rheta Fanizza, Executive Vice President, Residential and Community Programs

APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of October 7, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on October 7, 2019 be approved. **MOTION CARRIED.***

Approval of Agenda of November 11, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on November 11, 2019, be approved with changes. **MOTION CARRIED.***

1.2 Apotex Finance Report Brian Mackie, Vice President, Finance and Chief Financial Officer

Rebecca introduced Brian Mackie. Brian presented an overview of the key issues regarding the Apotex financial situation. The Ministry allocates \$42.2million in total revenue for long term care across a number of categories. There are 4 envelopes for funding. The total expenses for the Apotex are \$51million.

Envelope #1: Nursing & Personal Care (NPC)

This envelope covers off RNs, RPNs and PSWs. We receive \$22.7million from the ministry for this envelope. The funding is largely based on a per diem/per head basis as determined by the ministry. There is some additional funding as a result of reporting on clinical acuity, however, this amount is minimal. Simon explained about the additional funding for the case mixed index funding. We are currently spending \$25.7million on

nursing and personal care (NPC), resulting in a deficit of \$3million. The primary reason is wage levels.

Envelope #2: Program and Support Services (PSS)

This envelope covers off areas such as rehab, allied health, social work, recreation, physiotherapy. We receive \$2.6million from the ministry for this envelope. This envelope breaks even with expenses paid from it.

Envelope #3: Raw Food

This envelope covers off only the food, and not the kitchen staff. We receive \$1.6million from the ministry for this envelope. Our raw food expenses are over by \$1.2million. The ministry does not fund us extra for kosher food.

Envelope #4: Other Accommodations (PSS)

This envelope covers off areas such as environmental and food services. We receive \$15.3million from the ministry for this envelope. The expenses which are paid from this envelope are about \$4.6million over. This is due to a \$1.5million salary differential for environmental and food services staff, as well as other expenses such as private rooms, access to medical services, size of our facility and our arts program.

The first three envelopes must be spent completely on the areas identified in the envelope. There is some flexibility in the 4th envelope as to where we can spend the funds. For next year, we expect our funding from the ministry to be reduced by about \$1million. We also have to account for an increase in expenses due to wage raises for the staff, as well as the cost for kosher foods. We fund the Apotex deficit by many different ways including using the parking fees received as well as foundation funds and hospital surplus.

Another challenge we are facing, aside from the operating deficit, is that the building is now 20 years old and we do not have a reserve fund put aside to pay for repairs needed. For example, the heating loop was recently repaired and we had to borrow the funds for this. Finally we also have long term debt. As we work on a plan, FAC will be advised of the impact on services.

1.3 Apotex Update Simon Akinsulie

PSW Recruitment

We have completed the recruitment of new PSWs in the Apotex. Our goal is to have all the PSWs complete their orientation by the end of November. We still have some agency staff employed until all our staff are trained.

Registered Staff – Leadership training

We are continuing with our leadership training for all our registered staff, including RNs and RPNs. The training program lasts 8 weeks and we will be putting all the registered staff through the program.

Flu Shots

We have started giving our residents and our staff their flu shots. Simon will provide an update at an upcoming meeting.

Seniors Quality Leap Initiative (SQLI)

Simon and Lisa will be attending an upcoming SQLI meeting this month. This is a group composed of high performing seniors care organizations across Canada and US. The focus of this meeting will be on purposeful rounding, where the PSWs check on the residents at regular intervals.

New Infection Control Practitioner

We just hired our new Infection Control Practitioner for the Apotex. His name is Satyajeet Bhoite.

Environmental Service contractors

Simon has spoken with the environmental services contractors about the service we are receiving. They will be conducting more auditing of their janitors to ensure that the service is of the quality and standard expected of them. Our expectation is that we should see an improvement over the next few weeks.

Point Click Care

ACTION:

1. Lori to add Point Click Care update to next agenda and invite IT.

Time and Attendance Package

We are in the process of reviewing Time and Attendance programs. Simon will present more information at an upcoming meeting.

1.4 Other All

FAC Chair

Ira has advised that he will be stepping down as co-chair of the FAC. If you are interested in the position of becoming a co-chair, you can contact Ira directly. Rebecca thanked Ira for all his hard work.

2.0 NEXT MEETING

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- GUESTS:** Shadan Fallahi, Client Safety and Risk Management Officer
Andrew Pigou, Program Director, e-Health
Dr. Andrea Moser, Associate Medical Director and Chief Medical Information Officer
Satyjeet Bhoite, Infection Control Practitioner
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APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of November 11, 2019

Remove Francie Kendal from Present list.
Add Heather Nochomovitz to Present list.

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on November 11, 2019 be approved as amended. **MOTION CARRIED.***

Approval of Agenda of December 9, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on December 9, 2019, be approved. **MOTION CARRIED.***

1.2 Baycrest Client Safety Shadan Fallahi, Client Safety and Risk Management Officer

Shadan distributed copies of the new Safety at Baycrest pamphlet. These pamphlets are included in the new admission package.

Shadan's presentation shared safety incident information as required by the Long Term Care Act. A copy of the presentation will be sent to the FAC members. Shadan's presentation focused on patient safety incidents related to both system failure and provider performance. She reviewed the safety incidents from Q1 and Q2. Two key

themes in Q1 and Q2 are Safe Transfers and Process Improvement for diet orders post-readmission from acute hospitals. Shadan shared the work being done in the Apotex.

1.3 PointClickCare (PCC) Update Andrew Pigou and Dr. Andrea Moser

Andrew Pigou and Dr. Andrea Moser introduced themselves and gave a bit of history regarding the implementation of PCC in the Apotex. A copy of the presentation will be sent to the FAC members. Before PCC, we used a system called Meditech. The presentation compared Meditech with PCC and highlighted the benefits of the new system, including physician electronic orders, access to information, electronic medication administration, the move from paper based to electronic system, and improved reporting and analytics.

1.4 Flu Immunization Update 2019 Dr. Satyjeet Bhoite

Satyjeet presented his report showing that 92% of the Apotex residents have received the influenza immunization. To date, we have not had any cases of influenza in the Apotex. Satyjeet will bring the data on staff immunization to our next meeting.

1.5 Apotex Update Simon Akinsulie

Staffing

The Apotex staffing office is planning for coverage for the holidays. Our pre-booking strategy is to book additional staff, both PSW's and registered staff.

Policies

We are in preparation for Accreditation in 2020. We are updating all the Apotex policies. Where appropriate, some policies will be brought to FAC for input before submitting for approval by the Apotex Leadership Committee.

Food Show

We will be having a food show in January which will showcase the new menu.

Operational Blue Print

The management team has been working on the operational blue print and will continue for the next 12 to 18 months.

Budgets- Government Announcements

The government has delayed the budget cutbacks in funding until at least April 2020.

Dining Room Walls

The walls in all the dining rooms are being updated to replace the soft "fuzzy" wall with a hard substance.

1.6 Other All

FAC Chair

We are looking for a family member to replace Ira as co-chair of the FAC. Please contact either Ira or Rebecca.

2.0 **NEXT MEETING**

The Family Advisory Council will next meet on Monday January 13, 2020 at 6:45 pm in the Exton Boardroom.