

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, January 9, 2023
6:45 pm to 8:45 pm**

PRESENT: Andrea Gregor (Co-Chair); Shari-Ann Rosenberg (Co-Chair); Shari Burrows (A2); Pat Gerada (A2); Rene Pardo (A2); Cheryl Lipman (A3); Heather Rich (A3); Necha Jakubowicz (A5); Rose Printz (A6); Eileen Shapero (A6); Brenda Vernon (A6); Anne Clavir (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Lori Socket

REGRETS: Barb Abrams (A2); Alexis Dawson (A2); Gary Fleischmann (A2); Lisa Gold (A2); Jori Lichtman (A3); Chaya Smukler (A3); Tammy Joffe (A4); Andrea Share(A4); Vladimir Radian (A4); Marcia Gilbert (A5); Sarah Fishman (A5); George Keri (A6); Gail Goldenberg (A7); Virginia Lee (7); Lesley White (A7); Gloria Good Draper (Community); Francie Kendal (Community); Paul Litwack (Community); Frieda Schaffel (Community); Annie Papernick (Community); Janice Maser (Community); Sharon Silberstein (Community); Lea Teper (Community); Mide Seyi-Ajayi

GUESTS: Leah – RAC Leadership

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of December 12, 2022

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on December 12, 2022 be approved. **MOTION CARRIED.***

Approval of Agenda of January 9, 2023

Defer: Apotex Skin and Wound Program

Apotex Update

Add: Showers

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on January 9, 2023, be approved with changes. **MOTION CARRIED.***

2. STANDING / NEW BUSINESS

2.1. Introduction of RAC member

We welcomed Leah from the Apotex Resident Advisory Council. Leah has been a resident at Baycrest for 3 ½ years. Leah brought forward areas for improvement. Her concern is regarding the Jewish identity of the Apotex. We are a faith-based facility but we currently have over 100

people in the Apotex of different faiths. We need to have a place for Jewish people, especially those who are orthodox and cannot go to another place. Leah is concerned about the Jewish people who are in crisis and need to be in the Apotex. The FAC is aware of these concerns. It was suggested that we may need wider communication within the Jewish community. Leah noted that someone from Baycrest leadership spoke with the government to ensure that we maintain our Jewish identity. It was suggested that the RAC approach our MPP or perhaps the media, or liaise with the Bayt Habonim.

Leah also mentioned that we need more Jewish programming. There has been a great turnover in the people who are looking after our programs. New staff are not always aware of Judaism, customs and practices. They need to know the basics and need more training. Rabbi Rena has started a new program where she discusses Women in Judaism.

2.2. FAC Presentation to Board Chairs

In November, the FAC chairs did a presentation to the Baycrest Quality and Safety Committee. The presentation was 15 minutes, after which they entertained questions. Andrea shared the presentation.

2.3. Food Committee Update Andrea

The 2nd and 3rd floors are well represented on the food committee. There was a request from the 3rd floor residents to have an early breakfast start time. The food services team is looking at how they can implement this. There is continually challenges with some food items. The supervisor and other kitchen staff listen to what the residents like and dislike about the menus. They try to adapt family recipes. There are 2 pantries currently being renovated. Food services are currently transitioning to use MealSuite program for administering and tracking meals. Other concerns are when residents miss their snacks and food shortages such as Ensure. We will track concerns, so please send Lori an email if you have an issue or suggestion which needs to go to the food committee.

2.4. Minutes of Gratitude All

Rose shared that she is grateful for the PSW's going above and beyond with the residents who have covid, these people are angels.

Pat shared that during the weekend there were big screens and games set up on the main floor. The residents were very happy and engaged.

NEXT MEETING

The Family Advisory Council will next meet on Monday February 13, 2023 at 6:45 pm.

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- PRESENT:** Andrea Gregor (Co-Chair); Shari-Ann Rosenberg (Co-Chair); Gary Fleischmann (A2); Pat Gerada (A2); Rene Pardo (A2); Tammy Joffe (A4); Gayle Kaufman (A6); Rose Printz (A6); Anne Clavir (A7); Lesley White (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Mide Seyi-Ajayi; Lori Socket
- REGRETS:** Barb Abrams (A2); Shari Burrows (A2); Alexis Dawson (A2); Lisa Gold (A2); Jori Lichtman (A3); Cheryl Lipman (A3); Heather Rich (A3); Andrea Share(A4); Vladimir Radian (A4); Marcia Gilbert (A5); Sarah Fishman (A5); Necha Jakubowicz (A5); George Keri (A6); Eileen Shapero (A6); Brenda Vernon (A6); Gail Goldenberg (A7); Virginia Lee (7); Gloria Good Draper (Community); Francie Kendal (Community); Paul Litwack (Community); Frieda Schaffel (Community); Annie Papernick (Community); Janice Maser (Community); Sharon Silberstein (Community); Lea Teper (Community)
- GUESTS:** Rabbi Geoffrey Haber
Cyrelle Muskat
Deb Galet

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

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Approval of Agenda of February 13, 2023

Add: Apotex Quality Meeting Update

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2. STANDING / NEW BUSINESS

2.1. Purim and Passover Update Rabbi Geoffrey Haber

On Purim, we will have 3 Megillah readings at night and again 3 in the morning. Each of the floors in the Apotex have been assigned for one of the readings in the recreation room. Other activities include a Purim Parade. The recreationists and volunteers will help with transporting

residents.

For Passover, we will be reaching out to the Infection Control (IPAC) team to see how many people we can accommodate in the Winter Garden. We will be meeting weekly to plan the Passover activities. The first meeting was held today. We have booked the Winter Garden, Silverman Garden and Wortsman Hall to hold the Seders this year. If you would like to be part of the planning committee, please email Rabbi Haber at ghaber@baycrest.org

We had very good feedback from the Tu B'shevat seder. The residents and family members who attended all enjoyed it.

2.2. QIP Update Cyrelle Muskat

Every year, the Apotex puts together a formal plan of things we want to improve upon. We have had consultations with residents as well as analyze the surveys we do with both residents and families. At the top of this list is social life. Cyrelle is approaching the FAC to discuss meaningful activities. In the QIP last year, we included religious activities. We have been trying to add more religious and cultural activities to the home. We haven't yet reached our target. We also need to include social activities, especially on evenings and weekends as well as outdoor activities. Other suggestions from FAC include: programs working on cognitive stimulation, share calendars on-line, more music based activities, include some dancing with the music, have activities a different times throughout the day, use the i-pads to bring music to the resident rooms (especially for the floors on outbreak), gardening in the summer, more arts & crafts, animal/pet visits.

2.3. Apotex Update Mide Seyi-Ajayi

Bed Replacement Project

There were 185 beds that were identified as being high risk for bed entrapment and they have been replaced. We will continue to audit the beds to ensure they are in good condition and will replace unsafe or damaged beds on an as-needed basis. .

Furniture Replacement

There are 3 categories for the furniture replacement: dining room, common area and resident rooms. As well the serveries on 4EI and 6RF are being repaired.

Staffing

We are still using agency to fill spots in our staffing. We recently on-boarded 4 RPNs.

Calendars

We currently have 3 calendars – Therapeutic Recreation, Culture & Arts, and Spiritual Care. We are looking at ways to put all 3 calendars together.

2.4. Question & Answer All

Agency Staffing

It is important that agency staff review the charts before they start working on a unit. They also should participate in shift report. Mide confirmed that all agency staff go through an orientation before they work on a unit. Agency staff report to the RN office before they start their shift.

Signs in Resident Rooms

Some residents have a lot of signs in their room. These should be rotated in order not to be missed. They should be reviewed regularly and removed when not needed.

Attendance Management Program

We are currently working with HR to review attendance management to ensure that staff are arriving and leaving at their scheduled time.

Staff in the Dining Room

There should be a nurse or PSW in the dining room or close by during meal times. We are currently reviewing the design of the dining areas.

Food Options

Sometimes the servers don't know how to put together the food plate, they may not know what the Jewish foods are and how they complement each other. Mide will contact the food services manager.

2.5. 5 Minutes of Gratitude All

We are grateful for the return of the music programs.

NEXT MEETING

The Family Advisory Council will next meet on Monday March 13, 2023 at 6:45 pm.

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6:45 pm to 8:45 pm**

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REGRETS: Barb Abrams (A2); Alexis Dawson (A2); Gary Fleischmann (A2); Jori Lichtman (A3); Cheryl Lipman (A3); Heather Rich (A3); Tammy Joffe (A4); Vladimir Radian (A4); Sarah Fishman (A5); George Keri (A6); Brenda Vernon (A6); Gail Goldenberg (A7); Virginia Lee (7); Gloria Good Draper (Community); Gail Kaufman (Community); Francie Kendal (Community); Frieda Schaffel (Community); Annie Papernick (Community); Janice Maser (Community); Sharon Silberstein (Community)

GUESTS: Rabbi Geoffrey Haber
Dr. Sid Feldman

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of February 13, 2023

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Approval of Agenda of March 13, 2023

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2. STANDING / NEW BUSINESS

2.1. Passover Update Rabbi Geoffrey Haber

We are getting ready for Passover. We are planning of running 3 seders simultaneously from 3:30 to 4:30pm in the Wortsman Hall, Winter Garden and Silverman Garden, lead by Rabbi David, Rabbi Rena and Rabbi Geoff on the first day and Rabbi David, Rabbi Rena and Deb Galet

on the second day. We are allowed to have a maximum of 50 residents at each seder. The food served will include matzah, an appetizer and a piece of cake. The full meal will be served in the Apotex dining rooms. For Orthodox, we will provide seder boxes as the seder times are 8:40pm and 9:00pm. Every seder will have a dietitian and a nurse. The residents have all been assigned to the different seders. We have asked for volunteers to assist with portering. Only residents will be attending the seders. We will be live-streaming one seder. A recorded version from a previous year will also be available on channel 988.

We will be having both Orthodox services conducted by Rabbi David and Reform services conducted by Rabbi Rena. The Orthodox services will be held at 9:15 on the first, second and last days. The reform service will be held at 2:00pm.

We would love to hear music played in the Winter Garden during Passover.

Can we play music or jewish themed movies on the TV's and Alexa's in the dining areas.

2.2. Medical Services Update Dr. Sid Feldman

Dr. Feldman introduced himself to the FAC. He started at Baycrest as a volunteer and is currently the Chief of Family Medicine.

Each unit in the Apotex has an attending physician. Each physician cares for 1 to 3 units. Many of these physicians have done an extra year of training in caring for older adults. We also have a psychiatrist assigned to each floor of the Apotex. We are fortunate at Baycrest to have such a strong mental health care team. We have 2 geriatricians to do geriatric consults when required. We have a doctor who does wound care. We have an on-call system so a physician is available on evening and weekends to consult with staff. We have developed a relationship with the local acute care hospital as well.

2.3. Apotex Update Mide Seyi-Ajayi

Staffing

Marilene has resigned from her position as manager of the 5th floor. We have interim plans as we start the recruitment process. Homaira is still on mat leave, so we require interim support.

We are having an issue where nurses are leaving long term care to work in the hospital. We continue to work with our recruitment team.

We need to determine whether we should be using agency staff to the extent that we have been using them. We are also reviewing an agreement with a scheduling consultant.

Student Placements

This is a strategy we are focusing on. We are working with the Centre for Learning Research (CLRI). We are getting 72 PSW students in May. Another group of 6 RPN's and 12 PSW's will be completing their training here as well.

Orientation

Have we looked at the Alzheimer Society to assist with orientation?

Our orientation program is supported by Baycrest in general as well as specific to the Apotex. We are looking to see what areas in Baycrest we can use for other purposes in the Apotex – such as Mountainview and the Terraces.

Ethicist

We have a new ethicist starting at Baycrest. She will be supporting us as well as Providence and St. Josephs Hospitals. We will have access to a team of ethicists. Mide will check to see if this ethicist will be available to family members who have an ethical question. Also to clarify the role of the ethicist and the role of our rabbis.

Kitchen Renovations

We are starting on 4EI and 6RF kitchens. There is a lot of furniture which needs to be replaced. We have been advised that lead times for delivery can be up to 18 weeks.

Nurse Call System

We received approval and funding for a new nurse call system. This will be starting in the fall. Along with that, we have a new system call Real Time Location System (RTLS) which will replace the Wanderguard security system for residents at risk for elopement. We also will be upgrading the phone system.

2.4. Question & Answer All

Purchasing Company

We work with a company called Shared Services West (SSW) to assist with all purchases in the Apotex.

Sunday Concerts

It was noted that whoever arranged the Sunday Concert did a phenomenal job.

Resident Briefs

We have TENA come on-site to provide our staff with education regarding the brief products. Discussion also ensued about the disposal of briefs and the frequency of changing the briefs.

NEXT MEETING

The Family Advisory Council will next meet on Monday April 10, 2023 at 6:45 pm.