

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, July 11, 2022  
6:45 pm to 8:45 pm**

**PRESENT:** Shari-Ann Rosenberg (Co-Chair); Shari Burrows (A2); Alexis Dawson (A2); Gary Fleischmann (A2); Pat Gerada (A2); Rene Pardo (A2); Andrea Gregor (A3); Tammy Joffe (A4); Frieda Schaffel (A4); Marcia Gilbert (A5); Harry Jerome (A5); Eileen Shapero (A6); Anne Clavir (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Mide Seyi-Ajayi; Lori Socket

**REGRETS:** Annie Papernick (Co-Chair); Barb Abrams (A2); Suzan Dorchik (A2); Lisa Gold (A2); Jori Lichtman (A3); Nancy Levkovitsh (A4); Vladimir Radian (A4); Andrea Share(A4); Clara Crispino (A5); Sarah Fishman (A5); Necha Jakubowicz (A5); George Keri (A6); Gail Goldenberg (A7); Virginia Lee (7); Lesley White (A7); Gloria Good Draper (Community); Gail Kaufman (Community); Janice Maser (Community); Sharon Silberstein (Community); Eric Sobel (Community); Lea Teper (Community)

**GUESTS:**

The FAC meeting was held via on-line zoom.

**1. APPROVAL OF MINUTES AND AGENDA**

**Approval of Minutes of June 13, 2022**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on June 13, 2022 be approved. **MOTION CARRIED.***

**Approval of Agenda of July 11, 2022**

Add: Safety Issue (Shari)  
Food Committee Update (Frieda)

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on July 11, 2022, be approved with changes. **MOTION CARRIED.***

**2. STANDING / NEW BUSINESS**

**2.1. MealSuite Mide Seyi-Ajayi**

Mide presented the MealSuite Nutrition Services Technology. This is an update to a presentation made last year by the Manager of Food Services. MealSuite is a program which provides the ability to create and cost menus and recipes, forecast and assign production areas,

manage resident profiles and meal delivery areas, generate food orders, and track inventory. The objectives of MealSuite are:

1. To mitigate risks related to diet orders
2. To improve resident dining experience
3. To reduce food waste

The start date will be August 3, 2022, and we plan to go live in 122 days.

## **2.2. Issues Tracking Chairs**

The issues tracker document was shared in the meeting package.

## **2.3. Apotex Update Mide Seyi-Ajayi**

### Covid Cases

We currently have 2 positive cases on Apotex 5RF and have declared an outbreak on that unit.

### Capital Projects

Our current Capital Projects include:

- Repair/replace recreation room balconies by August.
- Beds: our goal is to replace a total of 185 beds which failed the bed entrapment test. We are purchasing bed that can expand to 42 inches from the current 36 inches. We are also purchasing high/low beds which can be lowered right to the ground.
  - o It was noted that the clips for the remote controls of the new beds are breaking. As well the new beds are squeaking.

### **ACTION:**

1. Future meeting: Wound care management/assessment and the need for air mattress. We will invite the program lead.

### Spiritual Care

There have been some changes in the spiritual care department. Rabbi Law is no longer at Baycrest. They are looking to recruit a new orthodox rabbi. They are going to increase Rabbi Rena's hours in the Apotex. Mide will be meeting with Spiritual Care in July, with Deb Galet, to ascertain who will be providing oversight for the Spiritual Care program.

### Staffing

We are working on different ways to bring on new staff. Currently, a lot of our staff work at more than one facility. We are now reaching out to the schools directly to recruit new graduates in recreation therapy and nursing. We increased our student placements with the hope that we can attract and retain these students. We are also looking at having a job fair.

## **2.4. FAC Leadership**

Annie has announced that she will be stepping down as co-chair. Shari-Ann has agreed to stay on as a co-chair. We are looking for support for FAC leadership. Please contact either Lori or Shari-Ann if you are interested in this position of a co-chair. We will also ask that FAC members who attend other meetings report back to the FAC committee.

**2.5. Questions and Answers**

Outings and special events

- It was noted that both staff and residents are enjoying the outings and special events being booked, especially the petting zoo.

**NEXT MEETING**

The Family Advisory Council will next meet on Monday August 8, 2022 at 6:45 pm.

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Monday, August 8, 2022  
6:45 pm to 8:45 pm**

- PRESENT:** Shari-Ann Rosenberg (Co-Chair); Pat Gerada (A2); Rene Pardo (A2); Andrea Gregor (A3); Chaya Smukler (A3); Frieda Schaffel (A4); Harry Jerome (A5); Eileen Shapero (A6); Anne Clavir (A7); Virginia Lee (7); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Lea Teper (Community); Mide Seyi-Ajayi; Lori Socket
- REGRETS:** Annie Papernick (Co-Chair); Barb Abrams (A2); Shari Burrows (A2); Alexis Dawson (A2); Suzan Dorchik (A2); Gary Fleischmann (A2); Lisa Gold (A2); Jori Lichtman (A3); Tammy Joffe (A4); Vladimir Radian (A4); Andrea Share(A4); Clara Crispino (A5); Sarah Fishman (A5); Marcia Gilbert (A5); Necha Jakubowicz (A5); George Keri (A6); Gail Goldenberg (A7); Lesley White (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Gloria Good Draper (Community); Janice Maser (Community); Sharon Silberstein (Community)
- GUESTS:** Deb Galet, Vice President, Long-Term Care, Ambulatory and Chief Heritage Officer  
Rabbi Geoffrey Haber

The FAC meeting was held via on-line zoom.

**1. APPROVAL OF MINUTES AND AGENDA**

**Approval of Minutes of July 11, 2022**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on July 11, 2022 be approved. **MOTION CARRIED.***

**Approval of Agenda of August 8, 2022**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on August 8, 2022, be approved. **MOTION CARRIED.***

**2. STANDING / NEW BUSINESS**

**2.1. High Holiday Update Rabbi Haber & Deb Galet**

The high holidays will be in late September. We are currently reviewing space allocation for the services. We have secured contract service providers for the worship service for the orthodox service. We also have secured contact service providers for the conservative services. Rabbi Rena will lead the reform services. We are currently looking for Chazzan. The orthodox and conservative services will take place on the first 2 days of Rosh Hashonah, and for the reform on the first day of Rosh Hashonah. Kol Nidre services are booked as well as Yom Kippur day.

There are no erev Rosh Hashonah services or Mincha Marav services. Sukkot is in the works. We are planning on having services in person. We haven't confirmed when the Sukkot will be constructed but we will have 3 sukkot built on the Baycrest campus.

We will have our own TR staff and culture and arts staff available for the services as well. The TRs on each floor will meet with the residents and their family members, POA, to see if they will be interested in attending services. They will be added to a list so that direct staff can make sure that the resident is ready to participate in the service of their choice. The list will also include which family members will also be attending.

We don't have many rooms available which are large enough to hold a service and maintain 6 feet between people. The Nosh holds up to 40 people.

We can access on-line services. We are looking at partnering with other organizations for virtual services. We were given passwords from local synagogues to join their virtual high holiday services in the past and we will reach out again to see if they will share services for the upcoming high holidays.. We also have pre-recorded services which we used during covid.

Please email Rabbi Haber with contact information for chazzans at [ghaber@baycrest.org](mailto:ghaber@baycrest.org).

Our TR will keep a master list of the residents and which service they will be attending. We will have escorts available through our volunteer dept. On the day of the events, we will have at least one person from our culture and arts department as well as some of our TR staff on site.

## **2.2. Safety Issues**

One of the safety issues is that people are entering the building and not following the protocol as set out by Baycrest. They are going up to the residents rooms without signing in with the screeners or completing a rapid covid test.

The signs in the elevators still say maximum 2 people but no one is adhering to this rule. This is still the rule in the Apotex. We will look at putting a date on the sign to indicate that it is not out of date.

All visitors must do a rapid test regardless of whether they are visiting on the main floor or going onto one of the floors. Mide will speak with the screen leads to ensure that the screeners are aware.

## **2.3. Food Committee Update**

Frieda provided an updated on the Apotex Food Committee. At the meeting last month, the menus for the high holidays were discussed. It was noted that if there was nothing on the menu that appealed to the resident, they can always get a sandwich. Due to global supply shortages, there is a shortage of kosher fish. Certain varieties of fish are not currently available. The kitchen staff have said that they are willing to take home recipes and adapt them to the volume for the Apotex. If you have any recipes you wish to share, please contact Zarna.

## **2.4. Issues Tracking Chairs**

The issues tracker document was shared in the meeting package.

Mide will look into why there are 2 shabbat elevators on Saturday.

## **2.5. Apotex Update Mide**

### Staffing

The past 3 or 4 weeks have been exceptionally difficult due to the recent outbreak. We received additional help from agency. We are working with a new agency and have asked them to have staff dedicated to the Apotex, to provide continuity of care. Three of our PSWs have graduated to become RPNs. There are also 2 PSW students who will be joining our staff at the end of August.

We are still recruiting for the vacant management positions, and for the nurse practitioner position.

We are also hiring new staff in the Therapeutic Recreation department.

### Noise Interruptions

We have been advised that the loud noises from the drilling on the balconies will be ending today. The other work to be done will not be as loud.

## **2.6. Questions and Answers**

New nurses and agency nurses are having trouble navigating the emar.

- The agency staff do have experience with PCC and emar, however our system may be set up differently than what they are used to. We will reach out to our nurse educator to provide additional education moving forward. Education will be provided prior to their shifts.
- We try to have a PSW or RPN available to assist with new and agency staff.

Feeding assistants update. What are the plans to fill the gap with they leave.

- We could not move forward with the feeding assistants due to tension created from the union. However, we have been able to increase our staffing ratio in recreation and social work. We are working on a team based approach with our TR and social work assisting in the dining room.
- Caregivers can assist with feeding for their loved one.
- Currently the feeding assistants contracts have been extended to September.

Can the residents use Physio Room on main floor?

- The hospital floors each have their own gym area which is used for physio. The area on the main floor is used by the day treatment centre for people in the community who come in for a three-month program, twice a week. The residents cannot use the area as it is not regularly staffed.

Is there someone available on the weekends to assist residents if their personal TV break?

- You can contact Rogers directly to get assistance.

**2.7. FAC Leadership**

Thank you to Andrea Gregor for volunteering to co-chair the FAC. Shari-Ann has also agreed to stay on as co-chair. The election will be held at the September meeting.

**NEXT MEETING**

The Family Advisory Council will next meet on Monday September 12, 2022 at 6:45 pm.

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, September 12, 2022  
6:45 pm to 8:45 pm**

- PRESENT:** Shari-Ann Rosenberg (Co-Chair); Suzan Dorchik (A2); Gary Fleischmann (A2); Pat Gerada (A2); Rene Pardo (A2); Chaya Smukler (A3); Tammy Joffe (A4); Frieda Schaffel (A4); Andrea Share(A4); Marcia Gilbert (A5); Eileen Shapero (A6); Anne Clavir (A7); Andrea Gregor (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:** Annie Papernick (Co-Chair); Barb Abrams (A2); Shari Burrows (A2); Alexis Dawson (A2); Lisa Gold (A2); Jori Lichtman (A3); Vladimir Radian (A4); Clara Crispino (A5); Sarah Fishman (A5); Necha Jakubowicz (A5); George Keri (A6); Gail Goldenberg (A7); Virginia Lee (7); Gloria Good Draper (Community); Francie Kendal (Community Paul Litwack (Community)); Janice Maser (Community); Sharon Silberstein (Community); Lea Teper (Community);
- GUESTS:** Scott Ovenden, President and CEO, Baycrest Hospital  
Deb Galet, Vice President, Long-Term Care, Ambulatory and Chief Heritage Officer

The FAC meeting was held via on-line zoom.

**1. APPROVAL OF MINUTES AND AGENDA**

**Approval of Minutes of August 8, 2022**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on August 8, 2022 be approved. **MOTION CARRIED.***

**Approval of Agenda of September 12, 2022**

Add: Scheduling (Frieda)  
Therapeutic Recreationist role (Pat)  
Ethics Research Board (Anne)  
5 Minutes of Gratitude

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on September 12, 2022, be approved. **MOTION CARRIED.***

**2. STANDING / NEW BUSINESS**

**2.1. Research Ethics Board Anne Clavir**

The Research Ethics Board works with the Research Institute at Baycrest. The members include scientists, physicians, nurses, and social workers. There is the potential of adding another FAC member to the Research Ethics Board. If you are interested, please contact Lori.



## **2.2. Premier's visit to Baycrest Scott Ovenden**

We hosted the Premier of Ontario and a number of Ministers today at Baycrest. We took them on a tour of the Apotex. The discussion was mainly regarding challenges specific to Baycrest, with a focus on funding related to staffing costs, the provision of kosher food, the fact that we have 100% private rooms and a larger facility. The current funding formula doesn't meet the needs of the campus of care at Baycrest.

## **2.3. Apotex Update Mide**

### Health Human Resources

Part time staff can pick up extra shifts and have the equivalent of full time hours, but as per the collective agreement, they are still considered to be part time staff. They can only be moved to full time if they have regular full time hours. We are currently working on a master schedule, starting with PSWs. We are looking at vacant part time lines to see if we can combine some of them to either create a full time line or increase the hours to create a full time line.

Also, there is a significant number of staff who are not able to work due to an injury. Upon review, we have broken this down to 2 groups: work related injuries and non-work related injuries. We started with non-work related injuries and have been able to return 2 RPNs to a full time schedule with modified roles.

### New Manager – Apotex 7

Desiree Bungay is the new manager for Apotex 7. She comes to us with experience in a retirement home, and will be learning the legislation for a Long Term Care home. We are working on the maternity leave coverage for Apotex 5.

### New Hires - Recreation

We have hired 2 new staff in our Therapeutic Recreation department. Unfortunately, we are losing one of our recreation staff from Apotex 2.

### Referrals to Baycrest Ambulatory Clinic

The physician needs to make a referral to the Ambulatory Clinic. We are currently working on the referral process. Mide will be meeting with the manager of the clinic.

### Quarterly Staffing Report

The quarterly staffing report will be reviewed at the October meeting.

### Therapeutic Recreation / Physiotherapy

Deb reviewed the differences between Therapeutic Recreation and Physiotherapy. Physiotherapists are regulated health professionals who are regulated by the Regulated Health Professionals Act. Therapeutic Recreationists are not regulated by the College. The role of the physiotherapist is to provide assessments and treatment related to improving independence and mobility, such as walking, transferring and balance. The TR's field is related to improving leisure activity and creating opportunities for engagement and leisure activities.

Scheduling

When the PSWs have a day off, it seems that all the full time staff, including kitchen staff, are off on the same days, which leaves the unit with casual or part time staff together with agency staff. This creates chaos, especially on the alternate weekends. Can the full time staff rotate their schedules? This was why the master schedule was created. We are trying to fix this.

Optometry

We recently put out a communication letter about optometry services. This is an outside service provider who will be coming to Baycrest in October.

Accreditation

The accreditation team will be coming in November and they will be doing a focus group with both FAC and Resident Advisory Council. Will we be doing a mock session next week. Please contact Lori if you are interested in participating.

High Holidays

Information has gone out regarding the high holidays. There are 3 different services being offered on both days of Rosh Hashanah. Residents and families are to sign up with the recreation staff.

**2.4. Election**

Shari-Ann Rosenberg has volunteered to continue as a co-chair of the FAC. Andrea Gregor has also volunteered to co-chair the committee.

*It was duly MOVED and regularly SECONDED that the Shari-Ann Rosenberg and Andrea Gregor co-chair the FAC meetings for another term. **MOTION CARRIED.***

**2.5. 5 Minutes of Gratitude**

Frieda is grateful for Shari-Ann and Andrea for taking on the role of co-chairs of the FAC; and she is grateful that we are fortunate to have Baycrest as a home for our loved ones.

**NEXT MEETING**

The Family Advisory Council will next meet on Monday October 3, 2022 at 6:45 pm.