

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, April 11, 2022
6:45 pm to 8:30 pm**

PRESENT: Annie Papernick (Co-Chair); Shari-Ann Rosenberg (Co-Chair); Shari Burrows (A2); Suzan Dorchik (A2); Gary Fleischmann (A2); Andrea Gregor (A3); Tammy Joffe (A4); Nancy Levkovitsh (A4); Frieda Schaffel (A4); Harriet Horlick (A5); Anne Clavir (A7); Virginia Lee (7); Lesley White (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Lea Teper (Community); Mide Seyi-Ajayi; Lori Socket

REGRETS: Barb Abrams (A2); Alexis Dawson (A2); Lisa Gold (A2); Pat Gerada (A2); Rene Pardo (A2); Jori Lichtman (A3); Vladimir Radian (A4); Andrea Share(A4); Clara Crispino (A5); Sarah Fishman (A5); Gloria Good Draper (A5); Marcia Gilbert (A5); Necha Jakubowicz (A5); George Keri (A6); Gail Goldenberg (A7); Janice Maser (Community); Sharon Silberstein (Community); Mark Schlossberg (Community); Eric Sobel (Community);

GUESTS: Cyrelle Muskat, Director of Quality, Systems and Wellness

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of March 14, 2022

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council meetings on March 14, 2022 be approved. **MOTION CARRIED.***

Approval of Agenda of April 11, 2022

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

2. NEW BUSINESS

2.1. Resident and Family Survey Results Cyrelle Muskat

Cyrelle presented the results from both the 2021 Apotex Family Quality of Life Survey and the 2021 Apotex Resident Quality of Life Survey.

- Response rate was about 22% for the family survey and 42% for the resident survey
- The Resident Survey is only appropriate for residents with no to very mild cognitive impairment.
- This survey is completed with trained surveyors.
- We benchmark with peers across Canada and in some of the States.

- Compared to 2020, the number of items where we perform in the top 20% has gone up, and the number of items where we don't meet the 80th percentile is going down.

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Over the past year, actions we have taken in response to the survey results include:

- We continue to utilize feeding assistants
- Virtual Reality
- Theme carts such as the Heart Cart in February, Purim Cart, Spring Cart etc. were used during times of isolation.
- We continue to sustain the e-visit program, and added some eligibility criteria.
- We re-introduced concerts. These are aligned with the Ministry of Health guidance around group sizes
- We introduced virtual and hybrid programs around the home, including programs such as our resident advisory council where we have people participating both in person and via zoom
- We introduced a one-page summary form at the bedside which gives a snapshot of the resident for anyone coming into their room.
- The food services department has introduced a number of cultural foods to their menus.

Areas which need improvement:

- The area which was identified as needing improvement was in regard to the resident's social life. This area has had a significant drop for all other homes which participate in the InterRAI survey. During Covid, residents could not participate in group activities, and a lot of programs had to be individualized.
- Food also was an area which needs improvement. Pre-Covid food results had always received poor results. The plastic cutlery being used during Covid was of poor quality and broke easily. Mide will review this with the Manager of Food Services.
- We are working on improving our Shabbat & religious programming and our evening programs.
- The other area which needs improvement is in promoting residents choice, in particular about what time they go to bed.

Cyrelle will look into the possibility of providing music in the Apotex.

2.2. Apotex Update Mide Seyi-Ajayi

Staffing

We have a new social worker starting on a part time basis. He will be on Apotex 4, 3 days per week, Tuesday, Wednesday and Thursday.

We are currently recruiting for TR, to fill the vacancies.

One of our unit clerks will be transitioning to another area in Baycrest.

We continue to actively recruit for a nurse practitioner. We are also recruiting for a floor manager.

We are encouraging our PSW's to gather residents to provide entertainment. We are currently surveying our PSW's to see what they enjoy doing.

It was suggested that we need to look at the motivation for the PSW's to do their best for the residents.

- Cyrelle and some of our team members have started to create a social committee for our staff. We want to start with something small and build on the recognition aspects.
- We also have the CARE awards at Baycrest.
- The Purim parade, where staff dressed up and went through the units was well received.

Can we use family members to do friendly visits to other residents?

- Not at this time.

The outbreak on Apotex 5

- All the cases were resident cases.
- The outbreak on Apotex 5 has been declared over.
- We are finding that there are some people who are not compliant with our testing requirements, and with wearing appropriate PPE, such as masks.

Reopening

- We are still mindful that we are now in the 6th wave of the virus and will not be fully reopening in April. We do want to bring back all the activities such as liv concerts, but are mindful of our vulnerable resident population.

4th shots for caregivers

- Mide will have the weekly Apotex communication updated if there is any news of giving a 4th shot for caregivers.

Issues Tracker

Updates

Dining Room Furniture

- We have engaged residents to look at catalogues of sample furniture. We have created a guidance document for putting together a working group. This group will include residents.
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Committee Participation

- We currently have an opportunity to speak to what we need in the Apotex instead of trying to understand the committee structure of Baycrest, and where Apotex fits in. Mide is working with Cyrelle to create our own structure regarding what is needed in the Apotex.
- Mide has identified an interim framework to decide where the Apotex fits in.

Elevators

- We currently do not have a long term solution to the elevator problem. We need clarity as to who we can contact if there is an issue with the elevators. We also want ensure that the Apotex management is informed of any issues.

NEXT MEETING

The Family Advisory Council will next meet on Monday May 9, 2022 at 6:45 pm.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, May 9, 2022
6:45 pm to 8:45 pm**

- PRESENT:** Annie Papernick (Co-Chair); Shari-Ann Rosenberg (Co-Chair); Shari Burrows (A2); Suzan Dorchik (A2); Rene Pardo (A2); Andrea Gregor (A3); Tammy Joffe (A4); Nancy Levkovitsh (A4); Frieda Schaffel (A4); Harriet Horlick (A5); Necha Jakubowicz (A5); Eileen Shapero (A6); Anne Clavir (A7); Virginia Lee (7); Lesley White (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Lea Teper (Community); Mide Seyi-Ajayi; Lori Socket
- REGRETS:** Barb Abrams (A2); Alexis Dawson (A2); Gary Fleischmann (A2); Lisa Gold (A2); Pat Gerada (A2); Jori Lichtman (A3); Vladimir Radian (A4); Andrea Share(A4); Clara Crispino (A5); Sarah Fishman (A5); Gloria Good Draper (A5); Marcia Gilbert (A5); George Keri (A6); Gail Goldenberg (A7); Francie Kendal (Community); Janice Maser (Community); Sharon Silberstein (Community); Eric Sobel (Community);
- GUESTS:** Cyrelle Muskat, Director of Quality, Systems and Wellness
Rosanne Aleong, Roshan Guna, Nicole Anderson
Rabbi Geoffrey Haber

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of April 11, 2022

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

Approval of Agenda of May 9, 2022

Add: Food Committee Update

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on May 9, 2022, be approved with changes. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. Report on Passover Rabbi Haber

Rabbi Haber attended to give an update on the Passover seders. Although we had arranged for 19 students to come to lead the seders, only 6 students showed up for training and only 4 showed up for the seders. The staff on the floors were informed that they could use the video seder from last year if there was no one to lead a seder on their unit. We welcome working

closely with the family council in the future. Note: The FAC will be monitoring this situation in our issues tracker to ensure that this scenario is not repeated for future Seders and that spiritual care meets their commitments to the Apotex residents

2.2. Research Report Rosanne Aleong, Roshan Guna, Nicole Anderson

Cyrelle introduced the team from Research department. Our social workers have brought feedback from residents and families that they were interested in understanding the connection between the long term care home and the research happening at Baycrest.

Nicole Anderson presented on the Rotman Research Institute. Much of the research is grounded in foundational research, understanding our sensory system, cognition and the brain changes with age. Within the theme of Alzheimer's and Related Dementia, there are 3 areas of focus: prevention of dementia, early detection of dementia, and treatment of Alzheimer's and related dementia. With regard to prevention, there is the Kimel Family Centre for Brain Health and Wellness, located in the Terraces. This is the first research driven community centre for dementia prevention in the world. It will be opening in June. With regard to treatment, there is the clinical trials unit for testing of state of the art therapies for treatment of dementia, led by Dr. Howard Chertkow.

Rosanne Aleong presented on the Kunin-Lunenfeld Centre for Applied Research & Evaluation (KL-CARE). This is a unit in the Rotman Research Institute which supports foundational applied and evaluative research at Baycrest. Some of the research includes:

- Working with our physician, we looked at a tool for de-prescribing of benzodiazapines for clients in the Apotex.
- In the hospital, we worked with an Israeli company which had a brain sensing headband to record brain activity of clients. That information was given to the occupational and physiotherapists to help guide their rehab practices.
- In the Apotex, the PLEASE program was developed with volunteer services and therapeutic recreation (pre-pandemic). In this program, volunteers received special training and then engaged socially with residents in the Apotex.
- Working with the Arts and Culture department along with the National Ballet of Canada to offer dance classes in both the Apotex and the Terraces. Evaluation was done on mood, balance, and strength.

Nicole presented on the Ben and Hilda Katz Professional Research Centre in Geriatric and Dementia Care. We worked with allied health professionals such as psychologists, nurses, doctors, social workers, physical therapists, musical therapists etc., all looking at clients in the Apotex through their own professional lens in order to build a community in research in geriatric care.

Roshan discussed the Baycrest Client Registry. This is a mechanism where we can identify potential suitable candidates for our studies. All clients at Baycrest are automatically part of the Baycrest Client Registry.

2.3. Apotex Update Mide Seyi-Ajayi

Covid – 6th wave

We still see an impact on staffing and workloads. We still see exposures and cases which results in isolation. About 60% of our residents have received their 4th dose of vaccine. We are still working on getting more residents vaccinated. Mide discussed the new phone app for screening caregivers when they enter the building. He explained the reasoning for the application as well as it's functionality.

Staffing

Towards the end of the month we will be onboarding additional RPNs. There are also 6 PSWs who had left the Apotex to work in other areas at Baycrest and are now returning to the Apotex. We are focusing on retention of staff. We are also working with HR to expand on our recruitment efforts. Our residents also offered to make a video to help with staff recruitment.

ACTION:

1. Invite Lisa Marcovici to an upcoming FAC meeting to discuss nursing model, with regard to agency nurses.

2.4. Meeting dates 2022-23 Chairs / Lori Socket

The list of dates for 2022-23 was in the package.

2.5. Issues Tracking Chairs

The issues tracking was updated May 5th. A copy was in the meeting package. Please review this document and email Lori with any comments or changes.

2.6. Food Committee Update Frieda Schaffel

The main issues discussed at food committee were:

- Food being put on the table in front of the resident before there is someone available to feed them.
- Black plastic cutlery is now considered to be dangerous as it can break off in client's mouth. It's not being used on Apotex 4 to 7.
- Summer BBQ's are being brought back. They are hoping to have 2 rounds for each floor.
- Shavuoth menu was reviewed at the meeting.

NEXT MEETING

The Family Advisory Council will next meet on Monday June 13, 2022 at 6:45 pm.

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Monday, June 13, 2022
6:45 pm to 8:45 pm**

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GUESTS:

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of May 9, 2022

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on May 9, 2022 be approved. **MOTION CARRIED.***

Approval of Agenda of June 13, 2022

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on June 13, 2022, be approved with changes. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. Spiritual Care – Shavuot Update Anne Clavir

The Shavuot services were not well announced as to where and when they were being held. The list of residents was distributed on the Friday but not all nurses working on the weekend were aware of the list for the Sunday services. At the service, there was a staff person doing the setup, but they did not have all the proper equipment for sound. The service itself went well, however nobody had organized what family members would be available for honors such as opening the ark.

The timing of the services was not well communicated and some families missed it.

It was suggested that someone be assigned to help residents find page numbers so they could participate in the services.

ACTION:

1. In July there will be a meeting with the Apotex executive, Apotex Therapeutic Recreation, Culture & Arts, and Spiritual Care teams to review the responsibilities with regard to the spiritual programs.

Prior to the pandemic, a female family member was restricted from attending an orthodox service with her father, even though he was not well and required assistance with following along with the service and turning pages.

- Mide will discuss this with Deb Galet as to our approach going forward with regard to the services.
- We will look to creating a subcommittee to meet with spiritual care.

2.2. Food Committee Update Frieda Schaffel

There was a food committee meeting held last week. It was changed from a zoom to an in-person meeting. The main issues discussed at food committee were:

- Suggestion to have a separate sub-committee for family members. The food committee is mainly residents from the 2nd and 3rd floors. The needs of the residents on the other floors are not always being communicated.
- At the meeting, they presented the new spring/summer menu.
- As recommended by the Fixing Long Term Care Act, residents should be offered only one hot entrée at each meal, choice of 2 sides and a cold entrée. At the meeting, the residents would like a choice of 2 hot entrées.
- The Canada Food Guide recommends that the protein, meat, should be the smallest item on the plate.
- Meal times are going to be more flexible. Residents will be offered a continental breakfast if they don't want to get up for 8am.
- New items on the menu – such as grilled cheese sandwiches.
- Still working on the issue of food being brought to the table before someone is there to help with the feeding.
- There will be 2 BBQ's per unit this summer and family members will be invited.

2.3. Family Mentor Program Francie Kendal

We need more volunteers for the family mentor program to run efficiently. We currently only have 3 members and need from 3 to 6 more volunteers. The Family Mentor started to provide family members with a warm welcome to the Apotex. If you are interested in becoming a mentor please contact Francie Kendal.

- The following FAC members have expressed an interest in becoming a mentor: Eileen, Paul, Suzan, Tammy Andrea, Necha and Pat.

2.4. Issues Tracking Chairs

The issues tracker document was shared at the meeting. The document was included in the meeting package. Items reviewed were:

- Dining room furniture
- Apotex committee participation
- Elevators
- Spiritual Care

2.5. LTC+ Focus Group Lori Socket

The LTC+ Research Study has asked to have a focus group with FAC members. The information letter was included in the meeting package. Lori will set up a zoom meeting with the LTC+ team for next week. Please contact Lori if you are interested in participating in the focus group.

2.6. Apotex Update Mide Seyi-Ajayi

Staffing

There are times when we have a lot of applications and times when it is slow. We have been asking our current staff to bring us resumes of people they know who are looking for work as a PSW or nurse. We are also meeting with our education team with focus on our students to help provide additional support.

The issue we are having with regard to the feeding assistants is with the union. We may not be able to keep the feeding assistant position in the Apotex. This is also happening in other facilities. We are looking to increase the number of Therapeutic Recreationists.

Apotex Fun Team

We have been looking at ways to bring some fun into the home for our staff. We started a group called the Fun Squad, led by some of Social Workers and Recreationists. This month we are doing "Hands of Appreciation". When you are walking around the home, you can write some words of encouragement on the board. As well, we have a crossword puzzle contest for the staff and there is a prize for someone from each floor.

Petting Zoo

We had a petting zoo come to the Apotex last Thursday. We encouraged both residents and staff to come to the Wandering Gardens to pet the animals.

2.7. Questions and Answers

Self Screening App

There needs to be more clarity on the app as to when the caregiver is to do their Covid testing. The 24 hour choice should be changed to 1 day etc. Also, when the message appears, either green or yellow, it should say to change your mask before you proceed to the testing area.

- Mide will be meeting with the IT team to review the process of how they cross check the data from the app. There is some work being done on the app.

Is there anyone checking to ensure that visitors are screened who visit outside in the garden on Baycrest Ave?

- Most of the visits outside are by visitors who have come in to pick up the resident from their unit to take them outside.

2.8. Elections

There are elections coming up for the position of chair / co-chairs of the FAC. If you are interested, please contact Lori. We will be holding the vote next month.

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