

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, April 12, 2021
7:00 pm to 8:00 pm**

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

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of March 8, 2021

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on March 8, 2021 be approved. **MOTION CARRIED.***

Approval of Agenda of April 12, 2021

Addition: Rapid Antigen Testing exemptions
Staffing

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on April 12, 2021, be approved with changes. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. 2020 Family Satisfaction Survey Cyrelle Muskat

Cyrelle presented the results of the 2020 Family Satisfaction Survey. We used the same survey we have been using for the past 2 years. The survey was sent out to families by mail, as well as having a link on-line. We had 110 surveys completed. The survey includes questions on the family's experiences as well as their perception of the resident's experience. This year we added a few questions related to COVID.

Strengths – with over 80% positive response:

- Care is individualized to meet the needs of the residents
- I would recommend the Apotex to others
- Overall satisfaction with care
- Resident safety is being managed well
- Family can express their opinions without fear of consequences
- Staff listens to you
- Respectful communication with you
- Concerns and complaints are followed up to your satisfaction
- Staff keeps you informed with regard to changes to the resident's care
- Involvement in decision making
- Physical environment

Areas for improvement:

- Resident gets help they need in a timely manner
- Staff asks resident how their needs can be met
- Supervision
- Pleasurable meal time
- Offering foods the resident enjoys
- Resident gets assistance in the dining room

Weaknesses – less than 50% favorable response:

- Resident can express opinion without fear of consequences
- Resident participates in meaningful activities
- Variety of activities, including evenings and weekends

Covid specific questions:

- The Apotex supported the family and resident during the on-going pandemic – 80% of responses were favorable
- Communication – over 80% of responses were favorable
- New programs included wellness calls, mealtime helpers, virtual program, indoor/outdoor visitation

Feedback

- We look at results from both the Family survey and the Resident survey to improve activities offered in the Apotex.
- The results of the survey are shared with the Executive Team and CEO.
- Thanks to the recreation staff on engaging the residents in activities; and also to the feeding assistants
- Will we be using the new activities in the future, post-covid? The virtual programs will be able to continue.
- We may get more meaningful results if we can re-send the survey to get more responses. We can also look at using volunteers to call families.
- We now have email addresses for most family members.
- Can the results be broken down by floor?

2.2. Apotex Update Simon Akinsulie

Rapid Testing

We are now doing rapid testing due to new government regulations. Rapid testing must be done in long term care homes for both staff and caregivers. We have confirmed that for people who have been vaccinated, they will only need to do PCR. Without vaccination, you will need both a PCR test and a Rapid Test each week.

Residents going off property

Residents are now allowed to go outside and walk around the Baycrest property. We will communicate to the families in the next few days.

New Manager

WE are currently in the process of recruiting a new floor manager. Thank you to the FAC member who participated on the interview panel.

Covid case update

We currently have no cases of Covid for the residents in the Apotex. 96% of our residents have been vaccinated.

4 hours of care

The government has announced that they want to move to 4 hours of care. Currently residents in long term care receive about 2.8 hours of care per day. We haven't received details of how this will be rolled out.

Wandering Garden

Residents are now allowed to go out to the Wandering Garden. The hours are from 9am to 7pm. Some residents have been allowed to go out on the balconies in the recreation room, accompanied by a staff member. Some balconies are under renovation and should be open shortly.

2.3. Question & Answer

Additional Visitors

If there are 2 paid caregivers, is there any way that additional family members can see the resident?

- Residents are allowed to go outside, on and around the Baycrest property, on their own if they are able, or with their registered caregiver. The government has not specified if additional family members can visit with them while they are outside.

Can 2 caregivers spend time in the Gardens with the resident?

- Simon will review this with the screening team.
- Concern was expressed that people other than registered caregivers will visit with the resident when they are taken outside to the garden. It would be very difficult for us to police all the outdoor property. We can only hope that people will abide by the rules as we publish them.

Staffing

Sometimes there are shortages in staffing and PSW's are taken off one unit to go to another unit.

- We have a staffing department and supervisors in the building 24/7 to help us manage staffing issues. If there is an issue such as a last minute sick call, the supervisor and staffing office will review which unit can run with less staff, based on the number of residents on each unit. They will pull from one unit to assist on another unit.
- We are opening up new admissions to the Apotex. We currently have about 85 empty beds. There is a need to move patients from acute care hospitals to long term care.
- We continue to hire new staff throughout the entire pandemic in the hopes to fill all staffing vacancies.
- There is a new public health guideline which states that if some in your household is off due to testing positive for covid, then you must also isolate for 2 weeks.

Visitors / Rapid Test

If I want to visit a resident for a short visit in the garden, is there a way to have each visitor have a rapid test?

- The government has been clear that the rapid tests are for staff members and caregivers. They have not given us the ability to test anyone else. When we open up for outdoor visits, they may change their rules for rapid tests. Currently general visitors are still not permitted in long term care.

Exemption from Rapid Test

- There is a form to send in requesting exemption from the rapid test. An email will be sent confirming your exemption. Please continue to have both the PCR and the Rapid tests until you are notified of your exemption. This is effective 14 days after the first dose.

Testing Residents

Why is it necessary to continue testing residents now that they have been vaccinated?

- We have 2 full time IPAC staff. They continue to screen and test residents bi-weekly. If there is a caregiver case of Covid, we will test the residents on their unit. We have found that by testing regularly, we can identify anyone that is asymptomatic. We had hoped to stop the surveillance testing of residents, but due to the number of cases in Toronto, we have decided to continue the testing.

Email List

To be added to the email list for website updates please submit your email address to:
<https://www.baycrest.org/Baycrest/Coming-to-Baycrest/Patient-Visitor-Safety/COVID-19-Information>

NEXT MEETING

The Family Advisory Council will next meet on Monday May 10, 2021 at 7:00 pm.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, May 10, 2021
7:00 pm to 8:00 pm**

PRESENT: Rebecca Egier (Co-chair); Barb Abrams (A2); Shari Burrows (A2); Lisa Gold (A2); Rene Pardo (A2); Tammy Joffe (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Andrea Share(A4); Sarah Fishman (A5); Harriet Horlick (A5); Fern Silver (A5); George Keri (A6); Anne Clavir (A7); Annie Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Lea Teper (Community); Simon Akinsulie; Lori Socket

REGRETS: Rose Debow (3); Joel Maser (A3); Leora Holtzman (A4); Vladimir Radian (A4); Helen Scherer (A4); Sharon Silberstein (A4); Clara Crispino (A5); Gloria Good Draper (A5); Ian Kert (A5); Gail Goldenberg (A7); Debbie Kessler (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Paul Litwack (Community); Janice Maser (Community); Shoshana Pellman (Community)

GUESTS: Scott Ovenden, Vice President, Clinical Programs & Corporate Performance
Bianca Stern, Executive Director, Centre for Brain Health Innovation

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of April 12, 2021

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on April 12, 2021 be approved. **MOTION CARRIED.***

Approval of Agenda of May 10, 2021

Addition: Staff Vaccines
Resident Movement
Garden Visits

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on May 10, 2021, be approved with changes. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. The Centre for Brain Health Innovation: Activities Overview and Discussion on Opportunities for FAC Involvement Bianca Stern

Bianca represents the Centre for Brain Health Innovation. The Centre is also known as a Solution Accelerator. The people who fund the Centre, such as the government, look to the Centre to find solutions in ageing and brain health, in order to improve the quality of life in

older adults and caregivers. The Centre has been in existence for 6 years and have had over 350 projects, across Canada and the U.S. We fund innovators and entrepreneurs to allow them to grow an idea from concept of an idea to spreading it across the system. We are working with about 140 different organizations. We look for solutions to help caregivers and help people age in place, to help people navigate the health system. We also provide consultation to the people working on these solutions. The consultation helps them to build their idea, to validate their idea, and to build a business model around the idea if appropriate. There is a Seniors Advisory Panel working alongside CABHI. This group of older adults was originally recruited from the Baycrest volunteer department. It also includes older adults from the community. The panel has between 14 and 18 members. We are looking to increase the range and diversity of this panel. We have created a new website called LEAP – Lived Experiences Advisory Panel. The LEAP platform is made up like a virtual community centre with different rooms such as storytelling, innovation lab, learning hub, and marketplace. We would like the FAC to participate in the BETA version of this website. There are a lot of ways you can participate. The coaches community allows you, depending on your level of interest, to become involved.

ACTION:

If you are interested in participating to test out the LEAP website, please contact Lori Socket and she will put you in touch with Bianca.

2.2. Meeting Dates for 2021-22

The meeting dates for 2021-22 will be:

July 12, 2021

August 9, 2021

September 13, 2021

October 4, 2021

November 8, 2021

December 13, 2021

January 10, 2022

February 14, 2022

March 14, 2022

April 11, 2022

May 9, 2022

June 13, 2022

2.3. Apotex Update Simon Akinsulie

Update to Directive #3

Last week there was a change to Directive #3 from the Ministry. Directive #3 gives us directions as to what the home can or cannot do. Changes include:

- Caregivers can take residents out to the balconies with staff supervision
- Residents from different units can mix
- In-person recreation programs are re-instated, including fitness, creative arts & brain games
- We have expanded some of our virtual programs
- Caregivers and residents can take a walk around the entire floor
- New resident isolation rules have changed. Fully vaccinated new residents who test negative do not need to isolate. For those who only have their first vaccination, they must isolate until day 10, after testing negative on day 8.
- We are admitting about 6 new residents per week.
- Residents will have more flexibility and freedom

New Manager

We have a new manager for Apotex 4. We welcome Jessica Valleau to the team.

Vaccinations

We work hard to get all our residents vaccinated. In January and February we vaccinated about 90% of our residents. Staff have been able to get their first shot of the vaccination. We are waiting for direction from the ministry as to when they would be able to get their second shot.

Current Outbreak

We are currently on an outbreak on 2 units on the 7th floor. We expect the outbreak to be ended by Thursday of this week, if there are no new resident cases.

2.4. Question & Answer

Limit of 1 essential caregiver per resident

Every resident is allowed to identify 2 caregivers. There is only one essential caregiver allowed in the room at any time. For someone near death or dying, 2 essential visitors are allowed to visit at one time.

Residents are allowed outside the building on the Baycrest property. They should not be visiting with anyone other than their caregiver when they are outside. Outdoor gatherings are still not permitted. There is still a concern regarding community transmission of the virus. While we are starting to open up, it is important that we remain mindful of the community transmissions and there is no change to the policy that only one caregiver can visit with a resident at any time.

New admissions

Is there extra staff being allocated to units where new residents are being admitted?

We have kept our staffing consistent. When there is a new admission, the managers match the resident with the most appropriate unit. If needed, we will add additional staff.

Vaccinations

The residents received their first dose of the vaccine on January 5 or 6, and then the second dose was administered 28 days later.

With regard to staff and companions, the progress has been slow. The numbers are slowly increasing each week. There have been a number of challenges in overcoming vaccine hesitancy and increased confidence in the vaccine. As an organization, we are doing everything possible at this time. Mandatory vaccinations are not possible. Healthcare workers, including long term care staff, are in a select group to receive their second dose of the vaccine as early as next week.

How can the FAC help Baycrest encourage the staff to get vaccinated?

The approach has been different than that with the flu campaign. We don't know the total number of staff who have been vaccinated. We only know the number of those who received the vaccine on-campus. We are creating a policy whereby the staff have 3 options: they can provide a letter from a physician that they are unable to receive the vaccine, they can provide proof of vaccination, or they can decline to be vaccinated but they will have to undertake a 30 minute vaccine education by video. The materials are being rolled out very soon.

NEXT MEETING

The Family Advisory Council will next meet on Monday June 14, 2021 at 7:00 pm.

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MINUTES
Monday, June 14, 2021
7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Rene Pardo (A2); Tammy Joffe (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Andrea Share(A4); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Annie Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Barb Abrams (A2); Lisa Gold (A2); Rose Debow (3); Joel Maser (A3); Leora Holtzman (A4); Vladimir Radian (A4); Helen Scherer (A4); Sharon Silberstein (A4); Clara Crispino (A5); Gloria Good Draper (A5); Sarah Fishman (A5); Ian Kert (A5); George Keri (A6); Gail Goldenberg (A7); Debbie Kessler (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Paul Litwack (Community); Janice Maser (Community); Shoshana Pellman (Community); Mark Schlossberg (Community); Lea Teper (Community);
- GUESTS:** Scott Ovenden, Vice President, Clinical Programs & Corporate Performance
Roseanne Aleong, Director, Research, Innovation and Translation
John Nicholson, Executive Director, Human Resources
Shadan Fallahi, Client safety Officer and Risk Manager

The FAC meeting was held via on-line zoom.

1. **APPROVAL OF MINUTES AND AGENDA**

Approval of Minutes of May 10, 2021

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on May 10, 2021 be approved. **MOTION CARRIED.***

Approval of Agenda of June 14, 2021

Addition: Resident Leaves
Screening Desk
Rapid Test

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on June 14, 2021, be approved with changes. **MOTION CARRIED.***

2. **NEW BUSINESS**

2.1. **Leadership Changes** **Scott Ovenden**

It is with mixed emotions that we have received Simon’s resignation effective mid July. We would like to thanks Simon for his role in leading the organization through some very trying

times over the past several years. We have engaged a recruitment firm, Knightsbridge, to help us with the executive search. We would like the FAC to participate in the recruitment process. We ask for a single representative from the FAC who currently has a family member living in the Apotex and can commit to a phone call with the recruiter and participate in 3 to 4 interviews over the next several weeks.

ACTION:

If you are interested in participating on the interview panel, please contact Lori Socket by June 15, 2021.

2.2. Staff Vaccinations Roseanne Aleong and John Nicholson

Roseanne Aleong and John Nicholson presented on the initiatives being done in Baycrest to get the staff vaccinated. They presented on what Baycrest has been doing to encourage and enable staff to get the vaccine. In the early days, we focused on getting the right information to all staff, answering questions and making it clear what the vaccination process was. In February we started to give vaccinations on-site. Incentives included exemption from the Rapid Antigen Test if you had proof of being vaccinated, paid time if you had side effects from the vaccination, badge stickers to show they have been vaccinated, support from physicians, managers and co-workers. We have been publishing our vaccination rates at each entrance. In mid April we were about 59% and in mid June we were at 84% in the Apotex. Upcoming incentives include physicians and spiritual care team taking calls, mandatory vaccine education and choice program for individuals who have not yet indicated their choice around vaccination. The top reasons people resist receiving the vaccination are: information on safety and blood clots, impact on fertility, and resistance from individuals of colour. We focused on communication, access and support.

2.3. Semi-Annual Risk Report Shadan Fallahi

Shadan Fallahi presented the semi-annual risk report for the Apotex. The report includes clinical risks and covid related initiatives. A patient safety incident is any incident related to our residents. It is any incident which resulted in, or potentially resulted in, unnecessary harm to residents. During the fiscal year 2020/21, we had no increase in residents' death cases because of the outbreak. No change in unplanned emergency transfers, and no increase in harm from safety incidents. We also had a downward shift in the following categories: cases of missing residents, visitor safety incidents, and incidents resulting in high severity of harm. We saw an increase in the following categories: reporting of missing lab samples, skin tissue incidents, and care service coordination incidents.

2.4. Apotex Update Simon Akinsulie

We currently have no outbreaks in the Apotex. We continue to recruit for new staff, focusing on the RN staff.

We now have both indoor and outdoor visits in the Apotex. As well, residents are now being granted daytime and overnight leaves of absence if they are fully vaccinated.

Just a reminder that the PCR tests are available for caregivers. These must be done every 7 days. If a caregiver has a lapse, they may receive their test in the community such as a pharmacy.

ACTION:

Lori to send a reminder to Marcomm to ensure that this message is delivered to Apotex families.

2.5. FAC Election Rebecca Egier

Rebecca presented that it is time to hold elections for co-chairs. Please submit your name or nominations to Lori. We will hold the election at our next meeting..

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