

FAMILY ADVISORY COUNCIL MEETING

MINUTES

Monday, January 13, 2020

6:45 pm to 9:00 pm

PRESENT: Rebecca Egier (Co-chair); Janice Maser (A3); Fern Silver (A5); Debbie Kessler (A7); Annie Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket

REGRETS: Ira Applebaum (co-chair); Shari Burrows (A2); Rene Pardo (A2); Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Helen Scherer (A4); Sharon Silberstein (A4); Clara Crispino (A5); Sarah Fishman (A5); Gloria Good Draper (A5); Harriet Horlick (A5); Nechama Jakubowiz (A5); Ian Kert (A5); Marilyn Melnick (A6); Anne Clavir (A7); Gail Goldenberg (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Shoshana Pellman (Community); Mark Schlossberg (Community); Robert Tock(Community)

GUESTS:

APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of December 9, 2019

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

Approval of Agenda of January 13, 2020

Change Ideas presentation tabled to February, 2020

Add: Family Mentor Program

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on January 13, 2020, be approved, with changes. **MOTION CARRIED.***

1.2 Family Mentor Program Francie Kendal

When a new resident moves into the Apotex, the family member(s) often need support as well. Family Mentors are individuals who have all had a relative or close friend living in the Apotex. The Family Mentor will call the family member at home to answer questions. Their role is to direct the family members to the appropriate staff. The stats for the Family Mentor Program for 2019 have been compiled. Of the 135 new residents, our mentors were able to make contact with 118 of the family members (85%). Ongoing, Francie will be meeting quarterly with Cyrelle and the Social Work team to discuss any issues.

1.3 Apotex Update Simon Akinsulie

Accreditation

We have started preparation work for Accreditation. The survey will be conducted in the end of April 2020, again in November and then in 2022. We are currently updating the policies in the Apotex. As well, we are talking to staff and each week there is a theme. The theme for this week is 2 client identifiers.

Food Expo

We held a food expo last week to review the menu for winter and spring, including different textures. At the food expo, residents and guests were able to sample foods from the new menu. About 160 people came through the food expo. The proposed menu included both items which were popular in past menus and new recipes.

Mandatory Programs

The mandatory programs in the Apotex are all being refreshed. Mandatory programs are programs required by the legislation. WE are currently working on updating the falls program. We are monitoring the SQLI data which compares us to other long term care facilities. The areas where we are not trending well are 1) the use of antipsychotics without a diagnosis and 2) ED Transfer Avoidance.

Staffing

We are currently recruiting for evening and night shift registered staff. Simon will be meeting with HR on Wednesday to go over staffing in the Apotex.

Dining Room Walls

The fuzzy walls in the dining rooms are all being replaced with a durable hard surface. We have finished work on the 7th floor and are currently replacing the walls on the 6th floor.

2nd and 3rd floor conference rooms

The 2nd and 3rd floor conference rooms will be updated shortly. A donor has been found to fund this project.

Annual Family Meetings

It was noted that the annual family meetings were often delayed in the past. As well, we need to ensure that the appropriate team members are in attendance. Simon will follow up next meeting regarding the annual family meetings.

1.4 Other Business

New Co-Chair

Ira has resigned from the FAC. He is currently one of the Family Client Partners. We need to elect a new co-chair for the FAC. This position needs to be filled by a current family member.

Discussion ensued regarding the roles of the Family Client Partners and the Apotex Family Advisory Committee. We will invite the chairs of the Family Client Partners to an upcoming meeting.

2.0 NEXT MEETING

The Family Advisory Council will next meet on Monday February 10, 2020 at 6:45 pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, February 10, 2020
6:45 pm to 9:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Frieda Schaffel (A4); Gloria Good Draper (A5); Harriet Horlick (A5); Anne Clavir (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Rene Pardo (A2); Lea Teper (A2); Rose Debow (3); Janice Maser (A3); Leora Holtzman (A4); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Sharon Silberstein (A4); Clara Crispino (A5); Sarah Fishman (A5); Ian Kert (A5); Fern Silver (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Debbie Kessler (A7); Karen Rue (A7); Barry Tsur (A7); Francie Kendal (Community); Paul Litwack (Community); Shoshana Pellman (Community)
- GUESTS:** Nicole Iancovitz, Manager, Culture & Arts
Emily Sitter, Recreationist, Culture, Arts & Innovation
Elke Ruthig, Project Manager, Patient & Consumer Education
Tonya Mahar, Manager, Library Services
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APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of January 13, 2020

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on January 13, 2013 be approved. **MOTION CARRIED.***

Approval of Agenda of February 10, 2020

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on February 10, 2020, be approved,. **MOTION CARRIED.***

1.2 Passover Nicole Iancovitz and Emily Sitter

Nicole Iancovitz and Emily Sitter are proposing to change the location for the Passover seders from the Winter Garden to the Apotex Recreation Rooms. Clients and families will be invited to attend one seder each day. The seder will be conducted at 3:30pm after which the residents will have their festival dinner in their respective dining room.

Comments from the FAC members included:

- The Winter Garden is a very open and airy place while the recreation rooms can be more closed in.
- It is difficult getting the residents down to the Winter Garden for the seders. This has become more difficult since we no longer have porters and rely mainly on volunteers.

- In the Winter Garden, the overflow sitting by the WA Café can not hear the seder.
- We have problems getting everyone seated in the Winter Garden.
- The recreation rooms will mean smaller and more manageable groups

There will still be an orthodox seder at 8:30. There will be no charge for the seders. Family members will be allowed to purchase meal tickets in order to dine with their loved ones in their dining room.

1.3 Patient, Family & Consumer Education, New & Projects

Elke Ruthig, Project Manager, Patient & Consumer Education

Tonya Mahar, Manager, Library Services

Revitalizing the Baycrest Wellness Library

This project has been in planning for the past year. The Wellness Library is on the 1st floor of the Apotex Centre. The goal is to become an innovative health literacy and information hub. To help people get the right information at the right time. The strategic direction is to provide full access to multimodal, reliable health information. The goal for the renovations is for the Wellness Library to provide the opportunity to be responsive to the impact of low health literacy, and allow people to be able to take part in their own health care.

Changes in the Wellness Library include:

- Physical space being renovated
- More focus on health information
- Material will focus mainly on brain health, memory, aging, dementia and caregiving
- More accessible space
- Greater digital presence

The Wellness Library will be closed for 2-3 weeks in early March for renovations.

1.4 Change Ideas, Apotex Quality Improvement Plan Simon Akinsulie

Simon presented the 2020-21 Quality Improvement Plan (QIP). The QIP is a documented set of quality commitments that an organization makes to its residents, staff and community, which is submitted to Ontario Health each year. The QIP priorities are set by the home but may also be a Ministry or Ontario Health priority. The status of our current QIP is:

1. Potentially preventable ED transfer rate: Our target is 17.4% and our current performance is 18.9%. Although we are above our target, we are still performing better than the LHIN average for Ontario.
2. Complaints acknowledged within 10 days: We are performing at 100%.
3. Would you recommend the Apotex?: Our target is 80% and we currently are performing at 94%
4. Percentage of residents whose palliative care needs are identified early through a comprehensive and holistic assessment: This is a new initiative and we have not collected enough data to set our goal. Our current performance is at 36%

The QIP priorities for 2021 are:

1. Preventing our residents unnecessary visits to the Emergency Department: The target for 2020/21 is set at 17.4%
2. Improving the proportion of residents who can speak up about the home without fear of consequences: The target for 2020/21 is set at 76%

3. Reduce inappropriate antipsychotic use: The target for 2020/21 is set at 19%
4. Documented assessment of palliative care needs: The target for 2020/21 is set at 100%

Discussion was held strategies or approaches which could be considered appropriate for change:

- Conversations should be held in a private area
- Be mindful of the time of day most appropriate to hold conversation
- Discussions can be held during the annual care conference
- Hold floor meetings such as town halls.

ACTION:

Discussion on strategies and approaches should be continued at a future meeting.

1.5 Apotex Update Simon Akinsulie

Family Survey

We have received back over 100 family surveys and the data is currently being compiled.

Accreditation

We have started preparation work for Accreditation. The survey will be conducted in the end of April 2020, again in November and then in 2022.

Staffing

We have completed all our staffing requirements for registered staff, including RN's and RPN's. We currently interviewing to fill the final PSW positions.

Dining Room Walls

The work on renovating our dining room walls is continuing on schedule.

2nd and 3rd floor conference rooms

We have received donor funds to update the 2nd and 3rd floor conference rooms.

Coronavirus

Simon reminded everyone that there are signs posted throughout the building regarding the coronavirus. Please be mindful that if you have any of the signs and symptoms, you should not enter the building.

Palliative Care Training

Training has begun in the Apotex to re-launch our Palliative Care Program.

1.0 NEXT MEETING

The Family Advisory Council will next meet on Monday March 16, 2020 at 6:45 pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, March 16, 2020
7:00 pm to 8:30 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Janice Maser (A3); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Gloria Good Draper (A5); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Annie Papernick (A7); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Mark Schlossberg (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Rene Pardo (A2); Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Helen Scherer (A4); Clara Crispino (A5); Sarah Fishman (A5); Ian Kert (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Debbie Kessler (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Eric Sobel (Community)
- GUESTS:** Scott Ovenden, Vice-President, Clinical Programs and Corporate Performance
Satyajeet Bhoite, Infection Control Practitioner
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APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of February 10, 2020

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on February 10, 2020 be approved with corrections. **MOTION CARRIED.***

Approval of Agenda of March 16, 2020

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on March 16, 2020, be approved,. **MOTION CARRIED.***

1.2 Covid-19 Update Simon Akinsulie, Scott Ovenden and Satyajeet Bhoite

The FAC meeting was held via teleconference. Simon Akinsulie, Scott Ovenden and Satyajeet Bhoite provided updates as to the actions being taken at the Apotex and at the whole Baycrest campus. A task force has been created which is updated regularly by the Ministry of Health task force. Simon represents the Client Care Operations.

The Apotex is promoting social distancing. This includes the cancellation of group activities. As well the tables in each dining area are spaced out. There is active screening done for all new residents as well as those who are returning to the Apotex.

There is active screening at each entrance to the building.

We have enhanced our environmental services to include regular cleaning of hand rails and elevator buttons.

Baycrest has closed all non-emergent services.

Please access the Baycrest website at www.baycrest.org for all updates regarding the Covid-19 virus.

A question and answer session was held for all participants.

Concerns were raised regarding the level of resident room cleaning. Simon will address this issue with the interim manager of environment services.

Currently we are considering the private companions as essential workers and as such they are allowed in the building as long as they pass the screening questions.

1.0 NEXT MEETING

The Family Advisory Council will next meet on Monday April 11, 2020 at 6:45 pm in the Exton Boardroom.