

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, January 4, 2022
7:00 pm to 8:30 pm**

- PRESENT:** Annie Papernick (Co-Chair); Shari Burrows (A2); Alexis Dawson (A2); Suzan Dorchik (A2); Gary Fleischmann (A2); Pat Gerada (A2); Lisa Gold (A2); Andrea Gregor (A3); Nancy Levkovitsh (A4); Frieda Schaffel (A4); Marcia Gilbert (A5); Harriet Horlick (A5); Necha Jakubowicz (A5); Anne Clavir (A7); Virginia Lee (7); Lesley White (A7); Rebecca Egier (Community); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Mide Seyi-Ajayi; Lori Socket
- REGRETS:** Shari-Ann Rosenberg (Co-Chair); Barb Abrams (A2); Rene Pardo (A2); Jori Lichtman (A3); Tammy Joffe (A4); Vladimir Radian (A4); Andrea Share (A4); Clara Crispino (A5); Sarah Fishman (A5); Gloria Good Draper (A5); Ian Kert (A5); George Keri (A6); Gail Goldenberg (A7); Sholom Glouberman (Community); Heather Nochomovitz (A7); Paul Litwack (Community); Janice Maser (Community); Sharon Silberstein (Community); Lea Teper (Community)
- GUESTS:** Scott Ovenden, Vice President, Clinical Programs & Corporate Performance
Chingiz Amirov, Director, Clinical Support, Food and Nutrition, and Environmental Services

The FAC meeting was held via on-line zoom.

1. **NEW BUSINESS**

1.1. Impact of Covid Variant and IPAC Protocols Chingiz Amirov

We currently have declared a building wide outbreak in the Apotex. There are a number of staff cases with links to the community. When staff outbreak activity appears in different pods, it becomes difficult to manage outbreaks on a pod by pod basis. Currently we have detected 8 client cases. Of these cases, 1/3 are completely asymptomatic, 1/3 are mildly symptomatic and 1/3 have systemic symptoms such as fever. To date, Covid has been clustered in 2 units, 4EI and 7EI.

Control measures include: point prevalence testing, active surveillance and we share the active surveillance results with occupational health and safety to see if client cases and staff cases are related to each other. We have discontinued resident leaves of absence. We place suspected and confirmed residents on special droplet precautions. We provide staff who are direct care providers with N95 respirators. For high touch surfaces we use cleaning and disinfection UV cleaners.

What are the parameters around a caregiver having been potentially exposed in the community, but not tested positive?

- If a resident is exposed to a positive case of covid, they would be placed on 10 days of droplet precautions. If they show any signs of covid, then they would be tested. There is

also active surveillance where a member of the IPAC team reviews the resident chart on a daily basis.

- In the case of an exposure to an exposure, the resident would not be placed on droplet precautions unless we find out that the person they were exposed to has tested positive.
- Staff are required to be tested every 72 hours.

Use of N95

Is there an opportunity for caregivers to get an N95 mask? If not, should they double mask?

- Double masking is not recommended.
- The supply of N95 masks is improving. We are watching the utilization of the N95 masks very carefully. The use of N95 masks for caregivers may be considered in the future however currently they are required to use procedure masks. We do provide an N95 to the caregiver if the resident has tested positive.

The protocol if a caregiver tests positive on a rapid test is to have a PCR test to confirm if they are positive or negative.

1.2. Apotex Update Mide Seyi-Ajayi

Staffing

The impact of the outbreak may affect how care is given in the Apotex. At the beginning of each shift we may have delays in getting empty shifts covered due to illness or if the staff test positive when they come in. A lot of our resources have been moved to giving personal care. Activities and programs are secondary right now. Baycrest is working to re-deploy additional staff as we are closing outpatient services.

We will be announcing tomorrow that for all non-management staff, we are going to be providing overtime enhancements of double time instead of time and a half. We are also providing shift premium bonuses for working night shift and weekends.

Residents will soon be eligible for a fourth vaccine. If you have any questions please ask the physician when he/she calls regarding consent for the vaccine. Mide will look to sending out an information sheet about the fourth shot.

Due to the outbreak on some units, residents in those units are being kept in their rooms. We are looking at ways to manage activities and programs. We are looking at virtual and one on one programs and using the redeployed staff to assist us. We do not have a date yet as to when the outbreak will be over.

While residents are isolated in their rooms, do they need to be kept in their beds?
Residents who can sit in chairs, we try to get up into chairs. This is why we are exploring getting more assistance on the units.

We are doing staggered meal service with one person per table, for those who can eat in the dining room, as well as meal service in the rooms.

NEXT MEETING

The Family Advisory Council will next meet on Monday February 14, 2022 at 7:00 pm.

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- REGRETS:** Lisa Gold (A2); Jori Lichtman (A3); Vladimir Radian (A4); Clara Crispino (A5); Sarah Fishman (A5); Gloria Good Draper (A5); Ian Kert (A5); George Keri (A6); Gail Goldenberg (A7); Lesley White (A7); Rebecca Egier (Community); Paul Litwack (Community); Janice Maser (Community); Eric Sobel (Community); Sharon Silberstein (Community); Lea Teper (Community)
- GUESTS:** 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 December 13, 2021 and January 4, 2022

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on December 13, 2021 and January 4, 2022 be approved. **MOTION CARRIED.***

Approval of Agenda of February 14, 2022

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on February 14, 2022, be approved. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. Apotex Update Mide Seyi-Ajayi

IPAC measures

After 48 days of outbreak in the home, we declared the outbreak over today. There are no active resident or staff cases. We continue to monitor the residents and adhere to our IPAC measures. We now use N95 masks for staff on units which have 1 active case. The next steps we proposed to Toronto Public Health are if any new cases pop up, we will not declare a whole home outbreak. We will limit the outbreak to the unit. Eye protection and use of surgical masks will continue.

Visitors

Right now, we still have the restriction of 2 essential caregivers at any one time can visit with a resident. On February 21st, general visitors will be allowed back to the Apotex. We are also allowing for short term social leaves for our residents, less than 24 hours. To be able to go on a short term leave, the resident must have the third vaccination. The essential short term absence includes outdoor activity such as a walk outside, or a mental health break. The testing requirements remain upon return to the home.

Can residents go downstairs to the Second Cup? Walk around the Winter Garden?

- This can be done as of today.
- Recreation rooms are now open for co-horts of up to 10 people.

The sitting area by the Second Cup is very hot. Can someone check the ventilation in this area?

- Deb will connect with our facilities department to test the ventilation in this area.

4th dose – is this beneficial?

- Please have a conversation with the physician when they call for consent.

Staffing

We are working with the HR team to develop a staffing strategy. We are looking to set new targets. We are focusing on other areas such as attendance management and work related injuries, and how we can safely return these people back to work.

Rapid Tests

We are still keeping the testing every 72 hours.

2.2. Management Staff – assisting with feeding Frieda Schaffel

Frieda wanted to bring to the attention of the committee that she met a member of the senior staff at Baycrest Research department who has been helping with feeding her family member on a weekly basis. She was also giving someone lunch on the unit. It was also noted that Scott was assisting with meals on another floor. Frieda touched base with Cyrelle Muskat to find out the extent of the feeding program. To date, about 40 management and administrative staff on a regular basis have been assisting with feeding in the Apotex.

2.3. Communication to the Committee Chairs

There had been some questions regarding having more frequent FAC meetings. It was decided that when questions arose which needed a response prior to the next FAC meeting, Mide would send out an email communication to the committee. Discussion ensued around when we need a meeting and when an email would suffice. Please email Lori any thoughts you have around when you want to have a meeting or when you would be happy to receive an email.

If you haven't yet registered for the weekly updates, please send an email to Lori to get on the email list.

2.4. Dining Rooms Andrea Gregor

The chairs in the dining rooms are not being cleaned. Also, please check the level on the tables as some of them are rocking a bit. Mide will touch base with environmental services. Mide will also look into hand hygiene in the Apotex.

2.5. Apotex Committee Membership Anne Clavir

Members of the FAC have been members of various committees in the Apotex and across Baycrest. Since the pandemic started, some of the committees stopped including our members. We need to inventory who is currently sitting on a committee at Baycrest.

Deb will report on all the existing committees at the March meeting.

If you currently sit on a committee or are interested in sitting on a committee, please email Lori with the information.

2.6. Questions and Answers All

What are the protocols when you have questions regarding your loved one's floor? Is there an organizational for each unit identifying roles and responsibilities?

- We can revive the documents on hand. Right now, we have the pictures of team members posted on each floor. We can look at updating our information in the resident handbook, which is found on the website.

Is professional development paid for the staff?

- There is professional development days built into the collective agreements for the staff. We also run the Regional Behaviors Supports Ontario office which has funds to pay for staff in long term care to attend education sessions. We can invite Deb to do a full presentation on professional development support with regard to responsive behaviors.

NEXT MEETING

The Family Advisory Council will next meet on Monday March 14, 2022 at 7:00 pm.

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GUESTS:

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1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of February 14, 2022

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

Approval of Agenda of March 14, 2022

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on March 14, 2022, be approved. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. Business Arising from February 14, 2022

List of Committees

Mark will share his document of Baycrest Committees with the chairs.

Meeting time changes

As discussed at the February meeting, we would like to extend the FAC meeting from 1 hour to 1 hour 45 minutes starting April 2022. The meetings will run from 6:45 to 8:30pm.

It was duly MOVED that the meeting times be changed to 1 hour and 45 minutes. MOTION CARRIED.

Issues Tracking

We will be starting an issues tracking document which will include a column for timelines. This document will be used to keep track all issues discussed at FAC. This document will be included with the meeting package each month.

2.2. Apotex Update Mide Seyi-Ajayi

Staffing

We are increasing our staffing in efforts to reach the goal of 4 hours of care per day. With the additional funding provided by the Ministry, we have determined that we can increase our evening and night shifts by 1 PSW per unit for each shift. We posted for 56 new positions, including both full time and part time. This morning we filled 36 of these positions.

Our next steps will be to look at attendance management and workplace injuries.

Reopening Plan, Visitations, Vaccinations

As of today, the ministry has rescinded the vaccination requirement for long term care. They passed the responsibility to each individual organization to determine their own vaccination policy. At present, the Baycrest vaccination policy states that you need 2 doses to be considered fully vaccinated. The third dose is not mandatory for staff, support workers, caregivers or visitors, but we strongly encourage everyone to receive the third dose.

Children, 5 and under, can still visit even though they can't get the vaccine. Children over 5 years old must follow the vaccine policy of having 2 doses. Rapid testing is still mandatory, every 72 hours for those who have had the 3rd booster shot, and every 24 hours for those who are double vaccinated.

The swabbing technique has changed as per guidance from the ministry. They now swab both throat and nasal.

2.3. Food Committee Update Frieda Schaffel

Frieda attended the meeting of the food committee today and encourages any family members to also attend. The Passover seders will take place in the dining rooms on the floors. They will include the reading of the Hagaddah. Guests are not invited as they will not be allowed to remove their masks to eat at the seders. The kitchen staff are responsible for cleaning the chairs in the dining rooms. There is a plan to replace the dining room furniture. There is also a plan to replace the dishes. Also being discussed is the use of plastic dishes which should be replaced by biodegradable ones.

The kitchen staff should not be putting food out until the resident is ready to eat. Food should not be placed in front of a resident who is not capable of feeding themselves until there is staff available to assist with feeding.

If you want to join the committee, please send an email to Lori.

2.4. Laundry Andrea Gregor

Andrea raise the issue of the laundry service. Recently the laundry is being returned with socks not paired and items often inside out.

- Mide met with the leader of the team which oversees the laundry service. Prior to the pandemic, a lot of laundry was being done by private companions using the laundry machines on each floor. During the pandemic, we shut these rooms and all the laundry was redirected to the Baycrest laundry room. This caused a strain in that department to keep up with the volume of laundry.

2.5. Elevator Issues Anne Clavir

The issue was raised that during the family day long weekend, several of the elevators were out. Again, 2 weeks later the front 3 elevators were not working. When this happens after hours or on weekends, who do we notify? What is the plan to prevent such outages with the elevators?

- You can speak with the after hours supervisor, security or the staff on your unit. You can call switchboard and ask for the after hours supervisor.
- Currently we have no funds set aside for the elevators on our capital plan for the Apotex. Mide will put a proposal together to look at the possibility of reallocating some capital funds.
- We will invite Martin Green, head of security, to a future meeting to discuss what to do in the case of an emergency.
- We will ask communications to put up a sign by the elevators indicating who to contact if the elevators stop working after hours.

2.6. Questions and Answers All

When are volunteers able to come back to the Apotex?

- Volunteers are currently allowed to come back in however there are a lot of our previous volunteers who are choosing not to come in. Our volunteer services department is currently working on recruiting new volunteers.

What is the plan for services when the ATC (Assistive Technology Clinic) closes later this month?

- The seating will be an on-call basis. Occupational Therapy will handle the physical requirements related to wheelchairs and their design.
- The ATC clinic was an on-site private service. The owner of the clinic has decided to move on and close the clinic. They had provided services such as speech-language pathology (SLP), and additional physiotherapy.
- We also have a process in the Apotex for SLP services. Currently, Physiotherapy and Occupational Therapy are provided by a 3rd party in the Apotex. We are reviewing our contract with Lifemark, the provider of our services for additional hours so the closure of the clinic will not have an impact on the Apotex.

NEXT MEETING

The Family Advisory Council will next meet on Monday April 11, 2022 at 7:00 pm.