

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, June 6, 2016
6:30 pm to 8:30 pm**

- PRESENT:** Robert Tock; Mark Schlossberg; Cheryl Albuquerque (A7); Shari Burrows (A2), Anne Clavir (A7); ; Rebecca Egier (Community); Sarah Fishman (A5); Chani Gastfreund (A4); Lisa Gold (A2); Gail Kaufman(Community); Bernard Rachlin (Community); Shari-Ann Rosenberg (A6); Eric Sobel (A5); Sue Calabrese (DOC); Lori Socket
- REGRETS:** Hykie Ballett (A6), Arei Bierstock; Marion Hershoran (A4), Harriet Bernstein (A6), Gail Goldenberg (A7); Bala Hernick (A2), Fluffy Rosenbloom; Francie Kendal (Community); Joe Myers (Community), Vivian Rosenberg (A6), Marilyn Melnick (A6), Sherryl Haberman (A7), Sue Tepper (Community), Susan Davidson (A2), Susan Gorewich (A6), Dara Kideckel (A7), Susan Wiskin (A2), Avivah Wargon; Joi Guttman-Young (A7). Sholom Glouberman (Community); Bill Weiss (A3)
- GUESTS:** Cyrelle Muskat, Manager, Quality and Accreditation
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1.0 APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of May 9, 2016

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on May 9, 2016 be approved with grammatical corrections. **MOTION CARRIED.***

1.2 Approval of Agenda of June 6, 2016

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on June 6, 2016, be approved. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Quality of Life Survey Cyrelle Muskat, Manager of Quality and Accreditation

Cyrelle Muskat presented the updated Quality of Life Survey which we will be starting up. We are administering a Quality of Life survey in the Apotex, which was developed by InterRAI. This is intended for residents with little to no impairment. There is a corresponding survey for families of those with cognitive impairment. Our survey will be compared with other organizations in the SQLI (Senior Quality Leap Initiative) group. This is a group of comparable homes in Canada and U.S. The survey will run for about 6 weeks, or longer if necessary to reach our 60% response goal of the approximately 220 residents deemed capable.

2.2 **RQI Report Sue Calabrese**

Sue presented the monthly update on the RQI (Resident Quality Improvements) Report. Of the 227 recommendations on the report, 60 were completed this past month.

Dining Room: As of June 15th, the Pleasurable Dining Experience Program will be re-launched.

New Breakfast Hours: As of June 15th, breakfast will begin at 8:30am. For the safety of the residents, the dining room will be closed until 8:20am. There will be a schedule for serving one side of the dining room at a time. This will be rotated day to day. A calendar will be posted.

Mandatory Training: There will be mandatory training put on our Surge Learning Program for all staff. This is a web-based program which will monitor all mandatory annual training.

Compliance Committee: A committee was formed, consisting of the DOC, nurses, and unit directors, which meets weekly to review the compliance reports.

Infection Control: We have formed our own Infection Control Committee for the Apotex which will meet quarterly, as mandated by the legislation.

Medication Recommendations: There were 22 recommendations for Medication Management. A Medication Management Committee has been established to review all the recommendations, such as medication destruction and locking med carts.

Housekeeping, Laundry and Maintenance: To be updated at next meeting.

3.0 **STANDING ITEMS**

3.1 **Issues Tracking Robert Tock**

Robert Tock circulated the Family Advisory Council issues tracking document.

1. Item #1 Client Satisfaction Report – status changed to completed
2. Item #3 Role of Private Companion policy – the policy is not completed. The policy is currently in the process of being approved.
3. Item #5 Safe and Pleasurable Dining Committee – training for family members. Sue to set up training sessions for family members.

Chair Announcements

- An announcement was circulated regarding the recent appointment of Dr. Gary Naglie as Vice President, Medical Services and Chief of Staff.
- Food and Nutritional Services Committee has recently released an executive summary on food and nutritional services benchmarking, to compare the Apotex to other similar homes.

3.2 **Apotex Report Sue Calabrese**

Sue Calabrese presented the Director of Care Report.

New Smocks for PSWs: We received new smocks for the PSW's to wear over their scrubs while in the dining room. These can be personalized for each of the staff.

Dining Scarves: New dining scarves are being made for the residents to replace the bibs currently being used. These have been donated to us.

New provider for continence product: The new provider for continence products is Tena. The notice has gone out.

Renovation of Dining Room areas: Walls are being painted, starting with Apotex 5.
Shower Tubs: The cost of new shower tubs is approximately \$500,000. These will be put in a few at a time.

4.0 **NEW BUSINESS**

4.1 **Dates of 2016-2017 meetings**

ACTION: The dates of the meetings for 2016-2017 will be circulated for discussion at the July 11, 2016 meeting.

4.2 **Executive Nominations and Election**

Co-Chair Robert Tock was returned. Co-chairs Bill Weiss and Shari-Ann Rosenberg were elected, all by acclamation.

5.0 **NEXT MEETING**

The Family Advisory Council will next meet on Monday, July 11, 2016 at 6:30pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
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6:30 pm to 8:30 pm**

- PRESENT:** Robert Tock (Community); Ira Applebaum (A7); Shari Burrows (A2), Anne Clavir (A7); Rebecca Egier (Community); Sarah Fishman (A5); Chani Gastfreund (A4); Sholom Glouberman (Community); Gail Kaufman(Community); Bernard Rachlin (Community); Harriet Rice (A7); Shari-Ann Rosenberg (A6); Mark Schlossberg (Community); Eric Sobel (A5); Bill Weiss (A3); Sue Calabrese (DOC); Lori Socket
- REGRETS:** Cheryl Albuquerque (A7); Hykie Ballett (A6), Arei Bierstock; Marion Hershoran (A4), Harriet Bernstein (A6), Lisa Gold (A2); Gail Goldenberg (A7); Bala Hernick (A2), Fluffy Rosenbloom; Francie Kendal (Community); Joe Myers (Community), Vivian Rosenberg (A6), Marilyn Melnick (A6), Sherryl Haberman (A7), Sue Tepper (Community), Susan Davidson (A2), Susan Gorewich (A6), Dara Kideckel (A7), Susan Wiskin (A2), Avivah Wargon; Joi Guttman-Young (A7).
- GUESTS:** Gina Carvalho, Director of Food Services
Monita Persaud, GTA Regional Elder Abuse Consultant, Provincial Multicultural Coordinator, Elder Abuse Ontario
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1.0 APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of June 6, 2016

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on June 6, 2016 be approved. **MOTION CARRIED.***

1.2 Approval of Agenda of July 11, 2016

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on July 11, 2016, be approved. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Food and Nutritional Services Gina Carvalho, Director of Food Services

Menu Cycle Changes:

The cafeteria changes happened last Monday, price changes and changes in hours of service. In the Apotex, the menu cycle has been changed from a 28 day cycle to a 21 day cycle. Other changes have been made based on nutrition and intake. Soup will be removed at dinner time, except for Friday and Saturday nights. Soup will still be served at lunch.

Snack Menu:

The Snack menu is currently being revised. Currently cookies are being served for snacks. Prescribed snacks are also provided when required. It is in legislation that we need to serve snack, however the nutritional value of the snacks is not required to meet

the daily requirements as per Canada's Food Guide. We are pushing for more variety in snack choices such as yoghurt, ½ sandwiches, fruit.

ACTION:

1. Add FAC member to the JHA Interprofessional Food Services Committee. Shari-Ann volunteered to sit on the committee.
2. Gina to present on snack consumption at her next visit to FAC

2.2 Elder Abuse Presentation Monita Persaud, GTA Regional Elder Abuse Consultant, Provincial Multicultural Coordinator, Elder Abuse Ontario

Monita Persaud of Elder Abuse Ontario presented on elder abuse in Long Term Care and in the community. The difference between elder abuse and assault or other forms of abuse is that elder abuse is perpetrated by someone of trust to the assaulted party. Monita provided on-line resources for people to be familiar with:

Two places to look on our web site (www.elderabuseontario.com) depending on the audience and needs:

1. For family – look under section for seniors and caregivers tab
2. For service providers – look under training resources and specifically under duty to report in long-term care, retirement homes and community

2.3 Director of Care and Resident Experience Reports Sue Calabrese

Dining Room: There are 13 recommendations. The dining rooms on the 5th floor has been renovation – fabric taken off the walls, freshly painted. The focus is now on the snacks program. Since we changed the breakfast start to 8:30am, residents have been getting used to the new time, although some early risers are having some issues getting adjusted.

ACTION:

1. Check dining rooms – where meal choices are posted.
2. Request to Food Services as to how to get fresh fruits on the menu. Sue to forward request to Interprofessional Food Services Committee.

New Bathtubs: We have approval to purchase the new tubs. We will start the process with sending out an invitational bid. When the tubs are operational, we will begin to decommission the hoses in the individual bathrooms.

Falls Prevention: it is important for family members to notify staff when they bring a resident back from an outside visit and not just sign the resident back in.

Feeding Safely Program: We will be offering a feeding safely program for family members 3 times a year. The first meeting will be held on Thursday July 21, 2016 from 7:00-8:00pm. This program will be run by the volunteer coordinator along with a nurse.

ACTION:

1. Lori to review dates with Volunteer coordinator so that they program is not always run on a Thursday. Use different nights of the week so more could potentially take part.

Other Issues: There is concern that beeping on the floors is not being addressed in a timely manner. Family members are encouraged to speak with the RN or unit director if there is concern.

ACTION:

1. Sue will look into this. It is possible that due to summer vacation, we have been using casual staff who may not be as diligent as full time staff. Sue will send a message to all RNs and RPNs.

Critical Incidents:

ACTION:

1. Sue to bring a report on the Critical Incidents to the August meeting.

Attendance: There is an attendance management program in the Apotex. When a staff member has reached the quota of sick calls, they are referred to this program.

Wandering Bracelets: The wandering bracelets are not always working when in the elevators.

ACTION:

1. Notify security that residents with wandering bracelets are able to use the elevators without punching in the code. Also notify nurse that the resident's bracelet may not be working.

New Rexall Pharmacy: The new Rexall pharmacy will be opening soon across from Wortsman Hall. Our concern is that the residents will be purchasing over the counter drugs. There will be signs posted by Rexall that notify the residents that they cannot sell over the counter drugs to residents unless it is prescribed by a physician.

3.0 STANDING ITEMS

3.1 Issues Tracking Robert Tock

Robert Tock circulated and reviewed the updated Family Advisory Council issues tracking document.

A request was made to move the Family Advisory Council meetings to Loftus Hall until construction has been completed at the entrance to the Kimel building. (This would require a later start time as the Loftus Hall is booked until 7:00pm. It was decided that we would remain in the Exton boardroom).

ACTION:

1. Lori to check availability of Loftus Hall for upcoming meetings.

Chair Announcements

- The map of the new designated smoking areas was circulated.
- The flyer for the safe feeding learning session was circulated.
- The chairs acknowledged all the hard work that Mark Schlossberg has done over the past 5 years as chair/co-chair of the Family Advisory Council. His dedication to the roles has moved the needle and given the Council exposure and credibility with management of the entire campus.
- **The code that gains access to the Apotex balconies where residents and their care-givers can enjoy some fresh air and sunshine – simply press 1-2-3 in sequence to gain access. No code is required to re-enter the building.**

ACTION:

1. Robert will circulate a sheet with the next minutes for council members to update with their areas of interests and expertise.

4.0 NEW BUSINESS

4.1 Dates of 2016-2017 meetings

Monday July 11, 2016
Monday August 8, 2016
Monday September 12, 2016
Wednesday October 5, 2016 (NOTE THE DATE)
Monday November 7, 2016
Monday December 12, 2016
Monday January 9, 2017
Monday February 13, 2017
Monday March 6, 2017
Monday April 3, 2017
Monday May 8, 2017
Monday June 12, 2017

5.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, August 8, 2016 at 6:30pm in the Exton Boardroom.

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MINUTES
Monday, August 8, 2016
6:30 pm to 8:30 pm**

- PRESENT:** Robert Tock; Ira Applebaum (A7); Anne Clavir (A7);); Gail Kaufman(Community); Francie Kendal (Community); Heather Nochomovitz (A7); Bernard Rachlin (Community); Eddit Rice (A7); Harriet Rice (A7); Shari-Ann Rosenberg (A4); Eric Sobel (A5); Bill Weiss (A3); Sue Calabrese (DOC); Lori Socket
- REGRETS:** Cheryl Alburquerque (A7); Hykie Ballett (A6), Arei Bierstock; Shari Burrows (A2), Susan Davidson (A2), Rebecca Egier (Community); Sarah Fishman (A5); Marion Hershoran (A4), Harriet Bernstein (A6), Chani Gastfreund (A4); Sholom Glouberman (Community); Lisa Gold (A2); Gail Goldenberg (A7); Bala Hernick (A2), Fluffy Rosenbloom; Marilyn Melnick (A6), Joe Myers (Community), Vivian Rosenberg (A6), Mark Schlossberg; Sue Tepper (Community), Susan Gorewich (A6), Dara Kideckel (A7), Susan Wiskin (A2), Avivah Wargon; Joi Guttman-Young (A7).
- GUESTS:** Dr. Carol Greenwood and Barb Atlas, Rotman Research Institute
Karen Hirshfeld, Professional Practice Chief, Therapeutic Recreation
Anna Berall, Research Coordinator,
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1.0 APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of July 11, 2016

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on July 11, 2016 be approved. **MOTION CARRIED.***

1.2 Approval of Agenda of August 8, 2016

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on August 8, 2016, be approved with the addition of 4.1 Family Mentor Program Evaluation. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Brain Health Food Guide Dr. Carol Greenwood and Barbara Atlas

Carol Greenwood, Rotman Research Institute, and Barbara Atlas circulated a draft of their brochure. They are looking for volunteers to help them evaluate the format, content and general appeal of the brochure being developed for the Brain Health Food Guide. The program is geared to middle aged adults who are concerned in terms of brain health. They may have first degree relatives who have dementia. The research project is finding a connection between diet and brain health, in particular diet diabetes and dementia risk.

The intent of the brochure is to provide evidence-based information on brain healthy food choices to reduce the risk of dementia, and secondly to provide that information in

a way that is understandable and simple to use. Many suggestions were provided by Council members.

ACTION:

1. Any comments can be forwarded directly to Barbara Atlas at barb.atlas@gmail.com

2.2 PLEASE Program Karen Hirshfeld and Anna Berall

Karen Hirshfeld and Anna Berall presented the results of the PLEASE program. PLEASE stands for Pilot for Leader Engagement for Active and Spontaneous Experience. Literature indicates that residents in Long Term Care facilities have limited opportunities to engage in what they want to throughout the day. The project was designed to look at how we can bring back spontaneous activities to the residents. The project uses volunteers to help provide spontaneous activities for residents. The project evaluated activity level, engagement and quality of life. Thirteen volunteers were trained through a series of modules. The findings of the program were that it is feasible to train a cohort of volunteers to provide person-centred activities for residents with cognitive impairment in long term care facilities and impact the quality of their life.

3.0 STANDING ITEMS

3.1 Issues Tracking Robert Tock

Issues Tracking report tabled to September.

3.2 Apotex Report Sue Calabrese

Interprofessional Food Services Committee

The Interprofessional Food Services committee recently held their first meeting. Bill attended as a representative of the Family Advisory Council. As of August 22nd the snack menu will change. The night snack is going back to include yoghurt and fresh fruit. Sandwiches will be available if they are ordered by the physician and recorded in the resident's care plan. The afternoon snack will be changing the brand of cookies to Voortmans. Food will be available 24 / 7 as per the legislation. There will be a loaf of bread in the freezer. Peanut butter and jam, cereal, fruit cups will be available. Whatever is available will also be available for modified diets.

ACTION:

1. Sue to invite a dietitian to sit on the Interprofessional Food Services committee.
2. Family Advisory Council has requested to sample the cookies, both whole and pureed.

Family Feeding Program

No one came to the family feeding program evening which was advertised.

New Family Orientation

There were 4 families who had members come to the new family orientation.

Social Work – changes in the Apotex

There is a change effective August 31. Alex Coatsworth will be leaving Apotex 6 and 7 and is going to Mental Health. We wish her all the best. We will be getting Heather Lisner-Kerbel. Sue will ensure a staffing pattern document is available on each floor.

Laundry Service

Currently personal laundry is being delivered twice per week. We are moving towards daily laundry delivery, starting September. We are also going to daily linen delivery starting August 22nd. (The notice was circulated to each Council member on August 22nd)

Continence Products

We had a meeting with TENA, the providers of our continence products. We are meeting with them every two weeks and are much happier with the products.

ACTION:

1. Invite representatives from TENA to a Family Council Meeting.

New Beds

We got 30 new beds. In two weeks we will be getting 40 more beds. The expectation is that all beds in Apotex will be changed.

Bath Tubs

Our tubs project is moving along. We are waiting for the final proposals.

Lab

The lab is being out-sourced. Our target of September 1st has been moved to November. A decision will be made by the end of the week. The two companies providing tenders are Life Labs and Dynacare.

Rexall

We had an incident where a community missed the delivery of the medications box last weekend. The nurses on duty phoned the emergency numbers with no answer. The medications were delivered at noon. There was no harm to the residents. The nurses did an excellent job of triaging high risk medications. Sue and Holly, the unit director, met with Rexall to debrief. Results are that Rexall will now have a backup pager. They are now putting in a counting and signing system for medication box delivery. The medications for both Saturday and Sunday will now be delivered on Friday.

Mock RQI Report

Out of 226 recommendations, we are now have 124 remaining. These are the bigger issues. We are getting parts of them completed but it will take a while longer to take them off the list.

Critical Incident Report

From April 1 to June 30 there were 7 critical incidents. Five residents were taken to hospital because of falls which resulted in serious injury.

4.0 NEW BUSINESS

4.1 Family Mentor Program Francie Kendal

Francie provided an update to the Family Mentor Program evaluation. This program was created 4 years ago to provide peer support to the family member of a new resident to the Apotex. The goals are to provide a friendly welcome to help reduce the anxiety that family members feel when their close family member is admitted. Last year the program was enhanced so that we receive the contact information of the family member prior to admission whenever possible.

The results of the evaluation were very positive. We received 24 out of a possible 28 evaluations.

ACTION:

1. The program is looking for more volunteers to join the family mentor program. Please contact Francie.
2. Ensure that the Baycrest website is updated with the Family Mentor Program information. Bill Weiss to contact Baycrest webmaster to review the information on the website.

4.2 Co-chairs Report Chairs

- The 3 co-chairs have been asked to meet with Carol Anderson, Executive VP. These meetings will be in place of the meetings the chairs had with Dr. Reichman.
- In the fall, the Family Advisory Council will make a presentation to the CSQSC committee.

5.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, September 12, 2016 at 6:30pm in the Exton Boardroom.