

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Wednesday, December 12, 2016
6:30 pm to 8:30 pm**

- PRESENT:** Robert Tock; Bill Weiss (A3); Eric Sobel (Community); Sarah Fishman (A5); Ian Kert (A5); Ira Applebaum (A7); Anne Clavir (A7); Bernard Rachlin (Community); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Mark Schlossberg (Community); Lori Socket
- REGRETS:** Shari Burrows (A2); Chani Gastfreund (A4); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Marilyn Melnick (A6); Edward Rice (A7); Harriet Rice (A7); Vivian Rosenberg (A6); Joiy Young (A7); Francie Kendal (Community); Joe Myers (Community); Shari-Ann Rosenberg (A4); Sue Calabrese (DOC)
- GUESTS:** Rachna Chaudhary, Quality Partner
Cyrelle Muskat, Manager of Quality and Accreditation
Scott Ovenden, Director of Quality Transformation & Performance Improvement
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1.0 APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of November 7, 2016

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on November 7, 2016 be approved with correction. **MOTION CARRIED.***

1.2 Approval of Agenda of December 12, 2016

Addition to the agenda:
5.1 Start time of FAC meeting

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on December 12, 2016, be approved with additions. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Apotex Admissions LEAN Project

Rachna Chaudhary, Quality Partner

Rachna presented the results of the Apotex Admissions LEAN Project. This was a project established to reduce the time from the point of discharge to a new admission. A group was formed consisting of a Family member, Housekeeping, Nurse, Unit Clerk, Quality partner, Director of Care, Social Workers, Admissions and CCAC. Data showed that between January and March 2016, it took about 18-20 days for us to fill an empty bed. Our target is 14 days (or 10 business days).

Three or four years ago, a task force was formed to look at admission wait times. Mark and Sholom sat on this committee and offered to share the findings. These had been shared with the LEAN project group. Mark volunteered to share any information he has with Rachna.

RECOMMENDATION:

1. It was recommended that Baycrest have one full time staff member in charge of both admissions and discharge. Robert will suggest this to Carol Anderson.

2.2 Resident Satisfaction Survey & Quality Improvement Plan (QIP) Development

Cyrelle Muskat, Manager, Quality and Accreditation

Scott Ovenden, Director of Quality Transformation & Performance Improvement

Cyrelle and Scott presented the results of the Resident Satisfaction Survey and the QIP Development. Conducting surveys and collecting data is a requirement under the Long-Term Care Act. Every month Apotex will be conducting a survey with a random selection of residents so they can constantly have a pulse of how the residents are experiencing the care in the Apotex. There is a new tool being developed for families.

Quality Improvement Plan

Top quality issues/recommendations for the Apotex:

- Activities: keep the resident engaged for more hours in the day; socialization
- Food
- Training for staff on resident Body Language
- Reporting/Communication: - Nurses and PSW must communicate to the next shift
 - “all about me” communication to be posted in resident rooms for staff to have information about each resident. Add a line to the boards in the residents’ rooms: any new news that staff or visitors should be aware of?
- Visual Care Plan: need to add items such as replacing batteries in hearing aids
- Recreation: it was suggested that residents’ activities be established in smaller groups
- Concerts: set up in a circle so all residents can interact and enjoy the performances

2.3 Meeting Start Times

We will trial starting our meetings at 6:45pm for January, February and March, 2017. The end time will remain at 8:30pm.

3.0 STANDING ITEMS

3.1 Issues Tracking Robert Tock

Role of the Private Companion

We are still waiting for the new policy. Robert will reach out to Fran to get an update.

Quality Report

Ongoing quarterly report by Sue will be provided at the next meeting

PLST

Dr. Feldman to report back with measurable in March, 2017

Guest topics for future meetings

Invite Therapeutic Recreation

Emergency Preparedness – how to evacuate the building on a weekend.

Invite Bill Reichman

Invite Food Services to present sample menus

Send suggestions to Robert by email.

3.2 Apotex Report Lori Socket for Sue Calabrese

Ministry Visit

We just completed our Ministry audit. The auditors were here for 4 weeks. A full report will be delivered to Baycrest in January. Sue will provide an update to the Family Advisory Council at the February meeting.

Bathtubs

It was approved that we received the \$500,000 to buy 18 bathtubs. A team consisting of PSWs, an RPN and Ron Saporta are going out to see the bidder of the lowest priced tub. A vendor has been chosen and we are moving forward with purchasing the beds.

3.3 Other Business

Kobo Readers Project:

We were approached by the Family Council of Ontario to participate in a project where they would provide 5 kobo readers to the FAC for use by the residents. The requirement is that the devices would be held in a secured area. There is a voluntary survey to be completed when the kobo device is being used. This will need to be administered by a member of the Family Advisory Council. We are awaiting approval from the Baycrest Ethics committee.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, January 9, 2017 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, January 9, 2017
6:30 pm to 8:30 pm**

PRESENT: Robert Tock; Shari Burrows (A2); Shari-Ann Rosenberg (A4); Ira Applebaum (A7); Anne Clavir (A7); Bernard Rachlin (Community); Rebecca Egier (Community); Gail Kaufman (Community); Francie Kendal (Community); Mark Schlossberg (Community); Eric Sobel (Community); Sue Calabrese (DOC); Lori Socket

REGRETS: Bill Weiss (A3); Chani Gastfreund (A4); Sarah Fishman (A5); Ian Kert (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Marilyn Melnick (A6); Edward Rice (A7); Harriet Rice (A7); Vivian Rosenberg (A6); Joiy Young (A7) Sholom Glouberman (Community); Joe Myers (Community)

GUESTS: Martin Green, Manager, Security, Telecommunications & Emergency Preparedness

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1.2 Approval of Agenda of January 9, 2017

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2.0 REPORTS AND UPDATES

2.1 Evacuation Procedures Overview

Martin Green, Manager, Security, Telecommunications & Emergency Preparedness

Martin Green led a robust discussion on the evacuation procedures for the Apotex. The code for an evacuation is code green. There are four levels of code green:

1. Horizontal Evacuation: moving individuals from one side of the floor to another
2. Vertical Evacuation: moving individuals from one floor to another (in the same building)
3. Total Building Evacuation: moving individuals to the exterior of the building or to another building
4. Total Facility Evacuation: moving all individuals in the entire facility to external locations.

All new staff are trained during orientation. There is also annual training on Surge.

3.0 STANDING ITEMS

3.1 Issues Tracking Robert Tock Deferred

3.2 Apotex Report Sue Calabrese Family Mentoring Program

Congratulations to the Family Mentoring Program. Their leading practice submission has met all the requirements of a leading practice by Accreditation Canada. There are currently 6 mentors in the program. We are always looking for new mentors to join. Shari offered to join the program.

Occupational Therapy changes

We are moving to one full time Occupational Therapist in the Apotex from 2 part time. We also have 2 Occupational Therapy Assistants.

For those who use the seating clinic, there was concern over communication from the clinic.

Ministry Visit

The Ministry completed a risk review where they investigated each of our critical incidents. We are waiting to receive their final report with their suggestions. They were very complimentary of how the staff were very accommodating and transparent.

Apotex Office Space

All people who are not directly related to the Apotex have been notified that they need to leave their offices to provide Apotex staff with necessary space. Additionally, we need our linen rooms back in order for the new bath tubs to go forward.

3.3 Other Business

Client Experience Project (Baycrest Advisory Committee)

There is a lack of activity with regard to the client experience project which was started about 3 years ago. This was an initiative across the whole Baycrest campus where family input would be welcomed on all committees and projects.

In the Apotex, we have been very mindful to include family members on all our committees.

ACTION:

1. Sue to follow up with Paula Tohm regarding the status of the Baycrest Advisory Committee.

Parking

ACTION:

1. Sue to follow up with Martin Green regarding parking passes for Family Advisory meetings for all committee members.

Sign Out Book

The page that family members are expected to sign when taking residents out of the facility in the sign out books need to be kept current on each floor.

ACTION:

1. Sue to follow up with the unit clerks to ensure that the sign out books are being kept current.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, February 13, 2017 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, February 13, 2017
6:45 pm to 8:30 pm**

- PRESENT:** Shari Burrows (A2); Bill Weiss (A3); Shari-Ann Rosenberg (A4); Ira Applebaum (A7); Annie Papernick (A7); Bernard Rachlin (Community); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Eric Sobel (Community); Sue Calabrese (DOC); Lori Socket
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- GUESTS:** Rachel Gavendo, Therapeutic Recreation Specialist Certified
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2.0 REPORTS AND UPDATES

2.1 Therapeutic Recreation Update

Rachel Gavendo, Therapeutic Recreation Specialist Certified

Rachel Gavendo introduced herself and gave an update of the new programs offered through Therapeutic Recreation in 2016. The programs were developed as a result of the satisfaction survey.

Programs include:

Biography and Documentaries

Music Listening

Movie Matinee

Ladies Spa

Art Therapy Montessori Program

PLEASE Program

Music Therapy

Sensory Stimulation & iPad

ACTION:

1. Rachel has agreed to respond to the following issues:
 - Use of the Chapel – how does one book the Chapel? Is there a list of recurring services?
 - Montessori Program – How often does this program occur? Which floor?
 - Are there plans to create new programs using computers and iPads? (especially on the 2nd floor)
 - Update on the iPad visits program.
 - How are the outcomes of the programs evaluated?
 - How do you measure the success of programs/who is attending programs.
 - PLEASE Program? Request to receive a copy of the raw data from the PowerPoint presentation.

Recreationists create a resident profile for each new resident. This document is updated quarterly. The recreationists work with the nursing staff on each unit.

TR is running more programs on the floors so that portering is not an issue.

2.2 Ministry Report Update

Sue Calabrese, Director of Care and Resident Experience

We received the written report from the Ministry of Health regarding their visit to the Apotex last fall. We got 1 Compliance Order, 5 Written Notices and 1 Voluntary Plan of Correction. Sue distributed her response which was required by the Ministry by February 3rd.

Our order was that the Home was to conduct meetings with the direct care staff to discuss neglect and to ensure that the meeting includes the definition of neglect and a discussion of the types of actions from staff during a care which may jeopardize resident's health and safety. This arose from a critical incident where a resident fell out of bed and we had to report this as neglect. We met with the staff of 5GS and ran a game to reinforce the information. The 5GS team also came up with the Commitment to Care which will be done at each shift change. We also had to address the resident to resident aggression on 3RF.

The Ministry Inspectors are returning on March 2nd to follow up on our actions.

3.0 STANDING ITEMS

3.1 Issues Tracking Robert Tock Deferred

3.2 Apotex Report Sue Calabrese Wandering Program

We have received funding from the Foundation to change our floors to open up the wandering program on Floors 5 and 7. We will be opening up the whole floor and thus

providing more space for the residents to walk around. The wall/locked doors will be outside the unit director's offices and at the north elevators. If this is successful, the donor will provide funds to upgrade all the floors.

Bathtubs

We are now cleaning up the bathrooms. On a daily basis, Sue and Tejas Patel go through the shower rooms and are finding supplies such as extra slings. All slings and floor mats are now to be kept in a central location on the 2nd floor.

Purposeful Rounding

Every hour the PSWs are around and asking 4 questions – pain, position, proximity, preferences. Every time they find something, it must be reported to the RPN. This is just being started and will be audited. This will address the question on the satisfaction survey – do you get help when you ask for it.

TBSU

On the Transitional Behavioural Support Unit on 3RF, the railing between the dining room and the sitting room has been removed the dining room has been opened up. This has been very well received.

3.3 Other Business

Parking

Parking passes are available for the FAC meetings. An electronic copy will be sent out to the members of this committee. The pass is to be printed and put on the front of your car. This pass is for parking in the Kimel entrance.

Sign Out Book

The sign out books are being kept current on each floor.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, March 6, 2017 at 6:45pm in the Exton Boardroom.