

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

- PRESENT:** Robert Tock; Shari Burrows (A2); Bill Weiss (A3); Sam Wasserman (A4); Ian Kert (A5); Ira Applebaum (A7); Anne Clavir (A7); Annie Papernick (A7); Francie Kendal (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Sue Calabrese (DOC); Lori Socket
- REGRETS:** Chani Gastfreund (A4); Shari-Ann Rosenberg (A4); Sarah Fishman (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Marilyn Melnick (A6);); Edward Rice (A7); Harriet Rice (A7); Vivian Rosenberg (A6); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Eric Sobel (Community); Joe Myers (Community);
- GUESTS:** Sylvia Davidson, Acting Manager of Therapeutic Recreation
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1.0 APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of February 13, 2017

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on February 13, 2017 be approved with correction. **MOTION CARRIED.***

1.2 Approval of Agenda of March 6, 2017

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on March 6, 2017. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Therapeutic Recreation Update Sylvia Davidson, Acting Manager of Therapeutic Recreation

Sylvia Davidson is the Manager and Professional Practice Chief for Occupational Therapy as well as the acting Manager of Therapeutic Recreation. She has been in the interim manager position since November 2016. Sylvia addressed the concerns from our last meeting regarding the evaluation of the programs.

Needs Assessment:

There was a survey done about one year ago which was distributed to residents, family and staff with regard to Therapeutic Recreation. Discussion ensued around how many responses were received and the findings of the survey. Results are not ready to be shared with the Family Advisory Council (FAC) at this time.

Any future surveys should be brought to the FAC for input prior to administration

ACTION:

1. Sylvia Davidson to follow up with regard to the needs assessment which was done about one year ago. The data and findings of the needs assessment will be presented at the May 2017 meeting.

Evaluation of Program:

Sylvia is currently working on the program evaluation with the Therapeutic Recreation team. The TR staff will be evaluating all the programs on each floor throughout the month of March.

ACTION:

1. Sylvia Davidson to report back to the FAC with the results of the current program evaluation at the May 2017 meeting.
2. Sylvia to be invited to the May 2017 to discuss the new needs assessment survey.
3. Lori to share Rachel's email regarding the issues from the February 2017 meeting with the FAC chairs and with Sylvia Davidson.

Montessori program:

The Montessori program is offered on A4 and A5 once per week, and on A6 and A7 once per week. The TR person on A7 has integrated the Montessori program into her early risers program. Montessori is more of an approach than an actual program. It is integrated into many of our existing programs.

We need a better way to disseminate information regarding our programs to family members. Suggestions include:

- Write up in Baycrest Matters
- Blog

Use of Computers/Ipads:

We are keen to continue to grow the program on A2 using computers and I-Pads. We are looking to increase the access to computers and technology.

Apotex Wide Programs:

We are experiencing a problem with getting residents to Apotex wide programs, such as the Thursday concerts. Sylvia suggested that you check with the Therapeutic Recreationist to ensure the resident is on the list for portering to events and activities.

3.0 STANDING ITEMS

- 3.1 Issues Tracking Robert Tock**
Deferred

3.2 Apotex Report Sue Calabrese

Code Grey

We had a code grey last week in the building, where all the mag locks in the building stopped working. We were notified at 10am. By noon they were still not up, and by 4:00pm it turned into a stage 2. Kudos to the staff who stayed on past their shift to man the doors and stairwells. It was rectified by 7:00pm. The mag locks are now on emergency power. An email was also sent to registered volunteers asking them to come in during the mag lock failure. It was suggested that administration try to come up with a way to inform family members on the email list of these types of incidents and ask for their assistance.

Medication at the Bedside

Through our medication management group, it was noted that a lot of our residents have their own medications at the bedside. There will be a communication sent to the residents and families that any medications in the resident rooms needs to be known by the care team and locked up.

Ministry of Health

We received a phone call from the Ministry of Health challenging why we had denied an application. We were cited for not copying our rejection letter to the Ministry. This issue has been rectified.

3.3 Quality Report Sue Calabrese

On our quality scorecard, we had poor results in the category of referral response rate. It was taking us approximately 40 days from the time a bed was emptied to the time a bed was filled. A group was formed to work on improvement and now we are currently at 13 days.

Our falls have remained stable. We have had more fractures from the falls. We found that a lot of people who fracture had a low falls risk. We have now changed our Falls Prevention Program to Falls and Fracture Prevention. We are putting in a screening tool for fracture risk.

The Individualized care plans for residents at high risk for falls is currently at 100%. This is a result of auditing and follow up. Our restraints rate is at 0%.

For the incidents resulting in hospital transfers indicator, we continue to be marginally higher than the LHIN, but we are lower than that provincial average. Our ACER (Acute Care Emergency Reviews) group meets monthly to review each resident transfer. Our ACER program has been so successful, we are now working with Cummer Lodge to teach them.

ACTION:

1. Invite Nurses to a meeting to give a presentation on the ACERs group.

3.4 Other Business

Literacy Project

The Literacy Project with Kobo will not be happening as discussed at previous meetings. We did not meet the requirement of having 4 Family Advisory Council members actively participating in the project.

Change to 6:45pm start time

We will continue to start our meetings at 6:45pm.

Parking

Parking passes were distributed with the package this month.

Elevators for Passover

Request to be sent to Martin Green to leave the elevators on regular service for as long as possible on Passover so more residents and family members can get to the Seder event.

Package for New Residents

Bill Weiss met with members of the Communication team to review and update the information package which goes to new residents and their family as well as updating the website. A presentation will be made at the April 3, 2017 meeting.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, April 3, 2017 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, April 3, 2017
6:45 pm to 8:30 pm**

- PRESENT:** Shari Burrows (A2); Bill Weiss (A3); Shari-Ann Rosenberg (A4); Ian Kert (A5); Ira Applebaum (A7); Anne Clavir (A7); Edward Rice (A7); Harriet Rice (A7); Rebecca Egier (Community); Bernard Rachlin (Community); Eric Sobel (Community); Sue Calabrese (DOC); Lori Socket
- REGRETS:** Chana Gastfreund (A4); Sarah Fishman (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Marilyn Melnick (A6);); Vivian Rosenberg (A6); Annie Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Joe Myers (Community); Robert Tock; Mark Schlossberg (Community);
- GUESTS:** Laura Mandell, Director, Marketing and Communication
Stipe Maglica, Manager, Digital Marketing
Johanna Wieting, Manager, Communication
Lisa Sokoloff, Manager, Training and Simulation
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1.0 APPROVAL OF MINUTES AND AGENDA

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1.2 Approval of Agenda of April 3, 2017

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2.0 REPORTS AND UPDATES

2.1 New Arrivals – Information Package

Laura Mandell, Director, Marketing and Communication
Stipe Maglica, Manager, Digital Marketing
Johanna Wieting, Manager, Communication

Laura Mandell, Stipe Maglica and Johanna Wieting presented (a) an updated and redesigned hardcopy package targeting new arrivals at the Apotex and (b) a suggested reworking of the Baycrest website to include a more intuitive and user-friendly Apotex FAC platform. While updating and redesigning the hardcopy New Arrivals package is well underway, retooling of the website is projected to extend through 2017. It is to be scalable, featuring a centralized and prioritized hierarchy optimized for ease of use, accuracy and relevance. Several suggestions were offered and considered as a robust and lively discussion ensued. The presentation was very well received and appreciated.

ACTION:
1. Bill will continue working with Baycrest Marcomm on this project and provide updates to the FAC as required throughout the process.

2.2 Virtual Realty Project

Lisa Sokoloff, Manager, Training and Simulation

Lisa spoke about a new project in the education department using virtual reality, “Is using virtual reality about dementia an effective educational tool for improving empathy towards people with dementia and people who care for people with dementia”. The study will have two groups, formal caregivers and informal caregivers. Lisa came to the FAC looking for input on recruitment.

Is it better to run sessions during working hours or off-hours such as weekends? To make it easier for families, sessions will be run on evenings and weekends.

How is it best to recruit informal caregivers who care for somebody with dementia?

- Flyers
- Baycrest registry
- Volunteer services

1.0 STANDING ITEMS

1.1 Issues Tracking

Discussion around items which should be included on issues tracking. We need to keep this spreadsheet updated so we don’t lose track of outstanding items.

1.2 Post Admission Conference

Sue presented the Post Admission Quality of Care Conferences report. New residents have a care conference booked at 6 weeks. Other residents have a care conference booked annually. In total for the past year we held 146 post admission conferences and 318 annual conferences.

ACTION:
1. Sue to review the message given by the unit clerks about booking the Quality of Care meeting to ensure that the family is given a choice of dates.

Quality of Life Process

The Quality of Life meeting occurs yearly and is scheduled for 30 minutes. It involves the resident’s POA, if the resident is not competent, unit physician, when available, RN, RPN, Social Worker, Recreation Therapist and Dietitian. The purpose of the meeting is to provide an update to the family members regarding the Resident’s overall health and

care during the past year, to discuss and nursing, medical, recreation etc., advance directives and DNR.

1.3 Apotex Report Sue Calabrese

Bathtubs

Sue announced that we have the new bathtubs on site. We will start mid-April to remove the old tubs and replace one tub per unit. The process will begin on the 7th floor and work down. Each tub will take about 2 weeks to get in. We will also be replacing the shower heads and curtains. Once this is all in place, when a resident is discharged, we will disconnect the hoses from the resident bathrooms.

1.4 Business Arising - All

Update from Therapeutic Recreation

Sylvia Davidson will be providing a report on Therapeutic Recreation at the May meeting. She did update Sue that she touched base with Janice from Volunteer Services about the volunteers for the programs.

2.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, May 8, 2017 at 6:45pm in the Exton Boardroom.

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

PRESENT: Robert Tock; Shari Burrows (A2); Bill Weiss (A3); Sarah Fishman (A5); Ian Kert (A5); Ira Applebaum (A7); Anne Clavir (A7); Gail Kaufman (Community); Bernard Rachlin (Community); Eric Sobel (Community); Lori Socket

REGRETS: Chana Gastfreund (A4); Shari-Ann Rosenberg (A4); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Marilyn Melnick (A6);); Vivian Rosenberg (A6); Annie Papernick (A7); Edward Rice (A7); Harriet Rice (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Francie Kendal (Community); Joe Myers (Community); Mark Schlossberg (Community); Sue Calabrese (DOC)

GUESTS: Gina Carvalho, Director, Food and Nutrition Services
Sylvia Davidson, Acting Manager of Therapeutic Recreation

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2.0 REPORTS AND UPDATES

2.1 Food and Nutrition Update

Gina Carvalho, Director, Food and Nutrition Services



JHA Apotex Food
Service Presentation

Gina Carvalho presented the results from JHA Apotex Food Services Recipe Quality Project. The project looked at the current menus and recipes. The goal was to pick the top meals with input from the residents. All recipes were tested and rated. As a result of the survey we were able to identify our top 20 meals (including soups, entrees and desserts).

ACTION:

1. Gina to check how the menus are posted on 5EI and to confirm that they are using the show pictures.

2.2 Therapeutic Recreation Update

Sylvia Davidson, acting Manager of Therapeutic Recreation

Sylvia presented the results from the needs assessment done by Therapeutic Recreation. We received 58 responses from the Needs Assessment. Sylvia will bring future surveys to the FAC for vetting before they are administered.

ACTION:

1. Sylvia will bring program plans to the next FAC meeting.
2. Sylvia to bring information on the PLEASE program to the next meeting.
3. Lori will forward the spreadsheet for distribution to the FAC members.

Music for Memory I-pad program by the Alzheimer Society

If you are interested in this program, sign up is done directly through the Alzheimer Society. Therapeutic Recreation should let family members know about this program.

Volunteer/Portering Issue

It is an ongoing issue/challenge of being able to get residents to the activities and not have them miss out because there was no portering available. Sylvia has been working with Janis Sternhill in the Volunteer Dept. to get volunteers to assist us. It was discussed that the procedure to become a volunteer is very cumbersome and we are losing potential volunteers.

ACTION:

1. Sylvia to follow up with Janis Sternhill regarding the modules required to be completed prior to becoming a volunteer.

3.0 STANDING ITEMS

3.1 Issues Tracking

Deferred to June, 2017.

3.2 Baycrest Transformation - Apotex

A copy of the email send from Dr. Reichman's office was circulated to the FAC members. The email explains the transformation of Operation in the Apotex. This move is being made to off-set the operating loss of \$670K each month. Part of the transformation is the recruitment of a senior leader who will report directly to the CEO. A FAC member (Bill Weiss) is sitting on the committee to recruit for this position.

Concern was voiced over lowering staff wages to be more in line with a Long Term Care Facility instead of a Hospital model. The purpose is so that people are paid appropriately to the job they do in the facility in which they do it.

ACTION:
1. Carol Anderson will be invited to our next meeting for further discussion on the Baycrest Transformation.

Discussion ensued as to why the decision was made without any input from FAC. The FAC members expressed their displeasure at not being part of the discussion prior to the decision being made.

3.3 Family Information Package for when a loved one dies

The information sheet was included in the agenda package regarding family information for when a loved one dies.

FAC recommendation was to not include this in the admissions package. The information should be available to the staff. It was felt the wording of the document was not appropriate for family members.

3.4 Care Planning – Working Group

Sue is starting a working group to look at the Care Planning Conferences. Shari will be the FAC representative on this committee.

A Survey was circulated to FAC members. Please email Lori with any comments.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, June 12, 2017 at 6:45pm in the Exton Boardroom.