

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, January 15, 2018  
6:45 pm to 8:30 pm**

**PRESENT:** Robert Tock; Rene Pardo (A2); Ira Applebaum (A7); Anne Clavir (A7); Janice Maser (A7); Rebecca Egier (Community); Gail Kaufman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community)

**REGRETS:** Shari Burrows (A2); Lea Teper (A2); Bill Weiss (A3); Frieda Schaffel (A4); Shari-Ann Rosenberg (A4); Chana Gastfreund (A4); Sarah Fishman (A5); Necha Jakubowiz (A5); Ian Kert (A5); Marilyn Melnick (A6); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Gail Goldenberg (A7); Danielle Kasner (A7); Annie Papernick (A7); Edward Rice (A7); Harriet Rice (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Joe Myers (Community); Lori Socket

**GUESTS:** Derrick Bernardo, Executive Director, Long Term Care

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**1.0 APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of November 13, 2017**

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

**1.2 Approval of Agenda of January 15, 2018**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on January 15, 2018. **MOTION CARRIED.***

**2.0 REPORTS AND UPDATES**

**2.1 Introduction: Derrick Bernardo**

Robert introduced Derrick Bernardo, Executive Director, Long Term Care. Derrick's office is located in the Apotex on the 5<sup>th</sup> floor. His extension is 6804. Derrick's background is in nursing. His clinical experiences spans from the acute care sector to long term care, as well as community and education. Prior to coming to Baycrest, Derrick was the President of St. Joseph's Villa in Dundas. He has expertise in end-of-life and palliative care in the community and long term care setting.

Discussion included the role of the FAC, and having an FAC representation on various committees in Baycrest. Other issues include: resident care plan, Apotex Leadership

members, improving quality of care and the impact of budget constraints, staff education, use of shower rooms, announcement of new management to be posted in each room, and PointClickCare transition.

**ACTION:**

1. Care Conference Review team meetings to reconvene. Derrick will confirm the members of this committee.
2. Derrick to follow up with FAC regarding the rollout date for the use of the showers or bathtubs for the residents who wish to use the shower room.

**2.2 2018/19 QIP Presentation**

Derrick presented the 2018/19 Quality Improvement Plan (QIP). This was created by the quality team for the Apotex, including Cyrelle Muskat and Jay Rueda. The QIP sets out goals and quality indicators as required by the Ministry of Health and Long Term Care. The QIP helps us define our priorities.

The 3 quality indicators are:

1. To improve the resident's experience.
2. To improve or maintain the resident's mobility or independence.
3. To avoid emergency room visits and hospitalizations.

**3.0 STANDING ITEMS**

**3.1 Apotex Update**

Companion Policy

The executive of Baycrest has approved a draft companion policy. Final approval is pending on input from all the stakeholders. The companion is to be treated like an extension of the family with regard to the provision of care for the resident. The companions will also be inclusive of any training, to a limit, such as feeding. Our staff will be responsible for administering any regulated acts, such as medication. Baycrest will not require a vulnerable sector screening for the private companion, but will recommend to families who wish to have a private companion that they request a vulnerable sector screen.

**ACTION:**

1. Derrick will ask Shadan to provide the roles and responsibilities of a Private Companion.

Executive Chef

An executive chef has been hired. His responsibilities include improving the resident experience. He is an accomplished executive chef with over 30 years experience.

Ministry Visit Results

Derrick reviewed the results from the Ministry visit. We had one written order with regard to call bells. We also received written notifications and voluntary change plans.

3.2 **Issues Tracking**  
Deferred.

3.3 **Terms of Reference**  
Deferred.

**4.0 NEW BUSINESS**

**4.1 FAC Elections**  
Co-Chair Robert Tock was returned. Co-chair Ira Applebaum was elected, by acclamation. We continue to look for another co-chair.

**5.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday, February 12, 2018 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING  
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Monday, February 12, 2018  
6:45 pm to 9:00 pm**

- PRESENT:** Robert Tock; Rene Pardo (A2); Frieda Schaffel (A4); Ian Kert (A5); Marilyn Melnick (A6); Ira Applebaum (A7); Anne Clavir (A7); Annie Papernick (A7); Shoshana Pellman (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Eric Sobel (Community); Lori Socket
- REGRETS:** Shari Burrows (A2); Lea Teper (A2); Bill Weiss (A3); Shari-Ann Rosenberg (A4); Chana Gastfreund (A4); Sarah Fishman (A5); Necha Jakubowiz (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Gail Goldenberg (A7); Danielle Kasner (A7); Janice Maser (A7); Edward Rice (A7); Harriet Rice (A7); Karen Rue (A7); Barry Tsur (A7); Rebecca Egier (Community); Joe Myers (Community); Mark Schlossberg (Community)
- GUESTS:** Derrick Bernardo, Executive Director, Long Term Care  
Lisa Marcovici, Director of Care and Resident Experience  
Rheta Fanizza, Executive Vice President, Residential and Community Programs  
Joni Kent, Executive Vice President, Corporate Services & CHRO  
Scott Ovenden, Vice President, Quality  
Janine Hopkins,  
Amanda McGoey, Director, Strategy & Stakeholder Relations  
Anne-Marie Tobin, Writer, Grant and Proposal, Communication  
Jagger Smith, Manager, Ambulatory Clinical Services  
Nelly Villacorta-Siegal, Dental Hygienist  
Cyrelle Muskat, Manager Quality and Accreditation
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**1.0 APPROVAL OF MINUTES AND AGENDA**

- 1.1 Approval of Minutes of January 15, 2018**  
Remove Francie Kendal from attendees list.

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on January 15, 2018 be approved with corrections. **MOTION CARRIED.***

- 1.2 Approval of Agenda of February 12, 2018**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on February 12, 2018. **MOTION CARRIED.***

**2.0 REPORTS AND UPDATES**

- 2.1 Strategic Planning**  
Robert introduced Rheta Fanizza, Executive Vice President, Residential and Community Programs as part of the Strategic Planning. Rheta introduced the Strategic Planning

committees. The group would like input from the FAC regarding the direction that we are going.

Amanda McGoey, Director, Strategy & Stakeholder Relations, explained the process to date. We are looking at the strategic plan for the next 5 years. The process was started about one year ago. The executive team came up with a draft vision and mission which they now want to share with staff, patients, residents and families. The draft vision, mission and goals document was circulated at the meeting. Discussion around the role of the FAC within Baycrest and the need to have FAC members sit on committees to provide their input. The language of the document was reviewed with recommendations made. We need to ensure that we are doing what is stated in the document.

Each goal will have objectives attached to it. There will also be tactics and means of how we will measure each goal.

## **2.2 Supportive Oral Care for Seniors - Update**

Robert introduced Jagger Smith, Manager, ambulatory Clinical Services and Nelly Villacorta-Siegal, Dental Hygienist. They presented an update to their research project called Supportive Oral Care for Seniors. They will be starting in the Apotex the end of February 2018. Funding support for this program was received from the Centre for Aging and Brain Health Innovation (CABHI) to try a new model of oral health care. The project will cover education for Apotex staff and includes a complementary individualized mouth care plan.

## **2.3 Quality Improvement Plan 2018-19**

Derrick Bernardo and Cyrelle Muskat presented the Quality Improvement Plan (QIP) for 2018-19. The three goals for 2018-19 are:

### **1. Improve resident quality of life**

It is our goal to make sure we do everything we can to meet our residents' needs by listening and acting on their preferences and engaging residents and their families in decisions that impact their life here.

### **2. Improve resident's physical functioning**

Our goal is to make sure our residents are functioning as well as they can. Improving or maintaining their ability to walk or transfer independently is important to resident quality of life.

### **3. Reduce unnecessary transfers to the Emergency Department**

For LTC Home residents, visits to the Emergency Department can cause additional health care risks, breakdowns in care coordination and undue anxiety for them and their families.

## **3.0 STANDING ITEMS**

### **3.1 Apotex Update**

Lisa Marcovici introduced herself in her role as Director of Care and Resident Experience.

3.2 **Issues Tracking**

Deferred.

3.3 **Terms of Reference**

Deferred. We will allocate 30 minutes on the March agenda to review the terms of reference.

4.0 **OTHER**

4.1 **CLRI – Focus Groups**

The Centre for Learning, Research and Innovation (CLRI) will be holding 2 1-hour exploratory focus groups that will take place over the phone on the topic of family needs for education. This is an inter-disciplinary discussion with staff. Francie will be participating in her role as family mentor facilitator. The first session is on Wednesday Feb. 14<sup>th</sup>.

4.2 **Sensory Carts Update**

Eric presented an update on the Sensory Carts. Since November, we have not had an increase in the balance of funds to purchase a sensory cart.

5.0 **NEXT MEETING**

The Family Advisory Council will next meet on Monday, March 12, 2018 at 6:45pm in the Exton Boardroom.

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- GUESTS:** Derrick Bernardo, Executive Director, Long Term Care  
Isabel Coelho, Social Worker  
Risa Kim, Social Work Student
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**1.2 Approval of Agenda of March 12, 2018**

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**2.0 REPORTS AND UPDATES**

**2.1 Sharing caregiver Support Resources**

Isabel Coelho and Risa Kim presented a project the Social Workers have looking at the needs of the family caregiver. Risa circulated a needs assessment form for input from FAC as to what are the areas of interest as well as what resources may be beneficial to families.

**2.2 Terms of Reference**

The Terms of Reference (TOR) were circulated with the meeting package. The TOR was reviewed and Robert & Lori took on the task of updating the document as discussed.

**2.3 CLRI – Focus Groups Francie Kendal**

There was a meeting held on February 14<sup>th</sup> initiated by the Centre for Learning and Research Innovation (CLRI) to talk about what types of family education activities and topics would be worthwhile. The meeting was held as a teleconference and there were representatives from the CLRI at Bruyère in Ottawa, Extencicare, and Ontario Family Councils. There is another meeting on March 20<sup>th</sup>, we are invited to have 2 or 3 more people from the FAC at this meeting. If interested, please contact Francie.

**3.0 STANDING ITEMS**

**3.1 Issues Tracking**

Deferred.

**3.2 Apotex Update**

MOH Funding

We received funding from the Ministry of Health for a Behavioral Support Ontario Lead. This person will be in the Apotex and will be responsible for reviewing responsive behaviours. The person hired with Shitu Wang. Derrick would like to bring Shitu to a future FAC meeting to provide education on responsive behaviours. In the works is to add a resource team for responsive behaviours, including PSW's and RPN's.

Quality Person

We have a new quality person dedicated to the Apotex, Rachna Chaudhary. She is currently working on audits for our staff and our Quality Improvement Plans.

Strategic Plan

Derrick thanked the FAC on behalf of the Executive Team for their feedback regarding the Strategic Planning presentation. We will be meeting with the management team as well as front line staff.

Renovations

The front lobby is being renovated to make it more inviting.

The children's play areas on each floor are being renovated.

On 2 North dining room/nursing station will be renovated, similar to the area on 5 North. A team is reviewing what worked well from the 5<sup>th</sup> floor and where we need to make changes.

Open spaces for wandering residents will be trialed on 5 North. We will be opening up the doors to provide access to the hallways. As well, we will be creating new walls and putting up new murals. This will allow the residents to safely come out of their unit.

New Committees

We currently have 2 new committees in the Apotex and are looking for FAC members to participate.

1. Palliative Care Committee
2. Fine Dining Experience Committee



#### **4.0 OTHER**

##### **4.1 FAC Representation at Baycrest Committees**

Ira and Robert have had meetings with senior staff at Baycrest to ensure that FAC members are included in committees. Discussion ensued regarding Medical Assistance in Dying (MAID). Gary Naglie has been leading the group developing the MAID policy and processes and Baycrest. The hospital is a conscientious objector to MAID. However, since Apotex is the resident's home, we cannot object to MAID. The physicians are conscientious objectors, however the process is being developed as to how to refer residents who wish to have MAID.

##### **4.2 Sensory Carts Update**

Eric has been working hard on raising the funds to purchase a sensory cart. Josh Cooper has assigned the project to a specific donor.

##### **4.3 New Co-Chair**

Rebecca Egier has come forward to be a co-chair of the FAC. Rebecca was elected, by acclamation.

#### **5.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday, April 9, 2018 at 6:45pm in the Exton Boardroom.