

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, January 13, 2025
6:45 pm to 8:45 pm**

PRESENT: Kevin Gilhooly (Co-chair); Shalom Schachter (Co-chair); Cherie Miller (A2); Cheryl Lipman(A3); Heather Rich (A3); Gilad Samuel (A3); Sam Blatt (A4); Barbara Cook (A4); Donna Davis Young (A4); Tammy Joffe (A4); Debra Marshall (A4); Denise Stanich-Land (4); Marcia Gilbert (A5); Eileen Shapero (A6); Linda Hurlburt (A7); Joan Shiner (A7); Andrea Gregor (Community); Gail Kaufman (Community); Gayle Kaufman (Community); Jolanta Morowicz (Community); Rose Printz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Brenda Vernon (Community); Mide Seyi-Ajayi; Lori Socket

REGRETS: Gary Fleischmann (Co-chair); Shari Burrows (A2); Elyse Chaplin (A2); Alexis Dawson (A2); Lisa Gold (A2); Sharon Graham (A2); Shelley Kollins (A2); Sharona Safran (A2); Miriam Sela (A2); Jori Lichtman (A3); Vladimir Radian (A4); Sarah Fishman (A5); Judy Steiner (A6); Esther Helfenbaum (A7); Virginia Lee (7); Helen Pogrin (A7); Lesley White (A7); Anne Clavir (Community); Rebecca Egier (Community); Pat Gerada (Community); Sholom Glouberman (Community); Renie Hotz (Community); Paul Litwack (Community); Annie Papernick (Community); Rene Pardo (Community); Shari-Ann Rosenberg (Community); Frieda Schaffel (Community); Lea Teper (Community);

GUESTS: Darryl Mathers, Manager, Corporate Communications
Phyllise Gelfand, Vice-President, Corporate Communications & Chief Communications Officer

The FAC meeting was held and via on-line zoom.

1. APPROVAL OF AGENDA And MINUTES

1.1 . Approval of Agenda of January 13, 2025

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on January 13, 2025, be approved with changes. **MOTION CARRIED.***

**1.2 Approval of Minutes of November 18,
2024 Item 2.2: should read 1.2 million meals**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes of the Family Advisory Council held on November 18, 2024, be approved, with changes. **MOTION CARRIED.***

2. STANDING/NEW BUSINESS

2.1 Members Concerns

General Observation that the residents are abandoned in TV lounges.

- There is some concerns about how residents are engaged during the day on a number of floors where they are put in front of the television and sometimes the television is not on or the volume is not turned on. There is concern that there is adequate staff supervision. There is also concern about the appropriateness of programming.
- The concerns from the RAC are very different from the FAC and family member concerns.
- We should not be putting on the same program for the floors 2 and 3, as we do for the other floors.
- No one is taking charge of ensuring that the TV in the lounge is on and working properly.
- Perhaps there can be clear instructions posted in each lounge on how to work the TVs.
- We need to encourage staff in the unit to engage with residents about what is on the TV. It should be noted that the people sitting in the lounges with the residents are private caregivers and not Baycrest staff.

Communications responsiveness

- **There was an issue raised in the fall where the communication took place after a delay. If a commitment is given by a staff to respond to a family member within a timeline, the commitment should be kept or explained.**

2.2 **Guest Presentation**

Communications Support in the Apotex

Our guest presenters are Darryl Mathers, Manager of Corporate Communications, and Phyllise Gelfand, Vice President of Corporate Communications and Chief Communications Officer. The mandate of their department is to create a department which is more focused on communications, including internal, external, and all of our stakeholders. Our tools include the newsletter which comes out twice a month, Baycrest Bulletin, internal signage, and other pieces of communication. One of the challenges for this department is that not everyone who should receive the newsletter is actually receiving it.

One of the team members is currently working with the Apotex staff to both validate the people who are on the list and also ensure that new caregivers are added to the list upon the resident's arrival.

Phyllise and Darryl are currently working on a survey to be sent to FAC as well as everyone on the newsletter list, asking

about what content they would like to see, how the frequency would work, and how to avoid duplicate information from the Baycrest Bulletin, or how to feature more relevant issues in the newsletter.

The FAC chairs requested that you include an FAC section periodically in the Resident Newsletter. Also, if there is a communications committee for the Apotex, can you include an FAC member on that committee.

Phyllise will send out a draft of the survey to Mide to be reviewed by himself and the FAC chairs.

2.3 Apotex Update

Medical and
Outbreaks UTI
status

- Mide brought the concerns identified by the FAC co-chairs to Lisa Marcovici, who can address the clinical practice, and Dr. Feldman, who can address the medical care impact.

Scabies

- The outbreaks were cleared in November and early December. We continue to keep an eye out and ask staff to advise us if they see any skin conditions of concern.

Covid and Flu

- Last fall, since September, we saw Covid, Influenza A, and RSV activity in the home. At present we have no respiratory outbreaks although there are 3 individual cases of Covid on different floors. We always work with Public Health to determine if there is any trend. The most important thing is to always contain outbreaks when there is activity. Our IPAC team continues with training our staff.
- Recently there has been enteric activity in the community. We engage with Toronto Public Health partners to ensure that we are doing assessments in a timely manner. We had some cautious outbreaks declared which will be over this week. Daily assessments are done on every resident, looking at fever, cough, chills and fatigue among the symptoms.
- Our Infection Prevention and Control (IPAC) leads are phenomenal. They are at Baycrest weekdays and weekends to address staff and resident needs.

Future Preparedness

- **We are part of different communities of practice when it comes to IPAC. We have direct contact with people at**

- **Toronto Public Health, and we have specialists we can reach out to when required. We continue to audit regularly.**

Committee Work

The FAC has expressed an interest in hearing which committees does Apotex have and which ones are appropriate to have FAC representation.

- Attached to the meeting package were 3 program descriptions – Continence Care & Bowel Management Program, Pain and Palliative Care Program, and Skin and Wound Management Program. FAC representation would be welcome on any or all of the programs. If you are interested to participate, please contact your FAC chairs, specifically Kevin. Representation can be from any family member and not necessarily from an FAC member.
- Last fall, we had a presentation from the Research Ethics Board (REB). We will check back with Noah to ensure that whoever has volunteered is included in the REB.

Mentorship Update

- Mide is to meet with Kevin and Andrea to review the Mentorship program

Communications

- We are working with comms to update the website. In the Apotex newsletter, we would like to include a section on the FAC.
- When guests are invited to present at the FAC, we will ensure that they are aware of the time allotted for their presentation as well as our request to distribute a copy of their presentation prior to the FAC meeting.

Staffing

- Mide has been in touch with the co-chairs regarding the on-call staffing approach. Discussion was held regarding the Ministry funding to the home based on the Case Mix Index (CMI) and the target of a certain amount of hours of care per resident. Mide has suggested that we invite one of our RAI coordinators to an upcoming meeting to discuss the intervals of assessments and how CMI is determined.
- Other issues include vacancies on the unit and how these are filled. One option to explore is the use of on-call status with a payment at a lower hourly rate. Unfortunately there isn't funding to pay people to be on call. We refer to these staff as casual, and they provide us with their availability, so

- we can call them when needed. Mide will discuss this further with the co-chairs.
- We have increased the PSW staffing ration on nights to be more in line with the care needs of our residents. We have after-hours supervisors on-site until midnight. We have posted an RN position, both full time and part time for nights. One person has taken the full time position. Their duties will be very clear regarding supervisory needs.

Ministry Inspection Reports

- Mide updated on the most recent Ministry Inspection Report.
- There are different levels of non-compliance. At the bottom, least, level of severity is the written notification and the voluntary plan of correction. Neither of these require a compliance action plan.

More serious is a compliance order. The inspector who issued the compliance order will also mandate what the action plans are meant to be. The next level of severity is the Director's Referral.

This may also include monetary penalties.

- The most recent Inspection Report contained only written notifications.
- Mide noted that over the past 3 years, we have completed an action plan for all notifications regarding of the level of severity, as it is seen as a learning opportunity in the Apotex. Mide will share the document with FAC when we receive it.
- Inspections are always unannounced. They may be triggered by the critical incident reporting system which is mandated by the ministry.

Security

- We are currently working with the head of our security dept to revise the contract we have with Paladdin Security. We are putting in basic expectations of training. We have put in a break coverage approach to cover when the Paladdin staff go on break.
- The role of the one-on-one Paladdin security guards is for observation only. Their training does not allow for hands on support.
- We are running scenario planning and drills with the security staff who come on-site.

Technology Updates

- We are still reviewing the following technologies: Health Connects – which is the Infection Prevention and Control app; a Family, Resident and Caregiver platform for

- communication; and a Skin and Wound app which will allow real time access to skin and wound issues and assessments in the home. We are working on the budget to purchase these as well as cover the licensing fees and exploring these options with our IT dept.

2.4 FAC Terms of Reference

We have not yet approved the Terms of Reference. There needs to be further consideration. We will defer this item to a future meeting.

2.5 Advocacy

Pilot Project

We have to accept that the Apotex is not a part of the pilot project. There was no clarity given as to why some of the homes were selected. Nothing was provided as to what they will be reporting on.

2.6 Gratitude

The following messages of gratitude were given:

- I am grateful for this meeting. It was well run.
Congratulations to the co-chairs.
- The staff on 7EI, from Desiree to Alicia, to the Rec staff to the staff who look after my husband, I find that they have all been terrific.
- I just want to say how wonderful it was over the holiday period to see the wonderful experiences which were offered to residents and their families. I think it was a lovely time at Baycrest. I also appreciate that I feel that over the time my husband and I have been involved at Baycrest, that we have been able to work with staff as a team. The teamwork approach is the best approach.
- The last concert I was at with my mom was a small one on Apotex 2. It was really delightful. The woman was very professional. It was interactive and there were sparklers. She had nice Jewish content and a wonderful range of music. I could see a lot of joy in the room.

NEXT MEETING

The Family Advisory Council will next meet on Monday February 10, 2025 at 6:45 pm. on zoom.

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GUESTS: Darryl Mathers, Manager, Corporate Communications
Phyllise Gelfand, Vice-President, Corporate Communications & Chief Communications Officer

The FAC meeting was held via on-line zoom.

1. APPROVAL OF AGENDA And MINUTES

1.1 Approval of Agenda of February 10, 2025 Add: Item 2.1 Plans for Purim and Passover

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on February 10, 2025, be approved with changes. **MOTION CARRIED.***

1.2 Approval of Minutes of January 13, 2025

*It was duly MOVED and regularly SECONDED that the Minutes of the Family Advisory Council held on January 13, 2025, be approved. **MOTION CARRIED.***

1.3 Matters Arising from

1.4 Minutes

1.3a Communications Survey

There will be a survey that Phyllise Gelfand, VP, Corporate Communications & Chief Communications Officer, will be putting together. We are waiting to hear more from her.

1.3b Ministry Inspection Reports

Mide will be providing a copy of the public Ministry Inspection Report when it becomes available.

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1.3c Technology

Before we can look into the adoption of new platforms, the Apotex team needs to review the platform to ensure that IT can support it and budget.

2. STANDING/NEW BUSINESS

2.1 Members Concerns

2.1a Purim and Passover Update

Michael Ferman, Director of Heritage and Spiritual Care, provided us with an update on Purim and Passover programming

Purim

Wednesday, March 12 – Hamantashen Bake in Sharp Atrium at 3:30 PM

Thursday, March 13 – Evening Purim Celebration in Sharp Atrium at 6:15 PM

Friday, March 14 – Megillah Reading (complete) in Sharp Atrium at 10:30 AM

Friday, March 14 – Resident Purim Schpiel (play) & Community Shabbat in Sharp Atrium at 2:15 PM

Passover

Seders: Saturday, April 12 & Sunday, April 13 – 3:30 PM to 4:30 PM

No charge for outside guests

Up to 2 guests can attend with their loved one

Services: April 13 & 14, April 19 & 20

Three denominations will be offered: Orthodox, Conservative, and Reform

It was noted that it seems to be a reduction in the programming for Purim and there are no programs on each unit. Shabbat services should also be brought back to the floors. Are the programs being streamed for the Sharp Atrium, especially for the units on outbreak? Can we see a list of what programming was done in the past? Mide will take this back to Michael and Rachel.

2.1b TV Entertainment

There is no update to the TV programming. We have tried interventions with the TV program Uniper. There are very clear directions on how this is utilized.

We should look at separating the programming for the floors, to accommodate the different types of residents.

It is noted that the TV is often not on in the unit or the same program is seen over again.

Is there a group at Baycrest to review how we are achieving our goals on the Strategic Plan?

Mide confirmed that the Apotex leadership is currently working on our Operational Plan. This is still in the beginning stages. As we move forward, someone from the Operation Planning group can attend an FAC meeting to present some of what we are working on such as exceptional geriatric care and experiences.

What work is being done around culture change?

During the past 1-1/2 years, we have been working on a learning needs assessment, and looking forward to the next 3 years. This will be elaborated on at an upcoming meeting.

A lot of times it looks like the residents are left alone when it looks like they are sleeping. They are often not asleep but need some stimulation to open their eyes. This may be where we can better use our volunteers and other staff. Perhaps members of FAC can help in greeting residents.

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2.1c Ice in Parking Lots

Is there is something that can be done to reduce the risk of falls in the parking lot? This has been addressed to Paul Nicholson who oversees the contract with the snow removal company. We asked that they put salt between the vehicles in the parking lot.

2.1d Impact on Baycrest of US Tariffs

Has there been any impact on Baycrest of the US Tariffs being put on items? We are part of a group purchasing with other hospitals through Mohawk MedBuy. We checked with them to see if there were any concerns with anticipated cost increases. To date, they have no immediate concerns.

2.1d Communications issue

There was a concern with communications with doctors on some of the floors and how quickly we can expect them to respond.

This issue has been addressed with Dr. Feldman. We need to clarify what the expectations for medical care looks like in long-term care as well as the role of the nurses.

2.2 **Committee Work**

We are looking to have 2 people on each of the committees lists on the agenda. If you are interested in sitting on a committee, please contact Kevin.

Family Mentor Program

The Family Mentor Program has been renamed to the Family Care Connection. Andrea is currently spearheading this committee. This also represents an opportunity for the FAC to recruit new members. The role of this committee is to help reduce the stress and anxiety for people moving into the Apotex. The social workers will let us know who is moving in and we will contact the new family members.

2.3 **Security**

Security on the street level and the challenges Baycrest faces with the contract with Paladin.

We have increased security on campus. For example, at entrance #7, we have increase visible security. However, it is noted that these are casual Paladin staff who may not be aware of all the areas at Baycrest where we provide care. This has been address as to what we can do to further improve the expectations of the security guards who are stationed at the entrance. Paul will also contact other Jewish organizations to see how they have security set up. We will ask Paul to attend a future meeting to provide an update.

2.4 **Staffing**

We need to ensure that we have access to last minute replacements for when a staff calls in sick or absent. Mide is checking with labour relations department at Baycrest as to sharing the collective agreement.

2.5 **Advocacy – Update on Pilot Project**

Baycrest was not accepted into the government pilot project even though we met the criteria for the project. A survey had been sent out to all the relevant cultural homes and Baycrest

responded to the survey. There was no clarity given as to why some of the homes were selected. We are not the only home to complete the survey and not been selected. There were also other homes which were selected and unsure as to why. We would like to raise this issue prior to the provincial election.

As a result of legislation, in particular Bill 7, there has been a push to get people out of the hospital quickly and into any home available, regardless of ethnic, religious or cultural preference. This is affecting Baycrest as we are now not a predominantly Jewish home. This is similar in other cultures. For the upcoming election, we have come up with some key questions to ask the candidates. Brenda and Marcie can send you the questions. A copy of the questions along with a list

of candidates will be provided to the FAC chairs.

NEXT MEETING

The Family Advisory Council will next meet on Monday March 10, 2025 at 6:45 pm. both in person and on zoom.

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GUESTS: Cyrelle Muskat, Director, Quality, Systems & Wellness, LTC Sian Harrylal, Special, Quality & Implementation

The FAC meeting was held via on-line zoom.

1. APPROVAL OF AGENDA And MINUTES

1.1 Approval of Agenda of March 10, 2025

Add: Item 2.1 Jewish Population in the Apotex

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on March 10, 2025, be approved with changes. **MOTION CARRIED.***

1.2 Approval of Minutes of February 10, 2025

*It was duly MOVED and regularly SECONDED that the Minutes of the Family Advisory Council held on February 10, 2025, be approved. **MOTION CARRIED.***

1.3 Passing of Kevin's Mother

Our condolences go to Kevin Gilhooly on the passing of his mother. Our condolences go to Sam Blatt on the passing of his significant other.

1.4 Other preliminary matters

Andrea repeated her request to ensure that her Hotmail email address is deleted

2. STANDING / NEW BUSINESS

2.1. **Concerns of Members**

2.1.1. 48 hours notice to vacate / shiva room

When a family member passes, there is a 48 hour notice to vacate, as per the ministry guidelines. This can be problematic. There is a shiva room available. If requested, there is help available to empty the room and store belongings in the shiva room until after the shiva.

Chairs will follow up with Mide on the written procedures that social work and other staff are to follow when a loved one passes away.

2.2. **Guest Presentation**

Cyrelle Muskat and Sian Harrylal presented the Apotex Resident & Family Quality of Life 2024 Survey results. A copy of the presentation was circulated to the FAC member for review in advance of the meeting.

Discussion regarding the presentation included:

- Is it possible to get a breakdown between the 20th and 80th percentile. We leverage an internationally validated instrument through InterRAI. They set the threshold. We are able to pull out the items which are closer to the 20th and 80th percentile.
- Slide 7 – Social Life Scale
Baycrest has been part of a consortium since 2011 called Seniors Quality Leap Initiative (SQLI). All these homes joined voluntarily. Some of the homes are for-profit and others are not-for-profit, some are privately owned, some are single sites and others are multi-sites. Some are faith based. The Jewish homes include Baycrest, Hebrew Senior Life in Boston, Highland House in Capetown and San Francisco Jewish Home. The other Ontario homes include Perley, Bruyere and Schlegel. Social Life Scale items include:
 - Resident saying that they have enjoyable things to do on evenings and weekends,
 - they participate in meaningful activities
 - they spend time with like-minded residents
 - they are able to explore new skills and interests
 - they have people that want to do things with them
 - they participate in religious activities
 - they have a close friend
- There were 105 residents who responded to the survey this year. Very similar to the number from last year.
- More clarity on the influence and sufficiency of evening vs daytime activity engagement on the survey was requested.
- Shalom asked what plans exist to improve lagging markers especially in the factors of
 - Staff respond quickly when I ask for assistance
 - Staff respect what I like/dislike
- Can we separate the responses from Apotex 2/3 and Apotex 4-7? This can be done. It should be noted that the number of residents from floors 4 to 7 is smaller and may skew the results shown for these floors.
- Sian shared the chart showing parallel items in terms of the Resident and Family surveys. It was noted that for many of the responses there was not much difference between residents and families.
- If you have any further questions regarding this presentation, please forward your questions to the FAC chairs.
- Initiatives which are currently in place in the Apotex include:
 - Our Advanced Practice Lead conducted a learning needs assessment Apotex-wide to provide education on person-centred care;
 - addition of the documentation nurses to have the resident care plan readily available as well as the resident Kardex
- Andrea express her appreciation to Cyrelle and Sian.

2.3. **Tracker items for Review Co-chairs**

- Notes from Mide were circulated prior to the meeting regarding care plans and housekeeping

updates. Any questions should be forwarded to Kevin.

2.4. **Committee Work Gary F.**

Apotex Committees with FAC participation include:

- Food Committee (Kevin and Barbara C.)
- Quality Committee (Gary)
- Communications (TBD, Shalom) Andrea also asked about what is needed for the Communications Committee. Is it about contributing to the newsletter and website or is there a need for establishing policy?
- Continence Care/Bowel Management (TBD)
- Pain & Palliative Care (TBD)
- Palliative Care / End of Life (Andrea)
- Skin and Wound Management(TBD)
- Research Ethics Board (Tammy J.)
- Family Care Connection (Andrea, Cherie, Rose, Cheryl, Helen, Brenda). There will be a meeting on March 19 between Gary and Cyrelle and then Andrea can move this forward with the Social Workers.
- There was a call for more volunteers to fully represent the FAC with two attendees to each Committee.
Gary's report (next) demonstrates that this is a productive and rewarding use of time.

Quality Committee Update

Gary attended the Quality Committee meeting a few weeks ago. It was a round table discussion with many of the leaders at Baycrest. There was representation from both FAC and RAC. Discussion around the challenges faced at the Apotex. Gary had sent out the highlights of the meeting in a separate email to the FAC. There was a discussion on UTI's. Dr. Feldman will be attending the April FAC meeting to address our concerns regarding UTI's and other matters.

2.5. **Heritage Co-chairs**

Jewish Holidays

We have an email from Mide regarding Purim and Passover, although it is rather late to achieve any changes for Purim.

- At our previous meeting, some FAC members questioned whether it was a good idea to have a large program in the Atrium for people with dementia.
- There are no decorations for Purim, as noted on Apotex 5 and other floors
- There is only Megillah readings scheduled for the Atrium and not each individual floor.
- Mishlo'ach Manot will be handed out to residents.
- The lunchtime parade, with TR staff dressed in costumes, will go to all the dining rooms.
- FAC would like more details of the activities for Purim & Passover
- How will the overlap of Ramadan Passover and Easter affect the Apotex with its diverse population of Jews, Christians and Muslim? A particular concern was raised if Easter eggs will be distributed to make sure they are Kosher.

We need to consult with Michael Ferman regarding the policies & procedures as to when a religious event is performed on each unit or in the Atrium. How do they learn from one year to the next. We need to have an understanding of what works best with both location and timing, for example the torah study was moved from the morning to 4pm.

2.6. **Staffing Shalom**

We have offered to Mide to work with him on how to get last minute replacements. We requested a copy of the collective agreement.

2.7. **Recent LTC Inspection Report Shalom**

The most recent LTC Inspection Report was circulated to the FAC. If you have questions, please send them to Kevin in the next 7 days.

2.8. **Advocacy Shalom**

We would like to advocate with the Ministry to give families more time when vacating rooms. We spent a lot of time on Bill 7 for the exemption for faith based homes. The Pilot may extend for a full year. This is a good time to re-address this issue with your MPP. Brenda will re-circulate the one-page fact document. Once the Minister of Health is appointed along with a Parliamentary Assistant, we can try and reach out to them directly.

Any thoughts as to what the issues are that we should be advocating to the government should be sent to the chairs.

2.9. **Other**

Food

The food being served on A6 is very spicy and they use a lot of curry.

- Jackie with connect with Kevin so he can address this at the next Food committee meeting.

NEXT MEETING

The Family Advisory Council will next meet on Monday April 21, 2025 at 6:45 pm. both in person and on zoom.