

FAMILY ADVISORY COUNCIL MEETING MINUTES

Monday, July 14, 2025

6:45 pm to 8:45 pm

PRESENT: Gary Fleischmann (Co-chair); Shalom Schachter (Co-chair); Gilad Samuel (A3); Barbara Cook (A4); Donna Davis Young (A4); Eileen Shapero (A6); Joan Shiner (A7); Andrea Gregor (Community); Gail Kaufman (Community); Bernard Rachlin (Community); Shari-Ann Rosenberg (Community); Eric Sobel (Community); Lea Teper (Community); Brenda Vernon (Community); Mide Seyi-Ajayi; Lori Socket

REGRETS: Kevin Gilhooly (Co-chair); Elyse Chaplin (A2); Alexis Dawson (A2); Shelley Kollins (A2); Sharona Safran (A2); Jori Lichtman (A3); Cheryl Lipman (A3); Heather Rich (A3); Sam Blatt (A4); Tammy Joffe (A4); Vladimir Radian (A4); Denise Stanich-Land (4); Sarah Fishman (A5); Marcia Gilbert (A5); Jackie Levi (A6); Linda Hurlburt (A7); Virginia Lee (7); Helen Pogrinn (A7); Lesley White (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Pat Gerada (Community); Renie Hotz (Community); Paul Litwack (Community); Annie Papernick (Community); Rene Pardo (Community); Rose Printz (Community); Mark Schlossberg (Community)

GUESTS:

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

1. Approval of Agenda and Minutes

1.1 Approval of Agenda of July 14, 2025

Delete: 2.2 Guest Presenter

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council as amended held on July 14, 2025, be approved with changes. **MOTION CARRIED.***

1.2 Approval of Minutes of May 12, 2025

*It was duly MOVED and regularly SECONDED that the Minutes of the Family Advisory Council held on May 12, 2025, with typos corrected be approved. **MOTION CARRIED.***

1.3 Matters arising from Minutes

No matters arising

1.4 Notification

1.4.1 Terms of Reference Survey

The survey will be sent out to cover the August meeting.

1.4.2 Baycrest joined AdvantAge Ontario

Mide shared the announcement that Baycrest has now joined AdvantAge Ontario. We are still members of OLTCA. We joined AdvantAge Ontario primarily for the resources that they can provide, such as benchmarking analysis (expenditures, HR resources), education, policy manuals. Our membership is good until December 2025.

2. Standing/New Business

2.1. Concerns of Members

2.1.1. List of Priorities

We had a discussion at the closed meeting in June regarding the list of priorities. The list includes:

Staffing – funding and training

Communications

Resident-centred care, how to operationalize and improve emotional/social level of care

FCC empowerment and presence

Food concerns

Applied research to improve quality of life vs warehousing residents

Engagement

Psychiatric resources

Heritage – Shabbat services on every floor

Advocacy

Patient transport

Resident-Centred Care

A member of the FAC met with Lisa Marcovici, Director of Care and had a meaningful conversation regarding resident-centred care.

2.1.2. Laundry

There is an issue of clothing coming back with holes and tears after being sent to the laundry.

2.1.3. Washer/Dryer on Apotex 4

The self-laundry machines on Apotex 4 are not working properly. The washer is constantly out of service and the dryer takes over 75 minutes to dry a load. Mide will address this with the floor manager.

2.1.4. Future Meeting discussion

Physiotherapy – we need a physiotherapy room

Benchmarks – measuring against provincial averages. Can these markers be shared with FAC on a regular basis? We

2.2. **Guest presentation**

deferred

2.3. **Tracker Items**

2.3.1. **Pest Control**

We have scheduled weekly service for pest control in the Apotex on Wednesdays. On Tuesdays we identify rooms which need additional service. The main pest which has been difficult to manage is the german cockroach. We consistently work on keeping drains clear. We have difficulty in resident rooms where food is kept openly in the room or in cardboard boxes. There is a need to address this to families and residents. We are re-visiting the idea to do another home-wide treatment. Is it possible to treat a room when it is being prepared for a new resident?

The cleaning staff need to do a better job, especially if there is a spill and the area is sticky. As well, there are dustballs behind the beds. Can there be a broom available for families/caregivers to sweep resident rooms.

There is inconsistency in the quality of housekeeping. There are audits being done on housekeeping which includes visual inspections and glow germ audits done with Infection Control. Mide is reviewing the agreement with housekeeping provider to determine what is considered daily cleaning vs deep cleaning.

2.4. **Committee Work**

2.4.1. **Update on Volunteers**

We are losing volunteers from the Family Care Connection (FCC) team.

2.4.2. **Family Care Connection Update**

Andrea has been hard at work doing all the work while we wait for the privacy issues to be cleared up. Twenty-six families have been welcomed into Baycrest.

ACTION: Set up a meeting with Mide, Cyrelle and Cindy to review the privacy issues for new volunteers.

We are looking for approval for the brochure for the FCC. We need to update the New Resident Handbook as well. Mide has requested this from Comms. We are reviewing the package which goes to new residents.

2.4.3. **Pain and Palliative Care Update (Andrea)**

The Pain and Palliative Management quarterly evaluation

was included in the meeting package. There will be more training provided to the registered staff on the acute pain assessment tool.

Baycrest has been performing better than the provincial average. Andrea had suggested to the team that we survey families of residents who no longer live at Baycrest to see how pain was managed. The next program meeting is scheduled for September 15, 2025. It was suggested to include family and caregivers during the pain assessment.

ACTION: Invite Bryan and Lisa to FAC to do a presentation on Palliative Care program.

2.4.4. **Quality Pre Board Presentation (Gary)**

Gary attended a Quality meeting on May 15th where the focus was on a pre-board presentation. Key areas of improvement included falls and restraints, wound care, complaints handling, continence care, safety culture, proactive systems, and enhanced responsiveness. Areas of decline included pain management, pressure ulcers, food satisfaction, engagement in care, family involvement in care and participation in meaningful activities.

The focus for 2025/26 will be on enhancing pain and pressure injury management, meaningful engagement, staff responsiveness, and equity focused education. The metrics are constantly being assessed. The next meeting will be August 21st.

2.4.5. **Skin and Wound (Barbara)**

Barbara's report on the skin and wound program was pre-circulated to the FAC members. Data is reviewed by each floor. Dr. Chong is doing weekly rounds every Wednesday with the 2 RPN's. The Skin and Wound program meetings are held every 3 months on the 2nd Friday. The next meeting will be in September.

2.4.6. **Food (Barbara)**

Barbara's report on the food committee was pre-circulated to the FAC members. The committee is comprised mainly of the residents on the 2nd floor. Key areas of discussion included the impact of tariffs on the food provided, meal times – 5pm is too early for dinner. Three new recipes were taste tested and will be put on the summer/fall menu, but the quesadillas are put on hold. The next meeting is this Wednesday.

Leftover food cannot be donated and must be thrown out as per public health guidelines. We are working on reducing

the amount of waste.

2.4.7. **Contenance Care / Bowel Management (Gary)**

Gary gave a report on the Contenance Care and Bowel Management program highlights on-going efforts to deliver personalized dignified continence support for residents, most of whom are living with dementia and fully dependent on staff for activities of daily living. Areas of improvement include worsened bowel continence dropped significantly, worsened bladder continence also improved, scheduled toileting participation improved, all new residents received timely bowel and bladder assessments, and all resident with worsening continence had revised care plans. Areas of decline include improved bowel and bladder continence.

2.4.8. **Family Newsletter (Shalom)**

We recognize the benefit of having contribution in the family newsletter to promote the FAC. Please consider writing something for the newsletter.

2.5. **Heritage**

2.5.1. **High Holiday Details**

A detailed listing of the high holiday services was included in the meeting package. There was also a listing of the preliminary plans for the high holidays. As well, there was a link to a survey. We ask that this be completed this week to provide timely feedback.

2.5.2. **Cultural and Religious Needs Assessment**

Krista Samborsky of the Culture and Arts department will be reaching out to the FAC to complete a Needs Assessment. When this comes out, please provide as much feedback as you can.

2.6. **Terms of Reference**

The co-chairs will be sending out a survey later this month. We encourage everyone to supply us with your honest and broad opinions regarding membership.

2.7. **Operations**

2.7.1. **Annual Proactive Compliance Inspection (Mide)**

This is a requirement from the Fixing Long Term Care Act. One took place in June. The public report is still not available. There were 10 compliances, one of which was remedied while the inspectors were on-site. The other 9 were written notifications in terms of severity. We will be

doing an action plan. The inspectors contacted the FAC co-chairs to review the sections of the Fixing Long Term Care Act that relate to FAC.

2.8. **Advocacy (Bill 14)**

The legislature has adjourned and will reconvene in October. Bill 14 will be addressed when they reconvene. We are waiting for the summary document and we will share that when we can. There are

provisions in Bill 14 which place emphasis on dementia care and cultural/spiritual care. There must be attention brought to the government that in order to improve performance there must be additional funding for training for the staff. This may be something the FAC can work on to make a submission to the legislature. If you are interested, please contact Shalom. Discussion also ensued about the provision of food and the barriers regarding food waste.

2.9. **Gratitude**

The Social Workers and Recreation team put together a couples program last week during the evening which was wonderful and very well received.

NEXT MEETING

The Family Advisory Council will next meet on Monday September 8, 2025 at 6:45 pm. both in person and on zoom.



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PRESENT: Kevin Gilhooly (Co-chair); Cheryl Lipman(A3); Barbara Cook (A4); Donna Davis Young (A4); Denise Stanich-Land (4); Eileen Shapero (A6); Helen Pogrin (A7); Rebecca Egier (Community); Gail Kaufman (Community); Shari-Ann Rosenberg (Community); Mark Schlossberg (Community); Eric Sobel (Community); Brenda Vernon (Community); Mide Seyi-Ajayi; Lori Socket

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GUESTS: Cyrelle Muskat, Director of Quality, Systems and Wellness
Sian Harrylal, Supervisor of Quality and Implementation

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

1. Approval of Agenda and Minutes

1.1 Approval of Agenda of September 8, 2025

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council as amended held on September 8, 2025, be approved. **MOTION CARRIED.***

1.2 Approval of Minutes of July 14, 2025

*It was duly MOVED and regularly SECONDED that the Minutes of the Family Advisory Council held on July 14, 2025, be approved. **MOTION CARRIED.***

1.3 Matters arising from Minutes

No matters arising

1.4 Notification

1.4.1 Recording of future meetings

Are there any objections to recording the meetings?

1.4.2 Next Meeting

Please note that the next meeting will be held on Monday October 20, 2025.

2. Standing/New Business

2.1. Concerns of Members

2.1.1. Physician Direction

Mide addressed the issued of physician directions with regard to the appropriate treatment for UTI, in particular when there is blood in the urine.

The physician's response is that with any UTI, it is a possibility. There are a host of other reasons that could cause an individual to have blood in the urine.

2.2. Guest Presentation

2.2.1. Input from FAC for questionnaire on annual quality survey Cyrelle Muskat and Sian Harrylal

Cyrelle and Sian presented the update on their email to the FAC seeking feedback on the Family Quality of Life Survey. The survey was pre-circulated to the members of the FAC looking for modification of questions as well as adding or removing questions, and we only received 6 responses. The survey tool is an internationally validated tool developed by InterRAI and is used by other homes. We send the survey to all care contacts for our residents, which is generally over 400 surveys send out. Cyrelle shared the responses we received. Discussion was held on removing and revising questions.

Action: We will re-circulate the survey to the FAC members to gather more responses by the end of September.

2.3. Tracker items for review

2.3.1. Transfer equipment Mide

In each of our neighborhoods we have adequate hoyer lifts. On the 2nd and 3rd floors we have a combination of hoyer lifts and sit-to-stand lifts. We also have a bio-med department who provide preventative maintenance of the lifts. We are also going through a replacement plan for the lifts that are at the end of their life. We currently have individual slings for our residents to use with the hoyer lifts. As well, there are different shower slings.

2.4. **Committee Work**

2.4.1. **Family Care Connection**

Deferred. There will be an update at the October meeting.

2.4.2. **Food Committee (Barbara)**

Barbara's report on the food committee was pre-circulated to the FAC members. Barb stated how impressed she was by how professional and responsive the staff are to the residents during the committee meeting.

2.4.3. **Quality (Gary)**

Gary's Quality Committee report was pre-circulated to the FAC committee.

2.4.4. **Contenance Care / Bowel Management (Gary)**

The next meeting for the Contenance Care committee will be held on September 12.

2.4.5. **Skin and Wound (Barbara)**

The next meeting for the Skin and Wound committee will be held on September 19. Donna expressed interest to sit on this committee as well. Lori will arrange for the invitation to be forwarded to her.

2.4.6. **Pain and Palliative Care**

The next meeting for the Pain and Palliative Care committee will be held on September 15.

2.4.7. **Family Newsletter**

There are ongoing requests for submissions to the Baycrest newsletter. This included articles, updates and items of interest.

2.5. **Heritage**

2.5.1. **High Holiday Updates Mide**

Michael Ferman had put out a survey in July to get responses regarding the upcoming high holidays. There was only one response received. There will be a schedule of services and activities posted throughout the Apotex.

2.6. **Terms of Reference**

deferred

2.7. **Operations**

2.7.1. **Apotex review of June and July Ministry Inspection Reports Mide**

In June, the ministry came to the Apotex to conduct a pro-active compliance inspection. The inspectors come to the home and look at everything based on the ministry inspection protocols. We received 10 written notifications, of which one was remedied while they were on-site. This inspection was completed on June 12th.

On July 15th, we received the report on an inspection on complaints and critical incidents. These are complaints which are lodged by a resident, family member or companion, or a critical incident which is submitted by the home. There were 4 written notifications, 2 of which were around a skin and wound non-compliance regarding the definition outlined in our policy, one was regarding a missed assessment and one was regarding the referral to a dietitian.

2.8. **Advocacy**

There is a Long-Term Care Community Engagement Day scheduled for Friday September 12th. We will be hosting Michelle Cooper, MPP for Eglinton Lawrence, and Laura Smith, MPP for Thornhill. They will be in the Sharp Atrium at 11:00am.

2.9. **Gratitude**

Kevin extended his gratitude to the members of the FAC.
Barb extended her thanks for a great set of discussions this evening.

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The Family Advisory Council will next meet on Monday October 20, 2025 at 6:45 pm. both in person and on zoom.