

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, April 8, 2019  
6:45 pm to 9:00 pm**

**PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Shari Burrows (A2); Rene Pardo (A2); Janice Maser (A3); Frieda Schaffel (A4); Sarah Fishman (A5); Gloria Good Draper (A5); Anne Clavir (A7); Jolanta Morowicz (A7); Heather Nochomovitz (A7); Shoshana Pellman (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket

**REGRETS:** Lea Teper (A2); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Nechama Jakubowiz (A5); Ian Kert (A5); Fern Silver (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Mark Schlossberg (Community); Robert Tock (Community)

**GUESTS:**

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**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of March 11, 2019**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on March 11, 2019 be approved. **MOTION CARRIED.***

**1.2 Approval of Agenda of March 11, 2019**

Addition: Passover/Recreation  
Notes from November 2018 closed meeting  
Finance

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on April 8, 2019, be approved with changes. **MOTION CARRIED.***

**1.3 Business Arising**

Passover

Frieda volunteered to sit on the Passover planning committee chaired by Emily Sitter. She brought up the question of whether family members need to pay \$40 if they do not plan on eating at the seder. The answer was no, it is not necessary to pay if you are not eating. You need to tell the recreationist that you will not be eating.

This is not being communicated to the families. The flyer needs to be changed to reflect that family members have the option of attending and not paying the \$40 if they are not eating.

After the evaluation of the Seders, Emily will be forming a committee to help her plan for next year's Passover. Please let Lori know if you want to sit on this committee.

Also, Frieda suggested to Emily that staff need to be educated about the Jewish holidays. At Rosh Hashonah there was a brochure made available which explained all about the holiday. A similar brochure should be created for Passover as well.

#### Recreation

The issue arose that story-telling and music & movement are no longer being offered. These programs were funded by a donation to the Foundation. The donation funds are no longer available. These 2 programs were extremely popular, especially the Story-telling program with Dan Y. Can these be funded in-house? There is work being done to find another donor. Other programs are being cut back such as the baking programs. Frieda will provide a list of programs being cut.

## **2.0 REPORTS AND UPDATES**

### **2.1 Butterfly Approach – Ira Applebaum**

The Toronto Star article regarding the Butterfly Approach as well as the City of Toronto's consideration of the Butterfly program were circulated with the meeting package. Ira discussed how residents and families are vulnerable and may be desperate to look for an answer, which may not always be there.

The Butterfly Approach is an emotion focused program. The article compared people watching TV to people engaged in conversation and activities with other residents. CARP has endorsed the program. The Butterfly Approach has not gone through the peer review process.

To adopt the Butterfly Approach would require additional staff; and costs related to training, physical environment, equipment. There is a one time license fee of \$100,000, \$105,000 training fee, costs to increase staff, and other costs. Based on the costs to implement the Butterfly Approach at Fudger House, a city run nursing home with 30 residents, it is estimated to cost \$1.3 million, or \$44,000 per resident.

At Baycrest, we are in the process of developing our own Memory Care model, based on Baycrest values and our own research. We have looked at the Butterfly model. The project is being led by Faith Malach. We will reach out to Faith to come to a meeting to present to the FAC.

Before we start with new projects, we should follow through with existing projects. We don't necessarily need to adopt a new project like the Butterfly Approach, but just make small changes to positively affect the lives of our residents. It is necessary for our staff to adjust to the changing needs of the residents. We have an older and sicker population. The complexity of our residents is the highest in Ontario. We have been rated by the SQLI group as the highest performing long term care home, based on our quality indicators.

### 3.0 **STANDING ITEMS**

#### 3.1 **Apotex Update – Simon Akinsulie**

Simon provided the following updates in the Apotex:

##### Electronic Health Record

We are continuing to implement our electronic health record with our staff. This will give us better data and a better picture of what is happening with our residents. Our physicians can directly order medications on-line.

##### Apotex Renovations

Today was the grand re-opening of the dining room on Apotex 2 North. We will arrange for a tour of the unit for the FAC.

We will be opening up on the 5<sup>th</sup> floor to create a walking area.

We are trialing renovations in 2 rooms. We are putting in a new carpet and renovating the washroom. This is a pilot project. Concerns were voiced about the use of carpeting.

We invested in some virtual reality glasses. People can go on virtual tours of anywhere they like.

##### Staffing Changes

We are working on a process to have more staff booked on weekends. We are also looking to increase the number of managers in the Apotex.

For staff who don't show up for shifts, there is a disciplinary process through our HR department. We are working on ensuring that the staff show up on time for their shifts as well.

#### 3.2 **Issues Tracking – Ira Applebaum**

Ira presented the updated issues tracking form for discussion.

We have 4 projects where we are still looking for a co-champion from FAC:

#6 Internet Project

#8 Increase FAC review of all Apotex surveys

#11 Implementation of new Bath Tub and Shower facilities

#12 Implementation of MAID program

Please let Lori know if you are interested in any of the above projects.

##### **ACTION:**

1. Simon to report back at the next meeting regarding the status of staff training on the new bath tubs and showers.

#### 3.3 **Finance**

It was discussed that since we changed to PointClickCare, there have been errors on the monthly bills sent out for the Apotex residents. Some were double billed in January, which took a few months to correct. As well, the tax receipts which were sent out were

incorrect. New tax receipts were sent out by finance. In April, 2 bills were received which showed different balances owed.

**ACTION:**

1. Simon to follow up with Finance Department.
2. Lori to invite someone from Finance to come to an upcoming FAC meeting.

3.4 **Exposure of Seniors to the Sun**

It was discussed that seniors are at risk from exposure to the sun. This can happen through glass windows which are not specially treated. Although we post notices about the heat, it was noted that care givers take the residents outside in the hot weather for extended periods of time. We would like to distribute information to families and care givers.

3.5 **Notes from November 2018 closed meeting**

Discussion was held in camera.

4.0 **NEXT MEETING**

The Family Advisory Council will next meet on Monday May 13, 2019 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING**

**MINUTES**

**Monday, May 13, 2019**

**6:45 pm to 9:00 pm**

- PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Janice Maser (A3); Frieda Schaffel (A4); Gloria Good Draper (A5); Ian Kert (A5); Anne Clavir (A7); Jolanta Morowicz (A7); Gail Kaufman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Shari Burrows (A2); Rene Pardo (A2); Lea Teper (A2); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Sarah Fishman (A5); Nechama Jakubowiz (A5); Fern Silver (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Shoshana Pellman (Community); Robert Tock (Community)
- GUESTS:** John Montagnese, Controller, Corporate Financial Services  
Zarna Patel, Interim Manager, Food Services
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**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of April 8, 2019**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on April 8, 2019 be approved. **MOTION CARRIED.***

**1.2 Approval of Agenda of May 13, 2019**

Addition: Passover/Recreation

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on May 13, 2019, be approved with changes. **MOTION CARRIED.***

**1.3 Business Arising**

**Review of Terms of Reference**

Ira reviewed the section of the Terms of Reference which identifies the scope of functions of the FAC. In particular the FAC considers issues and concerns that may be relevant to all residents or a group of residents, but is not a forum to resolve issues and concerns of any one family or resident or individual staff member.

**2.0 REPORTS AND UPDATES**

**2.1 Finance / Billings – John Montagnese**

John Montagnese, Controller, Corporate Financial Services, presented an update of changes to the Apotex billing system since we changed to PointClickCare (PCC) last October. The transition from Meditech to PCC with regard to the financial statements

was difficult as the new system is not set up to accommodate the different needs of our clients. Our finance team has been working with the PCC team to work out the challenges, such as different billing dates and payment plans. We are the only long term care home in Ontario that still accepts credit card payments and cheques. We still have some minor issues to work out, so if you still have questions, please contact Meena in Finance.

A notice was sent out in the fall when the changes were implemented. This letter was drafted by senior management, however the residents and family members found it confusing. Meena will be calling all financial POA's to explain the new billing system. Future letters regarding the financial statements will be brought to the FAC for review.

A second tax receipt needed to be sent out as there was an error when the statements were first run.

**2.2 New Menu – Zarna Patel, Interim Manager, Food Services**

Zarna presented the upcoming summer / fall menu for the Apotex. It will be implemented on July 8<sup>th</sup>. This year we changed the menu after receiving feedback from residents and families. We tried to accommodate people's likes and dislikes in the menu. We also considered allergies when creating the menus. The summer menu focuses on the cold entrees, including more fruits and ice cream. We have a 3 week menu cycle.

**2.3 FAC Meeting Dates**

The upcoming calendar was reviewed and for 2019-2020, the FAC meeting dates will be:

June 17, 2019  
July 8, 2019  
August 12, 2019  
September 9, 2019  
October 7, 2019  
November 11, 2019  
December 9, 2019  
January 13, 2020  
February 10, 2020  
March 2, 2020  
April 13, 2020  
May 11, 2020  
June 8, 2020

**3.0 STANDING ITEMS**

**3.1 Apotex Update – Simon Akinsulie**

Simon provided the following updates in the Apotex:

Apotex Renovations

The renovations on Apotex 2 and Apotex 5 are complete.

Renovations begun on a few rooms on Apotex 7 due to leaking bathrooms .

The dining room on Apotex 6EI has been renovated to fix the walls.

MOH Inspection

We recently completed a ministry inspection. The inspectors were in the Apotex for approximately 9 weeks . We expect to have their report in a few weeks. The results will be brought to FAC at a future date.

SQLI (Seniors Quality Leap Initiative)

Baycrest is a founding member and secretary for the SQLI. The members includes high performing long term care homes in North America. Simon recently attended an SQLI meeting in Ottawa.

ACTION:  
1. Invite Cyrelle Muskat to a future meeting to report on how we perform compared to the other homes in SQLI.

Apotex Infrastructure

ACTION:  
1. Invite the Director of Facilities to a future meeting to report on the Apotex Infrastructure, ie. elevators, air conditioning.  
2. Simon to look into why we can't use the recreation room balconies.

**3.2 Storytelling Program**

In order to restart the story telling program, the foundation requires funding which they are currently raising. We were since advised that Baycrest has decided not to run the program.

ACTION:  
1. Simon will touch base with Culture and Arts Department to find out more about the decision not to run the storytelling program.

**3.3 Tour of Apotex 2RF and 5RF**

Deferred.

**3.4 Goals for FAC for 2019**

Discussion was held in camera.

**4.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday June 17, 2019 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, June 17, 2019  
6:45 pm to 9:00 pm**

- PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Shari Burrows (A2); Frieda Schaffel (A4); Clara Crispino (A5); Gloria Good Draper (A5); Harriet Horlick (A5); Ian Kert (A5); Anne Clavir (A7); Debbie Kessler (A7); Gail Kaufman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Rene Pardo (A2); Lea Teper (A2); Janice Maser (A3); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Sarah Fishman (A5); Nechama Jakobowiz (A5); Fern Silver (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Jolanta Morowicz (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Mark Schlossberg (Community); Robert Tock(Community)
- GUESTS:** Janis Sternhill, Director, Volunteer Services  
Laura Mandell, Director, Marketing & Communications  
Zarna Patel, Interim Manager, Food Services
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**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of May 13, 2019**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on May 13, 2019 be approved. **MOTION CARRIED.***

**1.2 Approval of Agenda of June 17, 2019**

Addition: Food Services Update  
Communications Survey

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on June 17, 2019, be approved with changes. **MOTION CARRIED.***

**1.3 Tour of Apotex 2 North**

Simon led a tour of the new dining room on Apotex 2 North.

**1.4 PLEASE Program Janis Sternhill**

Janis Sternhill, Director of Volunteer Services, presented an update on the PLEASE program. The PLEASE program is a volunteer training program for volunteers to engage in meaningful activities with older adults living with cognitive and physical impairment in Long Term Care. The program connects volunteers to specific needs in the Apotex. The PLEASE volunteers work directly with our residents.



Janis reviewed the steps involved for all our volunteers. The PLEASE program provides volunteers with an extra set of skills in order to engage a resident or residents as the residents' wish, to bring out their best. The program uses on-line training modules, orientation with the therapeutic recreation specialist and in-person mentorship. Resources include 2 fully stocked carts on the units, ipads, playing cards, robotic cats, among other items.

We received a New Horizons grant, which allowed us to produce a training manual, handbook and train-the-trainer manual for PLEASE mentors. We currently have 6 PLEASE mentors and 37 PLEASE volunteers. We are applying for another grant through the SPARK initiative to create training modules for PLEASE volunteers.

**ACTION:**

1. Lori and Janis to investigate how the FAC can access the LMS on-line training modules.

**1.5 Foundation Survey Laura Mandell**

Laura Mandell, Director, Marketing and Communications, asked the FAC if the members would be willing to participate in a survey for Baycrest Foundation. In March 2018, we sent out a survey to current donors, lapsed donors and prospective donors regarding thoughts and impressions of Baycrest. We are preparing to do the survey again and Laura requested email addresses from the FAC members if they wished to participate in the survey.

**ACTION:**

1. Lori will send out an email on behalf of Laura Mandell to obtain your email address and consent to be shared with the 3<sup>rd</sup> party provider who sends the survey out on behalf of the Foundation.

**1.6 Food Services - Update Zarna Patel**

Zarna Patel thanked everyone who participated in the food expo last week. It was very successful. We are doing a pilot project on the Med Pass supplements, which are high calorie/high protein and are administered in less volume. A communication will be sent out to the residents, families and POA of those in the pilot project. Each resident will be assessed by the dietitian before going on the new supplements.

Our new menu will be starting. It was agreed at the Food Committee to remove soup from the dinner menu from Sunday to Thursday.

**2.0 STANDING ITEMS**

**2.1 Apotex Update – Simon Akinsulie**

Apotex Tub Rooms

The environmental manager and the manager of facilities conducted a walk through of all the tub rooms on each floor. They put together a list of all deficiencies such as broken tiles. All the work will be completed by then end of July.

Dining Room Walls

We will be replacing some of the walls in the dining areas. The softer, fuzzy walls are being replaced with a more durable surface.

New Management in the Apotex

We are currently recruiting for new managers in the Apotex. Interviews will be taking place over the upcoming few weeks. We will be inviting FAC to participate in the interview process. The plan is to have a manager on every floor. The managers will report to Lisa Marcovici, Director of Care.

We have hired a Director, Quality, Systems & Wellness. This person will be starting this week.

Wandering Unit – Apotex 5 North

We have opened up the wandering unit on Apotex 5 North and will be piloting the project for 2 hours per day over the next month. Improvements include raising the glass wall overlooking the main floor and adding posters to the doors.

MOH Inspection

Deferred to July 2019.

**2.2** FAC Elections

Co-Chairs Ira Applebaum and Rebecca Egier were re-elected, by acclamation.

**3.0** NEXT MEETING

The Family Advisory Council will next meet on Monday July 8, 2019 at 6:45pm in the Exton Boardroom.