

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, September 11, 2017
6:45 pm to 8:30 pm**

- PRESENT:** Robert Tock; Shari-Ann Rosenberg (A4); Bill Weiss (A3); Shari Burrows (A2); Rene Pardo (A2); Lea Teper (A2); Frieda Schaffel (A4); Ian Kert (A5); Marilyn Melnick (A6); Ira Applebaum (A7); Anne Clavir (A7); Gail Goldenberg (A7); Janice Maser (A7); Edward Rice (A7); Harriet Rice (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Bernard Rachlin (Community); Mark Schlossberg (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); Vivian Rosenberg (A6); Annie Papernick (A7); Rebecca Egier (Community); Francie Kendal (Community); Joe Myers (Community)
- GUESTS:** Carol Anderson, Executive Vice President, Clinical Programs and Chief Nursing Executive
Shadan Fallahi, Officer, Client Safety and Risk Manager
Scott Ovenden, Director, Quality Transformation and Performance Improvement
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1.0 APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of August 14, 2017

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on August 14, 2017 be approved with corrections. **MOTION CARRIED.***

1.2 Approval of Agenda of September 11, 2017

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on September 11, 2017. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Private Companion/External Provider

Carol Anderson, Executive Vice President, Clinical Programs and Chief Nursing Executive
Shadan Fallahi, Officer, Client Safety and Risk Manager
Scott Ovenden, Director, Quality Transformation and Performance Improvement

Scott Ovenden and Shadan Fallahi gave a presentation on the Private Companion and the External Provider update. The private companion policy was developed in 2005. In 2015 the Quality Steering Committee identified a high number of safety incidents with regard to private companions and formed a working group to assess the risks. The risks being addressed include:

- a) Clearly defining the role of the private companion
- b) mitigating the risk of criminal activities

- c) Eliminating on-site solicitation for work of Baycrest clients by Private Companions
- d) Clarifying the relationship and responsibilities between the private companion/hirer

Key elements of the new policy will include:

- a) Private Companions must be registered at Baycrest.
- b) Onsite solicitation for employment is not permitted
- c) Baycrest employee or volunteer may not work as a Private Companion
- d) Breach of policy or Baycrest regulations *can* result in Private Companion being temporarily or permanently prohibited from providing services.
- e) Healthcare services are not permitted except that private companions are able to *continue* to provide feeding support upon completion of Baycrest Eating Assistance training. This would be the same standard for Baycrest volunteers
- f) Proof of Immunization and Vulnerable Sector Screen (VSS)
- g) Time-limited grandfathering of existing private companions to prevent long-term relationships from being disrupted.
- h) This policy will be co-developed with the FAC
- i) There will be a grace period for new private companions to enable them to fulfill the Baycrest requirements such as immunization and VSS. This grace period would also be enacted in the event that a temporary private companion is needed.

Concern: Many Baycrest PSWs work as private companions in the Apotex as well. Baycrest will have to engage the unions, as this policy change will negatively impact some staff members.

ACTION:

1. The FAC would like to have representation on the Private Companion working group to assist in developing the implementation plan. Please contact Robert Tock or Lori Socket if you are interested in joining the working group.
2. Sue to follow up with Maimonides Geriatric Centre in Montreal regarding their policy on Private Companions.

2.2 FAC Website and Hardcopy Redesign & Refresh

Bill Weiss

Bill reported that Marcomm has been making excellent progress redesigning the look and feel of our FAC website as well as refreshing all digital and hardcopy content. They will update the FAC with a presentation at our Oct 2 meeting.

2.3 Process Improvement Initiative

Sue Calabrese

Sue presented the Process Improvement Initiative on Fall Safety. Through our membership in SQLI (Senior Quality Leap Initiative) we connected with Hebrew Senior Life in Boston with regard to the issue of alarm mats. We are working toward removing the alarm mats from the resident rooms as research shows that not only do the alarm mats not prevent falls, but they actually cause falls. The alternative is to use a fall mat, which is bigger and has edges. The fall mat does not alarm and so does not startle anyone.

ACTION:

1. Sue to report on Purposeful Rounding at the December 2017
2. Sue to provide any available hard data on the cause of falls and the number of falls over time at Apotex.

3.0 STANDING ITEMS

- 3.1 **Issues Tracking** There is no issues tracking report. If a member of the FAC would like to take the lead for new recruits, please contact either Robert or Lori.

3.2 Apotex Update

Sue addressed the issues from the August 14, 2017 meeting.

1. Briefs: We do not limit brief changes. Residents are assessed by the registered staff and a representative of the company to determine the appropriate brief type and size. Every night the PSW delivers briefs to the residents based on a pre-determined list. If the resident uses the allotted briefs, then more will be supplied. The reason we limit the number of briefs is to prevent people from putting the whole packages of briefs in the resident's room and we could not keep control of the inventory.
2. Reusing Towels/faceclothes: The towels/faceclothes are replaced daily. These can be replaced more often if necessary.
3. New double carts: The staff want the new carts labeled – one side for trash and the other side for dirty laundry.
4. Ice Machine: Nursing does not own the ice machine. The staff say that they remind the families that the ice from these machines is not to be ingested. The machines are being removed from the floors.
5. Gloves: Hand hygiene is reviewed annually. If you observe a staff member not changing gloves, please follow up with the RN or unit manager. Please refer to the "Who to Call..." poster in each resident room.
6. Showers: We are waiting for the shower curtains to be installed. Every resident has been asked their preference for a shower, bath or shower in their room.

3.3 Other

Robert read from an email received from the research department about a project on how to improve care for older adults with dementia and their caregivers. Robert will circulate the email to the FAC.

If you sit on a committee at Baycrest, please send an email to either Robert or Lori with the name of the committee and an update of the committee activities.

Elections have been postponed to the December meeting.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, October 2, 2017 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, October 2, 2017
6:45 pm to 8:30 pm**

- PRESENT:** Robert Tock; Bill Weiss (A3); Shari Burrows (A2); Rene Pardo (A2); Frieda Schaffel (A4); Necha Jakubowiz (A5); Ian Kert (A5); Marilyn Melnick (A6); Ira Applebaum (A7); Anne Clavir (A7); Janice Maser (A7); Annie Papernick (A7); Edward Rice (A7); Harriet Rice (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Sue Calabrese (DOC); Lori Socket
- REGRETS:** Lea Teper (A2); Shari-Ann Rosenberg (A4); Chana Gastfreund (A4); Sarah Fishman (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Gail Goldenberg (A7); Rebecca Egier (Community); Francie Kendal (Community); Joe Myers (Community)
- GUESTS:** Laura Mandell, Director, Market and Communication
Stipe Maglica, Manager, Digital Marketing
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2.0 REPORTS AND UPDATES

2.1 Apotex FAC Website - Redesign & Update

Laura Mandell and Stipe Maglica of Marcomm provided the FAC with a presentation on their progress in redesigning and updating our website and all related hardcopy collateral. The presentation was well received and generated much discussion and productive input.

ACTION:

1. Marcomm will create a web staging / testing area and provide links to Bill by Oct 10 for distribution to the FAC so they can access, review and comment on the new and improved website and collateral.
2. FAC will access the web staging / testing area and provide organized and consolidated feedback via Bill to Marcomm by Oct 25.

3. Marcomm to implement FAC feedback where warranted and feasible targeting Oct 31 as a projected launch date.

3.0 STANDING ITEMS

3.1 Issues Tracking

New Recruits: We are still looking for someone to take the lead on new recruits for the Family Advisory Council. Janice offered to write up a description of the FAC which can be told to new potential family members.

Sensory Cart: Eric presented the information he received regarding the sensory cart. Eric has been in touch with Sylvia Davidson, Manager of Occupational Therapy and Therapeutic Recreation. He distributed the Foundation's flyer requesting donations for a new sensory cart. As well, he distributed a description sheet from the manufacturer of the carts.

3.2 Apotex Update

Beauty Salon – Updated Price list

Sue distributed the new price list for the Beauty Salon. They will be hiring a second stylist at the Salon. A robust discussion ensued regarding the services offered. Concerns addressed include:

- The Barber should not be allowed to come to the floors to solicit business.
- Approval forms are not being distributed and signed before Residents are taken to the Salon.
- How are the prices vetted? They seem very high.
- They are coming to the floor to take residents to the Salon without written consent.

ACTION:

4. Sue to book a meeting with Scott Horn to discuss the issues addressed regarding the Beauty Salon.

Staff Rights

Sue read a letter which emphasized the need for a Staff Bill of Rights.

ACTION:

1. We will be moving ahead with the posting of the Staff Bill of Rights.
2. Lori to update the Bill of Rights and send to Robert for distribution to FAC members.

Changes in the Apotex

Sue discussed changes in the Apotex. Sue will be retiring from her position in the Apotex. She will stay on to transition the new Director of Care.

Bill discussed the hiring of the new Executive Vice-President, Residential and Community Programs. The successful candidate is Rheta Fanizza. Rheta will be starting on October 23, 2017. Rheta will be responsible for hiring the new Executive Director.

3.3 Other

The meeting on November 13, 2017 will be a closed meeting.

Overwhelming Clutter

Robert will circulate information regarding an interesting webinar on dealing with clutter issues as family members make the transition to long term care.

Dementia Care Survey

The Dementia Care Survey will be re-circulated as it now has an REB number.

Committee Membership

If you sit on a committee, please send Robert an email regarding the committee.

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- GUESTS:** Rheta Fanizza, Executive Vice President, Residential and Community Programs
Scott Ovenden, Vice President, Clinical Programs & Corporate Performance
Shadan Fallahi, Patient Safety Officer & Risk Manager
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1.3 Introduction Rheta Fanizza, Executive Vice President, Residential and Community Programs

Robert introduced Rheta Fanizza, Executive Vice President, Residential and Community Programs. Rheta's background in health care includes acute care, government, consulting and most recently she worked at St. Elizabeth, which is a home care company. One of Rheta's goals is to bring the home life experience to Baycrest.

2.0 REPORTS AND UPDATES

2.1 Private Companion Implementation

Shadan Fallahi and Scott Ovenden presented the Private Companion Implementation update. Work has been done on the details of the policy. Scott circulated a working draft of the policy.

Private Companions are hired privately by clients and families to provide companionship services. Since 2005, we have had a Private Companion program at Baycrest. The Apotex has the majority of registered Private Companions, approximately 485.

Key issues:

Mitigating risks of criminal activities: The new policy requires the Private Companion to complete a Vulnerable Sector Screen (VSS). Existing Private Companions will have 12 months to provide proof of satisfactory VSS. New Private Companions will need to provide proof within 3 months. If a companion does not provide proof of satisfactory VSS, they may no longer be registered at Baycrest and may be prohibited from the Baycrest premises.

Baycrest Employees working as a Private Companion: We have about 50 employees who also work as Private Companions. The policy allows them to continue to work as a Private Companion with their current client, however they will not be able to solicit new clients in the future and will have to cease being a Private Companion at Baycrest at the end of their current relationship. Baycrest will ensure that current staff are made aware of the new policy.

Role of the Private Companion: The role of the Private Companion is clearly identified in the new policy. The provision of healthcare services are not permitted except that private companions are able to *continue* to provide *feeding support* upon completion of Baycrest Eating Assistance training. They should also provide client health information to the care team. (you may want to word this differently. I could not find the right words).

3.0 STANDING ITEMS

3.1 Apotex Update

Ministry of Health – visit to Apotex

The Ministry of Health is currently in the Apotex doing their annual quality inspection.

Scabies

We are currently experiencing a scabies situation the Apotex. We have had sporadic cases of scabies throughout the Apotex. We tried to treat each floor, however cases kept coming up both in the Apotex and the Hospital. Our IPAC team was advised that the best way to handle this situation was to throw a blanket of treatment over the whole Baycrest campus, including the Apotex, Hospital and Terraces. The treatment days are Tuesday, Wednesday and Thursday. We are providing the treatment for residents, staff, companions, volunteers, and students. We are also encouraging families to get the treatment. In the Apotex, we have 2 teams of extra staff to help. By Friday afternoon we should all be clear.

3.2 **Issues Tracking**

Sensory Cart: Eric provided an update with regard to the sensory carts. We still have not raised enough funds to purchase a new cart for the Apotex. Our contact in the foundation is Joanne Gittens. Joanne can be reached at ext. 2023.

New FAC membership recruitment: Janice agreed to take on the project of recruiting new family members to the FAC. Janice created a flyer which will be reviewed by our communication team and then posted on each floor this week.

3.3 **Other**

Sue's Retirement

Robert announced Sue's retirement. Robert thanked Sue for all she has done for the Apotex over the past 2 years. On behalf of himself and his family, Ira Applebaum also said a few words.

4.0 **NEXT MEETING**

The Family Advisory Council will next meet on Monday, December 11, 2017 at 6:45pm in the Exton Boardroom. The meeting on December 11, 2017 will be a closed meeting to discuss Council priorities for 2018.