

FAMILY ADVISORY COUNCIL MEETING

MINUTES

Monday, August 19, 2019

6:45 pm to 9:00 pm

- PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Shari Burrows (A2); Paul Litwack (A2); Rene Pardo (A2); Lea Teper (A2); Rose Debow (3); Janice Maser (A3); Frieda Schaffel (A4); Gloria Good Draper (A5); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Debbie Kessler (A7); Jolanta Morowicz (A7); Heather Nochomovitz (A7); Gail Kaufman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Sarah Fishman (A5); Clara Crispino (A5); Nechama Jakubowiz (A5); Ian Kert (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Robert Tock(Community)
- GUESTS:** Dr. William Reichman, President and Chief Executive Officer, Baycrest
Joni Kent, Executive Vice President, Corporate Services & CHRO
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APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of July 10, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on July 10, 2019 be approved. **MOTION CARRIED.***

Approval of Agenda of August 19, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on August 19, 2019, be approved. **MOTION CARRIED.***

1.2 Update from CEO's office Dr. William Reichman and Joni Kent

Dr. Reichman and Joni Kent provided an update with regard to the staffing issues in the Apotex. We will be holding a job fair in September to interview PSWs with the hope that we will be able to fill the remaining positions. We are looking at screening tools to be used in the interview process to help us make good decisions. We are also going to address the issue of time attendance management. We see the opportunity to improve the usage of sick time among our staff.

Dr. Reichman explained how we are funded as a public sector institution. We also have other obstacles, such as the size of the plant, and the distance that the staff needs to traverse to go from one side of the unit to another. We also have 472 private rooms. When a PSW goes into a room to provide service, she can only see one resident at a time.

ACTION:

Invite Finance to an upcoming meeting to review the financial statements for the Apotex.

1.3 Ministry Visit – Inspection Report Update Simon Akinsulie

We had a ministry site inspection from February 22 to April 8, 2019. Several inspectors were on site doing a complaint review. They were looking at complaints which were either called in to them or submitted by Apotex staff since 2017.

The compliance orders we received were:

1. With regard to bathing, are we documenting resident choice? The inspectors were looking at our use of the tub rooms and showers. We will need to consult with all our residents to document their choice of bath or shower.
2. We received a compliance order for neglect and abuse. In an isolated incident, a staff member did not follow our transfer policy which resulted in an injury to a resident. This was not reported promptly as our staff are required to do. We need to ensure that all staff know when and how to report. We will be holding more huddles on all units to educate staff.
3. We received a compliance order where some staff were not transferring residents properly according to the transfer logo. We will provide additional re-education from our physiotherapy team. As well, we will monitor and audit all the staff.

We are also starting to provide leadership education for our registered staff. This is mandatory for all RN's and RPN's. The program will run for about 6 to 8 weeks.

We also received the following written notices:

1. We need to provide a safe and secure home. This was in regard to mag lock failure on the doors to our secured units.
2. We received a written notice with regard to oral care. We are going to provide refresher training for all our staff on oral care.

We received the following voluntary plans of correction:

1. Monitoring all residents with regard to dining and snacks.
2. Our facilities department should monitor water temperatures.
3. Nurses need to ensure that medication carts are kept locked at all times when they are not in use. We are looking at carts that automatically lock.

1.4 Apotex Update Simon Akinsulie

We have recruited 3 new managers for the Apotex and have plans for 1 more. Monica Klein-Nouri will be on the 4th floor and Shampreeti Rabbani will be the manager on the 2nd floor. Ben Hartung will be covering the 7th floor while the current manager is on maternity.

Cyrelle Muskat will be in the Apotex as the Director of Quality, Wellness and Systems. She will be working with our Therapeutic Recreation team and the Social Workers.

The heat loop project has started. Simon explained how the heating system works. We need to do work on the pipes on the 2nd and 6th floors. We are replacing the pipes in each unit on these floors starting on the 2nd floor. While the work is being done, the residents are being moved to the 3West unit of the Hospital. The care team is being moved with the team and each unit will stay for 8 to 10 days. The first move has already been done and went very smoothly.

The shower rooms will be up and running shortly. We are working on the shower schedule in order to balance the work for our PSWs, where some residents will be showered in the evening.

2.0 NEXT MEETING

The Family Advisory Council will next meet on Monday September 9, 2019 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, September 9, 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); Vladimir Radian (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Sarah Fishman (A5); Harriet Horlick (A5); Ian Kert (A5); Anne Clavir (A7); Debbie Kessler (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket

REGRETS: Paul Litwack (A2); Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Clara Crispino (A5); Gloria Good Draper (A5); Nechama Jakubowiz (A5); Fern Silver (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Jolanta Morowicz (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Robert Tock(Community)

GUESTS:

APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of August 19, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on August 19, 2019 be approved. **MOTION CARRIED.***

Approval of Agenda of September 9, 2019

Defer: 2.1 Apotex Finance Report
Add: Other: Nursing Home Level of Care
Other: Call Bells

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on September 9, 2019, be approved with changes. **MOTION CARRIED.***

1.2 Introductions All members

A round table was conducted where all members introduced themselves.

1.3 Business Arising

ACTION:

1. Invite Finance to the October 7, 2019 meeting to review the financial statements for the Apotex and allocation.
2. Invite Foundation to a future meeting.

1.4 Apotex Update Simon Akinsulie

Heat Loop Moves (Apotex 2 and 6)

The moving of residents to the 3rd floor of the hospital while work is being done on the heat pipes has been running very smoothly. We expect to complete the project on time by October 7th.

Review of Compliance with regard to staffing

We had a ministry review of our staffing pattern. They were happy with our staffing levels.

Apotex Budget

Simon is currently working on the Apotex budget. He will present more information a future meeting.

Aramark – Environmental Services

Simon distributed a letter which will be circulated to residents with regard to the new external provider for environmental services, as well as the RFP for the WA Café, Nosh and catering. Aramark will be starting in the Apotex on Monday September 16th. Discussion ensued around the benefits and disadvantages of using an outside source for services.

PSW Recruitment

We are currently in the process of hiring PSWs to fill the positions of those exited due to benefits misuse. We have recently had 2 PSW job fairs to recruit new PSWs to the Apotex. We are planning to run another one next week.

2.0 Other

2.1 Nursing Home Level of Care

Discussion was held regarding the potential changes to long term care being set by the government effective October 1, 2019. We have had no confirmation that the changes will be occurring as discussed.

2.2 Call Bells

It was requested that Simon look into the possibility of a call bell system where the resident has something on their person. We are currently looking at a new system, and an RFP will be conducted early next year.

3.0 NEXT MEETING

The Family Advisory Council will next meet on Monday October 7, 2019 at 6:45pm in the Exton Boardroom.