

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, July 12, 2021
7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Barb Abrams (A2); Shari Burrows (A2); Pat Gerada (A2); Rene Pardo (A2); Lisa Gold (A2); Tammy Joffe (A4); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sarah Fishman (A5); Marcia Gilbert (A5); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Annie Papernick (A7); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Simon Akinsulie; Lisa Marcovici; Lori Socket
- REGRETS:** Rose Debow (3); Joel Maser (A3); Leora Holtzman (A4); Helen Scherer (A4); Andrea Share(A4); Sharon Silberstein (A4); Clara Crispino (A5); Gloria Good Draper (A5); Ian Kert (A5); George Keri (A6); Gail Goldenberg (A7); Debbie Kessler (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Paul Litwack (Community); Janice Maser (Community); Shoshana Pellman (Community); Lea Teper (Community);
- GUESTS:** Scott Ovenden, Vice President, Clinical Programs & Corporate Performance

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of June 14, 2021

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on June 14, 2021 be approved. **MOTION CARRIED.***

Approval of Agenda of July 12, 2021

Addition: Role and Mission of the FAC

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on July 12, 2021, be approved with changes. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. Executive Director – new hire process

Anne Clavir will be the FAC representative on the interview panel for the new Executive Director. We have employed Knightsbridge, an executive search company, to assist us with finding the new Executive Director. The interview panel will included representation from FAC, medical services leadership, Apotex leadship teams and other key stakeholders.

Scott introduced Lisa Marcovici as the interim Executive Director. As well, it was announced that Tejas Patel will assume the role of interim Director of Care and Resident Experience.

2.2. Role of the FAC Scott Ovenden

Scott provided feedback as to how he sees the role of the FAC. The primary opportunity for the FAC is to transform the time and meetings from a town hall format to giving policy advice.

We used to hold town halls and floor meetings for the families regularly in the Apotex. The only avenue now for receiving information is the FAC since we stopped the town halls. In the past the FAC was more of an advisory panel. One of the main stumbling blocks for families was when the new privacy legislation came into effect.

For years, the FAC was advising on various committees. We were able to build a data base which mapped out skills and interests of people on the council and were able to see which skills were matched to different committees. We would like to see a listing of all the committees at Baycrest and where our council members can fit to utilize their skills. The FAC also needs to be more proactive in engaging families on the floors.

ACTION:

1. The Terms of Reference for the FAC will be reviewed at the next meeting.
2. The FAC should put together a list of top priorities.

2.3. Apotex Update Lisa Marcovici

We currently have about 50 empty beds and continue to admit new residents every week. The goal is to admit about 6 people per week. Thanks to Francie and the family mentors with their assistance in connecting with new families.

On July 7th, there were new changes to the legislation. There is now no maximum number of caregivers. For indoors visits, residents can have a maximum of 2 caregivers and 2 visitors at the same time; and 10 scheduled visitors for outdoors.

From March 1st to June 30th, the recreational team delivered 129 virtual programs. 483 residents on average attend each month. Of this group, 86% said they enjoy the programs. The TR team is putting together a summer Olympics program for the residents. The recreation rooms will be re-opening for small group activities. For details, please reach out to the recreation staff on your loved ones floor.

Food and Nutritional Services rolled out the summer and fall menu today. They are including more seasonal fruit, finger sandwiches, cold plates and more ice cream. We continue to encourage caregivers who are fully vaccinated to come into the dining room.

2.4. FAC Input for Interview Panel Anne Clavir

It was felt that it would be useful to get ideas from everyone on the FAC as to what is important when recruiting for a new Executive Director. Anne was asked to speak with the recruiter. The lead from Knightsbridge has had a lot of experience in health care and long term care. The

revised posting is on the Baycrest website. We need to ensure that the new candidate is someone who understands and respects the Jewish culture.

What is important in the hiring process for a new executive director:

- Maintain kosher food services in the Apotex
- Resident Care: each resident should be given care based on their on specific needs
- Dignity of the resident must always be maintained
- Staffing issues: quality of staff, enough staff, full shifts
- Communications: being available and addressing issues in a timely manner. Also communication with other facilities.
- ED should be accessible
- Recreation: recreation is currently limited
- Experience dealing with the union
- Transparency
- Bring the focus back to service instead of research

2.5. FAC Election Rebecca Egier

Co-Chairs Shari-Ann Rosenberg and Annie Papernick were elected, by acclamation.

NEXT MEETING

The Family Advisory Council will next meet on Monday August 9, 2021 at 7:00 pm.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, August 9, 2021
7:00 pm to 8:00 pm**

PRESENT: Annie Papernick (Co-Chair); Pat Gerada (A2); Lisa Gold (A2); Jori Lichtman (A3); Vladimir Radian (A4); Frieda Schaffel (A4); Marcia Gilbert (A5); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Sylvia Papernick (A7); Rebecca Egier (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Lisa Marcovici; Lori Socket

REGRETS: Shari-Ann Rosenberg (Co-Chair); Barb Abrams (A2); Shari Burrows (A2); Tammy Joffe (A4); Rene Pardo (A2); Rose Debow (3); Joel Maser (A3); Leora Holtzman (A4); Helen Scherer (A4); Andrea Share(A4); Sharon Silberstein (A4); Clara Crispino (A5); Gloria Good Draper (A5); Sarah Fishman (A5); Ian Kert (A5); George Keri (A6); Gail Goldenberg (A7); Debbie Kessler (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Janice Maser (Community); Shoshana Pellman (Community); Mark Schlossberg (Community); Lea Teper (Community)

GUESTS: Emily Sitter, Recreationist, Culture and Arts
Robert McMahon, Manager, Culture and Arts

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of July 12, 2021

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on July 12, 2021 be approved. **MOTION CARRIED.***

Approval of Agenda of August 9, 2021

Addition: Government Inspection Reports
Infrastructure
Shortage of PSW's

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on August 9, 2021, be approved with changes. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. Plans for High Holidays Emily Sitter and Robert McMahon

Emily Sitter and Robert McMahon presented the plans for the upcoming high holidays. A team including members from Culture and Arts, Spiritual Care and Therapeutic Recreation met in early June to look at what we will be doing for the high holidays. We will be holding services

virtually. As well, the rabbis will be visiting each of the floors. A communication will be posted to each room as well as in the Resident Newsletter and on the Recreation information boards. The feeding assistants and the TR teams will be creating a preference list for each unit for the residents to identify the preferred method of delivery for the services. This is similar to what we did last year.

Concern was voiced over the quality of reception of channel 988. This year we will be using a videography who will be shooting in 4K resolution. IT and TR will be going throughout the building to ensure that the TVs are working and are set on Channel 988 for the holidays. Our Innovation team is looking at alternatives to Channel 988 using ipads and smart TVs.

2.2. Apotex Update Lisa Marcovici

Dietary

Our outdoor barbecues will be starting this week at the lunch hour. These will replace lunch. The 2nd and 3rd floors will have unit barbecues and the 4th to 7th floors will have floor barbecues. Residents are very excited and looking forward to these lunches. During the high holidays we will be broadcasting sessions in the sukkah with the rabbi. More news can be obtained through floor managers or dietary. The sukkah will be in Loftus Hall courtyard for residents to visit.

Recreation

We are planning for outings for the residents. They may be more local outings due to social distancing requirements on busses.

Infection Control

Eye protection rules have changed. It is only required within 2 meters of any unmasked individual. The removal of asymptomatic testing for fully immunized residents is now in effect. This will mainly affect new residents and those who return from a leave of absence. Also, the infection control team is now preparing for influenza season, obtaining consent from residents and substitute decision makers.

Nursing

Nursing continues to recruit for nurses and PSW's. Fully immunized staff are now allowed to work in more than one nursing home. We are seeing the return of some of our part time staff.

2.3. Question and Answers All

Is there going to be incentives for the staff to get their vaccine?

- every day we have a team working on contacting staff to get their vaccine.

Any news on booster shots?

- No updates yet.

Feeding Assistants contract

- The contracts for the feeding assistants is ending in December. Some of the feeders are leaving earlier than that and we are working on re-allocating them as needed.

Why is the Apotex hiring security guards to sit outside of resident rooms?

- We can't hire enough PSW's to have them sit outside rooms.

2.4. **Ministry Report Update Lisa Marcovici**

Lisa reported on the most recent Ministry Report. We did receive 3 reports from recent inspections. One of them had no findings. This was follow up to a complaint which was found to be unsubstantiated. Each finding will be one of the following: CO – Compliance order, VPN – Voluntary Plan of Correction or WN – Written Notice.

For the other 2 inspections, we received one order on each, which we need to respond to by October 8, 2021. One was related to a medication order. The other was based on a critical incident follow up.

Inspection reports are posted on the Ministry of Long Term Care website.

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GUESTS: Scott Ovenden, Vice President, Clinical Programs & Corporate Performance

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of August 9, 2021

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Approval of Agenda of September 13, 2021

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2. NEW BUSINESS

2.1. Apotex Update Lisa Marcovici

Covid Vaccinations – Boosters

We started giving residents their 3rd Covid vaccinations on September 2, 2021. The residents are eligible to receive the booster vaccine as long as their last vaccination was at least 5 months ago. We expect to be completed by the end of next week.

Federal Election

The federal election will be held on Monday September 20th. There are 2 special ballot coordinators who are going around and registering residents. The deadline to register is tomorrow. The residents will be able to vote in their room between September 15 and 20th.

Recreation

The summer barbecues were a huge success. The TR team are planning other larger scale events. Families will be kept updated as these events are planned.

Sukkot is happening next week. We have a sukkah outside and there are scheduled visits for each floor.

Rosh Hashanah programs went well. Please provide us with feedback.

Dietary

With the approval of COR and the rabbi, any residents who want to warm up non-kosher food may do so in the microwave at the nursing station. This will be starting next week. There will be instructions at each of the microwaves.

Ministry Inspection

We had a ministry inspector show up in August. This was an expected visit to follow up on their visit from last year. She reviewed everything and she found the home to be in full compliance. She did find that we are not in compliance with regard to tracking temperatures in a log as per the instructions on the Long Term Care Act. We received a written notification.

Nursing

Nursing continues to recruit for nurses and PSW's. We are seeing the return of some of our part time staff.

Our feeding assistants are leaving us as their contract is up in December and some of the assistants are returning to school. We are reviewing the needs of each unit and the remaining assistants are being assigned to these units. We will continue to attempt to recruit feeding assistants and to offer them casual positions.

2.2. Question and Answers All

Are there going to be booster shots for caregivers?

- There are no plans right now to give booster shots for caregivers. The most recent communications from Ontario Health are that they are strictly guarding who is eligible to receive their booster. They are slowly expanding this list and we will notify our caregivers if and when we receive any information.

What happens if one of the residents is missed for registering for the election?

- You have to be registered to do bedside voting. The special ballot coordinators have a list and will return to any residents they may have missed.
- Residents must be able to follow the commands in order to vote.

Feeding Assistants contract

- We had hired feeding assistant early on in the pandemic when we knew that access to the home was significantly restricted and we wanted to ensure there was sufficient support. With visitors and caregivers coming back on the campus, the overall demand for feeding support has gone down. Also, the ministry of long term care does not fund feeding assistants. This role was always seen as temporary. We are hopeful that the ministry will soon be funding for 4 hours of care.

Why is there a full page ad in the Globe and Mail for Baycrest asking for donations for research?

- The foundation has started a new campaign, but out of the discretionary dollars, we receive part of the funds. We welcome advocacy from this group to get more funds allocated to the Apotex.
- ACTION: Invite Josh Cooper to a meeting to advise us on how the FAC can advocate for Apotex funding.

Mandatory Staff vaccinations?

- The Baycrest Board has approved the mandate that all staff at Baycrest must be vaccinated by November 15th. We cannot require all our visitors and caregivers be vaccinated but we are looking at a policy which will require mandatory testing every time unvaccinated or partially vaccinated visitors enter Baycrest.
- FAC is encouraged to advocate with the Ministry of Long Term Care for a more restrictive level of access if they want to see a more restrictive level of care.

How are we patrolling the outdoor visitors in the garden area on Baycrest Ave? They are not wearing masks and are hugging the residents.

- When restrictions were eased by the ministry, residents could go outside of the building and when they are off campus, we have no jurisdiction as to whether or not they are following protocols. We can't police the entire 18 acres of the Baycrest campus. The most effective strategy is advocacy within the family groups to protect their loved one.
- If FAC were to prepare a letter to families, we will help with distribution.
- Would FAC support us if we were to charge for Rapid tests?

What is being done for the residents with regard to activities starting up again?

- Small group activities have started. Shabbat services have started again on each floor. You are encouraged to reach out to the recreationist on your floor to discuss activities for your love one.

Will volunteers be coming back to the Apotex? Can they be trained as feeding assistants?

- We are planning to bring volunteers back to Baycrest. All volunteers will be required to be fully vaccinated. They will be given the responsibility of assisting with feeding the residents.

2.3. Updated Terms of Reference

The updated terms of reference was included in the meeting package. There were no significant changes from the previous terms of reference.

Changes

- Add review the Ministry Inspection reports.

- Procedures can be kept in a separate document. Please email Lori if you wish to participate in creating the procedures document.
- The committee determines who its members are

NEXT MEETING

The Family Advisory Council will next meet on Monday October 4, 2021 at 7:00 pm.