

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, October 5, 2020
7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Lisa Gold (A2); Rene Pardo (A2); Janice Maser (A3); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Gloria Good Draper (A5); Sarah Fishman (A5); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Debbie Kessler (A7); Annie Papernick (A7); Sylvia Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Helen Scherer (A4); Clara Crispino (A5); Ian Kert (A5); Gail Goldenberg (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Shoshana Pellman (Community); Mark Schlossberg (Community)

GUESTS:

The FAC meeting was held via on-line zoom.

APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of September 14, 2020

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council meeting on September 14, 2020 be approved as amended. **MOTION CARRIED.***

Approval of Agenda of October 5, 2020

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on October 5, 2020, be approved. **MOTION CARRIED.***

1.1 **Semi-Annual Risk & Safety Report Shadan Fallahi**
Deferred to November, 2020.

1.2 **Apotex Update Simon Akinsulie**
The minister has made an announcement with regard to the visits to long term care. There will be changes to the visitor policy. There will only be essential visitors and essential caregivers allowed access to the Apotex. The indoor and outdoor visits have been ended.

We continue to have our meal helpers. We are also actively recruiting for staff in preparation for Wave 2, to ensure we have adequate staff in the home. We are continuing to work on our infection control planning.

Two weeks ago, the government announced changes to caregivers. Each resident can only have 2 caregivers. We have set up a registration process for this to ensure that everyone has an opportunity to select their 2 caregivers. A caregiver can be a family member or a paid companion.

Fortunately we have no resident cases or staff cases. We continue with our surveillance testing, which is that we are testing all our residents once per month. This has not been required by the ministry. All our staff get tested twice per month.

1.3 **Questions and Answers All**

Is there any update with regard to the request to have Baycrest test the caregivers?

- We are working on this and hope to have a response shortly. If we can do testing, it would be for people who are asymptomatic. Simon will send an email out to the FAC when there is more information.

Are the flu shots to be given out to the residents in the near future?

- We are working hard to get the flu shots done. Our supply should be here by next week.
- There are 2 types of flu shots. There is a higher dose for those over 65 years old.
- There will also be flu shots for all our staff. We also hope to give flu shots to caregivers. Simon will confirm this by next week.

Can caregivers escort residents to appointments in the building?

- At this point in time, we are only allowing people to go outside. Simon will discuss this with our IPAC team for further instructions.

How is Baycrest communicating to families who do not have computers/emails or English is not their first language?

- Simon will contact our communication department.
- Suggestions include adding a memo to the monthly finance letter. However, the information changes frequently and may be out of date by the time the finance statements are sent out.
- The social workers should be able to assist with how best to communicate with families.
- Keep doing the robo-calls. They are very well received.

How are you educating the staff on proper use of PPE?

- Our nurse educator has been visiting the staff to provide additional training on how to use PPE.
- Our supply of PPE is enough for at least one year.
- We have a contract for reusable gowns.

Follow up on e-visit. There is a need for different types of visits. With the closure of the indoor/outdoor visits, and the new caregiver policy, are you looking at different types of e-visits?

- We are actively studying the use of e-visits.
- Discussion around use of facetime or facebook portal. This could be started by either a companion or PSW. You are allowed to have a 2-way communication device in the resident's room, however recording is not permitted.

If there is an outbreak, are family caregivers allowed onto the unit?

- Currently, yes they are allowed to visit. If a resident is on Covid precautions, then the visitor will need to wear proper PPE.

Are we giving residents Tamiflu? Can Baycrest do a rapid test for the flu?

- Simon will confirm this with our IPAC team.

2.0 NEXT MEETING

The Family Advisory Council will next meet on Monday November 9, 2020 at 7:00 pm.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, November 9, 2020
7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Lisa Gold (A2); Rene Pardo (A2); Janice Maser (A3); Joel Maser (A3); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Sarah Fishman (A5); Fern Silver (A5); Anne Clavir (A7); Debbie Kessler (A7); Annie Papernick (A7); Sylvia Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Paul Litwack (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Simon Akinsulie; Lori Socket
- REGRETS:** Lea Teper (A2); Rose Debow (3); Leora Holtzman (A4); Vladimir Radian (A4); Helen Scherer (A4); Clara Crispino (A5); Gloria Good Draper (A5); Harriet Horlick (A5); Ian Kert (A5); Gail Goldenberg (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Shoshana Pellman (Community); Eric Sobel (Community)
- GUESTS:** Shadan Fallahi, Client Safety & Risk Manager

The FAC meeting was held via on-line zoom.

APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of October 5, 2020

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on October 5, 2020 be approved as amended. **MOTION CARRIED.***

Approval of Agenda of November 9, 2020

Additions:

- Covid testing
- Staffing
- Staff training and supervision
- Communication between staff
- Communication

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on November 9, 2020, be approved. **MOTION CARRIED.***

1.1 Semi-Annual Risk & Safety Report Shadan Fallahi

Shadan presented the semi-annual risk and safety report for the fiscal year ending March 31, 2020, to inform the FAC of safety and risk data and trends. A safety incident is any incident which could have resulted in harm to a resident. About 70% of all safety incidents reported across Baycrest are a result of falls. Most falls are related to underlying medical conditions and

risks factors. We had an increase during this fiscal year in the volume of reports of safety incidents, mainly in the areas of falls and responsive behaviours and incidents related to agitation. All cases resulting in harm were reviewed by the care teams.

ACTION:

Simon and Shadan will meet to discuss presenting additional information about falls in the Apotex at a future FAC meeting.

Since March 2020, we have not had an increase in resident's death rate, unplanned emergency transfers and resident falls injury rate. Measurements have been put in place to minimize the effects of Covid on the safety of residents in the Apotex.

There were a number of questions and discussion about falls.

1.2 Business Arising from October 5, 2020 meeting

Status of Caregiver testing: We are starting to test caregivers at Baycrest. A registered caregiver can be tested as long as they are asymptomatic.

Flu shots: Flu shots have been started for residents. We should be close to completion by the end of this week. Staff have also been receiving the flu shot for the past few weeks.

Resident appointments in the building: We are still in discussion as to whether essential caregivers can take residents to appointments in the building. Simon will update FAC when further information is available.

Tamiflu: Tamiflu will be offered to residents if there is an outbreak.

Evisits: We continue to have evisits in the Apotex. We are currently monitoring the status of evisits.

Communications: We continue to communicate through the website and by email. We post information in the glass cases as well.

1.3 Apotex Update Simon Akinsulie

The government recently made an announcement about 4 hours of care. At this time we have not received any further information. Simon will update the FAC when information is available.

We continue to work on our staffing. We are recruiting PSW's and nurses. We are currently short 2 managers in the Apotex. We recently hired one new manager who will start at the end of the month.

We were on an outbreak. We had 6 residents, in 2 different neighbourhoods, with Covid. We have initiated our contact tracing procedures with staff and caregivers. The outbreak had ended last week in both neighbourhoods.

1.4 Questions and Answers All

Three years ago, the flu shot was given out in 2 ½ doses. Two years ago, both doses were put into one vial. Can you please look into why we can't go back to using ½ doses as some residents get sick when given the full dose at once.

- Flu shots should not make people sick. There is one for people over 65, which is a stronger flu shot. It takes 2 weeks for the flu shot to take effect. Please refer any questions to the physician.

There was a news release that RPN's and PSW's had lobbied the government to keep their covid test results private. How do you rely on getting the test results for all staff?

- We do get results back for the staff being tested at Baycrest. We ask that all our staff get tested every 2 weeks. If someone were positive, we would conduct contact tracing.
- Because we are doing universal masking and face shields, the risk of exposure is almost zero if a staff came into contact with a positive case.
- We also test our residents once per month.

Regarding patient transfers, some resident are being lifted by the waistband of the pants. How are staff being trained to do proper transfers?

- We have training for lifts and transfers for all staff at orientation and annually. We also evaluate each resident for the appropriate type of lift and transfer.
- Our RPNs do audits of the lifts and transfers being done on their units.

How are staff trained to talk to residents with behaviour and cognitive issues?

- We train staff at both orientation and annually. As well, we have an educator who provides in-service training where necessary.

How does information get communicated to floor staff? They were not aware that residents were allowed to go out to the gardens and we missed some great weather days for our family member to go outside.

- We communicate during regular huddles with our staff and emails.

During an outbreak, what are the protocols for the staff going between units?

- When we call an outbreak, we cohort the staff on the particular unit, so they stay there. This includes the cleaning staff.
- Caregivers are also allowed on the outbreak unit and in the Covid positive resident's room as long as they are wearing the appropriate PPE.

Difficulty registering for MyChart re: Covid results.

- There have been issues with the volume of people registering for MyChart. We will flag this to our team.

2.0 NEXT MEETING

The Family Advisory Council will next meet on Monday December 14, 2020 at 7:00 pm.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, December 14, 2020
7:00 pm to 8:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Lisa Gold (A2); Janice Maser (A3); Joel Maser (A3); Vladimir Radian (A4); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sharon Silberstein (A4); Harriet Horlick (A5); Fern Silver (A5); Anne Clavir (A7); Debbie Kessler (A7); Annie Papernick (A7); Sylvia Papernick (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Lea Teper (Community); Simon Akinsulie; Lori Socket
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- GUESTS:** Scott Ovenden, Vice President Clinical Programs and Corporate Performance

The FAC meeting was held via on-line zoom.

APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of November 9 & 23, 2020

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council meeting on November 9, 2020 be approved. **MOTION CARRIED.***

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council Special meeting on November 23, 2020 be approved. **MOTION CARRIED.***

Approval of Agenda of December 14, 2020

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on December 14, 2020, be approved. **MOTION CARRIED.***

Apotex Update Simon Akinsulie

Covid Testing Update

We are now requiring all caregivers and staff to be tested for Covid on a weekly basis. Testing can be done at Baycrest, Monday to Friday. Issues with MyChart seem to be resolved. If you are still having issues, please send a note to Lori.

We currently have 0 resident cases.

Staffing

We started our holiday planning for December 18 to January 5 about a month ago. Our team has been working hard to ensure that we have enough staff for the holiday period. We have also been given a budget to hire more staff to cover when our regular staff are off. Our staff have been informed not to come to work if they are feeling ill.

We have recruited another Infection Control Practitioner for the Apotex. Satyajeet will be joined by Joan Looete. They will provide us with 7 days per week coverage.

We are recruiting for a new manager. Our goal is to have one manager per floor. Our new manager will be starting next week on the 2nd floor.

Staff Covid Vaccination Pilot

We were contacted by the Ministry that they would like to start vaccinating 15% of our staff, about 100 people, in a pilot project, starting on Tuesday using the Pfizer vaccine. This will not be happening at Baycrest. We haven't heard any information regarding vaccinating our residents.

Pharmacy Transition

Our current pharmacy provider is Rexall. Their contract is ending and an RFP was conducted. Our new pharmacy provider will be Medisystem. We thank Rexall for all their hard work. A transition will occur at the end of January. An enrolment package will be sent out to all residents and their POA's. There will be no changes in the medication provision. The only change is that there will be no on-site public pharmacy.

1.1 **Questions and Answers All**

Testing on the stat holidays. What are the plans for testing on the stat holidays as well as getting results in a timely fashion.

- The samples will be processed at Mount Sinai on a regular basis throughout the stat holidays, so we don't anticipate any backlogs.
- We have sufficient capacity for swabbing, so we can manage the swabbing demand over the holiday season.
- Simon will confirm the hours with FAC.
- Scott will confirm with Occupational Health if you can test earlier than 7 days.

Staffing: It was noted that there are PSW's and RPN's working double shifts.

- We are continuing to hire and recruit for new staff. One challenge has been when the government stated that they must choose to work for only one employer. We lost a few of our part time staff. We offered temporary full time positions to our part time staff. We are going to extend the offer for up to a year. We have told our staff to stay home if they are not feeling well. As a result, we are having more sick calls than we usually have.

What has the response been from the staff regarding the vaccinations?

- Today was the first day we notified our staff about the vaccinations. It is too early for us to evaluate.
- We are making arrangements for our staff to have huddles on their units. As well, on Thursday we are bringing in Dr. Jenny Johnstone, the Infectious Disease lead for the Toronto Region for the pandemic, to answer questions from our staff at a town hall.

- Scott reviewed the requirements for participating in the pilot project for staff to receive the vaccination during the initial pilot vaccination program.

Testing issues

- When testing on a Friday, the results don't typically come in until Monday.
- The issue is a technology issue from MyChart. We continue to advocate for resolution of this issue with MyChart.
- MyChart from other facilities doesn't show my name.
- Everyone at the screening desks have been very helpful. We appreciate this.
- The supervisors have access to information earlier than when individual MyChart accounts are updated.

Staffing. When there is new staff, there are challenges that they do not know the residents. How do they learn about the residents?

- Each resident has a care plan in PointClickCare. We put in as much detail as we can so the staff member can use this information when taking care of our residents.
- We have also recently created a sheet, which the PSWs carry with them with information on the residents.
- If there is something you want included in your loved ones care plan, please contact the nurse on the unit to ask her to update the care plan.

What are the plans for when vaccinations are available, if caregivers choose not to get vaccinated? Will they still be able to enter Baycrest?

- We have not been advised what the Ministry pandemic rules will be post-vaccination period.
- We expect to continue all the rules we currently have in place such as screening when you enter Baycrest, and wearing a mask.
- We can't mandate that all our staff and caregivers get vaccinated.

Communication: Please ensure that information is communicated to all families.

2.0 **NEXT MEETING**

The Family Advisory Council will next meet on Monday January 11, 2021 at 7:00 pm.