

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, October 4, 2021
7:00 pm to 8:00 pm**

PRESENT: Annie Papernick (Co-Chair); Shari-Ann Rosenberg (Co-Chair); Shari Burrows (A2); Rene Pardo (A2); Gary Fleischman (A2); Pat Gerada (A2); Lisa Gold (A2); Tammy Joffe (A4); Marie Maron (A4); Vladimir Radian (A4); Frieda Schaffel (A4); Marcia Gilbert (A5); Harriet Horlick (A5); Anne Clavir (A7); Lesley White (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Lisa Marcovici; Lori Socket

REGRETS: Barb Abrams (A2); Rose Debow (3); Jori Lichtman (A3); Leora Holtzman (A4); Helen Scherer (A4); Sharon Silberstein (A4); Andrea Share(A4); Clara Crispino (A5); Gloria Good Draper (A5); Sarah Fishman (A5); Ian Kert (A5); Fern Silver (A5); George Keri (A6); Gail Goldenberg (A7); Debbie Kessler (A7); Heather Nochomovitz (A7); Karen Rue (A7); Barry Tsur (A7); Paul Litwack (Community); Janice Maser (Community); Shoshana Pellman (Community); Mark Schlossberg (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 September 13, 2021

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on September 13, 2021 be approved. **MOTION CARRIED.***

Approval of Agenda of October 4, 2021

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on October 4, 2021, be approved. **MOTION CARRIED.***

2. NEW BUSINESS

2.1. Role of Recreation Therapist Cyrelle Muskat

Cyrelle gave a presentation on the role of the Recreation Therapist. Therapeutic Recreationist are trained to understand mental, physical, psychological, spiritual and social domains of residents with diverse needs. They support the quality of life of our residents through a number of therapeutic interventions based on individualized assessments and treatments. They use a strength-based approach to help residents obtain optimal health and well-being. We currently have 10 recreation therapists in the Apotex plus one certified therapeutic recreational specialist. We are recruiting for 2 new Recreation Therapists for the Apotex.

Their work includes:

1. Assessment & Care Planning: They are very involved in connecting with the resident and their family members to determine their needs. They create an individualized recreation care plan for each resident based on assessment.
2. Program Development and Delivery: They are involved in program design and planning based on resident interest, needs and goals. The programs can be small group in person, virtual, one to one or outdoor programming.
3. Documentation and Evaluation: They attend care conferences and team rounds. They prepare monthly calendars, updating care plans, escorting residents to activities.

Since June, we have delivered close to 200 virtual programs and over 50 outdoor programs. We monitor the resident's active participation and gauge the resident satisfaction through surveys. Some of our activities this summer were Olympics, Tai Chi, Barbecues, Musical Bingo, and outdoor walking groups. We have a monthly newsletter, which can be viewed on the Baycrest website at <https://www.baycrest.org/Baycrest/Living-at-Baycrest/Long-Term-Care-Home/Resident-Caregiver-Newsletter>. Recreation Therapy is experiencing challenge due to Covid-19 Ministry guidelines. The recreation therapists are doing the best they can to continue to engage Apotex residents in activities.

Will virtual programs displace the in-person programs? The residents enjoy the in-person activities. When they are in front of the TV they often have their eyes closed and they don't have the motivation to participate.

- We need to shift to more live programs, however we are still constraint to limited numbers. Capacity in our recreation rooms is limited. The plan is to wind down virtual programs and to ramp up small group in-person programs.

There has been a lot of press lately of the Butterfly Model in long term care homes. Will Baycrest be adopting this process for interaction with the residents?

- This is something that Baycrest wants to pursue. We are working on improving the resident quality of life. Baycrest is working on creating its own model which is similar in approach.

The feeding assistants contracts will be ending in December. Are there any plans to extend their contracts or replace them?

- We don't get funded to pay for the feeding assistants. The good news is the government is increasing funding over the next several years to provide 4 hours of care per resident. We expect to have more information in the coming weeks.

How can FAC support the vaccine rollout program?

- We cannot charge for the rapid antigen test as we had discussed at the September meeting. FAC can send out a message to families and caregivers stressing the importance of the vaccine for caregivers. If you are interested in pursuing preparing this communication, please contact Lori Socket.

2.2. Apotex Update Lisa Marcovici

Volunteers

We have now gotten the official okay to bring back volunteers to the Apotex. They will need to show proof of being fully vaccinated. They will also need to complete education modules. We

expect some to return as early as this week. Campus-wide, there are about 50 volunteers returning to Baycrest. In the Apotex, the volunteers will assist in one-to-one visits, feeding assistance, e-visits and assisting with completing the client satisfaction survey.

Nursing

Nursing continues to recruit for nurses and PSW's. We are recruiting for a Nurse Practitioner as well. Interviews are starting next week.

Covid Update

There are no positive cases of Covid in the Apotex, for both staff and residents. All residents who were eligible has received their booster shot.

Flu Shots

We are in the process of obtaining consent for the flu shots. The orders will be entered next week and we hope to start giving the flu shots on October 18th.

2.3. Question and Answers All

Mandatory Staff vaccinations?

- The Baycrest Board has approved the mandate that all staff at Baycrest must be vaccinated by November 15th.

Now that most people are fully vaccinated, why are the recreational activities still limited in attendance?

- Given the increased transmissibility of the Delta variant, we are re-opening activities with caution.

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.

Care conferences – are they starting again?

- Care conferences had shifted to virtual, but they had not stopped. Lisa will check with the managers to ensure that the care conferences are still happening.

NEXT MEETING

The Family Advisory Council will next meet on Monday November 8, 2021 at 7:00 pm.

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- REGRETS:** Barb Abrams (A2); Lisa Gold (A2); Jori Lichtman (A3); Tammy Joffe (A4); Marie Maron (A4); Andrea Share (A4); Clara Crispino (A5); Gloria Good Draper (A5); Sarah Fishman (A5); Marcia Gilbert (A5); Ian Kert (A5); George Keri (A6); Gail Goldenberg (A7); Heather Nochomovitz (A7); Paul Litwack (Community); Janice Maser (Community); Mark Schlossberg (Community); Lea Teper (Community)
- GUESTS:** Scott Ovenden, Vice President, Clinical Programs & Corporate Performance
Cyrelle Muskat, Director of Quality, Systems & Wellness
Zarna Patel, Manager, Food and Nutrition Services

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

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Approval of Agenda of November 8, 2021

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2. NEW BUSINESS

2.1. Food Services Update Zarna Patel

Zarna Patel presented an update on food services and the fall/winter menu. The fall/winter menu will commence on November 22nd. We had tremendous input from our residents. They had requested new menu items such as spaghetti and meatballs.

Apotex has received approval for the new program called MealSuite. This is a food service software to replace the paper menus. It will be a touchless screen and residents will be able to

see more sample meals and to select meal. There will also be waste control as we will not be preparing sample plates to show. The MealSuite program will be on iPads in the dining rooms.

If you would like to be a member of the food committee, please contact Lori Socket.

2.2. Family Survey Cyrelle Muskat

Cyrelle attended to present on the Family Survey and a research opportunity we would like to participate in. Included in the meeting package was a copy of the InterRAI survey project. This is a project to standardize how we capture the family experience. This survey was created by researchers at the University of Waterloo and InterRAI, which is a company that standardizes a lot of the surveys being used in long term care. The survey consists of a number a questions on how the family member perceives the resident's experience as well as the family's own experience with their loved one being in the home. We will be randomly selecting families to receive the InterRAI survey. The other families will be receiving our Apotex home-grown survey. The goal is to get at least 30 of the InterRAI surveys completed and around 100 of the Apotex survey.

A suggestion was made to ask InterRAI to add the options of "don't know" and "prefer not to answer" to their family survey.

Families will be notified about the surveys in the weekly Friday Blast.

2.3. Apotex Update Lisa Marcovici

Recreation

Today we opened the recreation rooms to their full capacity. We will still maintain social distancing between residents so there will be a maximum of 18 residents in the rec room at any time. We will continue to evaluate the capacity limits. We have re-introduced live music in the home. We are doing outings by bringing residents to the Nosh and bringing in an entertainer. Shabbat programs now include chanting and singing. Pets are allowed on campus as per our pet policy. We are working on Channukah programs. Virtual reality is being scaled up in the home. Residents really enjoy the technology. Music therapy will be starting in the Apotex.

We are looking to re-vamp our model of care. We will be developing our own model and not using the butterfly model.

Covid Update

On November 3rd the Ontario Ministry of Health announced recommendations on eligibility for the booster shot. Emails were sent out to caregivers.

We continue to administer Covid booster shots to residents as they become eligible.

Volunteers

Volunteers will be returning to the campus. We are looking to get volunteers for meal time assistance, friendly visits, facilitating e-visits, and client experience surveyors. Prior to the pandemic, Baycrest campus had 615 volunteers, of which 378 were Apotex volunteers. Of those, 38 have expressed interest in returning to Baycrest. We currently have 7 volunteers in the home. There is a strategy in place to continue to recruit volunteers.

New Executive Director

The new Executive Director will be starting on Monday December 6, 2021. His name is Mide Seyi-Ajayi.

Flu Shots

We completed vaccinating the residents with flu shots. We reached our goal and vaccinated 92% of our residents.

Apotex Restructuring

We have posted notices by the elevators about the restructuring in Baycrest. There is a period of consultation prior to transferring the license to the Baycrest Hospital. The FAC co-chairs and the RAC executive were provided this information in advance. The notice is also in each resident room. We will add this topic to the December agenda for further discussion.

2.4. **Question and Answers All**

Concern regarding the showers. The showers in each room are being removed when the resident is discharged. Residents will need to use the common shower room.

- The bathrooms were never intended to be showers. The hoses were placed in order to help staff clean residents who experienced an episode of incontinence. It was never meant to be used as a full shower. Over the years, the staff started to use them as showers, but the rooms were not waterproofed for this purpose and we had some issues with mold. It was decided that we were going to shorten the cords in the bathrooms and the resident would be taken to the bath/shower room.
- Lori will set up a meeting to further discuss this issue.

Tables in the WA – Can Baycrest put in more tables in the dining area of the WA Café?

- Scott will ask the facilities team to look at the social distancing of tables in the WA Café to see if we can add in a few more tables.

Spraying in the rooms.

- There was no spraying done in the resident rooms. We have a contract with a pest control company. In the past few weeks we had several sightings and decided to have the pest control company come in and treat the home. We are treating all 18 serveries as well as all the resident rooms proactively. There is no spraying being done, it is referred to as a dusting, and there is no risk to the residents.

Management team –

Not all families know who their manager is.

- We will work with our communications team to get this information to families.

NEXT MEETING

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- PRESENT:** Annie Papernick (Co-Chair); Shari-Ann Rosenberg (Co-Chair); Barb Abrams (A2); Alexis Dawson (A2); Rene Pardo (A2); Gary Fleischmann (A2); Pat Gerada (A2); Andrea Gregor (A3); Nancy Levkovitsh (A4); Frieda Schaffel (A4); Sarah Fishman (A5); Marcia Gilbert (A5); Harriet Horlick (A5); Anne Clavir (A7); Virginia Lee (7); Lesley White (A7); Rebecca Egier (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Eric Sobel (Community); Mide Seyi-Ajayi; Lori Socket
- REGRETS:** Shari Burrows (A2); Lisa Gold (A2); Jori Lichtman (A3); Tammy Joffe (A4); Vladimir Radian (A4); Andrea Share (A4); Clara Crispino (A5); Gloria Good Draper (A5); Ian Kert (A5); George Keri (A6); Gail Goldenberg (A7); Heather Nochomovitz (A7); Paul Litwack (Community); Janice Maser (Community); Mark Schlossberg (Community); Sharon Silberstein (Community); Lea Teper (Community)
- GUESTS:** Scott Ovenden, Vice President, Clinical Programs & Corporate Performance
Deb Galet, Executive Director, Interprofessional Practice & Ambulatory Care
Josh Cooper, President & CEO, Baycrest Foundation
Orsolya Soos, Marketing Manager, Baycrest Foundation

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1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of November 8, 2021

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Approval of Agenda of December 13, 2021

Addition: Family Mentor Program (Francie)

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2. NEW BUSINESS

2.1. Introduction of the Executive Director Scott Ovenden / Mide Seyi-Ajayi

Scott introduced Mide Seyi-Ajayi. Mide is the new Executive Director of Long Term Care. Mide was previously the Executive Director of Revera in Oakville. Prior to that he worked at Yee Hong in Scarborough. Mide holds a Bachelor of Nursing as well as an MBA.

2.2. Baycrest Foundation Josh Cooper & Orsolya Soos

Fear No Age Campaign

This the brand campaign which has been appearing on TV and in the papers in the past few months. This campaign is designed to raise critical funds for Baycrest in the fight to defeat dementia and to create a world where every older adult is empowered to age fearlessly. Our research is being placed at the forefront of the campaign. The overall goal of the campaign is to establish Baycrest as a global leader in dementia and take Baycrest from a place to a cause worthy of investment for those who really want to help to support the cause to defeat dementia.

Where do the funds go?

Josh indicated where the funds are being applied in the Apotex. In 2020-21, about \$2 million in foundation fundraising was spent on projects in the Apotex. The funding is determined by: areas of urgent need as decided by the leadership of Baycrest, and donor request. Examples are the replacement of 168 mag locks in the Apotex; replacement of the heating loop system; renovation of 2 conference rooms in the Apotex; digital equipment, laptops, ipads and such were purchased as part of our telemedicine and evisit programs during the pandemic; culture and arts programs; and the purchase of new mattresses. As well, since November 7th foundation funded \$150,000 to purchase new beds and mattresses for the Apotex. In the coming year we have plans to spend another \$200,000 for beds and mattresses. We also started up our Gift of Thanks program which allows donors to give a gift to someone in the Apotex and the funds received will be allocated to the floor or unit where that person works.

2.3. Apotex Update Scott Ovenden & Mide Seyi-Ajayi

Vaccination

Scott addressed the need for everyone to get the 3rd booster shot of the Covid vaccine as 30% of the cases of Covid in the province are from the Omicron strain. We expect that this will be the primary variant by this weekend. It is very possible that over the coming days we will see enhanced precautions in place at Baycrest. This may restrict some of the programming we provide. We will communicate information to families as we receive it from the government.

Staffing

We have some postings to hire more PSW's. With the additional funding from the ministry, we are able to hire more staff. We hope to have 3 hours and 15 minutes of care per resident as soon as possible. With this funding we will be able to retain some of our feeding assistants. We are working towards having 4 hours of care by March 2023.

2.4. Family Mentor Program Francie K.

The Family Mentor Program provides peer support to family member of a new resident when they move into the Apotex. We call them around admission time and share information on what to expect, direct them to the correct staff to speak to and generally offer a friendly welcome. We are in need of 2 or 3 more mentors. The time commitment is flexible. If you are interested, please contact Francie or Lori Socket.

NEXT MEETING

The Family Advisory Council will next meet on Monday January 10, 2022 at 7:00 pm.