

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, April 10, 2023  
6:45 pm to 8:45 pm**

**PRESENT:** Andrea Gregor (Co-Chair); Shari-Ann Rosenberg (Co-Chair); Shari Burrows (A2); Rene Pardo (A2); Cheryl Lipman (A3); Heather Rich (A3); Gilad Samuel (A3); Necha Jakubowicz (A5); Gayle Kaufman (A6); Rose Printz (A6); Eileen Shapero (A6); Judy Steiner (A6); Anne Clavir (A7); Rebecca Egier (Community); Gail Kaufman (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Frieda Schaffel (Community); Eric Sobel (Community); Mide Seyi-Ajayi; Lori Socket

**REGRETS:** Barb Abrams (A2); Alexis Dawson (A2); Pat Gerada (A2); Lisa Gold (A2); Gary Fleischmann (A2); Jori Lichtman (A3); Tammy Joffe (A4); Vladimir Radian (A4); Andrea Share (A4); Sarah Fishman (A5); Marcia Gilbert (A5); George Keri (A6); Brenda Vernon (A6); Gail Goldenberg (A7); Virginia Lee (7); Lesley White (A7); Gloria Good Draper (Community); Sholom Glouberman (Community); Francie Kendal (Community); Paul Litwack (Community); Annie Papernick (Community); Janice Maser (Community); Mark Schlossberg (Community); Sharon Silberstein (Community); Lea Teper (Community);)

**GUESTS:**

The FAC meeting was held via on-line zoom.

**1. APPROVAL OF MINUTES AND AGENDA**

**Approval of Minutes of March 13, 2023**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on March 13, 2023 be approved. **MOTION CARRIED.***

**Approval of Agenda of April 10, 2023**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on April 10, 2023, be approved. **MOTION CARRIED.***

**2. STANDING / NEW BUSINESS**

**2.1. Apotex Update Mide Seyi-Ajayi**

Staffing

Our staffing has been steady with approximately 64 vacancies, which is a reduction from 80. We have been moving forward with having student on-site in the Apotex. We are working on increasing our capacity to have more students on-site and to integrate into the daily care of our residents.

The majority of the full time positions we have available are being filled by other employees, which leaves vacancies in our part time positions. We are also having issues with the way the schedules were designed. In order to blend 2 part time positions for one person, it books them for every weekend.

We are also waiting to hear about the benefit program for staff who are not full time. We have done some high level costing and will be presenting our findings to the senior leadership team.

We are tracking the ministry guidance on the minimum hours of care. We are currently at 3.5 hours of care per resident. To meet the 4 hours of care, we have created part time lines.

The ministry has recently changed the requirements for food service workers. Initially they had to complete a program, but now there is flexibility for workers with experience. There are some 4 hour positions in food services which cannot be filled. Right now we are filling these positions with full time staff working overtime. We are looking at the possibility of 12 hour shifts or expanding the 4 hour shifts to 8 hours.

The therapeutic recreation and social activities area has exceeded the ministry target. We increased the staffing ratios which has allowed for us to provide more weekend and evening activities. As well, we will be posting for 2 more recreation positions.

#### Recreation

We are trying to balance the small group activities with larger, home-wide activities. There are times when larger group activities can trigger some residents. We are also working with our music therapist who provides both one-on-one and larger group activities. We can ask Cyrelle to address the issue of the size of groups at our next meeting.

#### Long Term Care Inspectors

We have Long Term Care inspectors on-site. Our concern is that they are conducting their investigation during Passover. The last time they came on-site was during Rosh Hashanah and we had to speak to them about not interviewing our residents during the high holidays. We have asked Deb Galet to support us to provide the ministry with dates which should be avoided. They are currently working off-site and will return on Friday.

#### Furniture

We are looking at replacing a lot of furniture and we are taking inventory – one neighborhood at a time. We are focusing on dining room furniture and will move on to lounges and resident rooms later on in the year. Our biggest concern is the size of some of the resident wheelchairs will require special, adjustable dining tables. Firstly we will be renovating the serveries.

#### Passover Update

Feedback about the seders was very positive. There was some confusion about whether family members could attend the seders. The residents and caregivers who did attend the seders really enjoyed them.

**2.2. Review of FAC section on Baycrest Website**

The FAC section of the Baycrest website is out of date. We are looking for a few volunteers to review the website and provide feedback to our communications team to update the FAC site. If you are interested, please contact Lori Socket

**2.3. 2023/24 Meeting Dates All**

The following is a list of meeting dates for 2023/24:

July 10, 2023  
August 14, 2023  
September 11, 2023  
October 16, 2023  
November 13, 2023  
December 11, 2023  
January 8, 2024  
February 12, 2024  
March 11, 2024  
April 8, 2024  
May 6, 2024  
June 10, 2024

**2.4. Question & Answer All**

White Board at Entrance by the Winter Garden

Is it possible to get the white board back at the entrance by the Winter Garden? It identified activities which were happening in the Apotex such as the Pawsitively Pets.

Music in the Apotex

It would be nice to have more music in the Apotex. Music should be playing in the Winter Garden.

Rotman Research Institute

Can we have more information regarding our relationship with the Rotman Research Institute? There have been times when the Apotex residents participated in research studies, such as the falls study. All our residents are in the research directory. Mide will look into inviting Allison Sekuler to an upcoming FAC meeting.

Rexall Space on Main Floor

Are there any plans to use the big space where the Rexall store used to be? It seems to be empty most of the time. Mide confirmed that Baycrest is looking how to best utilize the space.

Showers in Resident Rooms

The issue of removing the shower hoses was raised. Instead of removing the hoses, can we just use shorter ones?

**2.5. 5 Minutes of Gratitude All**

Frieda shared her gratitude to be back on FAC as a community member.

**NEXT MEETING**

The Family Advisory Council will next meet on Monday May 8, 2023 at 6:45 pm.

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6:45 pm to 8:30 pm**

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- GUESTS:** Cyrelle Muskay, Director of Quality, Systems and Wellness

The FAC meeting was held via on-line zoom.

**1. APPROVAL OF MINUTES AND AGENDA**

**Approval of Minutes of April 10, 2023**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meetings on April 10, 2023 be approved. **MOTION CARRIED.***

**Approval of Agenda of May 8, 2023**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on May 8, 2023, be approved. **MOTION CARRIED.***

**2. STANDING / NEW BUSINESS**

**2.1. Website Update**

We are asking for volunteers to join a small working group to review the Terms of Reference and the FAC page of the Baycrest website. If you are interested, please contact Lori Socket.

## **2.2. FAC Elections – June 2023**

We will be holding our annual elections at the June meeting. If you are interested in chairing/co-chairing, please contact Lori Socket.

## **2.3. Family and Resident Quality of Life Survey Results Cyrelle Muskat**

Cyrelle presented the 2022 Family Experience Results. A copy of the presentation is attached to the minutes. We are now using the interRAI survey tool which is also used by other members of the Seniors Quality Leap Initiative (SQLI). Cyrelle reviewed both the Areas of Strength and the Areas for Improvement.

Highlights included:

- Adding the Recreation calendars on-line
- Additional Conservative services added for the High Holidays
- Increased recreational and social work staff
- Resumed weekend and evening programs
- Resumed outings and special events
- New Aromatherapy program to start shortly
- Resumed partnership with Bialik Hebrew Day School

Discussion was held regarding

- We need more interactive activities where residents can engage with each other. We are moving this direction – for example, we have shown Blue Jay games for the sports fans, a knitting club and the drumming circle.
- We need to add more music in the Apotex. Music can be played in the resident room, dining room and other common areas.
- Getting more volunteers in the Apotex.
- We need to remind our staff to be more engaged with the resident during provision of care. In particular, they should speak English while in the presence of residents.

## **2.4. Apotex Update Mide Seyi-Ajayi**

### Staffing

We have seen an improvement in staffing over the past month. Our vacancy rate has decreased from 46 to 37 positions. Most vacancies are part time positions. We are pushing for a benefit option for part time employees. We are trying different strategies. Our food services department is now able to hire a food service worker who has experience in the industry but no formal training. We are working with HR to compile appropriate interview questions.

### 4 hours of Direct Care

We are working towards the provincial government target of 4 hours of direct care for each resident per day. As of March 2023, the Ministry target was 3.25 hours and in the Apotex we were at 3.43 hours. We are focusing on the staff who exemplify the Baycrest values and making them champions. We are working with HR with regard to how we can communicate with staff on where and when they can speak in languages other than English. We also have a target for allied health such as recreation therapy, social work, physiotherapy and occupational therapy. The government has set a target of 36 minutes per resident day and we are operating at 44 minutes.

Food Committee

Last month Mide participated in a tasting panel with the members of the food committee. He was able to sample chicken soup.

Research

Most of the research being done is focused on prevention. There are no current research projects being done in Baycrest that looks into treatment or management of dementia and cognitive impairment. The Alzheimer Society has Dementia Kits – available at the public library. These kits may be useful to help us learn how to engage with our loved ones.

**2.5. Question & Answer All**

Recreation

Can we invite Cindy K. or Rachel G. to a future meeting to discuss the role of Recreational Therapist?

Apotex Entrance

When are the doors at entrance #8 going to be opened? It will be easier for residents who need to use Wheel Trans. Mide will forward this question to the Operations Committee.

Recycling vs Disposal

There are recycling bins on the floors and on the main floor by the art studio. A lot of food is served in plastic containers which go into the garbage. We cannot put recycle bins in each resident room. Mide will check feasibility with the environmental team. Mide will check into the possibility of using materials other than Styrofoam.

Newspapers

Can we start up with the delivery of newspapers to each floor? Currently the unit clerk is picking up the paper from the main floor.

**NEXT MEETING**

The Family Advisory Council will next meet on Monday June 12, 2023 at 6:45 pm.

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- GUESTS:** Lisa Marcovici, Director of Care  
Jenny Moloney

The FAC meeting was held via on-line zoom.

1. **APPROVAL OF MINUTES AND AGENDA**

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2. **STANDING / NEW BUSINESS**

**2.1. Strategic Planning**

Jenny Moloney attended to present on the new Strategic Plan for 2024-2029. Discussion was held areas where we do well, and areas which we should continue to focus on.

Areas to continue to focus on:

- Resident centred care



- Jewish values
- Socialization, self-esteem and dignity
- Possibilities program
- Emphasis on the 3 C's: care, communication and consistency
- 

Areas we do well:

- Activities for residents such as the gardening and concerts
- We have an outpatient clinic in the building
- Spiritual and Religious programs

Areas which need improvement:

- We need more staffing
- Engaging residents in conversation
- Communication – with families, staff to staff
- New staff need to review the care plans of the residents

Discussion was held on reviewing the current vision and mission statements to ascertain if they still hold true.

## **2.2. Apotex Update Lisa Marcovici**

### About Me

We have a one page form posted in each resident room with some personal information about the resident, so that people providing care can engage the resident in conversation about things that are meaningful to them. We are actively working to have one form for each resident. The form is posted by the bedside.

Lisa will arrange to survey the resident rooms to see how many residents were missing these documents. As well, we need to review the plan to create these forms for residents who were already living in the Apotex.

### Staffing

We recently hired an Advanced Practice Lead (APL), John Thomas, whose role is to help staff deal with residents with cognitive impairment and advanced dementia. We have added an additional BSO lead for our Behavioural Support team.

It would be opportune to have staff in the Apotex who can speak the other languages which are spoken by our residents.

We are looking to enroll in the BEGIN program supporting PSW's to become nurses. Funding is provided through the government. We currently have one employee expressing interest in this program.

### Volunteers

We are hoping to get more volunteers for the Apotex. We will look into the option of asking our communication dept. to help us with ads for volunteers.

Recreation

Furniture has been set up on the balconies. Family members and caregivers are welcome to use the balconies during business hours.

**2.3. FAC Elections – June 2023**

Deferred to July meeting.

**2.4. Question & Answer All**

Security Guards

We are looking at having the security guards who are assigned on the units not wear their security attire. Lisa will bring this back to the security department.

Linens

There has been a problem with towels and washclothes on the units. Lisa will look into the orders for Apotex 6West and 7North.

**NEXT MEETING**

The Family Advisory Council will next meet on Monday July 10, 2023 at 6:45 pm.