

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, July 09, 2018  
6:45 pm to 9:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Rene Pardo (A2); Janice Maser (A3); Leora Holtzman (A4); Frieda Schaffel (A4); Helen Scherer (A4); Gloria Good Draper (A5); Ira Applebaum (A7); Anne Clavir (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Eric Sobel (Community); Mark Schlossberg (Community); Derrick Bernardo; Lori Socket
- REGRETS:** Lea Teper (A2); Bill Weiss (A3); Chana Gastfreund (A4); Shari-Ann Rosenberg (A4); Sarah Fishman (A5); Necha Jakubowiz (A5); Ian Kert (A5); Arei Bierstock (A6); Marilyn Melnick (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Gail Goldenberg (A7); Danielle Kasner (A7); Edward Rice (A7); Harriet Rice (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Joe Myers (Community); Robert Tock
- GUESTS:** Rachna Chaudhary, Quality Partner
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**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of June 11, 2018**

Change:

Resident Presentation

Donald Stock updated the information provided on his presentation from the June 2018 meeting. Corrections to the minutes include that the resident did not initiate the new activities, but he would like to see these implemented activities by the staff throughout the Apotex.

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on June 11, 2018 be approved with changes. **MOTION CARRIED.***

**1.2 Approval of Agenda of June 9, 2018**

Defer Item 2.3 – Review Terms of Reference

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on July 9, 2018, with changes. **MOTION CARRIED.***

**2.0 REPORTS AND UPDATES**

**2.1 Business Arising from June 11, 2018 meeting**

Hair Salon

The hair stylists are telling residents that they are only providing hair service in the resident room, and not downstairs, at an additional charge. The sign-off form given to the resident includes an automatic tip charged to the resident.

**ACTION:**

1. Derrick to meet with Scott Horn to review issues regarding the hair salon.

**2.2 Apotex Resident Experience Presentation Rachna Chaudhary**

Rachna presented her report of the results of the Apotex Resident Experience survey for Q4. We surveyed 104 residents between April 1, 2017 and March 31, 2018, which is 56% of eligible residents. The survey was conducted by volunteers and the data was entered directly to i-pads. Rachna showed the international benchmarks set for each category and how we compared to other members in the SQLI consortium of long term care homes. The categories discussed included Food, Staff Responsiveness, Personal Control, Social Life, and Caring Staff. A copy of the presentation was included in the meeting package.

Discussion around the graphs presented in the powerpoint and how the margin of error was determined. Rachna will review this with the decision support team and respond to FAC. With regard to the Social Life graph, Rachna was asked to find out what things are being done at Schlegel and CapitalCare where the satisfaction trend is above average. It was also noted that we are below the other SQLI homes in regard to Caring Staff. Derrick addressed this issued and discussed some the improvements we have in place for the current year.

Rachna also presented a draft copy of the information which will be put on a poster which will highlight the top areas of strength, opportunities for improvement and ways we are taking action.

**2.3 Surge Learning Demonstration –Lori Socket**

Lori gave a demonstration of the website where the mandatory learning modules are kept. The website is [www.surgelearning.ca](http://www.surgelearning.ca) . To log on, the username is apotex.family and the password is family.

**2.4 Apotex Update – Derrick Bernardo**

**Butterfly Effect / Apotex Initiatives**

A lot of the initiatives in the Butterfly project have been put in place at Baycrest including:

- Apotex 5 is the Innovation Floor
- Apotex 2RF renovations (Derrick showed floor plans and sample color swatches)
- Long Term Care Suites of the Future
- PointClickCare Technology
- Tree of Life
- Falls Prevention, video surveillance/artificial intelligence project
- Palliative Care program
- Motiview

Staffing

We received approval for 3 new PSW's on the night shift. There will also be an additional PSW added to Apotex 3GS. We are going to be looking at using a blended staffing model. We are also looking at installing a new time and attendance program which will require the staff to sign in and out.

Accreditation

We will be conducting a mock tracer in preparation for accreditation which will be occurring in the fall of 2019. We are looking for a family member to participate in the mock tracer. Please contact Lori if you want to volunteer.

**3.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday, August 13, 2018 at 6:45pm in the Exton Boardroom.

## FAMILY ADVISORY COUNCIL MEETING

### MINUTES

Monday, August 13, 2018

6:45 pm to 9:00 pm

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Rene Pardo (A2); Janice Maser (A3); Frieda Schaffel (A4); Ian Kert (A5); Ira Applebaum (co-chair); Anne Clavir (A7); Gail Kaufman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Eric Sobel (Community); Derrick Bernardo; Lori Socket
- REGRETS:** Lea Teper (A2); Bill Weiss (A3); Chana Gastfreund (A4); Shari-Ann Rosenberg (A4); Sarah Fishman (A5); Leora Holtzman (A4); Helen Scherer (A4); Gloria Good Draper (A5); Necha Jakubowiz (A5); Arei Bierstock (A6); Marilyn Melnick (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Gail Goldenberg (A7); Danielle Kasner (A7); Edward Rice (A7); Harriet Rice (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Sholom Glouberman (Community); Joe Myers (Community); Mark Schlossberg (Community); Robert Tock
- GUESTS:** Deb Galet, Executive Director, Ambulatory Clinical Services, Interprofessional Practice, Culture and Arts  
Scott Horn, Program Director, Support Services  
Aviva Altschuler, Manager, Culture and Arts  
Rheta Fanizza, Executive Vice President, Residential and Community Programs
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### APPROVAL OF MINUTES AND AGENDA

1.1 **Approval of Minutes of July 9, 2018**

Addition:

2.4 While all the initiatives are wonderful, the FAC asks that they be informed about bedside treatments and day-to-day management in the Apotex.

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on July 9, 2018 be approved with addition. **MOTION CARRIED.***

1.2 **Approval of Agenda of August 13, 2018**

Addition:

3.2 Strategic Planning (Rheta Fanizza)

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on August 13, 2018, with changes. **MOTION CARRIED.***

### 2.0 **REPORTS AND UPDATES**

2.1 **High Holiday Payment Structure** Deb Galet, Executive Director, Ambulatory Clinical Services, Interprofessional Practice, Culture and Arts

Deb Galet, representing Culture, Arts and Spiritual Care departments, presented an update on the High Holiday planning. We have made some changes to the pricing for the tickets. This year, we will be running multiple services simultaneously, which will require a lot of staff. The orthodox services will be in the Wortsman Hall, and the Reform/Liberal services in the Winter Garden. We will also be setting up chairs on the floors overlooking the Winter Garden. Cost to the residents is free. This year we are making the change so that the cost for private companions is also free. Additional costs are being set at \$108 per person; children under bar mitzvah age are free. Tickets will be sold at the Winter Garden.

**RECOMMENDATION:**

1. Each resident plus one guest are admitted free, regardless of whether they are a private companion or family member.

**2.2 Hair Salon Update Scott Horn**

Scott Horn provided an update to the beauty salon. We are currently 2 years into the 3 year agreement with the hair salon. Scott had met with Derrick and Anne C. to review the concerns with the hair salon. An informal survey was conducted with regard to the prices charges at our salon. Our salon is charging prices slightly higher than on average, however they say that they are spending more time per client than on average.

Concerns raised include:

- Is there a portering fee of \$20 to take residents to the salon? Scott will speak to the salon owners.
- The increase in price is due to the fact that it takes longer to do our resident's hair, however, when they attended the FAC meeting, they stated that it was due to the increase in minimum wages.
- We have had 2 increases in fees in a one year period.
- Is there a way of informing families of other options instead of using the hair salon.
- Should we be putting out a call for a new RFP.
- Confirmation if there is an automatic tip added to the bill.
- Staff insisting that the service needs to be performed in the resident room at an additional fee.
- Why are residents getting soaked when they are having their hair washed in the salon.

Scott will review these concerns and will report back at a future meeting.

**2.3 Supportive Oral Health Care Nelly Villacorta-Siegal**

Nelly Villacorta-Siegal presented an update regarding the supportive oral Health Care program providing dental care in the resident room. An information sheet was circulated regarding the care being offered through the program. Nelly looked to the FAC for support and approval for posting a flyer/ information sheet in resident rooms.

**2.4 Virtual Baycrest Learning Academy Aviva Altschuler**

Aviva Altschuler provided an update on the Virtual Baycrest Learning Academy, which is a partnership with Ryerson University utilizing telehealth technology, bringing higher level lectures to Baycrest. A grant was received to develop a plan to bring these lectures

to Baycrest utilizing telehealth technologies. The study will take place on both Apotex 2 and 4. The study has been submitted for REB approval.

### 2.5 **Strategic Planning Rheta Fanizza**

Rheta Fanizza presented the summary of the approved Strategic Plan 2018-2023. Discussion included a review of the 4 goals. Rheta asked where we would like to see the focus. Discussion included:

- The need for clear communication.
- Results from the previous strategic plan, were the goals met?
- Initiatives started in the past – ie. Care conference working group
- The need for each family to feel that the care for their loved one has improved over the past year.
- Values of Jewish heritage

**ACTION:**

1. Include Rheta to the agenda for the next meeting to brainstorm how the FAC can be included in initiatives and committees.
2. FAC members to review Strategic Plan 2018-2023 and come prepared for discussion at the September meeting.

### 3.0 **STANDING ITEMS**

#### 3.1 **Apotex Update – Derrick Bernardo**

##### Ministry of Health Inspection

We are currently undergoing our Ministry of Health Resident Quality Inspection. They have informed us that this is the more intense version. At the next meeting, we should have a report with regard to their findings.

##### Projects

Long Term Care Suites of the Future and 2 North Renovations: We are currently challenged with finding bidders to contract for these project. Also, for the 2 North renovations, we are waiting for the government to complete the care-taker phase and approve our project.

5 North Wandering Project: We had expected the contractor to put in the walls by July 30<sup>th</sup>, 2018 however, he was called away and the project has been put on delay.

Innovation: The 5<sup>th</sup> floor has been identified as our innovation floor. We are working with students from the CLRI, Centre for Learning and Research. They have been asking questions of our staff such as what does innovation mean to them. We are also looking at designing the innovation floor to showcase our initiatives which are either rolled out or about to be.

Documentation Software: We are moving very quickly to completing the transfer to our new documentation software, PointClickCare. We are reviewing our policies and procedures with regard to the templates, and with our consultants, we are building the software for our tools and assessments to be in place. Education will occur during the months of September and October. The go-live date is October 30<sup>th</sup>. One of the main advantages of this program is that care planning will be very individualized.

Billing: Part of the software we are installing is a billing component. Some families are currently billed on the last day of the month. The new system only allows for us to bill for the current month. Our residents will be grandfathered with the new system and will be billed the same way they have been billed, however they will be invoiced showing the amount due to the end of the new billing period. A letter will be posted to the family information board and will be attached to the bill currently sent out from finance. Discussion ensued regarding the wording of the notice. We are also looking for advice as to how we move away from the use of credit cards.

#### **4.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday, September 17, 2018 at 6:45pm in the Exton Boardroom.

Agenda items for upcoming meeting:  
Strategic Plan – Brainstorming session  
Chef Derek – menu updates  
Temperature  
Recreation Therapy update

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, September 17, 2018  
6:45 pm to 9:00 pm**

- PRESENT:** Rebecca Egier (Co-chair); Shari Burrows (A2); Rene Pardo (A2); Janice Maser (A3); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Gloria Good Draper (A5); Sarah Fishman (A5); Ian Kert (A5); Ira Applebaum (co-chair); Anne Clavir (A7); Gail Goldenberg (A7); Heather Nochomovitz (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Robert Tock(Community); Eric Sobel (Community); Derrick Bernardo; Lori Socket
- REGRETS:** Lea Teper (A2); Bill Weiss (A3); Chana Gastfreund (A4); Leora Holtzman (A4); Helen Scherer (A4); Necha Jakubowiz (A5); Arei Bierstock (A6); Marilyn Melnick (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Danielle Kasner (A7); Edward Rice (A7); Harriet Rice (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Joe Myers (Community);
- GUESTS:** Kataryna Nemethy  
Cindy Plunkett  
Lisa Sockoloff  
Phillip Black  
Derek Martens  
Debbie Martinussen
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**APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of August 13, 2018**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on August 13, 2018 be approved. **MOTION CARRIED.***

**1.2 Approval of Agenda of September 17, 2018**

Defer:

2.3 Strategic Plan – Brainstorming

Addition:

New Business Items:

- Sensory Carts
- Temperature

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on September 13, 2018, be approved with changes. **MOTION CARRIED.***



## 2.0 REPORTS AND UPDATES

### 2.1 LTC Augmented Reality Innovation Program Cindy Plunkett, Manager of On-Line Learning

Cindy introduced the LTC Augmented Reality Innovation Program. Cindy spoke about the Care Story App. This application is leveraging augmented reality whereby we would be able to have an encrypted QR Code to be posted outside of the residents' rooms. The information stored would include a story about the client in the room. The staff would be able to scan the code bar and obtain up to date information, social history, care preferences, life history and the need for adaptive equipment such as hearing aids or walkers. Families would be able to load videos about their loved one. The resident would also be able to load information and pictures to the code bar. The goal is to help reduce behaviours seen in clients with dementia.

Issues addressed:

- The information is encrypted so that a person with a QR application on their cell phone cannot automatically scan the information outside the resident room.
- Are there links to the existing programs – visual care plan and life story tree?
- The app would be most beneficial for new staff or when a resident returns to the unit.
- Would new information be flagged when it is added to the app?
- The pilot of this project will run until the end of December 2018. It would be rolled out in the new year. The clients can choose if they want to opt in or not. The research project will run for 1 full year to collect the data.
- Will this add more work for the staff to do? It should be very simple for the staff – 3 small steps. It would be beneficial to the staff if the app opened up on the page showing the care plan.
- Will there be accommodations on the app where the client and their care givers do not speak english as their first language?

### 2.2 Menu Updates Chef Derek Martens and Debbie Martinussen

Debbie Martinussen presented the menu updates for the fall menu which will be launched on October 8, 2018. The menu has been approved by the food committee. We recently held a food expo to bring some the food to the residents and families to test. We have a 3 week menu. We have maintained the popular items with some tweaks in the recipes, and the chef has added some new recipes. We have incorporated a new ingredient control system. This will help keep consistency in the flavor of our meals.

Issues raised:

- Mistakes are still being made when serving the minced and pureed meals to specific residents. We need to ensure that the right meal is being served to each resident. Deb assured that audits are always being done. Results from these audits show that we are 97% accurate.
- The utensils and new plates are not always appropriate for residents to use. As a result, food is sliding off the plate.
- The menu is not always posted in the dining room.

- Can we post the nutritional values of the foods served? The meal contents are inputted into our food services management software. Each recipe has been added. At any point, we can look up the nutritional content of the meals served.
- The snack menu has changed to include fresh baked cookies, fruit, puddings, and cheese and crackers.
- Soup will not be cancelled at dinner.

**2.3 Strategic Plan - Brainstorming Rheta Fanizza**

Deferred to October, 2018

**2.4 Family Experience Survey Derrick Bernardo**

Derrick presented the updated Family Experience Survey for discussion and approval. The survey was updated with the information provided by email. The survey will be mailed out to families, with a stamped return envelope. The information received will be evaluated by our quality dept.

*It was duly **MOVED** and regularly **SECONDED** that the Family Experience Survey be approved. **MOTION CARRIED.***

**3.0 STANDING ITEMS**

**3.1 Apotex Update – Derrick Bernardo**

Ministry of Health Inspection

We had the ministry come to the Apotex to perform an intensive review, over a 3 week period. There were 3 inspectors present during this time. The results should be out by the end of September. Derrick will provide an update at the next meeting.

PointClickCare

PointClickCare is the new e-health program. We are working within our timelines to ensure that we will be able to go live with the program by the end of October. We are currently training all staff and managers with regard to the assessment tools and policies. There will be more communication as we roll out the program. There will be a physician ordering program included in PointClickCare. This is a new initiative, and we will be the first in Canada to have this.

Invoices

When we move to PointClickCare, there will be an impact on how we invoice our residents. Communication will be provided to families as we move forward.

Gracious Dining Project

The Gracious Dining project will continue. We are including training for staff as the program is integrated on each unit. We are currently focusing on the costs involved in purchasing items to assist with the flow of the program, including hampers and the cost of washing the linens. The Gracious Dining program focusses on how we feed our residents, including their dietary needs and their likes/dislikes. The focus is to improve customer service, by improving the ambience in the dining rooms. We are also renovating the dining rooms.

### Baycrest Gala

Baycrest is having a gala on October 14<sup>th</sup>. The goal is to raise \$10million. The gala will be celebrating the Kimel Family with the focus on Brain Health. The event will take place on the parking lot. The impact will be that everyone who uses the lot will need to find alternate parking. Staff will be redirected to either the back of the lot or at Downsview Park where a shuttle bus will operate throughout the day. Families will be provided with complimentary valet parking within the hours of 7am and 6pm. Derek distributed a poster and FAQ sheet. The parking lot will be closed from October 9 to 17, 2018.

Issues discussed include:

- What happens if a family member stays later than 6pm?
- Wheeltrans pick up and delivery.
- Please forward any questions to Lori Socket.

Due to the closures for the gala, it was decided that our next meeting will be held on Monday October 22, 2018 at 6:45pm.

### Projects

5 North Wandering Project: The 5<sup>th</sup> floor wandering project will begin construction on September 20<sup>th</sup>. Residents and families have been informed by memo.

Long Term Care Suites of the Future and 2 North Renovations: We currently need to solidify the contractors for the projects. These projects should begin sometime during the next few weeks.

## **4.0 New Business**

Eric discussed the hold up on obtaining the sensory carts. We need to fundraise about \$30,000 in order to purchase 3 sensory carts. Eric has been speaking with Karen Gordon in the Foundation.

Discussion was held regarding the air conditioning issue in the Apotex. It is either freezing or boiling hot. The Winter Garden was so cold during the Rosh Hashonah services that people had to leave. Also, an update on the shower rooms was requested. There is an issue with the water temperature and pressure as well. There is a need for better communication with the families, for example the brochure on the high holidays.

There is also a need for staffing on weekends. Derrick discussed the mitigation strategy whereby additional staff are hired for the weekends to ensure that we have adequate staffing.

It was noted that the person responsible for fixing wheelchairs has been unresponsive.

The issue of staff identifying themselves was addressed. They should always wear their ID tags and introduce themselves to the residents.

## **5.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday, November 12, 2018 at 6:45pm in the Exton Boardroom.