

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, June 12, 2017  
6:45 pm to 8:30 pm**

- PRESENT:** Robert Tock; Shari Burrows (A2); Lea Teper (A2); Sarah Fishman (A5); Ira Applebaum (A7); Anne Clavir (A7); Edward Rice (A7); Harriet Rice (A7); Gail Kaufman (Community); Sholom Glouberman (Community); Bernard Rachlin (Community); Eric Sobel (Community); Sue Calabrese (DOC); Lori Socket
- REGRETS:** Bill Weiss (A3); Chana Gastfreund (A4); Shari-Ann Rosenberg (A4); Ian Kert (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Marilyn Melnick (A6); ; Vivian Rosenberg (A6); Annie Papernick (A7); Rebecca Egier (Community); Francie Kendal (Community); Joe Myers (Community); Mark Schlossberg (Community)
- GUESTS:** Jay Rueda, Quality Partner  
Tejas Patel, Unit Manager, Apotex 3 and 4  
Marcia Sokolowski, co-Director of Ethics
- 

**1.0 APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of May 8, 2017**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on May 8, 2017 be approved with correction. **MOTION CARRIED.***

**1.2 Approval of Agenda of June 12, 2017**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on June 12, 2017. **MOTION CARRIED.***

**2.0 REPORTS AND UPDATES**

**2.1 ACERs Presentation**

**Jay Rueda, Quality Partner**  
**Tejas Patel, Unit Manager, Apotex 3 and 4**



FAC handoutv2.docx

Jay Rueda and Tejas Patel presented the ACERs program. ACERs stands for Acute Care Emergency Reviews. This committee meets monthly to review potentially preventable emergency room visits. Reducing ED visits is an initiative established by the LHIN. The ACERs team consists of the Medical Director, Director of Care, RN's, Unit Managers, Quality and Pharmacy. The RN's present each unplanned transfer to the emergency department in detail. If the team deems that the transfer was avoidable, a team

member will do a further review and report back at the next meeting. The team will then decide if a protocol can be developed to avoid similar transfers in the future.

We are very excited that we received a generous donation from the Menkes family to support this program for Professional Development and training. We are arranging a specialized training for RN's and RPN's. We have recently included pharmacists in the program to review drugs. We are also in talks with EMS to assist with manageable conditions such as COPD, and Congestive Heart Failure.

## 2.2 MAiD

### **Marcia Sokolowski, co-Director of Ethics**

Marcia Sokolowski and Sue Calabrese discussed MAiD, Medical Assistance (or Assistance?) in Dying, in the Apotex. Bill C-14 was passed in June 2016, which allows eligible people to receive medical assistance in dying in Canada. A MAiD working group was established to develop the MAiD policy, guidelines and tools for staff in each of the buildings, the Hospital, the Apotex and the Terraces. The MAiD Resource Team (MRT) was established to manage requests for MAiD at Baycrest.

The policy states that the administration of MAiD is permitted in the Apotex. Baycrest will endeavor to bring in a qualified outside practitioner to administer MAiD.

Marcia and Sue asked the members of FAC what messages should we be communicating about MAiD to clients and families in the Apotex?

- Individual decisions
- Add to the Apotex Admissions package that MAiD is available in the Apotex.
- Need to be very clear that the Hospital is a conscientious objector.

The FAC was not asked to endorse the new policy and has not yet had any discussion on the program.

**ACTION:**

1. Please forward any comment/ideas to either Sue, Lori or Robert.

## 2.3 Life Story Tree

### **Sue Calabrese**

Sue brought the Life Story Tree for discussion and approval. This will be done for all new residents, and eventually for all residents of the Apotex. Implementation will be started very soon.

*It was duly **MOVED** to approve the Life Story Tree. **MOTION CARRIED.***

### 3.0 STANDING ITEMS

#### 3.1 Issues Tracking

Items on the list include:

- Role of Private Companion

ACTION:

1. Invite Shadan to the August FAC meeting to present the policy on the Role of the Private Companion.

- Dr. Sid Feldman's report on Residents who have a plan for life sustaining treatment (PLST) and Annual Reviews with family members.

ACTION:

1. Sue to report back with detailed data at the July meeting on both of these issues.

#### 3.2 Apotex Report

- The Ministry of Long Term Care and Health inspectors are currently in the Apotex, following up on all incidents on the Critical Incident Report in 2016.
- New Tubs/Shower: we are going to meet with each resident and ask if they want to use the new bathtub, new shower or continue using the hose in their washroom. New residents will not have the third option of using the shower in the washroom.
- Care Conference Update: We have booked a meeting for the Care Conference group and will keep the FAC apprised.
- Point Click Care: We are going to a new e-documentation system which is all long term care based. It will take about 1 year to be fully in place.
- Physicians in the Apotex: We are losing 3 physicians in the Apotex. Drs. Abrams and Gilman are retiring and Dr. Tammy Bach is moving out west. We will share who will be replacing these physicians once all the doctors have been assigned by Dr. Feldman.
- Budget Realignment: We are currently posting for a unit manager position. The unit manager will replace the position formerly held by a unit director. We are also losing 1 unit clerk position and the night PSW float positions. We did not need to lay off any PSW as some of our long term PSW's took the retirement packages they were offered.

ACTION:

1. Carol Anderson will be invited to our next meeting for further discussion on the Apotex Transformation.

**4.0 BUSINESS ARISING**

**4.1 Business Arising**

New Technology with regard to the wanderers: We are opening up floors 5 and 7 so the residents can walk around the whole floor and not be limited to their community. This is being done through a generous family donation. This will allow access to the recreation room and other areas.

Control of Personal Assets: There is an issue of people entering another resident's room and picking up something which isn't theirs. We need to have tolerance for these people as this is a result of their condition.

**4.2 Meeting Dates for 2017-18**

The meeting dates are set for July 2017 to June 2018:

Monday July 10, 2017	Monday August 14, 2017
Monday September 11, 2017	Monday October 2, 2017
Monday November 13, 2017	Monday December 11, 2017
Monday January 8, 2018	Monday February 12, 2018
Monday March 12, 2018	Monday April 9, 2018
Monday May 14, 2018	Monday June 11, 2018

**4.3 Election**

The election for the new slate for the FAC has been postponed to September, 2017.

**5.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday, July 10, 2017 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, July 10, 2017  
6:45 pm to 8:30 pm**

**PRESENT:** Robert Tock; Bill Weiss (A3); Shari-Ann Rosenberg (A4); Shari Burrows (A2); Lea Teper (A2); Frieda Schaffel (A4); Marilyn Melnick (A6); Ira Applebaum (A7); Anne Clavir (A7); Janice Maser (A7); Edward Rice (A7); Harriet Rice (A7); Rebecca Egier (Community); Gail Kaufman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Eric Sobel (Community); Mark Schlossberg (Community); Sue Calabrese (DOC); Lori Socket

**REGRETS:** Chana Gastfreund (A4); Sarah Fishman (A5); Ian Kert (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Marilyn Melnick (A6); Vivian Rosenberg (A6); Annie Papernick (A7); Sholom Glouberman (Community); Joe Myers (Community)

**GUESTS:**

---

**1.0 APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of June 12, 2017**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on May 8, 2017 be approved with corrections. **MOTION CARRIED.***

**1.2 Approval of Agenda of July 10, 2017**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on July 10, 2017. **MOTION CARRIED.***

**2.0 REPORTS AND UPDATES**

**2.1 Meet with the Executive VP, Clinical Programs and Chief Nursing Executive**

Deferred

**2.2 Abuse Allegations**

**Sue Calabrese**

We all need to be aware of what the Abuse policy says and the challenges we face, and how seriously we take any allegation of abuse. We are committed to investigate all types of abuse: resident to resident altercations, sexual, emotional, physical, financial etc. We investigate each case thoroughly. If there is an allegation of abuse by an employee, the employee is removed from the unit and is sent home with pay, pending investigation. The investigation is completed with HR, Apotex management and union representation, is finished. After the investigation, there is usually some learning to be

done. All allegations of abuse get reported to the Ministry. A resident-to-resident altercation, with no harm done, can be dealt with internally. Family member to resident is considered reportable abuse.

Abuse from family members to staff

In the hospital, there are both patient rights and staff rights posted on each floor. In the Apotex, we only have the resident rights posted. We would like to adopt the staff rights for the Apotex.

Whistleblowing

Whistleblowing occurs when a staff member reports on another staff. Staff are aware that they must report any situation of abuse whether they actually saw it or just heard of it. All reports are investigated.

**ACTION:**

1. Robert to forward the staff rights poster for comment by members.
2. High level report of incidents to be provided to FAC on a regular basis (monthly, quarterly?) We can discuss the frequency at the next meeting

**3.0 STANDING ITEMS**

**3.1 Issues Tracking**

1. Role of the Private Companion  
Shadan Fallahi is the Risk Manager. She is working on the policy on the Role of the Private Companion and will bring it to the FAC before the policy is passed.

**ACTION:**

1. Invite Shadan to the August FAC meeting to present the policy on the Role of the Private Companion.
2. Invite Dimitri (surname?) re dealing with Alzheimer's patients

2. Report on PLSTs  
Robert has been in touch with Dr. Feldman to get an update on the data.
3. Upcoming guests  
Robert encouraged members to send to Lori any request for guest speakers/topics.
4. New Recruits  
Perhaps we can make a brief announcement before the Wednesday night and Sunday concerts.  
Include FAC information in the new admission package.  
Family mentors can mention it.
5. Increase exposure on campus wide committees

Ongoing issue. Robert and Bill met with Dr. Reichman and discussed FAC representation on Baycrest committees. He agreed to make it known to those who report to him.

6. Review of all Apotex surveys

This refers to all surveys in the Apotex and not just the satisfaction surveys. The survey draft should be forward to the committee members prior to the FAC meeting so it can be reviewed.

7. Sensory Box

How do we get a sensory box in the Apotex?

8. Review of Terms of Reference

Robert will re-circulate the Terms of Reference for the FAC.

### **3.2 Apotex Report**

- Leak in the Apotex: About 2 weeks ago, we found a leak in the Apotex. They took out some walls to find where the leak was coming from. When closing the walls, they did a mold test and it came back as a level 3. The rooms (38 & 40 on each floor) will need to be decanted. A planning committee has formed to handle all aspects of this procedure. It will take about 18 working days to fix this. We will be using a room on 3 East in the Hospital for the residents who need to be moved. Sue will update Robert as we progress. All costs will be covered by insurance.
- The Ministry of Health inspectors were here from June 5 to July 6, 2017. The reason for the visit was to review the 10 critical incidents, 6 complaints, and 1 follow up order from November/December. We are waiting for the report. Sue distributed a new internal form she wants to use for concern/complaint tracking. Sue will report back to the FAC when the final report is received.
- Mock RQI Update  
It has been a year since we implemented the mock RQI. Sue reported that out of 227 recommendations, we have completed 208 of them. The outstanding one is responsive behaviours, which is an organizational program and will take longer to complete.
- Hot Water: On the weekend the hot water went off and was fixed. On Friday and Saturday the hot water was on and off. There was also a generator problem on the weekend. As of today, everything was fixed. If an issue occurs again, please notify Sue.
- Elevators: Elevator #1 is out, Elevator #3 is still waiting for a part and Elevator #2 is working.
- Care Conference Committee: Members include Ann, Shari and Ian from the FAC, Sue, a Social Worker and Cyrelle Muskat. The committee met and suggested that we have one nurse, social worker or team member connected to each

resident. Once a month this person will contact the family with an update on the resident. This was accepted by our RN's and RPN's.

**NEXT MEETING**

The Family Advisory Council will next meet on Monday, August 14, 2017 at 6:45pm in the Exton Boardroom.



**FAMILY ADVISORY COUNCIL MEETING  
MINUTES  
Monday, August 14, 2017  
6:45 pm to 8:30 pm**

- PRESENT:** Robert Tock; Shari-Ann Rosenberg (A4); Shari Burrows (A2); Frieda Schaffel (A4); Marilyn Melnick (A6); Ira Applebaum (A7); Janice Maser (A7); Edward Rice (A7); Harriet Rice (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Eric Sobel (Community); Lori Socket
- REGRETS:** Lea Teper (A2); Bill Weiss (A3); Chana Gastfreund (A4); Sarah Fishman (A5); Ian Kert (A5); Arei Bierstock (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Anne Clavir (A7); Annie Papernick (A7); Rebecca Egier (Community); Joe Myers (Community); Mark Schlossberg (Community); Sue Calabrese (DOC)
- GUESTS:** John Di Tecco, Manager Funding Initiative, Baycrest Foundation  
Josh Cooper, President and CEO, Baycrest Foundation  
Carol Anderson, Executive Vice President, Clinical Programs and Chief Nursing Executive
- 

**1.0 APPROVAL OF MINUTES AND AGENDA**

**1.1 Approval of Minutes of July 10, 2017**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on July 10, 2017 be approved with corrections. **MOTION CARRIED.***

**1.2 Approval of Agenda of August 14, 2017**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on August 14, 2017. **MOTION CARRIED.***

**2.0 REPORTS AND UPDATES**

**2.1 Intergenerational Offerings at the Apotex**

**John Di Tecco, Manager Funding Initiative, Baycrest Foundation**  
**Josh Cooper, President and CEO, Baycrest Foundation**

John Di Tecco from the Baycrest Foundation presented on donor opportunities. There is a potential donor who wants to provide the funds to revitalize the children's play areas in the Apotex as well as fund and expand the Intergenerational Sunday Art Program.

**ACTION:**

1. The patio on Apotex 7 has not been accessible all summer, as the tiles are a safety issue. Can we find out why this hasn't been repaired?

The FAC would like to see a member of our council to sit on the Foundation committees. Currently we do not have an FAC member sitting on the Foundation Committee. The Foundation would welcome more input from the FAC and will determine which committee is most appropriate.

**ACTION:**

1. Lori to forward names of interested FAC members to Josh Cooper.

## **2.2 Ministry Report Update**

### **Gina Carvalho on behalf of Sue Calabrese**

Further to the Ministry visit to the Apotex in June and July, 2017, we have received the written report of recommendations. Gina shared the results of the first two reports on behalf of Sue Calabrese. A third report was received last week and will be reported at our next meeting.

We received one compliance order, nine written notifications and six voluntary plans of correction. The compliance order must be completed by October 2017. For the majority of the findings, plans were either completed or in place.

## **2.3 Changes in Apotex Operations**

### **Carol Anderson, Executive Vice President, Clinical Programs and Chief Nursing Executive**

Carol came to discuss the upcoming changes in the Apotex Operations. In June 2015, we needed to address concerns regarding the financial performance of the Apotex. There was a \$9.8million annual operating deficit in the Apotex budget. We recruited a firm called the Responsive Care Management Group (RCG) to do an overall operational review of the Apotex. This took place between December 2015 and June 2016. We also commissioned the group to conduct a mock RQI of the Apotex as there were concerns over quality and compliance.

The operational review report was received in August 2016. This report summarized there is a \$9.8million annual deficit. Half of that is related to salaries and benefits of the staff. This is due to the fact that our staff are paid at the hospital rate, yet we are funded as a long term care facility. The other half of the deficit is due to corporate overhead and support services. At Baycrest, the Apotex funds a share of the 21 corporate services such as the CEO's office and IT. The corporate allocations do not line up with our funding or requirements resulting in a \$4.8 million deficit. The decision was made to hire an executive who has experience in running a long term care home. This person will report to the CEO. That process has begun and Bill Weiss, FAC Co-Chair, sits on the recruitment committee.

## **3.0 STANDING ITEMS**

### **3.1 Issues Tracking**

1. Item #1: Role of the Private Companion  
Shadan Fallahi is the Risk Manager. She is working on the policy on the Role of the Private Companion and will bring it to the FAC in September.

2. Item #9: Resident Centered Care – How do we get a sensory and photo box. Eric will take the lead on behalf of the FAC. Once we have a sense of the funding requirements, we could approach the Foundation.
3. Item #8: FAC: Increase our exposure to campus wide committee representation. Cyrelle Muskat is the Baycrest lead. Janice Maser has agreed to take the lead on behalf of the FAC. This has already been agreed to by Dr. Reichman at a Co-Chair meeting on June 29, 2017. Our plan now is to implement and institutionalize this.
4. Item #5: FAC: New Recruits.  
Remove Janice Maser as FAC Lead.

### **3.2 Other Issues**

Infection Control Discussion – One of our committee members brought forward some personal accounts as well and situation relayed to them to the FAC. They included:

1. Briefs: restricting the frequency of changing of briefs. It was reported that the staff were given an in-service with regard to the new briefs and were advised to wait to change the brief. There is a concern for urinary tract infection if not changed. The new provider came to FAC last fall and they gave a presentation on the product which supported less frequent changes due to the improved technology of the brief.
2. Towels: Towels and washcloths are being re-used.
3. New carts: These carts are to be used for laundry only. On 7 North one side is being used for laundry and the other being used for soiled briefs. There is concern that laundry is going into the soiled side.
4. Ice Machines: It was reported that some of the ice machines are completely open and there is no device to take the ice out of the machine. (Gina did confirm that there are shovels at each machine, and that the ice in these machines is for therapeutic use only and not for oral consumption). We should confirm what the staff are telling residents and their family members about the intent of the ice in the ice machines on each floor.
5. Showers: Concern over showering in bathroom.
6. Gloves: PSW's are not changing their gloves after toileting resident.

### **4.0 NEXT MEETING**

The Family Advisory Council will next meet on Monday, September 11, 2017 at 6:45pm in the Exton Boardroom.