

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, October 3, 2022
6:45 pm to 8:45 pm**

- PRESENT:** Shari-Ann Rosenberg (Co-Chair); Shari Burrows (A2); Suzan Dorchik (A2); Pat Gerada (A2); Tammy Joffe (A4); Vladimir Radian (A4); Marcia Gilbert (A5); Necha Jakubowicz (A5); Eileen Shapero (A6); Brenda Vernon (A6); Anne Clavir (A7); Virginia Lee (7); Rebecca Egier (Community); Gail Kaufman (Community); Francie Kendal (Community); Jolanta Morowicz (Community); Bernard Rachlin (Community); Mide Seyi-Ajayi; Lori Socket
- REGRETS:** Annie Papernick (Co-Chair); Barb Abrams (A2); Alexis Dawson (A2); Gary Fleischmann (A2); Lisa Gold (A2); Rene Pardo (A2); Jori Lichtman (A3); Chaya Smukler (A3); Andrea Share(A4); Clara Crispino (A5); Sarah Fishman (A5); George Keri (A6); Gail Goldenberg (A7); Andrea Gregor (A7); Lesley White (A7); Gloria Good Draper (Community); Sholom Glouberman (Community); Paul Litwack (Community); Frieda Schaffel (Community); Mark Schlossberg (Community); Eric Sobel (Community); Janice Maser (Community); Sharon Silberstein (Community); Lea Teper (Community);
- GUESTS:** Dr. Adriana Shnall, Program Director, Koschitsky Centre for Innovation

The FAC meeting was held via on-line zoom.

1. APPROVAL OF MINUTES AND AGENDA

Approval of Minutes of September 12, 2022

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council meetings on September 12, 2022 be approved. **MOTION CARRIED.***

Approval of Agenda of October 3, 2022

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on October 3, 2022, be approved. **MOTION CARRIED.***

2. STANDING / NEW BUSINESS

2.1. The Koschitzky Centre for Innovations in Caregiving at Baycrest and How It Can Help You

Dr. Adriana Shnall

Dr. Adriana Shnall presented on the Koschitzky Centre for Innovations in Caregiving at Baycrest. How can the Centre support family members? We can create support groups, engage residents, communicate with staff. If you have any suggestions, please send them to caregiving@baycrest.org.

We have the following resources available:

- Webinars, articles <https://baycrestathome.ca/articles-and-webinars/>
- Baycrest.org <https://www.baycrest.org/Baycrest/Health-Wellness/Health-Wellness-Information/Caregiving>
- Petro Canada CareMakers Foundation – Resources <https://www.caremakers.ca/resources>

We have monthly webinars with various topics to family caregivers and staff alike and all the previous webinars can be found in the link above <https://baycrestathome.ca/articles-and-webinars/>

2.2. **Quarterly Staffing Report** Mide Seyi-Ajayi

Mide shared the on-line quarterly staffing report. Discussion was held on the validity of the report. The ministry will share what they want to publicly report from the submission. The report shows the staffing head count at the end of the reporting quarter. The submission is done on-line using the ministry portal. It is up to the ministry to choose what is publicly reported.

ACTION:

Mide to review the staffing classifications being used at Extendicare.

2.3. **Apotex Update** Mide

Staffing

The FAC has been a strong advocate for getting benefits for our staff. We are looking at the opportunity to provide benefits to our part time staff as well as the full time staff. Following this we hope to increase our full time staffing complement. The impact is that any changes we make for our staff must be the same for the staff in the hospital as per their collective agreement. We have been hiring more staff. There are some delays due to HR changes at Baycrest. We have been including some of our residents in the orientation process for new staff.

Fundraising

There is a new incentive to recognize staff. We have our fun squad activities, where we get donations of gifts to give out to the staff. In terms of pay, we are unable to supplement their salaries as they are ministry funded. We have been fundraising for capital projects such as improving the staff lounges.

Furniture

We are working on our list for purchasing new furniture in the dining rooms. We recently purchased 185 new beds to replace the old ones. It was suggested that we contact JRCC Furniture Depot.

2.4. Quality of Life Survey

The Quality of Life Survey was included in the meeting package. This year we are doing the same InterRAI survey as the member homes in the Seniors Quality Lead Initiative (SQLI). Five to ten Baycrest specific questions will be at the end of the survey. Please review this and let Lori know if you have any questions or comments.

2.5. Questions and Answers

High Holidays

At the reform services, there were a lot of staff present and it was very helpful for families and residents. Will we be able to continue with the same amount of staff for future holidays and services?

- We are working in collaboration with Culture and Arts Dept, Spiritual Care and the Apotex. The feedback will be taken back to these three departments as we discuss going forward.
- Mide will confirm with TR the schedule for visiting the Sukkah. Details will be included in the resident newsletter.

Are Family Members able to eat with the Residents? Can we pay for a meal?

- This was something we used to do in the Apotex. Mide will touch base with the Food Services Manager.

Staffing shortage – some residents did not get showers in time for Rosh Hashonah (Apotex 2EI and 7EI).

- Mide will review this with the managers.

2.6. 5 Minutes of Gratitude

Suzan was grateful that the Rosh Hashonah services were in place and that her loved one was able to attend.

Shari-Ann was grateful that we were able to have our meeting tonight and that Mide will take our concerns back to the Apotex team.

NEXT MEETING

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REGRETS: Barb Abrams (A2); Shari Burrows (A2); Alexis Dawson (A2); Suzan Dorchik (A2); Rene Pardo (A2); Jori Lichtman (A3); Chaya Smukler (A3); Tammy Joffe (A4); Vladimir Radian (A4); Andrea Share(A4); Sarah Fishman (A5); Necha Jakubowicz (A5); George Keri (A6); Gail Goldenberg (A7); Virginia Lee (7); Gloria Good Draper (Community); Francie Kendal (Community); Paul Litwack (Community); Frieda Schaffel (Community); Mark Schlossberg (Community); Eric Sobel (Community Annie Papernick (Community)); Janice Maser (Community); Sharon Silberstein (Community); Lea Teper (Community)

GUESTS: Grace Chung, Partner, Baycrest Innovation Office
Ran Manor, Director, Baycrest Innovation Office

The FAC meeting was held via on-line zoom.

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Approval of Agenda of November 14, 2022

Add: Chanukah

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2. STANDING / NEW BUSINESS

2.1. Innovations Adoption at the Apotex Grace Chung and Ran Manor

Grace Chung and Ran Manor gave a presentation on the Baycrest Innovation Office (BIO). Grace presented on 2 of the innovations in the Apotex, Obie and Virtual Reality. The BIO team consists of 6 members. We are the front door for innovation for Baycrest staff and members of industry that are seeking support in advancing innovation at Baycrest. We identify, invest and advance promising innovations in aging and brain health through development, testing and

mobilization. We support our innovators by moving their ideas and inventions forward. We connect with commercial innovators for brain health. We inspire a culture of innovation and knowledge transfer in the seniors care centre. The projects we work on are both strategic and innovative. We are affiliated with the University of Toronto, Rotman Research, Baycrest at Home among others.

Grace gave a video demonstration of the Obie program and Virtual Realty and explained how these are used in the Apotex.

Discussion occurred around how we can acquire more of these innovations and how they can be shared throughout the Apotex.

2.2. Apotex Update Mide

Ministry Inspection Update

We recently had an inspection of the home. The inspectors were here for about 2 weeks. The results of the inspection were: we cleared a previous compliance order, we received a compliance order with regard to one case where a PSW did not follow the care plan when transferring a resident. To be compliant, we were requested to do an audit of the one unit for a period of 4 weeks. The public report will be available shortly.

Accreditation

The surveyors from Accreditation Canada will be on-site from November 21 to 23. We have some FAC members participating in a dialogue with the surveyors. They are looking at quality standard from an improvement lens. Areas that they will be looking at include infection control practices, information transfer, medication management and resident identifiers.

Generator

There is some work being done on the generator for the building. Mide will be meeting with the project group to find out what is going to be a permanent structure, and times when we can anticipate noisy work.

Staffing

We have made some progress. We are finding that new staff have limited availability. Upon investigation we find that a lot of the people we hired already have a full time job, and some have a part time job as well elsewhere. It is not meeting the needs of our vacancies. One of our main focusses right now is on the students who will be graduating shortly. We are making offers to some of the students currently doing a rotation in the Apotex.

2.3. Questions and Answers

Staff change-over

At staff change-over time, 3:00pm, the staff need to wait for the staff on the next shift to arrive. Are staff compensated for the time the staff need to wait for their replacement to arrive?

- We encourage staff to put in a request for overtime for the time they are required to wait.
- We are working with HR with regard to the attendance management program.

The self-screening app still asks for your vaccination status. Instead of asking if you have had 3 or more vaccines, the question should be if you have been vaccinated within the past 6 months.

- Baycrest chose to stay with the definition of the primary series is 3 doses of the vaccine instead of saying up-to date.

Channukah Update

Can we program the Alexa's for Channukah similar to Shabbat?

Are candles being lit on each floor?

Prior to the pandemic there was a gathering in the Winter Garden and a schedule posted with the times of the candlelighting.

Mide will share issues with the recreation and spiritual care teams – portering, volunteers, Alexa programs.

FAC presentation to Quality and Safety Committee

Shari Ann and Andrea will be doing a 15 minutes presentation to the Quality and Safety Committee of Baycrest Hospital. The presentation will be shared at one of our upcoming meetings.

2.4. 5 Minutes of Gratitude

Deferred to December.

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GUESTS:

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2. STANDING / NEW BUSINESS

2.1. Apotex Inspection Report Update Mide Seyi-Ajayi

The public inspection report from our most recent inspection has been posted. A copy was also shared with the FAC chairs. For the past 5 years, inspections have been conducted in one of two way – they are following up on a complaint received at the ministry or they are doing a critical incident follow up, based on the mandatory reporting requirements. When they come

in, they do the inspection on a review of our policies, their observations and interviews with staff, residents and team members. The possible outcomes of an inspection are: issue of a written notification, issue of a voluntary plan of correction, issue of a compliance order, and finally issue of a director's referral.

Although not required, when we receive a written notice or voluntary plan of correction, we put a plan together. Also, during this last inspection, we tried to remedy the issue of non-compliance while the inspectors were still on site. In the inspection report, the non-compliance written up but a noted is added that a remedy has been initiated or completed before the inspection is over.

During this inspection, we had a compliance order around the improper transfer of a resident. We are required to audit transfers on the unit in question over 3 weeks.

2.2. Apotex Update Mide

Accreditation

The surveyors from Accreditation Canada were on-site from November 21 to 23. We are accredited on best practice standards. The on-site survey was done by 2 individuals who have extensive years of experience in health care. They review our work against 398 standards. We had 100% compliance with the standards reviews. Our next survey will be scheduled in 3 years.

Staffing

We continue to use agency staff. We are asking the agency to continue sending us the same staff for consistency. We have an agreement that we will be able to hire agency staff if desired at no additional cost as long as the staff has worked in the Apotex for a certain number of hours.

We are looking at attendance management. We are working on a better process for replacing staff who are off on a short term leave.

We are working on increasing our staffing over the holiday weekends.

Chanukah Update

The recreation team is planning activities for all the floors for Chanukah. This includes lighting the candles and each unit and engaging the residents to assist in making latkes. The times for candelighting in the Winter Garden will be posted.

2.3. Food Committee Update Andrea

This report is deferred to the January meeting.

2.4. 5 Minutes of Gratitude

Deferred to January.

NEXT MEETING

The Family Advisory Council will next meet on Monday January 9, 2023 at 6:45 pm.