1. Review of Agenda/Additions

Motion to approve the agenda as circulated was moved by J. Gallup, seconded by J. Withers.

2. Review of Minutes of April 18, 2017

No additions/corrections brought forward. FAC minutes and agendas are posted at http://sunnybrook.ca/content/?page=focus-vets-fac.

3. Old Business

3.1 Veterans Centre Occupancy ~ Update:

Overall occupancy in the Veterans Centre currently stands at 91%.

3.2 Coffee Service – New Cookie “Trial” ~ Results:

For residents on mechanical soft diets to be able to enjoy cookie service in Warriors Hall, a softer cookie was trialed. Feedback was provided via ballot, with 478 responses received. Very few negative comments were provided (less than 10), with four flavours preferred:

- Chocolate 142
- Blueberry 75
- Strawberry 67
- Apple 56

Aside from chocolate, the cookies will be individually wrapped in cellophane. Wafers will no longer be offered.
3.3 **ABM Replacement Request ~ Update:**

The ATM located on the ground floor in L Wing will be replaced with a more user friendly machine for the population in the Veterans Centre. The new ATM will be lower and easier to reach, with a larger screen.

3.4 **TTC Rerouting / Parking Garage 1 Repairs ~ Feedback Request:**

For visitors to the Veterans Centre who take the TTC, shuttle service is available to and from the Wellspring stop. To request the shuttle, please call using the phone in either the L Wing lobby (signage will be updated) or near the entrance of Wellspring. Members asked that use of the shuttle be extended to volunteers, and discussed preparing a letter to be provided to the appropriate department.

3.5 **L Wing Elevator Bumper Repair ~ Update:**

Due to significant damage, plastic bumpers in the L Wing elevators will be replaced with metal bumpers.

3.6 **Food Services ~ Update:**

A request for more colourful vegetables (pureed diet) was brought forward to Food Services. Beets were previously available, but removed due to complaints of the colour running into other items (i.e. mashed potatoes) post rethermalization. The addition of pureed spinach is a possibility; Food Services have requested samples.

Members indicated the following issues with Sunny’s, to be brought forward to Food Services by N. Smokler:

- No price stickers on sandwiches etc.; signs providing the price range of items are not helpful.
- Sandwich prices appear to have increased and are described as “unusually high”, particularly for those on a fixed income.
- Long/slow line-ups, particularly around the 2-3pm entertainment time, and over the lunch hour.

3.7 **Cross Walk Signage ~ Update:**

Crosswalk signage at Lot 20 which leads across Wellness Way will be improved, once the light standard project on campus has been completed.
4. New Business

4.1 Artisan Marketplace ~ New Partnership Announcement:

In an effort to improve service hours and overall management of the Artisan Marketplace, we will be trialing a partnership between the Artisan Marketplace and the M-Wing Gift Shop.

As of May 1, 2017 the Artisan Marketplace will be open 7 days/week. As a result of this partnership, there will be part-time staff working alongside the volunteers, providing customer service. In addition, you may notice a rotation of new merchandise in the Artisan Marketplace and some of the Veterans hand-made merchandise will also be available for purchase in the M-Wing gift shop. We will be trialing this new partnership until the fall to determine if this is a feasible and sustainable approach. During this trial period we welcome input and feedback from residents, patients, and family members.

**What are the hours of operation for the Artisan Marketplace?**

As of May 1, 2017 the Artisan Marketplace will be open 7 days/week from 10:30am – 3:30pm.

**Will the volunteers still be working in the Artisan Marketplace?**

We value the role of volunteers in the Artisan Marketplace. They are a dedicated group of individuals who pride themselves on providing a valuable service. The volunteers currently working in the Artisan Marketplace will continue to work their regularly scheduled shifts. In addition, there will be paid part-time staff working alongside the volunteers with the possibility of some new volunteers as well.

**Will the Veterans hand-made items still be showcased in the Artisan Marketplace?**

Yes, the Veterans hand-made items such as paintings, photography, jewelry, silk scarves, wooden items and cards will still be a focal point of the Artisan Marketplace. In fact, this new partnership will enable us to display some of the Veterans hand-made items in the M-Wing gift shop as well. The Artisan Marketplace may be bringing in some new merchandise and stock will be rotated between the two stores. However, our intention is to still maintain the focus of showcasing the Veterans hand-made items.
Who will benefit from the revenue generated by the Artisan Marketplace?
Whenever a Veteran’s hand-made item is sold, a portion of the revenue is given back to the Veteran who made the item. The remainder of the revenue, plus the net proceeds of the revenue generated from the retail merchandise stays within the Veterans Centre to support ongoing programming and care for the residents in the Veterans Centre.

If you have any further questions about these changes and/or suggestions for improvements to the Artisan Marketplace please feel free to contact Katherine Baldwin – Manager, Recreation & Creative Arts Therapies Ext. 4136 Katherine.Baldwin@Sunnybrook.ca

4.2 New CEO Announcement:
It was announced that Dr. Andy Smith has been appointed as the new President and CEO of Sunnybrook Health Sciences Centre. Dr. Smith has been with Sunnybrook for many years. While studying Medicine at the University of Toronto, he was Sunnybrook’s Chief Resident in General Surgery. In 1999 Dr. Smith became Head of the Division of General Surgery at Sunnybrook and Chair of the Division of General Surgery at University of Toronto. From there he became the Program Chief for the Odette Cancer Centre, then to his most recent role as Executive Vice President and Chief Medical Executive at Sunnybrook. Dr. Smith will begin his role officially on July 1, 2017.

4.3 Resident & Family Information Guide ~ Input Request:
Our information guide http://sunnybrook.ca/content/?page=veterans-centre-community dated May 2014 requires some updates/revisions. Four family members and three residents have volunteered to review the guide and provide feedback. If interested, please contact N. Smokler.

4.4 Therapeutic Clown Program – George Brown College – Input Request:
As part of an upcoming program to be provided by George Brown College, a request for student placement in the Veterans Centre was brought forward. When interacting with the elderly, it was noted that students in the Therapeutic Clown Program do not use a lot of makeup or full clown costumes. The program is described as using “an arts-based intervention technique that is personally focused, and is sensitive to each individual”. The possibility of having these
students in the Veterans Centre was discussed with FAC members; those in attendance were in favour. More details to follow.

4.5 **K Wing Resident Accounts – Services Update:**
A point of sale machine will be installed in K Wing Resident Accounts (date to be determined), for users to pay by debit/credit for parking renewal, resident sundry accounts, and accommodation charges.

4.6 **Photography Studio – Hours of Operations / Services Question:**
The Veterans Portrait Studio and Photography Centre (LG105) has been part of the Veterans Centre since January 2006. The space had formerly been the home of the Artisan Market. Photographer Ana Seara has been the primary Recreation Therapist in the studio since its inception. Ana provides photo-related therapeutic services to Veterans (both individual and small group sessions), in addition to taking portraits. T. Wood asked for more specific details around photography services provided and suggested that Ana be invited to a future meeting. N. Smokler to invited members of the Creative Arts Therapies team, including Ana, to a future meeting.

4.7 **Warriors Hall Entertainers – Acknowledgements Question:**
T. Wood requested that we acknowledge and/or thank the entertainers more consistently. More detailed information about the entertainers would also be of interest to those attending so that they can make choices about what might be of interest to their family members. Currently residents, when able, do offer a thank you to the entertainers, however N. Smokler will follow up with Recreation Therapy about this.

4.8 **Family Event to Penetanguishene (June 28, 2017):**
A non-Sunnybrook sponsored event for family members is being organized by H. Harris. Transportation to/from Penetanguishene, lunch cruise and visit to a farmer’s market is included in the cost. For more information or to join this event, please contact Hilda directly at **(647) 346-3161** or **(416) 721-5456**. Please note that this is for family members only and residents are unable to be accommodated on this outing.
5. Sunnybrook Speaker Series

Sunnybrook Speaker Series ~ Brain Cancer: Right on Target

Wednesday, April 26, 2017 6:30 p.m. - 8:30 p.m.

You are invited to an evening discussion on brain cancer

- The Gamma Knife - Targeted Radiation for Brain Cancer: Dr. Arjun Sahgal, Radiation Oncologist
- Studying New Ways to Deliver Chemotherapy: Dr. Maureen Trudeau, Medical Oncologist
- Dealing with Anxiety: Dr. Elie Isenberg-Grzed, Psycho-Oncologist

Moderator: Dr. Calvin Law, Chief, Odette Cancer Centre

Free admission and free parking (Garage One).

Please RSVP your attendance by April 25, 2017 to 416-480-4117

**NEW PROCESS for Teleconferencing to FAC Meetings**

Please dial 416-933-3840 at 1:30pm on the day of the meeting and, when prompted, enter the conference ID 6785468. You will be automatically connected to the meeting.

Next Meeting: Tuesday, May 16, 2017 from 1:30-2:30pm in KGE35
For more information on the Family Advisory Council, including previous minutes, go to www.sunnybrook.ca/veterans

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