

**CASSELLHOLME FAMILY COUNCIL MEETING  
MINUTES  
TUESDAY, JANUARY 9TH, 2018  
NORTH BAY PUBLIC LIBRARY**

**PRESENT:** Blanche-Hélène Tremblay (Chair), John Martin, Emilie Johnson, Paulette Gibbens, Sue Pigeau, Ann McIntyre (Recorder)

**REGRETS:** Jillian Marchand (Resident Services Co-ordinator), Elio Tignanelli, Madeleine Mantha, Colleen McGuinty, Angie McGuinty, Beverly Falconi, Nancy Tod (Past chair)

**1.0 Call to Order:** Blanche-Hélène called the meeting to order at 2:05. Everyone was welcomed.

**2.0 Approval of the Minutes:** Minutes of the last meeting of December 5<sup>th</sup> were approved as presented with one small addition to the list of present members.

**3.0 Approval of the Agenda:** Agenda was approved.

**4.0 Recurring Business:**

**4.1 Staff Shortages:** Discussion was held regarding shortages over the holidays. It was mentioned by one family member that 2 baths were missed; some meals took longer to serve; floors, common areas were less clean; odours were noticed in laundry bins; aprons for meals were lacking at times; clothing was not returned promptly from the laundry. Staff appeared to pull together to do their best under these difficult circumstances.

**4.2 Resident Hand Hygiene:** It has been noted that some visitors continue to enter the building during an outbreak without washing their hands. Members hope to see more **resident** hand washing especially prior to meals during an outbreak but also ongoing.

**4.3 Cassellholme Website:** No further news was available at this time.

**4.4 Resident Care Needs Meeting:** January 26<sup>th</sup>, 1:00 in the Garden Room. Family members are encouraged to join the group to provide input.

**4.5 Long Term Care Act Amendments:** No further information is available at this time.

**5.0 NEW BUSINESS:**

**5.1 Review of Suggestions** Made by family council and achieved in 2017, with support of staff. These included:  
Dining room enhancements, available wipes in dining room, revamping of admission process, furnishings, resident and family centred care committee involvement, Cassellholme compliments, support for noise reduction (bells, choice of volume for TV, radio), palliative care issues raised and progress noted, need for equipment and supplies raised and purchased, recycling initiative, Apple Lounge painted and decorated, moving of smoking area. A thank you was extended to all staff for making these changes possible.

**5.2 Family Council Mandate:** Terms of reference were discussed and reviewed, copies were provided and discussion was held regarding possible changes. Council to discuss at next meeting.

**5.3 Family Council Code of Conduct:** Discussion was held around confidentiality. Sample handbook to be sent out to members and will review for possible amendments at the next meeting.

**5.4 Architectural Plans:** Discussion was held. A collection of thoughts was shared by members. Input was requested. A list of our ideas, thoughts and concerns will be shared with administration.

**6.0 Goals for 2018:** Discussion was held regarding previous goals for 2017. These goals will be continued into 2018 with the exception of those that have been completed. Members were asked to think about our goals for 2018 and bring ideas to the next meeting.

**7.0 Discussion/Sharing:**

Discussion was held around medication which is now being reviewed by the pharmacist, doctor etc. Family council was pleased to hear about this initiative. Dining room strategies seem to have improved to encourage eating without being rushed.

Discussion was held around activities being appropriate as well as activities that could be employed during an outbreak. Residents are often bored and depressed which can lead to behavioural issues especially if the outbreak continues for a long time. This will be discussed with appropriate staff.

**8.0 Next Meeting: Tuesday, February 6<sup>th</sup>, 2018 at 2:00 PM in the Garden Room.  
ANY FAMILY MEMBER IS WELCOME TO ATTEND.**

**9.0** The meeting was adjourned at 3:30.