

**CASSELLHOLME FAMILY COUNCIL  
MEETING MINUTES  
APRIL 3<sup>rd</sup>, 2018  
GARDEN ROOM, CASSELLHOLME**

**PRESENT:** Blanche-Helene Tremblay (Chair), Jillian Marchand (Resident and Family Coordinator), Elio Tignanelli, Reine Beliveau, John Martin, Madeleine Mantha, Emily Johnson, Pat Graham, Paulette Gibbens, Ann McIntyre (Recorder)

**REGRETS:** Sue Pigeau, Nancy Tod

**1. CALL TO ORDER:** Blanche-Helene called the meeting to order at 2:00

**2. GUEST SPEAKER:** Beverly VonHassell, Manager, Clinical Standards. A presentation was made regarding what happens when someone reports abuse of a resident and /or staff. Cassellholme's policies were reviewed for Family Council. Types of abuse were mentioned. These include: physical, sexual, emotional, verbal and financial. Neglect was also discussed as well as procedures and decision trees used to determine how staff should proceed. Mandatory reporting to MOHLTC was presented as well as staff procedures to report abuse and neglect. People who come forward with a report on abuse and neglect are protected under whistle blower protection.

Any questions or concerns should be directed to Beverly VonHassell. A handout was prepared for Family Council members. Family is encouraged to report any incident either verbally or in writing as a formal complaint. Yearly training is provided for all staff and orientation is also provided for all newly hired staff.

**3. APPROVAL OF MINUTES, MARCH 6TH, 2018:** The minutes were approved with minor changes.

**4. APPROVAL OF THE AGENDA:** The agenda was approved as presented.

**5. NEW BUSINESS:** There was no new business.

**6. RECURRING BUSINESS:**

**6.1 OUTBREAKS, PREVENTION AND ACTIVITIES:** A letter was received from the CEO in response to our concerns regarding activities during outbreaks. This was discussed. Some improvements have been noted regarding activities and disinfection of items such as bingo markers etc.

**6.2 SATISFACTION SURVEY:** Jillian indicated that the presentation of data will be changed next year due to irregularities. The Quality Improvement Plan has been sent in for this year.

**6.3 FAMILY COUNCIL MANDATE:** Terms of Reference will be presented to CEO, Jamie Lowery as Family Council wish to work with staff to improve the quality of life of the people it serves in a safe and healthy environment.

**6.4 STAFF SHORTAGES:** Cassellholme continues to hire. A job fair was held for PSWs, Rns, RPNs, dietary and housekeeping. Michelle Lane is the new registered dietitian. Changes were made regarding RN hours on each of the units, reverting back to 8 hours from 12 hours. Once more RN s are hired, an effort will be made to revert to 8 hour shifts providing more continuity for residents and families. Changes are being made to encourage staff to remain. These include hiring more full-time staff. Some part-time staff were let go. Quality of care is the main concern.

**HAND HYGEINE:** Jillian indicated that senior management has discussed outbreaks. There will be increased hand-hygiene audits. There have been some changes made. Gaps were looked at. Wipe containers were purchased for the Apple Dining Room on a trial basis. New education was provided to staff in the dining rooms.

**6.5 CASSELLHOLME WEBSITE:** Jillian indicated that it is moving forward but no news is

available as to when it will be completed.

**6.6 POLITICAL ACTION WORKING GROUP:** |Unfortunately Bill 33, Time to Care Act, which had passed 1<sup>st</sup> and 2<sup>nd</sup> Reading in the House of Commons and had all party support, did not pass due to the proroguing of government. This Bill would allow for 4 hours of care per day per resident. An attempt will be made to reintroduce the bill before the upcoming provincial election. The Ontario Health Coalition Joint Statement was discussed and Family Council agreed to indicate support by signing on. Other groups will be contacted for support.

**OTHER BUSINESS:**

A Cassellholme bus has been acquired through the generous donation from Ted Thompson Investments. On April 5<sup>th</sup> an announcement will be made. Everyone is welcome to attend. This bus will provide transportation for residents to and from activities etc. This news was very positively received by Family Council.

John Martin indicated that documents relating to Palliative Care are being processed.

Educational Initiatives for future Family Council Meetings were discussed.

**7.0 GOALS FOR 2018** – to be discussed at future meetings.

**8.0 DISCUSSION/SHARING** – a brief discussion followed.

**9.0 EVALUATION OF MEETING** – Evaluation sheets were distributed, filled out and returned to Blanche-Helene.

**10.0** Next meeting Date: **TUESDAY, MAY 1ST, 2018 AT 2:00 P.M.**

**11:0 ADJOURNMENT:** The meeting was adjourned at 3:30.