

**CASSELLHOLME FAMILY COUNCIL  
MINUTES  
GARDEN ROOM, CASSELLHOLME  
MAY 1, 2018**

**PRESENT:** Blanche-Helene Tremblay (Chair), Nancy Tod, (Past Chair)John Martin, Paulette Gibbens, Elio Tignanelli, Sue Pigeau, Jillian Duchesne, Ann McIntyre (Recorder)

**REGRETS:** Madeleine Mantha, Emilie Johnson, Pat Graham, Jillian Marchand

**1. CALL TO ORDER:** The meeting was called to order at 2:00 PM.

**2. EVACUATION PLAN:** Guest speaker, Julie Pilkey, Finance and Administration Co-ordinator spoke in detail of plans to evacuate residents in case of fire or other emergencies. Drills are held 3 times a month on all floors, and on different shifts. Staff is trained to evacuate however residents do not participate. Cassellholme has an evacuation site agreement with Chippewa Secondary School. Once a year the Fire Department attends and evacuation is timed. Off duty staff would be called in the event of a major occurrence. Several questions were asked and responses given.

**3. APPROVAL OF MINUTES:** The minutes of April 3, 2018 were approved as presented.

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

**5. NEW BUSINESS:**

5.1 Follow-up to last month's presentation concerning abuse. There were no further questions concerning this matter. If some do come up they may be forwarded to the chairperson who will share them with Beverley VonHassell, manager of clinical services.

**6. RECURRING BUSINESS:**

**6.1 Outbreaks: Prevention and Activities/ Hand Hygiene Deferred**

**6.2 Family Council Mandate:** Revised Mandate has been submitted to Jamie Lowery, CEO.

Chairperson has requested a meeting with him to discuss changes that have been agreed upon.

**6.3 Staff Shortages: Impacts to Residents,, Compliance Responsibility, Monitoring – Jillian Marchand - Deferred**

**6.4 Cassellholme Website –** Web site draft is up and running and can be accessed by family members. New financial system will also allow families to access accounts. It can be accessed at:  
[www.cassellholme.ca](http://www.cassellholme.ca)

**6.5 Political Action Group –** Blanche-Helene and Ann are involved with Ontario Health Coalition Long Term Care committee. Their recent tasks involve asking groups to sign on to statements regarding the need for a minimum standard of care and building of new long term care beds. A press release was being prepared. The Time to Care Act, Bill 33, now Bill 43 has been reintroduced into the House. All parties accepted the Bill on first reading.

**6.6 Interdisciplinary Committee –** Blanche-Helene reported on information shared at the May 1<sup>st</sup> meeting.

. Redevelopment has not yet been approved. Work on this will continue after the Provincial Election.

. Draft of Website is up and running. Members will find it at [www.cassellholme.ca](http://www.cassellholme.ca)

. New financial system is not yet in place. When it is, it will allow residents and families to look up their accounts on line.

. Recent inspection of Cassellholme revealed zero situations of non-compliance.

**6.7 Dining Enhancement –** nothing to report at this time.

**6.8 Resident and Family-Centred Care –** Blanche-Helene mentioned the care plan, family involvement, method of determining and learning about changes to the care plan. Family should have access to the care plan when they choose to do so. An example of this might be prior to a Care Conference as it is

helpful to refer to when discussing. Questions were asked regarding the type of information that would be helpful to families. Correct information should be assured. Care plan should be reviewed with family at least once a year. It would be helpful to allow family involvement about a week after admission. Discussion was held around information regarding residents. Some felt it might be helpful to have information available in the room regarding resident's past. Jillian Duchesne will bring this up with the appropriate staff.

**6.9 Humanizing Discharge** – This goal was discussed and it was decided to continue the work in this area since much time has already been spent. John is still working on refining his information on after-care. A package is being prepared to share with families. At some point it could be accessed on the web site.

### **7.0 Goals for 2018:**

Discussion was held. Nancy pointed out that we should have one goal that we can achieve quickly, one that can be completed by the end of the year and one long term goal.

Various goals were discussed:

- Improving lounges on all floors
- Garden enhancement – Nancy agreed to pursue this.
- Discussion was held regarding care of beds and cleaning them
- Humanizing discharge – this goal was discussed and it was decided to continue with this goal as much time and effort has already been spent.
- Discussion was held regarding putting pamphlets on the Family Council Bulletin Board
- Discussion was held regarding assembling a Family Council booklet or pamphlet in which services and information could be listed

Items awaiting completion – Reading lamps awaiting approval/resolution

Plaque to show appreciation to Algiers Furniture for assisting with the furnishings etc. in the Armstrong Room. Nancy will look after this.

Family Council confirmed that the goals it will pursue in 2018 are as follows:

- Resident and Family Centred Care: Policies and procedures concerning resident Care Plans, posting of information for families of each unit regarding staffing at each shift
- Humanizing Discharge: Palliative care policies and procedures.
- Infection Control: Practical means of promoting hand hygiene amongst residents of the home and visitors, meeting residents' need for meaningful activities during outbreaks.
- Sharing information with Families and Substitute Decision Makers: Directory of Businesses and organizations whose services can be retained with or without a fee and delivered to Cassellholme, how to share concerns with members of registered staff and administration.
- Redevelopment: Recommendations for consideration by administration.

### **NEXT MEETING:**

**Tuesday, June 5<sup>th</sup> at 2:00 PM in the Garden Room. Tracy Davis will be attending to discuss Pastoral and Palliative Care.**

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