

CASSELLHOLME FAMILY COUNCIL MEETING MINUTES

Tuesday, October 2nd, 2018 at 2:00 PM

Present:

Jillian Marchand, (Resident Services Coordinator), Jillian Duchesne (Activities Coordinator), Jamie Lowery, (CEO of Cassellholme), Shani Giroux, (Director of Human Resources), Judy Koziol, Elio Tignanelli, Suzanne Pigeau, Nancy Tod (Past Chair), Paulette Gibbens, Blanche-Helene Tremblay (Chair), Ann McIntyre (Recorder)

Regrets: John Martin, Madeleine Mantha, Emelie Johnson

1. Call to Order: The meeting was called to order at 2:00 PM.
2. Approval of the Minutes: Judy moved that the minutes be approved as read. Nancy seconded the motion. All were in favour.
3. Approval of the Agenda: The agenda was approved as presented with minor order changes.
4. Review of Self Evaluation Results: Blanche-Helene pointed out feedback. Suggestions were made. Follow-up to occur.
5. Follow-up to last meeting: A new email address was provided for families to contact Family Council. cassellholmefamilycouncil@gmail.com
Humanizing Discharge: Jillian presented the title for the cover page. "A Toolkit for When Your Loved one Passes, Saying Goodbye to Cassellholme".
6. Cassellholme Update: Mr. Lowery, CEO of Cassellholme, spoke about meetings with Advantage Ontario and how difficult it is at the present time to hire nurses, housekeeping, PSWs, and RPNs in Long Term Care throughout the province. The hospital is often the recipient of RNs rather than nursing homes. This is province-wide. A summit was held with selected PSWs from Cassellholme to attempt to address some of the issues.
RNs do not have the time for team building etc. They need to be doing what they do best and that is clinical work. Coordinators have been assigned to each floor to create a team atmosphere on floors and will be a point of contact for families and staff. Efforts by management will continue in order to utilize staff in a more efficient manner including charting. Questions and comments were heard and discussed. Compliments were provided to staff for attending, informing and working hard to provide a supportive working environment. Jillian Marchand will now become a unit co-ordinator plus two others. Jillian Duchesne will become Resident Services Coordinator and Cassellholme representative on Family Council. Blanche-Helene congratulated Jillian Marchand and Jillian Duchesne on their new positions, and thanked Jillian Marchand for her insight and service to Family Council over the past number of years. Jillian Duchesne was welcomed as the new Family Council Representative.
7. Report on Regional Meeting of the North East Family Council: Blanche-Helene reported on this conference in Sturgeon Falls. France Gelin, NDP, MPP spoke eloquently. Family Councils have an important part to play in inspections. Past successes were mentioned including spousal reunification. We were advised to continue advocating for Long Term Care with politicians. Pick one priority and speak to as many people as possible. Right now there are thousands of PSWs qualified but they are working in other areas.
8. Staff Shortages: Ann mentioned continued concerns regarding staff shortages and overuse of alternate staff, mainly Plan A. Elio mentioned caring for caregivers (PSWs) and wondered how progress will be measured. New unit coordinators will be responsible for coordinating concerns and seeking solutions to these issues as well as team building on each floor and unit.
9. Medical Assistance in Dying (MAID): This item was postponed until the next meeting.
10. Presentation on Continence Care – October 25th at 7PM. Jen McCart will assist with the

presentation as well as a representative from TENA.

11. Infection Control: Blanche-Helene spoke with Ms. Whittaker regarding this issue. Posters and thank you flyers have been posted. Blanche-Helene thanked staff for their efforts as Cassellholme has been outbreak free from June 2nd.

12. Jillian Marchand mentioned that satisfaction surveys are being collected and a report will be made available to the Cassellholme Board of Directors on October 10th. Blanche-Helene asked that that the improvement plan be shared with Family Council before December 31st.

Judy Koziol mentioned Medical Assistance in Dying. The process is being discussed at this time and will be finalized and communicated to all involved.

Elio suggested that a member of Family Council could perhaps attend Board meetings. This might prove beneficial to both Cassellholme Family Council and to Cassellholme Board of Directors.

Blanche-Helene will discuss this with Mr. Lowery.

13. Political Action Group: Meeting to be held on October 17th at 10:00.

14. Evaluation of Meeting: Forms were filled out and returned to Blanche-Helene.

15. NEXT MEETING DATE; TUESDAY, NOVEMBER 6TH AT 2 PM.

16. Adjournment: The meeting adjourned at 3:30.