

**CASSELLHOLME FAMILY COUNCIL
MINUTES, DECEMBER 4TH, 2018**

PRESENT: Madeleine Mantha, Emilie Johnson, Judy Koziol, Sue Pigeau, Paulette Gibbens, John Martin, Elio Tignanelli, Nancy Tod (Recorder), Blanche-Helene Tremblay (Chair), Jillian Marchand (Unit Coordinator)

REGRETS: Evelyn Johnson, Ann McIntyre

1. **Call to Order:** Meeting called to order at 2:05 p.m.
2. **Approval of the Minutes - November 8, 2018:** Minutes approved as presented. Moved by Judy that minutes be approved; seconded by Madeleine; motion carried
3. **Approval of the Agenda:** The agenda was approved as presented.
4. **Review of Self Evaluation Results:** Results remain good; continue to improve
5. **Follow-up to Last Meeting:** Nothing to report
6. **Cassellholme Update**
 - Results of 2018 Resident Satisfaction Survey: Annual surveys are provided to residents or sent to family (POA) for completion. Cassellholme distributed 217 and 87 were returned with majority including comments. Results reviewed and units given results/comments to prepare an action plan for improvement based on top three areas of concern. The 2018 survey results showed improvements within Cassellhome when compared to the 2017 results. Copy of compiled results, excluding comments, provided to members for own review.
 - Cassellholme library located on Apple will now be used by the Physician, Nurse and other staff as needed. Books will be relocated to the TV lounge.
 - Critical Incident Report from Health Quality Ontario: Discussion held under item 8; electronic copy of Inspection Report sent to members.
7. **Education: Role of Family Council**

Guest speaker, Natacha Dupuis, Bilingual Outreach Coordinator, Family Councils Ontario, was unable to attend and has been rescheduled for the February 2019 Family Council meeting.
8. **Cassellholme Board of Management Meeting Observers' Report**

November meeting of the Board was attended by Blanche-Helene and Elio. Members agreed content was beneficial and observing was a learning experience. Points of interest included:

 - Cassellhome is adopting Clinical Viewer which will allow access to residents medical information and appointments from other hospitals which would assist staff, resident and family establish Plan of Care.
 - MAID presentation was given by Kathryn Jordan, RN, who provided information based on experience for Board to review areas for improvement. ALL staff will receive awareness training of the process with option to be removed from situation. Presentation will be given to Family Council at a meeting in 2019.
 - Health Inspection that took place in November was a critical incident inspection, not a Residence inspection, based on a concern/complaint reported via the toll free number

that can be used by anyone to make a report to Health Quality Ontario. Reports received must be made within 24 hours of incident and include suspected abuse or other major incident as assessed by Health Quality Ontario. Investigations include inspectors attending the Home for two weeks to complete review and checklist based on report. Ministry Report is sent/reviewed by the Chair of the Cassellholme Board, and includes explanation of process for Home to correct specified incidents.

- Board YTD Budget indicated that new meal trial that took place over summer months increased food budget; options to be reviewed/discussed.

- New bus announced by Cassellhome is used 75% by community support services and can only accommodate 1 wheelchair. Cassellholme can book the bus for planned outings.

- New partnerships are being created to investigate allowing seniors to remain in own home with assistance.

CEO has been advised that members will continue to attend monthly Board meetings as observers and will not exceed two per meeting.

Chair concluded report by stating it was reassuring to hear Board members' discussions are positive and how services are not being diminished.

9. Election of Officers for 2019

Following brief discussion and with only one nomination for position of Chair, Blanche-Helene Tremblay has agreed to continue as Chair of Family Council for 2019. It was agreed that recording of minutes at each meeting would be shared by members.

10. Discussion/Sharing

- need for update of Cassellholme staff directory for posting on Family Council Bulletin Board

- Grief Recovery Program information provided

- will extra space in back of Maple be available for family gatherings

- can comments noted on Satisfaction Surveys be shared with Family Council

- Cassellholme hairdresser is off for unknown length of time but salon is still operational with second licensed fulltime hairdresser and one part time.

11. Political Action Group: Deferred

12. Evaluation of Meeting: Hard copy circulated for completion/return to Chair

13. Next Meeting Date: Tuesday, January 8, 2019 at 2:00 p.m.

14. Adjournment: Meeting adjourned at 3:35 p.m.