

**WEDNESDAY NOVEMBER 28, 2018**

**MINUTES**

**Date:** November 28, 2018

**Location:** Cassellholme Garden Room

**Present:** Chris Mayne  
Mark King  
Tanya Vrebosch  
Dean Backer  
Tamela Price-Fry

**Staff:** Jamie Lowery, Chief Executive Officer  
Ric Campbell, Chief Financial Officer  
Julie Pilkey, Recording Secretary

**Guest:** Shani Giroux, Director of Human Resources  
Bev VonHassell, DOC (Interim)  
Kathryn Jordan, RN  
Leo Jobin, Mayor Chisholm Township  
Blanche-Helene Tremblay, Family Council  
Elio Tignanelli, Family Council

**Regrets:** Sherry Culling  
Walter Ross (Resigned)

	ITEM	ACTION
<b>A. CALL TO ORDER</b>		
	<p><i>“Moved by Mark King and seconded by Dean Backer that the meeting be called to order at 5:46 p.m.”</i></p> <p><b>Res. #36-18</b></p>	<b><u>Carried</u></b>
<b>1. Approval of Agenda</b>		
	<p>The following Agenda item was added: 8.2 Board Composition 2019</p> <p><i>“Moved by Tanya Vrebosch and seconded by Mark King that the agenda for this meeting be approved as amended.”</i></p> <p><b>Res. #37-18</b></p>	<b><u>Carried</u></b>
<b>2. Conflict of Interest</b>		
	<p><i>“Moved by Tamela Price-Fry and seconded by Dean Backer that no member present has declared a conflict of interest.”</i></p> <p><b>Res.#38-18</b></p>	<b><u>Carried</u></b>
<b>3. Approval of Minutes</b>		
	<p><b>3.1 Approval of Minutes of the Regular Meeting held on October 10, 2018</b></p> <p><i>“Moved by Dean Backer and seconded by Tanya Vrebosch that the minutes of the Regular Meeting held on October 10, 2018, be adopted as presented.”</i></p> <p><b>Res.#39-18</b></p>	<b><u>Carried</u></b>

## 4. Clinical Services

### 4.1 Unit Coordinators (*Bev VonHassell*)

3 new Unit Coordinator positions have been created in Clinical Services. 2 of the 3 positions have been filled and started training on October 24, 2018. The 3<sup>rd</sup> position will be filled by Camille Bigras when Lindsay Dyrda (DOC) returns from maternity leave. The duties will include support for residents & staff, streamline workflow processes, decrease staff conflict and create a positive culture with nursing, housekeeping and food services. So far there has been positive feedback and a decrease in staff calling in absent. These positions will help free up the RN duties so they can focus on their clinical roles and increase resident care.

### 4.2 Clinical Viewer (*Bev VonHassell*)

The Clinical Viewer is an on-line portal to view patient/resident records and x-rays anywhere in Ontario. The training takes 15 weeks. The viewer should be able to access in January 2019. There is currently no cost.

### 4.3 Medical Assistance In Dying (MAID) (*Kathryn Jordan – Presentation*)

Kathryn Jordan, RN, provided an in-depth presentation for the New MAID process. A policy is now in place (included in package). Education in-services are being provided for all staff. To date, one resident has used the MAID service and 2 more residents are going through the application process. 5 area doctors are qualified to provide this service. Trout Lake Pharmasave is the supplier for the medical kits. Cassellholme is developing a brochure to hand out for residents and families wanting more information.

### 4.4 Ministry Inspection (*Bev VonHassell*)

The Ministry Inspectors were at Cassellholme from November 5-9, 2018. No orders were issued. 17 critical incidents and 3 complaints were investigated. 3 written notices were issued for failure to follow care plan, failure to give medication correctly and failure to complete annual review. Sue Burns from Medical Pharmacies is providing education services and looking at processes to track RPN's to decrease errors. Errors are reviewed monthly with the pharmacy. Approximately 3600 medications are given each day.

## 5. Business Arising

### 5.1 Redevelopment Update

Jamie spoke about the correspondence letters (in package) to South Algonquin and the Ministry response letter. Cassellholme is currently at the top of the list at the Ministry. Hoping for a decision before the winter break begins on Dec. 14/18

### 5.2 Website

Julie provided the Board Members with an on-line look at the soft launch for the new website. It was noted the title CSS should be expanded to Community Support Services and the contact for the CEO at the LHIN be updated. It was also noted to slow down or stop the moving circles on the Home page.

### 5.3 Pre-Budget Letter to the Province

Jamie met with the hospital and retirement homes to join together to send a letter to the Minister of Health with their ideas for healthcare systems to reduce costs and provide more services to the front line. Jamie referred to 3 buckets – 1-health human resources, 2-redevelopment, and 3-technology.

## 6. Cassellholme Operations

### 6.1 Cassellholme Budget to Actual Review at October 31, 2018

Ric Campbell discussed the report, forecasting a surplus at the end of the year. Nursing costs are higher due to Plan A staffing.

*“Moved by Mark King and seconded by Tanya Vrebosch that the Budget to Actual Review at October 31, 2018, be adopted as presented.”*

**Res.#40-18**

**Carried**

## 7. Community Support Services

### 7.1 CSS Recap – Year-To-Date – April 1, 2018 to September 30, 2018

Ric reviewed the report. Meals on Wheels clients have increased. New Outreach Coordinator has been hired to run the Community Outreach Program with the new van (bus).

*“Moved by Tamela Price-Fry and seconded by Dean Backer that the CSS Recap – Year-to Date – April 1, 2018 to September 30, 2018, be adopted as presented.”*

**Res.#41-18**

**Carried**

### 7.2 Success – Waiting List

7 new Homemakers have been hired. 100 new clients have been added for services. There are no applicants currently on the waiting list.

### 7.3 Snowplowing

Digsafe, a new snowplowing company, has been hired for this winter season. CSS received money from the LHIN to offer snowplowing to clients in the community. There are currently 5 clients using the service. Jamie is looking into hiring Stepping Stones to partner with CSS to provide lawn care to seniors and disabled adults for the 2019 spring/summer season.

### 7.4 Bus Update

Currently serving the North Bay area. Getting positive feedback and many seniors interested in the service. There was a small accident with the bus on the first trip to the mall in the underground parking lot.

## 8. New Business

### 8.1 Survey – Resident & Family

Jamie reviewed the results and comments. Jamie discussed the new Helping Hands initiative to begin in the new year, absenteeism and noted extra shifts have been given in laundry to help with the overload of laundry on Apple Street.

### 8.2 New Board Appointments

Letters have been sent out to South Algonquin and East Ferris to request the names of their next Board appointments. Sherry Culling and Tamela Price-Fry still have 2 more years. The City of North Bay will be selecting their appointments at the next City Council meeting on Monday, Nov. 26/18.

## B. CORRESPONDENCE

B.1 Frank M. Falconi Letter

B.2 Letter to Mayor Jane Dumas, South Algonquin

B.3 Thank You Letter – Margaret Parker

B.4 Thank You Letter – Sheila Lemieux & Family

## C. In-Camera Session

*“Moved by Mark King and seconded by Dean Backer that the Board proceed to an In-Camera session at 7:25 p.m.”*

**Res.#42-18**

**Carried**

	<p><b>1.1 Legal Matter</b> (<i>Jamie Lowery</i>)</p> <p><i>“Moved by Tanya Vrebosch and seconded by Mark King that the Board of Management direct the CEO to present an offer to South Algonquin to include an option to pay their share of the capital as presented and agreed upon by the Municipalities. A per bed levy be recommended to their not-for-profit care home. That the agreement be reviewed by the Cassellholme Board, as previously endorsed by unanimous council resolution.”</i></p> <p><b>Res.#43-18</b> <span style="float: right;"><b><u>Carried</u></b></span></p> <p><b>1.2 Personnel Matter</b> (<i>Shani Giroux</i>)</p> <p><i>“Moved by Tamela Price-Fry and seconded by Dean Backer that the CEO performance review has resulted in the approval of a 3% merit increase for the year of 2018.”</i></p> <p><b>Res.#44-18</b> <span style="float: right;"><b><u>Carried</u></b></span></p> <p><i>“Moved by Tanya Vrebosch and seconded by Tamela Price-Fry that the In-Camera session be adjourned at 8:10 p.m.”</i></p> <p><b>Res.#45-18</b> <span style="float: right;"><b><u>Carried</u></b></span></p>	
<b>C. REQUEST FOR FUTURE AGENDA ITEMS</b>		
	<p>None noted Email Julie if you have any future agenda items</p>	
<b>D. DATE OF NEXT MEETING</b>		
	<p>December 19, 2018 – Christmas Dinner / Meeting. Tentatively at the Station Steak House at 5:00 p.m.</p>	
<b>E. ADJOURNMENT</b>		
	<p><i>“Moved by Mark King and seconded by Tamela Price-Fry that the meeting be adjourned at 8:10 p.m.</i></p> <p><b>Res. 46-18</b> <span style="float: right;"><b><u>Carried</u></b></span></p>	

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**Secretary**

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**Chairman**