

CASSELLHOLME FAMILY COUNCIL MINUTES
March 5th, 2019

PRESENT: Blanche-Hélène Tremblay (Chair/Recorder), Paulette Gibbens, Madeleine Mantha, Emilie Johnson, Evelyn Johnson, John Martin, Elio Tignanelli

REGRETS: Ann McIntyre, Judy Koziol, Sue Pigeau, Nancy Tod, Pierrette Villeneuve Jillian Duchesne (Resident Services Coordinator), Ashley Baxter (Student Intern)

* Because an outbreak had been declared at Cassellholme, this meeting was held at 195 Lakeshore Drive.*

1. **Call to Order:** Meeting called to order at 2:05 p.m.
2. **Approval of the Minutes -January 8th, 2019:** Minutes approved as read.
Moved by Madeleine; seconded by John; carried.
3. **Approval of the Agenda:** Agenda approved as presented with change to item 6 which will be rescheduled.
4. **Review of Self Evaluation Results:** Results as a whole remain very good with a clear plan of action at all times being a continuing need. Members received the draft of a planning calendar for 2019. The meeting began with item 10 *Discussion/Sharing* which was cut short at the last meeting.
5. **Follow-up to Last Meeting:**
 - Continance Care information has been posted on Family Council Bulletin Board
 - Family information on Continance Care was published in Cassellholme's February Newsletter. It was noted that members of Family Council whose resident has passed do not receive the newsletter.
 - Updated phone list (name/position/extension number) of Cassellholme staff has been posted on the Family Council bulletin board
 - Members received an updated version of the directory of outside services available to residents. Everyone is invited to provide information for this directory. Chair to add information about Parabus.
 - Electronic copy of *Saying Goodbye to Cassellholme* Toolkit was sent to all members and changes including source of help for children dealing with grief have been sent to Resident Services Coordinator.
 - Draft of a letter to CEO regarding staffing of Cassellholme at night shared with members for review/editing
 - Members are invited to complete Family Councils Ontario online survey on customer service. Link will be sent.
6. **Education - Medical Assistance in Dying (MAID) with Kathryn Jordan-Mikkelsen RN - *Deferred***
7. **Cassellholme Update - *Deferred***
8. **Cassellholme Board of Management Meeting Observers' Report**

Elio attended the open part of the meeting held Thursday, February 2019.

 - Cassellholme follow-up to Ministry of Health and Long Term Care (MOHLTC) requirement for insurance coverage underway, one quote already received

- Air conditioning replacement quotes are being collected, work should get underway in the spring
- Redevelopment:
 - ❖ the MOHLTC has received an application from South Algonquin to withdraw from Cassellholme partnership (a requirement for approval from the ministry); it is expected that Magnetawan, Bonfield and East Ferris will also submit applications to withdraw
 - ❖ Mr. Lowery hopes for a tender package to be completed by November/December and awarding of the construction contract to be done in January
 - ❖ Given the present political climate, any processes that would incur costs to the home will be done only after the project has been approved by the MOHLTC and monies are on hand
- Recent respiratory outbreak located in nine rooms
- Negotiations with union on “Helping Hands” (workers who accomplish tasks that do not require specialized training) is ongoing; implementation is expected to bring savings of \$ 100,000
- Staffing and waitlists are good
- Staffing (PSW) challenges attributed to “migration” of workers
- Meeting moved to *in camera* session after 30 minutes, meaning that Family Council observer had to leave

Two recommendations were made as a result of this meeting:

1. Family Council invite Board of Management members to attend one of its meetings
2. considering the short window to make changes regarding redevelopment, that Family Council review and resend its recommendations to the all municipal councillors

9. Family Council Focus for 2019 - Deferred

10. Discussion/Sharing

- the many options offered by Cassellholme for keeping up-to-date with a resident's situation (receive calls about all changes in condition or care, receive only calls about falls or other emergencies, no calls unless POA permission required or resident passes) allow families to choose the kind of communication that best suits their needs and preferences
- help for family/POA/caregivers in preparing for the possible passing of a resident during a prolonged absence is much appreciated
- improvements noted with regards to implementation of toileting programs
- staff has made good suggestions with regards to choice and placement of belongings in room
- Activities Department distribution of Daily Chronicle “en français” to those who want it much appreciated
- concerns expressed regarding distribution of medication:
 - ❖ RPN's need to do everything possible to ensure that residents take their medication (be very persistent, especially for medications that need to be given at a certain time);
 - ❖ when presenting medication to a resident explain what it is for in a manner that meets the resident's needs (some residents who are knowledgeable in the field may require more precise information, even residents with low cognition may be more willing to accept medication that comes with an explanation);

- ❖ if medication is presented at a different time than what the resident is accustomed to explain why the time has changed
 - ❖ be mindful of wording of questions addressed to resident, for example, if a resident is asked “How are you today?” he/she may automatically answer “I’m okay” even though he or she may not be feeling well; further questioning may be needed for he/she to share a problem; base decisions about medication on direct and continuous observation rather than depending on the resident’s answers to questions
- when a family member is worried, address their concerns rather than telling them that their resident is “doing fine”
 - when new staff comes in, it is important that this staff take the time to sit with the resident and establish a relationship, make the resident feel comfortable
 - continence care presentations were appreciated; families would benefit from diabetes and dementia education as well
 - concern was expressed regarding a situation where a wheelchair that did not appear to be suitable was lent to a family for transporting a resident by taxi to an appointment
 - request that staff give not only their name but also their qualification (RN, RPN, PSW) when approaching a resident to give care, particularly if the resident is cognitive or has knowledge about the medical field
 - suggestion was made that Boot Boy <http://www.boot-boy-store.com> or similar equipment be placed at the entrance near the handwashing station to help keep floors clean
 - important to introduce new roommates and table mates to residents, a practice that has been adopted by a few frontline staff at Cassellholme
 - when it comes to activities, some residents need a firmer approach, for example, “It’s time to go to BINGO” may work better than “Would you like to go to BINGO”
 - it is hoped that Cassellholme staff is diligent in observing and reporting possible situations of resident-to-resident, staff-to-resident and family-to-resident abuse; outside observers are urged to “Call it out” but frontline staff are the first line of defense and, for some residents, may be the only protection against abuse
 - Family Council members are requesting again to have the name of the PSW assigned to their resident on an erasable board as at the hospital
 - suggestion that the names of the continence champions be posted on each floor

11. Political Action Group - Deferred

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

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

14. Adjournment: Meeting adjourned at 3:40 p.m.

Follow-up requested from: all members, chairperson, Cassellholme