

**Cassellholme Family Council Meeting
Tuesday, September 3, 2019, 2:00 pm**

MINUTES

Present: Gerrie Gyene, John Martin, Karen Gooch, Blanche-Hélène Tremblay (chairperson), Judy Koziol (acting recorder), Marcelle Gravelle

Regrets: Nancy Tod, Roger Hudebine, Elio Tignanelli, Ann McIntyre, Madeleine Mantha, Émilie Johnson, Pierrette Villeneuve, Paulette Gibbens, Suzanne Pigeau, Jillian Duchesne (staff representative)

1. **Call to Order** - The meeting was called to order at 2pm
2. **Family Council Education** - no guest speaker this month
3. **Approval of the Minutes** – August 6, 2019 Minutes were approved as presented - Moved by Karen Gooch, seconded by John Martin
4. **Approval of the Agenda** - Add dry erase boards (see 11.1) John Martin is pursuing a possible source of inexpensive white erase boards for staff-family communication)
5. **Review of Self-Evaluation Results** - Results of Family Council meeting self-evaluations were shared
6. **Follow-Up to Last Meeting** - See items 10 and 11.
7. **Cassellholme Update** (Jillian Duchesne, Resident Services Coordinator) - Jillian Duchesne, Coordinator of Resident Services, popped in to express her regrets.
8. **Cassellholme Board of Management** - Observers' Report (deferred - generally no meetings in July and August)
9. **Positive Attitudes Towards Aging and Long-Term Care**
 - 9.1 2019 Satisfaction Survey - Recommendations for this year's survey - Members were pleased to note that two of the changes that were suggested by Family Council were integrated in this year's survey. Acting upon changes suggested by families fosters a positive attitude towards long-term care. Family Council is proposing to support Resident Council in voicing their wish to have a greater number of residents complete the survey. Chairperson will reach out to Resident Council Chair to express Family Council's support.
 - 9.2 Food Services - A family member expressed her resident's enjoyment of meals at the home. Mealtime atmosphere was discussed. Improvements have been noted in the treatment of residents in this area. Food service workers and PSWs are striving to treat residents as valued guests, responding to residents' requests for second helpings of beverages, assistance with cutting food, condiments, etc. Residents are also being asked if they enjoyed their meal.
 - 9.3 Food Committee - According to Cassellholme website residents and family members are encouraged to join the Food Committee and share their comments and ideas. The Chairperson will inquire about family participation in this committee as we have no knowledge of a family member taking part. Members of Family Council have participated in meetings in past years but our representative on the committee has no knowledge of meetings being held in the past two years.
 - 9.4 Respect for Residents' Choice of Hairstyle - Concern was expressed regarding the possible practice of disregarding residents' wishes with regards to hairstyle (cutting of ponytails, changing hairstyle). The chairperson will communicate with the Resident Services Coordinator about this.

10. Family Mentoring: Survey - A draft survey of families was presented to those who were present and sent out electronically to all members. The main purpose of the survey is to determine the best times and days to schedule education sessions and/or drop-ins for families and friends of residents. It also invites families to identify topics of interest. A session on dementia is being planned for November 2019. The Chairperson will await feedback until the end of the week before forwarding the revised survey to our Family Council staff representative for email distribution to families and, hopefully, a mail-out with billing.

11. Discussion/Sharing

11.1 Dry erase boards - John Martin is pursuing a possible source of inexpensive white erase boards for staff-family communication.

11.2 Apple Library/Lounge - Discussion took place regarding resident library/lounge on Apple. The library/lounge has been awaiting designation of a new space since January 2019.

11.3 MAID - Family Council is requesting information about the present availability of a room (other than the Armstrong Room) adapted to the needs of residents receiving medical assistance in dying.

11.4 Outbreaks - A discussion took place regarding Family Council's possible contribution to the prevention of outbreaks. It was felt that Cassellholme was doing a good job of implementing measures. Individual members of Family Council are open to contributing as they have done in the past to measures such as manning a table at the door as a reminder to visitors to clean their hands, especially if this means that activity staff can be freed to support residents during outbreaks. Members' schedules could be a challenge in this effort but some members are willing to contribute on a flexible basis. The Chairperson will contact Jillian Duchesne/Ellen Whittaker about this.

11.5 Communication with RPN and RN - Having the directory provided by our staff representative several months ago has helped, but the telephone system is still posing challenges for family members attempting to reach the RPN or RN for their unit.

12. Research and Advocacy Working Group

This working group is still in need of a chairperson. It is proposed that members who are interested in supporting the research and advocacy work of Family Council keep abreast of the information found on the websites of the many organizations that share our goals. Blanche-Hélène will send out a collection of links. Families as well may be interested in receiving these links.

13. Evaluation of Meeting - Evaluation forms were filled out and handed back to the chairperson.

14. Next Meeting Date - Tuesday, October 1, 2019 at 2:00 pm

15. Adjournment - The meeting was adjourned at 3:40 pm.