

CASSELLHOLME FAMILY COUNCIL MINUTES

May 7, 2019, 2 pm

* Because of the outbreak at Cassellholme, this meeting was held at Les Compagnons, 327 Dudley Avenue.*

PRESENT: Blanche-Hélène Tremblay (Chairperson/Recorder), Madeleine Mantha, Émilie Johnson, John Martin, Karen Solway, Pierrette Villeneuve, Jillian Duchesne (Resident Services Coordinator)

REGRETS: Judy Koziol, Ann McIntyre, Paulette Gibbens, Evelyn Johnson, Suzanne Pigeau, Elio Tignanelli

1. Call to Order

The meeting was called to order at 2:04 pm.

2. Family Council Education

- Natacha Dupuis, Outreach Coordinator for Family Councils Ontario, made a presentation on the role of family councils in long-term care homes and answered participants' questions. She gave an introduction to the Long-Term Care Homes Act as it applies to Family Councils. She encouraged members to work collaboratively with administration in order to achieve their goals. In looking at Cassellholme Family Council's focus for 2019, she suggested the Northeast Helpline website as a source of information for its directory of outside services. Members who were not able to attend or who wish to review the main elements of Natacha's presentation can do so by visiting the Family Councils Ontario webpage at <https://fco.ngo/education-and-networking/workshops-and-presentations> and clicking on Family Council 101.
- When Natacha mentioned that fundraising is not one of the basic functions of family councils, but something that family councils may undertake if they wish to do so, questions of clarification were asked about some of Cassellholme's fundraising efforts. Families are advised that donations to the Cassellhome Foundation go towards the support and enrichment of programs for residents of the home. Donations made to other fundraising efforts that are advertised in the home go towards the cause that is specified on the poster or in the announcement.
- Inspection Reports from MOHLTC
The chairperson of Family Council receives all Ministry of Health and Long-Term Care inspection reports about the home and forwards them to members. These inspection reports give valuable information about some of the issues that have been addressed by the Ministry of Health. A copy of the reports that were received in April was sent to members by email.

3. Approval of the Minutes – April 2, 2019

The minutes of the April 2nd meeting of Family Council were approved as presented.

4. Approval of the Agenda

The agenda was approved as presented.

5. Review of Self-Evaluation Results

The self-evaluation forms indicated that all criteria for a successful meeting were met. There were no comments or suggestions.

6. Follow-Up to Last Meeting

Deferred

7. Cassellholme Update (Jillian Duchesne, Resident Services Coordinator)

- Cassellholme Improvement Plan resulting from survey - The improvement plan has been developed by management and sent to Health Quality Ontario. Each department will be taking action on some of the elements that were flagged for improvement.
- Status of library project - Cassellholme is still working on providing a new room for use as a library and quiet area for residents and their families to spend time together. The room that was used for this purpose until November 2018 is now an office. The plan at the moment is to repurpose the physiotherapy room to use as a library. Before this can happen, Cassellholme needs to ensure that the physiotherapy needs of the residents can be met at another location in the home.
- It was noted that every mobility-challenged resident is invited, upon admission to the home, to fill out an application for North Bay Transit's Para-Bus service. An application must be submitted and accepted long ahead of time before pick-up can be arranged.
- Jillian participated in a Registered Nurses Association Ontario (RNAO) webinar that had ideas for engaging families. Family Council information is part of the welcome package that she gives to new residents and their families. This will hopefully attract more family and friends to Family Council.

8. Cassellholme Board of Management - Observers' Report

Evelyn Johnson and Blanche-Hélène Tremblay attended the April meeting of the Board of Management.

- The end-of-year financial report was presented.
- The deficit which was noted in the food budget earlier in the fiscal year has been eliminated.
- Crank beds that are still in use in some rooms are being replaced with automated beds.

9. Positive Attitudes Towards Aging and Long-Term Care:

Review of regulations regarding consultation of residents and families, recommendations for next year's survey (postponed to June meeting)

10. Family Mentoring: Identifying needs of families (postponed to June meeting)

11. Discussion/Sharing

- Concern was expressed about the practice of changing some residents to their nightwear before dinner. Members are encouraged to report their concern about this to the unit coordinator as incidents occur. As a rule, residents are dressed in daywear at dinnertime.
- The Family Council bulletin board has been given a facelift. Information has been added about services available from outside organizations and businesses.
- It was suggested that a list of organizations and businesses that are accessible to mobility-challenged individuals would be useful.

12. Political Action Working Group

Deferred

13. Evaluation of Meeting

14. Next Meeting Date: Tuesday, June 4, 2019 at 2:00 p.m.

15. Adjournment - The meeting adjourned at 15:30

Focus for 2019

- Positive attitudes towards aging and the role of long term care
 - Family mentoring
 - Family Council folder
 - Clear plan of action at all times
- To be completed from 2018**
- Directory of services from outside agencies or individuals