

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

MINUTES

Present: Gerrie Gyene, John Martin, Karen Gooch, Blanche-Hélène Tremblay (chairperson and acting recorder for this meeting), Roger Hudebine, Jillian Duchesne (staff representative), Lyndsey (Social Work Student on placement at Cassellholme)

Regrets: Ann McIntyre, Judy Koziol, Elio Tignanelli, Madeleine Mantha, Émilie Johnson, Pierrette Villeneuve, Carole Gravelle

1. **Call to Order** - The meeting was called to order at 2 pm
2. **Approval of the Agenda** - The agenda was approved with the replacement of the evaluation of the meeting by elections at number 10. Note: No education session was scheduled for this month. The November meeting consisted entirely of an education session on dementia presented by Camille Bigras, RN, Unit Coordinator at Cassellholme. Including members of Family Council, twenty family members and friends of Cassellholme residents attended this education session. An overview of the presentation was posted on the Family Council bulletin board and on the Cassellholme website.
3. **Cassellholme Update** (Jillian Duchesne, Resident Services Coordinator) - Jillian Duchesne, Coordinator of Resident Services, presented the results of this year's Satisfaction Survey. The survey was completed by 21 residents and 50 family members. It was noted that this represents a large increase in resident responses as opposed to family responses, something that Family Council had advocated for as part of its 2019 goal of fostering a positive attitude towards aging and long-term care. Ninety-three percent of respondents indicated that they would recommend this long-term care home to others. Members requested a summary of comments made by respondents. The Cassellholme Improvement Plan which is to be developed by staff using the results of the satisfaction survey will be available for presentation to Family Council in April. Many changes have taken place at Cassellholme over the past month and many more are planned. Cassellholme Family Council is requesting that information about important changes affecting residents be communicated to families as soon as possible and that a new directory of telephone extensions be provided.
4. **Cassellholme Board of Management** - The chairperson gave a brief report on the Cassellholme Board of Management meeting that took place on Thursday, November 21. These meetings are open to the public so any member of Family Council can attend one or more meetings. The chairperson will share the agenda of each meeting as it becomes available.
5. **Review of 2019 Accomplishments** - Members made a list of Family Council's accomplishments for 2019. This list will be posted in the new year.
6. **Review of Family Council Mandate** - Members are invited to review the mandate and share changes that they feel would be helpful. Discussion was held regarding what names should appear in the minutes of each meeting.

7. **Focus for 2020** - Several suggestions were brought forward by members. Some suggestions were recruitment of members, information for families about referrals to specialists, food services, activities for residents. This discussion will continue in January. It was also suggested that the practice of alternating between meetings with speakers for family education and meetings dedicated to Family Council business be continued. Family Council will be requesting that the survey developed by Family Council to help determine the needs and interests of family members be sent out by the Resident Services Coordinator early in the new year.
8. **Research and Advocacy Working Group** - The meeting of the North East Network of Family Councils that was scheduled to take place on Saturday, November 30, was cancelled because the Ontario Health Network videoconferencing service was not available to the NENFC as anticipated.
9. **Elections** - Family Council elections took place with Blanche-Hélène Tremblay agreeing to continue as Chairperson, Karen Gooch taking on the role of Recording Secretary and Émilie Johnson taking on the role of Chairperson of Research and Advocacy. The role of Past Chair is held by Nancy Tod. Some members who were present were agreeable to acting as Chairperson for a meeting as circumstances permit.
10. **Next Meeting Date** - Tuesday, January 7, 2020
11. **Adjournment** - The meeting was adjourned at 3:30.