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Cassellholme
Charitable Foundation
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Extra copies
of this Newsletter
are available in the
Administration Hallway
in the information rack.

The Ministry of Health and Long-Term Care ACTION Line is open seven days a week, from 8:30 a.m. to 7:00 p.m., and can be reached toll-free at:

1-866-434-0144

The Action Line is for residents of long-term care homes or their family members to report concerns about their care and the services provided by their long-term care home. The Action Line offers service in English and French.



GETTING IN TOUCH DURING COVID-19

We know that being in touch with your loved one during this challenging time is important.

Please contact Mandy Gilchrist to help you navigate the best time and way to reach out by phone, email, Skype, WhatsApp, or FaceTime.

A sense of community and personal connection helps residents stay healthy.

Mandy can be reached at:

705-474-4250 ext. 223

8-4 p.m. Monday to Friday

or by email gilchristm@cassellholme.on.ca



RESIDENT HEALTH UPDATES & GENERAL ENQUIRES

705-474-4250 Ext. 300

If you are calling Cassellholme to check on a loved one's health, use extension 300.

This extension is answered 7 days a week, between 11:00 a.m. and 6:00 p.m.

As you can imagine, we're getting a lot of extra calls these days. Please be patient, we're trying to return voicemail messages within 24 hours.

This line is also used for general enquires.

COVID-19 Webinar

Did you miss the COVID-19 Webinar for Families, POA's and/or Residents? Would you like to view the recorded Webinar? Please visit our Cassellholme Website. Click the COVID-19 INFO tab, then click on the Families section. Scroll down to the Webinar link, click and enter the access password provided. Or click on the link below or copy/type the link in your web browser:

<https://zoom.us/rec/share/69JwD42r9IJG5XisRHEV7V4GJrAT6a8hnMW-aFcn0-emVQv-ezEQKe5sUldSZKD>
Access Password: P6?k43?0

Coping with COVID-19

Take breaks
from the news



Take care
of your body

Make time
to unwind



Connect
with others

Set goals
and priorities



Focus on
the facts

**DID YOU
KNOW...**

Cassellholme has a
Charitable Foundation!



Rate Reduction Calculations for 2020

Cassellholme is awaiting direction from the Ministry of Health and Long-Term Care regarding rate changes. Cassellholme is working under the assumption that the rates will change July 1st, 2020 until further information is provided by the Ministry. The federal government has extended the deadline for filing personal income tax from April 30, 2020 to June 1, 2020.

In an effort to be proactive, Cassellholme is requesting that:

1. **You ensure that you file your 2019 income tax.** If you are unable to file for any reason and are currently receiving an accommodation rate reduction, please contact Debbie Pigeon at (705) 474-4250 ext. 227.
2. Once you receive your **2019 Notice of Assessment**, Contact Debbie to arrange submission of this document. Your Notice of Assessment must be submitted as soon as possible to calculate any rate reduction you may be eligible for.

Once the new monthly rates have been determined, you will receive a new Rate Reduction application, pre-filled by Cassellholme to be signed by you. This agreement must be signed and returned in order to ensure you receive your rate reduction. Cassellholme will continue to keep Residents/POAs informed of rate change information as it is received from the Ministry of Health and Long-Term Care. **Cassellholme will work with our residents and POAs to ensure they are billed correctly to avoid any undue stress.**

Note: Rate reductions do not apply to residents occupying private rooms paying preferred accommodations.

How to Drop Off & Pick Up Items at Cassellholme During COVID-19 Pandemic

PICK-UP & DROP-OFF AREA

Family and friends wishing to drop off items, treats or information to give to residents or staff, can come to the main doors at the front of Cassellholme.

Step into the area between the two sets of doors and a staff member will greet you using the intercom. If you are leaving an item, place it on the table and leave the building. The staff member will enter the area and retrieve the item.

If you need to speak to the staff member, you can re-enter between the doors when the staff member has exited the area. The same rules would apply if you are picking up an item.

Cassellholme staff and residents received COVID-19 swab testing.

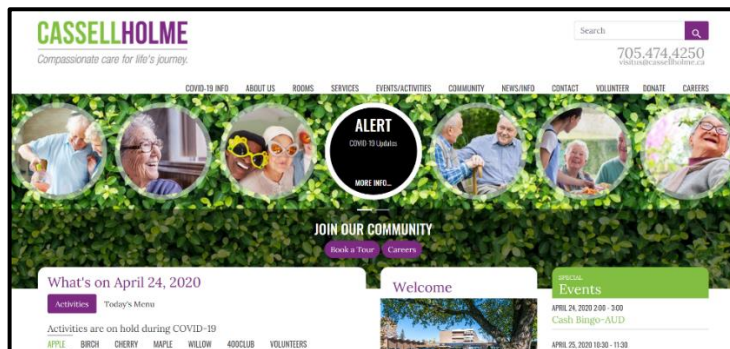


On May 1, 2020, an outreach team from the North Bay Regional Health Centre, made up of physicians, nurse practitioners, community paramedics, respiratory therapists and lab technicians, performed swabs on Cassellholme staff and residents.

There were 222 residents and, although it's a matter of choice (to be tested), there was a high compliance, with 206 residents being tested and 200 staff. Currently there are no cases and 6 resident tests are still pending.

Look What's Happening

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