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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.



We have a plan for indoor visits!



Since COVID-19, the way family and friends visit residents in Cassellholme has changed. We know it hasn't been easy for anyone and we appreciate all of your support as we navigate this pandemic.

All visits must be booked in advance by calling 705-474-4250 ext. 300.

Spouses can book a 30 minute indoor visit each day – Monday to Friday.

POAs/SDMs can book one 30 minute indoor visit per week – Monday to Friday.

If not visiting indoors, POAs/SDMs/Spouses can book two 30 minute outdoor visits per week and are allowed an additional visitor.

While you may bring food to your resident, YOU CANNOT EAT OR DRINK while at Cassellholme. Removing your mask will end your visiting privileges. The regulations are very strict for our reopening.

Additional outdoor visits will be booked based on availability and subject to change based on demand. If there are more requests than appointments, priority will be given to residents experiencing clinical or emotional decline.

Before coming to Cassellholme:

- ✓ All visits must be booked in advance. When booking, you can request one of our iPads to bring others into your visit electronically.
- ✓ Stay home if you are sick.

Visitors play a vital role in protecting the health of Cassellholme Residents.

Let's work together to increase visits while still providing the best possible care.

- ✓ Leave gloves and cloth masks at home. Hospital grade masks will be provided. A mask must be worn at all times while visiting.

Visiting Cassellholme:

- ✓ At the entrance, you will be screened – including a temperature check and given a mask.
- ✓ As you enter Cassellholme, wash your hands.
- ✓ If you are visiting indoors, you will be escorted to and from your resident's room.
- ✓ Wash your hand again before entering a resident's room.
- ✓ During your visit, follow the current public health orders. Please limit your movement in the building to visiting your loved one only.
- ✓ If you are assisting with meal service, your visit timing will be adjusted to allow for both.
- ✓ Wash your hands when leaving a resident's room and exiting Cassellholme.

You must follow these guidelines to be allowed to visit at Cassellholme.

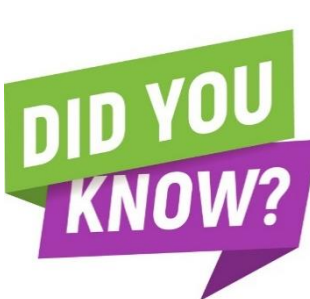
As our priority shifts to indoor and outdoor visits, window visits and video/phone calling will be suspended.



(Back row: Angie Punnett, Bev VonHassell, Jamie Lowery, Sherry Culling, Jillian Duchesne. Front row: Verna Carter, Margaret Pollack)

Royal Canadian Legion Grant

A BIG Thank You to the Royal Canadian Legion, Ladies Auxiliary Charitable Foundation. On July 9, 2020, Sherry Culling, Provincial Service Officer from the Royal Canadian Legion, District H, presented a cheque to Cassellholme for \$6500.00. The money will be used to purchase new High Intensity Needs (HIN) mattresses and pumps. Royal Canadian Legion Grants go towards helping Veterans and the community at large.

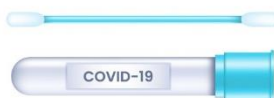


We conduct active screening and assessment of all residents, including temperature checks, at least twice daily (at the beginning and end of each day) to identify if any resident has fever, cough or other symptoms of COVID-19.

Residents who present with symptoms (including mild respiratory and/or atypical symptoms) must be isolated and tested for COVID-19.

As a precaution, we also isolate and test roommates of symptomatic residents.

Just another step to help prevent COVID-19 in our Home.



Resident Health Updates & General Enquiries

705-474-4250 Ext. 300

If you are calling Cassellholme to check on a loved one's health or have a general enquiry, please use extension 300.

This extension is answered 7 days a week, between 11:00 a.m. and 6:00 p.m. Voicemails will be returned as soon as possible.

Welcome Back Claudette!

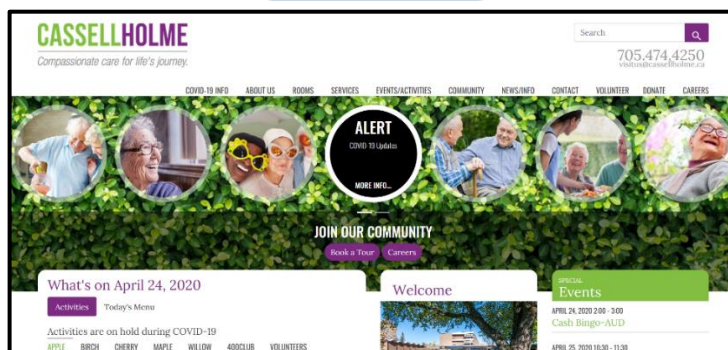
Residents are extremely happy to have their favorite hairdresser, Claudette, back in the building to cut and style their hair.

Claudette is currently working floor by floor and all COVID-19 safety measures are in place.

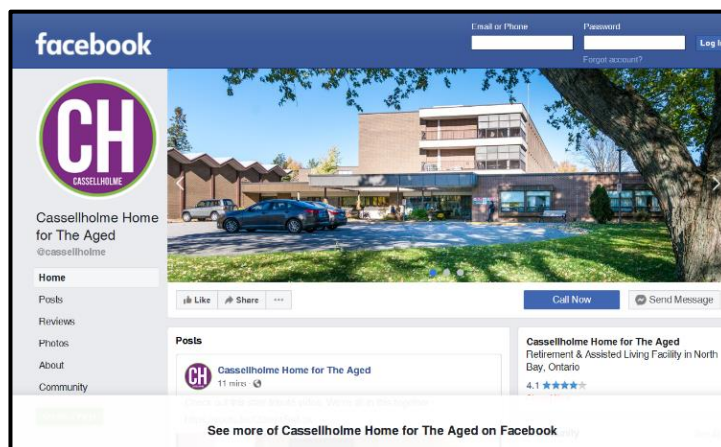


Look What's Happening

Visit Our Website

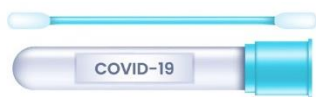


 Find us on Facebook



Family Members - COVID-19 Testing

Cassellholme is helping residents by offering free COVID-19 testing on a regular basis for visiting family members.



Indoor visits require a negative test.
Visiting outdoors no longer requires a test.

The first drive-thru testing started on July 16, 2020, with more testing available to family members every two weeks.

Family members no longer need a COVID test to visit outside but you need one to visit inside. Indoor visits are limited to 30 minutes.

Provincial health guidelines state that to visit a long-term care home indoors, the visitor must have a record of a negative COVID-19 test within the past two weeks.

Cassellholme's next testing drive-thru will be on August 27, 2020 from 10:00 a.m. to 1:00 p.m.

How to Wear a Mask

- Clean your hands with soap and water or hand sanitizer.
- Hold the mask by the ear loops and place a loop around each ear.
- Mold or pinch the stiff edge to the shape of your nose.
- Pull the bottom of the mask over your mouth and chin.
- Avoid touching the front of the mask when wearing.

How to Remove a Mask

- Clean your hands with soap and water or hand sanitizer.
- Avoid touching the front of the mask. Only touch the ear loops.
- Hold both of the ear loops and gently lift and remove the mask.
- Throw the mask in the trash.
- Clean your hands with soap and water or hand sanitizer.



Cassellholme has a new Dickie Dee - Ice Cream Cart!

Residents are enjoying these hot summer days with tasty cold ice cream treats!

A BIG thank you and shout out to Shark Mobile and Blink Blink for the bright, eye-catching, colorful wrap!

A wonderful addition to Cassellholme!



We want to thank you for your ongoing patience as we continue to develop our Visiting Policy and the ongoing changes/updates announced by our Government and Public Health Agencies. Our first priority is always the health and safety of our Residents.

As we learn and grow together, we will keep you up-to-date. Check our news section on our website before your visit, as we are frequently having to adjust our plans.

Stay healthy. Stay safe.



Nutrition and Falls

Keep in mind:

- Food and water both play a key role in preventing falls. Skipping a meal or not drinking enough water can make a person feel dizzy or light-headed. These signs could lead to a fall.
- As we age, our sense of thirst declines so we need to drink regularly whether we feel thirsty or not. To prevent dehydration women need 9 cups of fluids each day and men need 12 cups. This could include water, coffee, tea, fruit juice, soups, etc.

How to check for dehydrations:

Check thirst – Ask your loved one if they are thirsty or check if they have a dry mouth or lips. Remember that once a person feels thirsty, they are already somewhat dehydrated.

Check urine – Let your loved one know that if their urine is a dark yellow colour and has a strong smell, they may not be getting enough fluids. Urine that is light yellow or clear in colour usually means they are drinking enough fluids.

Check mood – Tell your loved one they could be dehydrated if they feel light-headed and tired, are not able to focus, or have many headaches.

If bringing in food for your loved one, try and bring healthy snacks. Nutrient rich foods are important to keep up energy levels. Be sure to check with the nurse if a resident is on a special diet or needs special texture for food or liquids.



Visit www.eatrightontario.ca to find healthy snack ideas to bring for your loved one.

CASSELLHOLME

Charitable Foundation – Celebration Wall – Donation Plaques “Wall of Memories”

Compassionate care for life's journey.

The Wall of Memories includes a collection of personalized plaques recognizing memories and milestones of your choosing. These personalized plaques allow you and your family to celebrate your loved one's time at Cassellholme (eg. a special birthday, anniversary, etc.)

What is Cassellholme's Celebration Wall?

Cassellholme's Celebration Wall is a commemorative project created with the intention of monumentalizing the memories and milestones of our residents and their loved ones, as well as Cassellholme employees and volunteers.

What will the plaque look like?

Plaques will be in one of five colours based on your donation amount: Bronze (\$100-\$199), Silver (\$200-\$299), Gold (\$300-\$499), Platinum ((\$500-\$999), Diamond (\$1000 +)

What is Cassellholme's Charitable Foundation?

The Cassellholme Charitable Foundation is a not-for-profit registered charity established to help address the shortcomings from ministry funding allotted to Cassellholme by purchasing items and funding programs which help seniors maintain their independence and quality of life.

The Wall of Memories is located in the Main Hall. If you wish to donate, please complete the donation form to the right. Cards are also available at Cassellholme and on our website www.cassellholme.ca

“We don't remember days, we remember moments.”

DONATION FORM

Donation Amount \$ _____

Method of Payment: Cheque ☐ Cash ☐

(Please make cheque payable to Cassellholme Charitable Foundation)

Name: _____

Address: _____

Phone #: _____

Message to be written on the Plaque:

Donations may be dropped off at the Cassellholme Administration Office or mail to the following address:

**Cassellholme Charitable Foundation
400 Olive Street, North Bay, ON P1B 6J4
Tel: 705-474-4250**

**Cassellholme is a Registered Charitable Organization
Registered Charity Number: 0973354-10**

Your generosity is greatly appreciated!