



FAMILY COUNCIL

MEETING MINUTES

Attendance [9]

Patti Clayton, Jillian Duchesne [Staff Representative], Karen Gooch [Recorder], Gerrie Gyene, Roger Hudebine, John Martin, Marg Pugliese, Nancy Tod, Blanche- Hélène Tremblay [Chair]

Welcome

- ▶ Blanche-Hélène Tremblay welcomed everyone to the meeting and introduced Patti Clayton. Patti works in the Ontario Resident Ombudsman Office and she will exclude herself from any discussion where she feels she is in a conflict of interest. She was on the phone from Toronto. A microphone and speaker were set up to help ensure everyone could hear more clearly.

Agenda

- ▶ **Motion 003/20** – Nancy Tod/ Gerrie Gyene moved that the agenda be approved with a change in the order. **Carried.**

Minutes of Previous Meeting

- ▶ **Motion 002/20** – Karen Gooch/Roger Hudebine moved that the minutes from the January 7th, 2020 meeting be approved as presented. **Carried.**

Evaluation

- ▶ No self-evaluation was conducted at the January meeting.

Follow-up from Last Meeting – I

- ▶ **Licensing Response** – Blanche-Hélène Tremblay sent a letter dated January 9th, 2020 [Appendix I] on behalf of the Family Council to the Ministry of Long-Term Care in support of the issuance of a new licensing approval for Cassellholme.
- ▶ **Inspection Report** – An Inspection Report from the Ministry of Long-Term Care dated January 8th, 2020 was circulated to council members by email on January 13th.

This offered the opportunity to encourage POA's to obtain an up to-date printed copy of their relative's care plan – especially before the annual family conference. If there are any issues with the Residents' care, they should be brought to registered staff first. A request for a care conference can also be made. If satisfaction is not received, the Ministry will follow-up if requested, with cases of abuse and neglect being top priorities. Changes to care plans are made as required by the registered staff depending on Residents' needs.

Follow-up from Last Meeting – II

- ▶ **Brochure** – Jillian Duchesne and Nancy Tod will meet on February 11th to work on the Family Council brochure. They hope to send out a draft to Blanche-Hélène Tremblay for review soon. A list of discussion points was handed out [Appendix II]. Council members are asked to forward suggestions to Jillian.

Cassellholme Update

- ▶ **Netflix** – Jillian offered a correction from her report at the last meeting. Unfortunately, ACT did not purchase a Netflix subscription for Cassellholme. Staff is looking into other options for this. ACT did, however, make a generous donation that was used to buy a sound system that plays vinyl for each floor.
- ▶ **Televisions** – TVs in Resident rooms that are larger than 25" [up to 40"] must be mounted on the wall by maintenance staff. A question was asked about restricting viewing hours for people with roommates. At present, Residents are encouraged to use headphones. However, it is felt that restricting viewing may prove tricky especially for people who are mentally competent. Jillian will check to see how other Long-Term Care homes deal with this.



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- ▶ **Donations** – TVs may be donated to Cassellholme and they will be placed permanently in Residents' rooms with a plaque. Similarly, floor air conditioning units will also be accepted as donations.
- ▶ **Physio** – The Physio Department will complete their move to a new space by the end of March and the old space will be redecorated for Resident use.
- ▶ **Activities** – Staff are conducting a review of the activities in recognition of the changing demographics and changing interests of Cassellholme Residents. There will be several notable changes once the current outbreak is over. Due to poor attendance, the Tuesday night spiritual time will be revamped, however, drumming will continue. The Celebration of Life will happen quarterly. It will be held on a weekend with refreshments and more family members will be encouraged to attend. The staff has been trying to come up with new activities, including [perhaps] a monthly treat from Tim Horton's for the Residents. There has been good feedback about the couple's lunch.
- ▶ **WiFi** – Planning is underway to provide WiFi in the public spaces in the building.
- ▶ **Toolkit** – Work is continuing on the toolkit to help those families whose loved ones pass away while at Cassellholme. It will be reviewed by council when it is complete.
- ▶ **Family Mentoring** – This is still a work in progress with the hope of setting up bimonthly meetings for new [or prospective] families.
- ▶ **Quilts** – Quilts will now be given as part of a welcome package for new Residents – instead of at Christmas.

Board of Management

- ▶ There was no open meeting in January, but one is scheduled for February.

Discussion/Sharing

- ▶ Members shared personal concerns/comments:
- ▶ A request was made to post extensions for Unit Coordinators, especially in light of recent staff changes. Jillian will look into this.
- ▶ Council members share what they are reading. Blanche-Hélène suggested - Being Mortal: Medicine and What Matters in the End by Atul Gawande and Dementia Reimagined: Building a Life of Joy and Dignity from Beginning to End by Tia Powell.
- ▶ There was a question about broken wheelchairs. Jillian is the go-to-gal for any issues Residents or caregivers may have. She will help you find the right contact person. She has been collecting email addresses from families to facilitate easier communications.

Evaluation

- ▶ Evaluation forms for this meeting were circulated.

Education Sessions

- ▶ The Manager of Activities and someone from Dietary will be invited to separate meetings in the coming months. Suggestions for education sessions should be passed on to Blanche-Hélène Tremblay.

Next Meeting

- ▶ Tuesday, February 4th, 2020 in the Cassellholme Auditorium

Adjournment

- ▶ The meeting was adjourned at 3:30 p.m.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch

Appendix I

CASSELLHOLME FAMILY COUNCIL

400, Olive Street West, North Bay ON P1B 6J4
cassellholmefamilycouncil@gmail.com

January 9, 2020

Director under the *Long-Term Care Homes Act, 2007*
Ministry of Long-Term Care
Licensing, Policy and Development Branch
1075 Bay Street, 11th Floor
Toronto ON M5S 2B1

Re: Issuance of a New Approval for Cassellholme, North Bay, Project #20-041

Dear Sir/Madam,

Please accept our sincere thanks for this invitation to comment on the proposed issuance of a new approval for Cassellholme. We, the active members of Cassellholme Family Council, feel that public consultation is essential for a project such as this one which will affect the quality of life of present and future residents of North Bay and area for years to come. One cannot overstate the importance of having facilities that offer optimal quality of life to residents with a proven need for long-term care in a distinct setting. We truly appreciate having our role as Cassellholme Family Council recognized through a direct invitation by the Ministry of Long-Term Care.

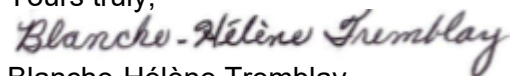
Cassellholme Family Council unanimously supports the issuance of a new licensing approval to the home. We recognize and appreciate all of the work that has been done by a great number of individuals over the last ten years to revitalize and redevelop the facility. Even though many more beds will be needed, we are very pleased to see that the present government has moved ahead by allocating 24 additional beds to the home.

We trust that the Ministry of Long-Term Care will be diligent in ensuring that the redeveloped facility meets all licensing requirements under the *Long-Term Care Homes Act, 2007* and respects the guidelines set by the Ontario Office of the Fire Marshall and Emergency Management.

We trust also that staffing of the redeveloped facility has been an integral part of the planning process and that the new facility will have sufficient staff to ensure the safety and care of the residents. Cassellholme Family Council has submitted in writing to Cassellholme Administration and The Board of Management for Nipissing East a set of recommendations and requests for their consideration and remains available for consultation throughout the building process.

In closing, please be assured that Family Council will collaborate with Cassellholme Administration and The Board of Management for Nipissing East to ensure optimal quality of care and responsible spending of funds allocated for the realization of this project and future operation of the home.

Yours truly,



Blanche-Hélène Tremblay
Chairperson

cc. Jamie Lowery, CEO

Appendix II

Discussion Points:

1. The sample included a spot for testimonials. Do you have testimonials? If not, can we elicit some?
2. What about listing some projects that have been/are successfully championed by the Family Council?
3. Should we include a blurb about the Family Councils Ontario <https://www.fco.ngo/family-councils> like: For more information about Long-Term Care Family Councils in Ontario and for addition resources, please visit...
4. Looking at the Family Councils of Ontario site, I found some language in their resources that spoke to me. Could we consider some of the following:

SUPPORT instead of assistance? Specifically, one document listed a purpose as, "Support and encouragement in coping with new [and difficult] situations." Another document used the combination "mutual support". I also saw a similar sentence - "... sharing experiences, learning and exchanging information..." Another - "...strength drawn from shared experiences"

PARTNERSHIPS - One document listed a Council purpose as: "Foster partnerships with staff, residents' council, administrators and families"

5. Several resources listed approaching families to join the Council via PERMISSION TO CONTACT FORMS - as part of the admission package. They further encouraged SURVEYS OF INTEREST attached to same. Does Cassellholme do this?
6. Is the purpose of the brochure to promote family engagement and/or Increase council participation?
7. Are there levels to council participation? Can someone sign up to volunteer certain skills on behalf of the Council without necessarily attending monthly meetings? Are the meetings webcast for people who can't attend in person?
8. There are suggestions on the site regarding activities for Family Councils such as clothing donations and such - held in the LTC facility with signage that shows residents and families that the activity is being championed by the Council. Are there such activities at Cassellholme? If so, should we create a banner that can be erected behind them or across the front of a table? Together with a pile of the brochure we're working on, perhaps families would be inspired to engage?
9. We could add a blurb to drive people to Cassellholme's website - where one could see minutes from meetings etc. <https://www.cassellholme.ca/about-us/family-council/>