



FAMILY COUNCIL

MEETING MINUTES

Attendance

Jillian Duschene [Staff Representative], Karen Gooch [Recorder], Gerrie Gyene, Roger Hudebine, Émilie Johnson, Madeleine Mantha, Marg Pugliese, Blanche- Hélène Tremblay [Chair]

Welcome

- ▶ Blanche-Hélène Tremblay welcomed everyone to the meeting and introduced Marg Pugliese, who was attending for the first time.

Agenda

- ▶ **Motion 001/20** – The agenda was approved by consensus with a change in the order.

Minutes of Previous Meeting

- ▶ **Motion 002/20** – Karen Gooch/Gerrie Gyene moved that the minutes from the December 3rd, 2019 meeting be approved as presented.
- ▶ **Carried.**

Evaluation

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

Cassellholme Update as highlighted by Jillian Duschene

- ▶ There is ongoing communication about forthcoming staff changes.
- ▶ Preparation has started for the February newsletter.
- ▶ There will be changes to the activities calendar based in part on input from the staff and Residents.
- ▶ There are ongoing discussions about what is on TV. Cassellholme received a Netflix subscription from ACT as

part of their Christmas gift. This will provide more viewing options.

- ▶ Each unit held a Christmas party on their floor. This appeared to encourage more Resident and family participation.
- ▶ The Couples Dinner will be a luncheon during the winter months to accommodate spouses who do not drive after dark. There is a special menu for these lunches [or dinners] – not the usual fare.
- ▶ Jillian has received complements about the seasonal decorations.
- ▶ There is ongoing work to provide Wi-Fi for public use while ensuring the integrity of the Cassellholme electronic data and communications.

Ministry Consultation – Appendix I

- ▶ A discussion was held about how to respond to the Notice of Public Consultation from the Ministry of Long-Term Care. A copy of the ministry communique [Appendix I] was circulated to council members by email before the meeting;
- ▶ Cassellholme's license is up for renewal this year. The number of beds is based on the upcoming redevelopment that has been in the planning stage for the last 10 years.
- ▶ There have been generally positive comments although there are still some concerns around staffing levels. It was noted that the council members are pleased to hear of the passing of the private members bill to ensure that couples will be placed together in Long-Term Care facilities.
- ▶ Blanche-Hélène Tremblay will compose a letter thanking the ministry for the opportunity to provide feedback and circulate it to the council members for feedback before the January 9th, 2020 deadline. The letter will outline some of the previous positive suggestions and concerns that we as a council have discussed.



FAMILY COUNCIL

MEETING MINUTES

Ministry Consultation – Appendix II

- ▶ A Review of Accomplishments for 2019 was circulated [Appendix II]. The document was reviewed and a discussion was held about goals for the coming year. Highlights of the discussion include:
 - ▶ We will work on the finalization of a toolkit for family and friends of Residents who pass away.
 - ▶ We will also endeavour to continue with research and advocacy work in order to provide members with information from the Ministry of Long-Term Care and other relevant organizations.
 - ▶ There will also be a focus on recruitment of new members to the Family Council. In order to encourage more participation we will hold our next meeting in the auditorium where interested family members who are out of town will be able to participate through a remote connection.

Board of Management

- ▶ There was no open meeting in December.

Family Mentoring

- ▶ Jillian Duschene informed us that a survey is in the works to help identify family needs and find out what we as a council can do to help meet those needs. It is hoped that survey will be placed in prominent spots around the facility and widely promoted.

Discussion/Sharing

- ▶ A time of discussion was held for members to share any personal concerns they may have:
- ▶ A question was asked about whether toiletries are provided for the Residents by Cassellholme. Basic products are provided, but some choose to buy favoured brands. As a courtesy, some staff will communicate with family members when supplies run

low, but families are in no way obligated to provide these products.

- ▶ There was a concern about a bill for medication that was received by one of the council members. Cassellholme only pays medications that are covered by the provincial drug plan. Non-prescription drugs are generally not covered. Not everyone was aware of this and perhaps this should be brought to families' attention during admission.

Evaluation

- ▶ There were no evaluation forms available.

Other Business

- ▶ Blanche-Hélène Tremblay reminded members to check their email for items about Long-Term Care that may be of interest.

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

Ministry of Long-Term Care

Director
Licensing, Policy and Development Branch
Long-Term Care Operations

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Ministère des Soins de longue durée

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MEMORANDUM

TO: Jamie Lowery, CEO, The Board of Management for the District of Nipissing East and Administrator, Cassellholme Family Council and Residents' Council, Cassellholme

FROM: Margaret Allore, Manager, Licensing, Policy and Development Branch

DATE: December 5, 2019

RE: **Licensing Transaction Review – Notice of Public Consultation (Project #20-041) on the Proposed Issuance of a New Approval for Cassellholme in North Bay, Ontario**

As you may know, the Ministry of Long-Term Care (the "ministry") has made recent amendments to the *Long-Term Care Homes Act, 2007* that relate to the public consultation process for licensing transactions.

According to the new process, the details of the public consultation related to Cassellholme (the "Home") will be posted on the Long-Term Care Licensing Public Consultation Registry at ontario.ca/page/ontarios-long-term-care-licensing-public-consultation-registry on **December 10, 2019**. Please find enclosed a copy of the Public Consultation Notice (in English and French) related to the Home.


We strongly encourage the Operator to notify the residents and staff of the Home of the proposed licensing transaction before the public consultation notice is posted.

The Operator of the Home is required to ensure that the notice is posted immediately **in a prominent place** in the Home until **January 9, 2020**, the deadline for submitting public comments to the ministry. An enlarged copy of the notice will be couriered to the Administrator for posting.

Also attached is a Public Consultation Frequently Asked Questions (FAQ) sheet (in English and French) for your reference, which provides information on the ministry's public consultation process. Please ensure that this document is posted in the Home with the notice.

If you have any questions or concerns, please contact Edith Petes, Licensing Program Coordinator, at 416-326-1933 or at Edith.Petes@ontario.ca.

Thank you for your co-operation.


Margaret Allore

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Notice of Public Consultation (Project PC#20-041 (Batch 5-30 days)) – Cassellholme

Attachments (4)

- c: Dr. Rhonda Crocker Ellacott, CEO, North East Local Health Integration Network
Brad Robinson, Manager, Sudbury Service Area Office, Long-Term Care Inspections
Branch, Ministry of Long-Term Care (MLTC)
Jill Shaw, Project Manager, Licensing, Policy and Development Branch (LPDB), MLTC
Edith Petes, Licensing Program Coordinator, Licensing, LPDB, MLTC

Notice of Public Consultation on the Proposed Issuance of a New Approval for Cassellholme in North Bay

The Ministry of Long-Term Care (MLTC) is reviewing a proposal from The Board of Management for the District of Nipissing East (the Operator) for issuing a new long-term care (LTC) home approval for Cassellholme (the Home), a 240-bed LTC home located at 400 Olive Street in North Bay, Ontario. The proposal involves:

- the development of 264 LTC beds that includes the Home's 240 beds and additional 24 beds allocated by the MLTC, subject to project approval and meeting all licensing requirements under the *Long-Term Care Homes Act, 2007* (LTCHA); and
- the issuance of a new approval for 264 beds following the development of the Home at the same location in North Bay, Ontario.

In accordance with section 106 of the LTCHA, public opinion is being sought prior to a final decision being made relating to this proposal. If you have comments or opinions and would like to bring them to the attention of the MLTC, you may:

Submit them in writing by **January 9, 2020** by:

- a) sending an email at LTCHomes.Licensing@ontario.ca; or
- b) sending by mail to:

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

Please include the name of the LTC Home and quote **Project #20-041** on all written submissions.

Details of the proposal and how to provide your comments will also be posted on the Long-Term Care Consultation Registry located at ontario.ca/page/ontarios-long-term-care-licensing-public-consultation-registry on December 10, 2019.

As part of the MLTC's review, the Director will consider all written submissions before making a final decision relating to this proposal.

Ministry of Long-Term Care

Licensing and Policy Branch
Long-Term Care Homes Division

Ministère des Soins de longue durée

Direction des permis et des politiques
Division des foyers de soins de longue durée



Public Consultation Frequently Asked Questions (FAQ)

Licence Transaction Public Consultation Process

Q1. Why does the Ministry of Health and Long-Term Care (the ministry) hold a public consultation?

A1. In order to inform the decision-making process, the ministry holds a public consultation to gather opinions on a proposed transaction. The consultation allows the ministry to consider the opinions of those potentially impacted by the transaction, and to gain a better understanding of the unique circumstances in each community.

Q2. Who can participate in the public consultation?

A2. The public consultation is for anyone who wishes to provide their opinions on a licensing transaction for a long-term care (LTC) home. This includes the LTC home's residents, families, staff and other community members.

Q3: How can the public find out about the consultation?

A3: Details related to the public consultation will be posted in the affected LTC home and details will also be posted on the Long-Term Care Licensing Public Consultation Registry.

Q4. How can the public provide their comments on the proposed transaction?

A4. The ministry accepts written comments from the public. The public may submit their comments to:

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

E-mail: LTCHomes.Licensing@ontario.ca
Fax: 416-327-7603

Please include the name of the LTC home and quote the Project Number on all written submissions.

If a public meeting is conducted as part of the consultation, the public meeting is structured to be an opportunity for the public to voice their opinions on a licensing transaction. The ministry chairs the public consultation and begins by providing the attendees information about the ministry's public consultation process and the proposed licence transaction. The

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Public Consultation Frequently Asked Questions (FAQ)

Licensee of the home(s) is also present and provides information on the proposed licence transaction. After all the information has been provided, the ministry listens to individual members of the public to record their opinions on the respective transaction. The ministry provides each person in attendance with the opportunity to speak and records opinions from the beginning of the session to the end of the allotted time.

Q5. What happens after the ministry has completed the public consultation?

A5. The Director of the Licensing and Policy Branch will take all components of the licence transaction review, including the comments from the public consultation into consideration when making the final decision on the proposed licence transaction.

Q6. What happens when a LTC home operator requests ministry approval for a licence transaction?

A6. Prior to making a decision, the ministry completes a licence transaction review that includes (but is not limited to) the following:

1. Consultations on:
 - a. the public's opinion;
 - b. the consideration of the Local Health Integration Network; and
 - c. the consideration of the Home's Compliance Summary.
2. Minister's Public Interest Tests for:
 - a. the need for beds; and
 - b. who may be issued a licence for the beds (concentration of ownership, for-profit/non-profit ratio and any other consideration).
3. Director's decision on a licensee's eligibility.

For media inquiries:

Toll-free: 1-888-414-4774 / GTA: 416-314-6197 or email media.moh@ontario.ca

Cassellholme Family Council

REVIEW OF ACCOMPLISHMENTS - 2019

Accomplishments Related to Family Council Goals for this Year

Positive attitudes towards aging and the role of long-term care

- Underlined the importance of effective procedures to ensure the safety of residents in case of emergency, especially at night
- Exercised resident and family right to information/consultation with regards to Resident Satisfaction Survey, Cassellholme Improvement Plan for 2019-2010, menu (rights that are legislated through the Long-Term Health Care Act)
- Requested support for residents willing and able to respond directly to Resident Satisfaction Survey - important increase (20) in number of residents responding directly to survey
- Hosted an information session for families and friends to help them establish and maintain positive relationships with residents who are living with dementia

Family mentoring

- Kept families informed through Family Council bulletin board, postings in Cassellholme
- Posted list of outside services that may be useful to families
- Posted telephone extensions to facilitate communication with Cassellholme staff
- Education: invited families to presentations about continence care, medical assistance in dying (MAID), emergency measures, Cassellholme redevelopment, dementia
- Chairperson attended Family Council Ontario conference in Toronto and shared information with Cassellholme Family Council members and other families
- Attracted twenty family members and friends to a presentation on dementia by Cassellholme's BSO

Family Council folder

- This goal was not achieved but we have identified a good source of content to include in a folder in the coming year if this is the will of the 2020 Cassellholme Family Council

Clear plan of action at all times

- Worked according to goals and work plan established at the beginning of 2019
- Room for improvement as members of Family Council still comment that the plan of action is not always clear

Directory of services from outside agencies or individuals

- Information that was available to us was posted to Family Council bulletin board

Accomplishments Related to Family Council Mandate As Outlined in Terms of Reference

- Welcoming families: Forum for family members to express ideas and concerns, three new members joined family council, information about meetings posted regularly, participation in education sessions has increased over the year
- Working with administration: a staff representative was invited to each Family Council meeting, administration has been apprised of all actions, concerns expressed at Family Council meetings are shared directly with Cassellholme, Cassellholme administration was invited to arrange presentations and share information about areas of particular interest to families
- Information to families and residents: see accomplishments related to this year's focus on family mentoring
- Positive attitudes towards aging and role of long-term care: see accomplishments related to this year's focus on positive attitudes
- Advocacy for better living conditions for residents: participation in Ontario Health Coalition Press Release, letter to administration and ministry related to staffing at night, encouragement on an individual basis for families to share concerns with registered staff

Accomplishments Related to Operation of Family Council

- Family Council met every month as scheduled with one meeting having been postponed by one week
- Invitations to meetings are posted throughout the main floor for all families and friends
- Cassellholme has started to collect email addresses and has agreed to distribute some of the information that Family Council would like to share
- Family Council members participated in a presentation by Natacha Dupuis, Outreach Coordinator for Family Councils Ontario, about the work of family councils
- Family Council continues to attend open sessions of Board of Management meetings
- Code of conduct (as outlined in self-evaluation) respected by all members at all meetings
- Family Council adopted a calendar/work plan at the beginning of its mandate

Priorities to consider for 2020

- Finalize toolkit for family and friends whose resident passes
- Family engagement and recruitment of new members for family council: survey of needs and interests, chat over coffee, testimonials by families or friends whose resident has lived at the home, making families comfortable in approaching a member of Family Council, facilitating long distance participation for family and friends who live out of town, making meeting accessible for family members and friends who have difficulty hearing or seeing

- Learn more about meal service at the home and make recommendations where appropriate
- Research and advocacy: Family Council needs to keep up-to-date on changes occurring in health care and long-term care and work with other stakeholders to ensure that the needs of our residents are met
- Activities - engaging residents in meaningful activities

Work in progress

- Toolkit for when a resident passes (information posted - more attractive layout needed)
- Library, quiet room for visits with residents
- Means for families to quickly know who is responsible for their resident's care at any given time (white boards or other means)
- Distribution of Family Council Survey of Families to identify areas of interest for family education
- Family Council folder and other means of encouraging families to join
- Lounge chairs that were ordered for each floor
- Means of keeping main floor corridor tidy (boots and shoes)