



FAMILY COUNCIL

MEETING MINUTES

Attendance [9]

Jillian Duchesne [Staff Representative], Karen Gooch [Recorder],
Gerrie Gyene, Roger Hudebine, Émilie Johnson, Madeleine Mantha,
John Martin, Nancy Tod, Blanche-Hélène Tremblay [Chair]

Guest

Mandy Gilchrist, Manager of Activities at Cassellholme

Regrets

Patti Clayton

Welcome

- ▶ Blanche-Hélène Tremblay welcomed everyone to the meeting. We made use of the projector to display items for the meeting on the large screen.

Family Council Education

- ▶ Mandy Gilchrist provided an overview of the activity programming at Cassellholme.
- ▶ Every two years the activity staff changes units. Mandy showed pictures of the current staff on each unit. It was suggested that staff names and pictures be posted on each unit near the activity white board.
- ▶ Each Resident is encouraged to participate in 385 minutes of activity every week. This is tracked monthly and if this goal is not being met staff and volunteers are instructed to focus on 1-1 visits. 1-1 visits include things such as pet visits, walks, music and tech time – Residents use an iPad to send emails or set up video chats.
- ▶ Starting this month, new activities are being introduced:
 - Morning greeting
 - Bread making - using donated bread machines
 - Lunch with Jen – preparation of a special meal

- Scrapbooking - to help organize Residents' photos
- Photo booth – to document Residents' life at Cassellholme for families
- Book Club
- Stamp Club
- Beat the Clock – games
- Sports Corner

- ▶ Staff members are being encouraged to take all activities to the next level. For example, setting the table for tea with tablecloths and flowers.
- ▶ On Cherry Lane, parallel activities are programmed to help meet the needs of Residents with behavioural issues.
- ▶ During the recent outbreak, the staff took part in training. Some staff will take part in upcoming Montessori training for seniors in Powassan. <https://montessoridementia.org/sites/default/files/files/ChangingtheWorld.pdf>
- ▶ The activity program is always evolving as the make-up of the Residents changes. Things such as baking are always popular. There are two shopping trips per month and once the weather warms up there will be trips to the waterfront and the usual garden parties and BBQs. Suggestions for new activities are always welcome.
- ▶ Currently, one of the big challenges is to find things to engage the ten or so Residents that are under 60 years old. Another challenge is that most of the staff are part-time and most are in their 20s and 30s.

Agenda

- ▶ **Motion 005/20** – Blanche-Hélène Tremblay suggested three items for discussion/sharing. The agenda was approved by consensus.

Minutes of Previous Meeting

- ▶ **Motion 006/20** – Karen Gooch/Nancy Tod moved that the minutes from the February 4th, 2020 meeting be approved as presented. **Carried.**



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MEETING MINUTES

Evaluation

- ▶ There were no issues identified in the self-evaluation forms from the February meeting.

Family Council Brochure – Appendix I

- ▶ Jillian Duchesne and Nancy Tod have been working on a Family Council Brochure which will be available at the front of the building and included in the welcome package. This brochure was prepared by is aimed at family, friends and caregivers of Cassellholme Residents. A draft of the brochure [Appendix I] was presented and generally, it was well received by the members present. There were several comments made:
 - Is it possible to get a testimonial in French?
 - There was a question about whether the list of extra projects might discourage recruitment if potential members felt the need for ongoing volunteering beyond our regular meetings. The list is intended to highlight the fact that Family Council can have an impact on life at Cassellholme.
 - There was positive feedback about the appearance. Jillian will email a PDF copy to everyone and invited asked that further feedback be received by March 5th. She will also circulate a draft copy of the booklet they are working on about grieving and dying that she is working on.

Board of Management

- ▶ The Board of Management will meet on March 5th, 2020 at 5:00 p.m. All are welcome to attend.

Discussion/Sharing

- ▶ A time of discussion was held for members to share any personal concerns or comments they may have:
- ▶ We discussed several inspection reports that were circulated to the members by emails. There were questions about whether one incident was abuse or simply rudeness. Blanche-Hélène Tremblay will review the definition of abuse in the LTC manual.

- ▶ There are rumours that there are unreported cases of COVID-19 at Cassellholme. There are none at this point and we were assured that Cassellholme is fully equipped with a plan and protection equipment to handle an outbreak. Everyone on staff has been measured for an N95 mask. Émilie Johnson is registering for a webinar about COVID-19.

Research and Advocacy – Appendix II

- ▶ Émilie Johnson will be leading the research and advocacy work group. She has met with Ann McIntyre and Blanche-Hélène Tremblay to gain a better understanding of her role. The goal of this group is to influence decisions that affect Residents of Long-Term Care both at Cassellholme and throughout the province. Blanche-Hélène presented a draft of the role of this group [Appendix II]. Each member of Family Council is invited to choose a website or other source of information, check it regularly then report back to the Council so that members are up-to-date.

Evaluation

- ▶ Members filled out the evaluation form.

Next Meeting

- ▶ The next meeting will be Tuesday, April 7th, 2020 at 2:00 p.m.

Adjournment

- ▶ The meeting was adjourned at 3:20 p.m.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch

Appendix I

What is a Family Council?

All Long-Term Care homes are required to encourage family and friends of residents to participate in a Family Council. At Cassellholme, we also do it because we know you are affected by both the positive outcomes and the challenges that your loved ones experience.

We are an organized, self-led group, composed of family members and friends of the residents – offering opportunities for families to share experiences, provide support to one another and discuss ways to enhance life at Cassellholme.

What’s our purpose?

Cassellholme’s Family Council is a group of volunteers who provide support, information, education and advocacy to residents, friends and family members. We encourage and plan activities for residents. We also foster partnerships with staff, Residents’ Council, administrators and families.

What’s a meeting like?

We talk about a wide range of topics from admission procedures, communication about the plan of care, and humanizing discharge; to palliative care, hand hygiene and evacuation measures. As a member, you’ll get up-to-date information from Cassellholme about both successes and issues faced in delivering compassionate care to residents.

Meetings are held at Cassellholme
on the 1st Tuesday of every month,
2:00 p.m. to 3:30 p.m.

If you’re connected to a resident and would like to play a role in the quality of care at Cassellholme, we’d like to talk with you. Join us!

FamilyCouncil@cassellholme.ca
Jillian Duchesne,
Resident Services Coordinator
705-474-4250 ext. 244

CASSELLHOLME
Compassionate care for life’s journey.

Connected to a
Cassellholme
resident?



“ I wanted to take care of mom myself, but when she needed more than I could provide, I felt helpless. Joining Cassellholme's Family Council has given me the confidence that I have a hand in mom's care. ”

- Jennifer Butler,
Family Council Member



Admission Room

We worked closely with Cassellholme's staff to identify a welcoming space that could be used for Admissions. The challenge was to find a room that would also serve for Care Conferences, family gatherings and as a comfort room for those saying goodbye to dying residents. Everyone loves the new room!

The front entrance and Oval Garden trees needed trimming and the weeds needed pulling. We recruited volunteers and worked with Cassellholme's Activity and Admin departments to identify tasks and track costs of various services and supplies. All that hard work and collaboration resulted in beautiful outdoor spaces for families, friends and residents to enjoy.

Garden Refresh



“ Not only do Family Council members share experiences and challenges, while providing support to each other, we also set goals to enhance Long-Term Care living. Joining Cassellholme's Family Council gave me information, direction, education and compassion that kept me involved – even after the loss of my Dad. ”

- Nancy Tod,
Family Council Member and former Chair

Family Council makes a difference

Presentations

Family Council invites professionals to present helpful information that is then shared on the website. cassellholme.ca/about-us/family-council/

This is a small sample of presentations to date:

Behavioural Supports Ontario (BSO)

Unit Coordinator – Camille B., discussed the BSO program within Cassellholme with a focus on how to make the most of visits with your loved ones.

Emergency Measures by Fire Department

A representative spoke to Family Council about the extensive emergency protocols in place to protect Cassellholme and its residents from internal and external disasters.

Departmental Education by Managers

Cassellholme is constantly evolving to best serve residents. Managers from all departments come to discuss upcoming goals and strategies and how their department is changing overall.

CEO Update on Redevelopment

Jamie Lowery provided an update on the much anticipated redevelopment of Cassellholme – including construction plans, timelines, completion outcomes and the various factors affecting all aspects.

Appendix II

Research and Advocacy Working Group

Role: To influence decisions that affect residents of long-term care both at Cassellholme and throughout the province.

Means of exercising influence:

- Responding to surveys related to long-term care and encouraging others to do likewise
- Sending letters to raise awareness of issues affecting residents
- Sending thank you letters when appropriate
- Participating in focus groups
- Connecting with other organizations that support quality of life in long-term care

People to contact:

- CEO
- Board of Management
- North East District Health Integration Network
- City and municipal councils involved in managing Cassellholme
- MPP
- Ministry of Long-Term Care

Websites to follow:

- North East District Health Integration Network <http://www.nelhin.on.ca/>
- Family Councils Ontario <https://fco.ngo/>
- Ministry of Long-Term Care <http://www.health.gov.on.ca/en/>
- Health Quality Ontario <https://hqontario.ca/>
- AdvantAge Ontario <https://www.advantageontario.ca/>
- Ontario Association of Nursing Homes <https://oltca.com/OLTCA/>
- Advocacy Centre for the Elderly (ACE) <http://www.advocacycentreelderly.org/>
- Concerned Friends: A Voice for Quality in Long-Term Care <https://www.concernedfriends.ca/>
- Ontario Health Coalition <https://www.ontariohealthcoalition.ca/>
- Ontario Nurses' Association <https://www.ona.org/>
- Ontario e-laws, particularly the Long-Term Health Care Act <https://www.ontario.ca/laws/statute/07l08>
- RTO-ERO (retired education workers) <https://rtoero.ca/>
- Ontario Budget Preliminary Hearings <https://budget.ontario.ca/2019/index.html>
- Office of the Patient Ombudsman <https://patientombudsman.ca/>

Other

- Present information to Family Council every second meeting or as deemed useful
- Suggest topics for letters, prepare letters and submit them to members for suggestions/approval
- Transfer information that may be of interest to all members
- Talk to the cause not to the party
- Build on what is already in place, lend support to other organizations that advocate for quality of life for residents of long-term care
- Individual members are free to participate in advocacy activities that have not been sanctioned by Family Council. When doing so, they are requested to avoid identifying as a member of Cassellholme Family Council and, if this cannot be avoided, to make it clear that they are acting as individuals and not as representatives of the council.