

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

September 1st, 2020

Welcome (2:00)

The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed everyone, especially the 8 people who were new to Family Council. All those in attendance were given a few moments to introduce themselves and talk about their experience with Cassellholme.

Attendance (12)

France Armour, Glenda Coleman, Gary Dokis, Jillian Duchesne (Staff Assistant), Karen Gooch (Recorder), Émilie Johnson, Monique Peters, Edith Prosser, Cathy Summers, Andy Smith, Blanche-Hélène Tremblay (Chair), Jane Wilkinson

Regrets Ann McIntyre

Cassellholme Update

We began with a report from Family Council's Staff Assistant, Jillian Duchesne:

- Jillian began by thanking everyone for their patience during this difficult time of COVID-19. It has been very hard for the staff to satisfy everyone's expectations. The Ministry of Long Term Care recently updated visiting protocols included some unexpected changes. The staff is regrouping as they formulate a new visiting policy.
- Jillian asked for questions and feedback from those in attendance to bring back to the staff as they update the visitor policy:
 - For some, the testing protocol is a big effort for visits that are limited to ½ hour. Testing at Cassellholme may not be often enough for people who visit every day as there is a lag time between the test and obtaining results.
 - What is the plan for outdoor visits when the weather turns bad? Have they investigated the temporary pods that have been profiled in the media?
 - ½ hour visits are too short for those who live some distance away. Are there exceptions for out of town family members?
 - Sometimes it seems like there is a lack of coordination with the visits and appointments with in-house therapists.
 - Could the 400 Club room be used as a visiting space? Currently it is being used as a break room for staff.
 - It was generally agreed that Cassellholme has done a good job of keeping the residents safe.
 - It is hoped that more outdoor musical events can be arranged.
 - Will exposure to school-aged kids affect access to visits?
 - Some expressed the hope that weekend visits will be available soon.
 - Out-of-town family may arrange 1 web visit a week, but ipads will be made available to connect with other family members or friends during indoor visits.
 - What about wifi access for visitors? Cassellholme has been working on this but it is not yet available.

Role of Family Council

Because of the number of new people in attendance, Blanche-Hélène Tremblay spent some time outlining the role of Family Council:

- Family Council is an organized, self-led, self-determining group of family and friends of the residents of a long-term care home.

- This group offers a forum for sharing experiences, for learning about the long-term care system and for exchanging information. It offers a way to communicate with the staff and influence decisions that are of concern to the residents' well-being. The Council does not represent individuals but acts as a group however intervention may be offered if a significant subset of the residents will benefit. More than one member per family may participate in Family Council and former residents' families are encouraged to remain members as a way of providing continuity. Perhaps *Zoom* can help to increase participation.
- The staff and management of a long-term care home cannot be a member of the Council but the homes are required to provide a staff representative (Jillian Duchesne) available to the Council, who attends meetings at our invitation.
- Here is a link to Ontario's Long-Term Care Homes Act <https://www.ontario.ca/laws/statute/07108> and A Guide to the Long-Term Care Homes Act http://www.health.gov.on.ca/en/public/programs/lc/docs/lccha_guide_phase1.pdf
- The Family Council is separate from the volunteers who assist the staff directly with visits and activities.
- The Council offers educational opportunities from time to time on topics such as infection control or continence issues.

Agenda

Motion 009/20

Glenda Coleman / Monique Peters moved that the agenda be accepted as presented.

Carried

Minutes of Previous Meeting

Motion 010/20

Karen Gooch/ Émilie Johnson moved that the minutes from the August 4th, 2020 meetings be approved as presented.

Carried

Business Arising

- Family Council offered some suggestions for correction regarding the detailing of inspection reports in the March 5th, 2020 Board of Management minutes. No reply has been received yet. Blanche-Hélène Tremblay can provide a link to the inspections reports.
- A parade was planned for some time around Labour Day however the staff felt that it would take up too much of their time right now so it was cancelled.
- We are waiting for a new directive regarding essential visitors and for the possibility of outside people who provide foot care returning to Cassellholme.

Discussion/ Sharing

The time of discussion focused on the well-being of residents. The main area of discussion was about the implementation of care plans:

- There is concern that staff are not always reading the care plan and there seems to be a lack of communication at times.
- Personal intervention is the best way to address issues with the care plan. It is important to document any conversations that are held in relation to any issues you may have. Sometimes a written complaint by email may be the appropriate way to handle things.
- It is your right to ask for a copy of your resident's care plan and it is recommended you do this before the annual care conference.

Other Business

None

Next Meeting

The next meeting will be on Tuesday, October 6th, 2020 at 2:00 p.m.

Adjournment

The meeting was adjourned at 3:30 p.m. In order to keep our meetings to 1 ½ hours several items from the agenda were deferred.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch