

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

August 4th, 2020

- Welcome (2:00)** The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed everyone, followed by a brief check-in.
- Attendance (4)** Karen Gooch (Recorder), Émilie Johnson, Ann McIntyre, Blanche-Hélène Tremblay (Chair)
- Agenda** **Motion 007/20**
Karen Gooch/ Ann McIntyre moved that the agenda be accepted as presented. **Carried**
- Minutes of Previous Meeting** **Motion 008/20**
Karen Gooch/ Émilie Johnson moved that the minutes from the July 7th, 2020 meetings be approved as presented. **Carried**
- Business Arising**
- We discussed recommendations from Ontario North Family Council Network (ONFC) regarding the role of Family Councils:
 - Fundraising by Family Councils should not be a main focus as it may take away from the advocate role. It should be a decision for each Family Council.
 - We felt that people should be able to serve on Family Council even if family members are no longer resident in the home because of death or other circumstances and the terms of reference of our Family Council allow this as it helps with continuity. The LTC home should not have a say in who can be a member and should be at arms-length.
 - LTC homes should strongly encourage and promote the formation of a Family Council but it can't realistically be mandated.
 - There is a fine balance in the role of Family Council so as not to be at odds with the Administration.
 - Blanche-Hélène Tremblay is awaiting a response from Jillian Duchesne regarding the preparation of the FC brochure and the Saying Goodbye booklet.
- Discussion/ Sharing**
- The time of discussion focused on the evolving pandemic visiting policy:
- Cassellholme has established a visitor policy that appears to be more generous than some other LTC homes. However, there is some frustration that the visits are too short. The half hour time limit for indoor visits does not provide enough time for meaningful interaction.
 - The policy allows for spouses to visit indoors 5 days a week. However, POA's are only allowed one indoor visit a week which seems discriminatory for those that do not have a spouse. It was suggested that the Unit Coordinator or Director of Care could be contacted to try and arrange more frequent visits, especially in cases where it can be demonstrated that the resident's condition has deteriorated over the last few months.
 - Out of building appointments are now being allowed but the resident must be accompanied by a staff member. Is it not possible for a POA to attend?

- Restrictions have loosened around outdoor visits, but there was question about plans to accommodate visit during bad weather.

Research/Advocacy

- Education We held a discussion about the work of Ontario North family Council (ONFC):
- They will hold a virtual AGM in September.
 - Our feedback about proposed changes to the LTC Act has been given to ONFC.
 - There has been a recommendation that Family Council information packages be given at the 6 week review rather than at intake to avoid overwhelming new families as they settle their loved ones into the home.
 - A question was asked regarding who can attend ONFC events. Usually there are up to two from each home and it seems to work well if one is designated as a rep while the other acts as an observer. Online meetings can be a challenge if there are too many attendees.
- Advocacy An email was circulated from Mary Oko of Copernicus Lodge Family Council. She shared her experiences and frustrations with the visiting policy at Copernicus Lodge. It seems as if there is a wide range of interpretation of the provincial visitor guidelines. She is encouraging family members to write to their MPPs, sign a petition being circulated by MPP Lisa Gretzky or phone the Ministry of Long-Term Care Family Support and Action Line to share any concerns you may have about their home's visiting policy.

Board of Management

Appendix 1

Blanche-Hélène Tremblay drafted a letter to the Board of Management (Appendix I) based on discussions held at our last meeting.

- There were two concerns she had regarding the March 5th, 2020 Board of Management minutes. One about the impression left regarding role of Family Council and the other regarding inspection reports. The letter focuses on the latter.
- The concern about the reports is not about the process followed by the home to ensure compliance, but about the way the work of the inspectors is portrayed in the minutes in Section 9.1. The minutes seem to imply that inspectors spent a lot of time and found nothing. The Home Report website, on the other hand, shows that reports submitted to the home from January to March 2020 (March 2020 being the first meeting of the year where minutes were published on the Cassellholme website) contained four written notices of non-compliance and two voluntary plans of correction. These non-compliances had to do with the plan of care and the policy for zero-tolerance of abuse, both of which are very important to families. The work of the Inspections Branch is vital to the safety of our residents
- The letter will be circulated to the Family Council members for review before it is sent.

Other Business

- Parade We will check with Cassellholme about planning another parade on August 28th. It will be a chance to honour the workers close to Labour Day.

Next Meeting The next meeting will be on Tuesday, September 1st, 2020 at 2:00 p.m.

Adjournment The meeting was adjourned at 3:15 p.m.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch

Appendix I

Cassellholme Family Council

Support - Communication - Education - Advocacy

Draft for discussion at August 4 Family Council meeting.

Mr. Chris Mayne, Chairperson,
 Board of Management,
 Cassellholme East Nipissing District Home for the Aged,
 400 Olive Street,
 North Bay ON P1B 6J4

Re: Inspection Reports As Described in Board of Management Minutes - Meeting of March 6, 2020

August 5, 2020

Dear Mr. Mayne:

In view of its commitment to keeping the CEO and Board of Management apprised of the family perspective on what is happening in the home, Cassellholme Family Council is seeking clarification on item 9.1 of the March 6 minutes of the Board of Management which reads as follows:

9.1 Ministry Inspections Jamie discussed the recent ministry visits. Inspector was here for 1 week to investigate 1 complaint with no findings. They were also here for a critical incident with a voluntary plan of action.

According to inspection reports posted by the inspections branch of the Ministry of Long-Term Care on its Home Report website, five (5) inspection reports were submitted to Cassellholme administration between the November 21st meeting of the Board of Management's and what appears to be its next open meeting which took place on March 5th:

Type of inspection	Dates of inspection	Date of Report	Topic of inspection	Notifications of Non-Compliance
Complaint	Dec. 16-20, 2019	Jan. 2, 2020	Plan of care - Implementation	Written Notification
Critical Incident	Feb. 4-7, 2020	Feb. 10, 2020	Plan of care - Documentation	Written Notification Voluntary Plan of Compliance
Follow-up	Feb. 4-7, 2020	Feb. 10, 2020	Plan of care - Follow-up to Nov. 18, 2019 report which resulted in 4 Written Notifications and 1 Compliance Order (resident restrained for several hours)	None
Critical incident	Feb. 18-21, 2020	Feb. 25, 2020	Failure to ensure that the home's policy to promote zero tolerance of abuse was complied with.	Written Notification Voluntary Plan of Compliance
Complaint	Feb. 18-21, 2020	Feb. 25, 2020	Failure to ensure that allegations of resident abuse were immediately reported to the Director.	Written Notification Voluntary Plan of Compliance

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Ministry inspections are meant to safeguard resident rights, safety, security and quality of life.

The plan of care and the policy of zero tolerance of abuse are of particular importance to families. The minutes of the Board of Management meeting of March 6th could be interpreted as making light of ministry inspections. We do not believe that this is the case, but we would appreciate hearing from you about whether or not the Board of Management receives information that is more complete than what was reported at the meeting and in the minutes.

Respectfully yours,

Blanche-Hélène Tremblay
Chairperson
Cassellholme Family Council

cc. Jamie Lowery, CEO