

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

October 6th, 2020

Welcome (2:00)

The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed everyone.

Attendance (7)

Glenda Coleman, Karen Gooch (Recorder), Émilie Johnson, Ann McIntyre, Monique Peters, Edith Prosser, Blanche-Hélène Tremblay (Chair)

Guest Jillian Duchesne (Staff Assistant)

Regrets Cathy Summers, John Martin

Cassellholme Update

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

- Resident and Family Navigator - Jillian announced that she has a new role as the Resident and Family Navigator. She will be focusing on 'customer service'. One of her goals is to ensure that calls to the 300 extension are returned within 24 hours. She invited people to phone her personal extension (244) if you do not hear back promptly.
- Redevelopment - Jamie Lowery has been working on moving the redevelopment project forward. We will issue an invitation to him for an upcoming Family Council meeting to discuss the project.
- Visiting – The visiting protocols have been updated with new directives that affect homes that are in outbreak. The risk of an outbreak at Cassellholme is currently low, but vigilance must be maintained. There have been a few visitors that are becoming less careful with their PPE use.
- Helping Staff - There has been some brainstorming about how visitors can be the most helpful for staff.
- Saying Goodbye Project – This is a project which includes a booklet put together by some Family Council members to offer some practical help when dealing with the death of a loved one. One current member found the draft of the booklet was helpful, but there could be more information about dealing with exceptional circumstances. During the pandemic, staff are now packing up a resident's things and delivering them to the loading dock for pick up. There is also help from Cassellholme's Pastoral Care Coordinator, Tracy Davis who has training as a death doula. She is endeavoring to meet with families early on in the palliative process.
- Hospital Visits – There was a question about Cassellholme's role in ensuring that essential caregivers are able to accompany residents who are taken to the hospital. Unfortunately, Cassellholme doesn't control the hospital rules. Caregivers were advised to not take no for an answer if the resident is not able to advocate for themselves. It was suggested a note from a doctor may help.
- Website – The Family Council section of the Cassellholme website has been updated and rebranded with the Cassellholme colour scheme.

Code of Conduct

Blanche-Hélène Tremblay reminded us of the Family Council Code of Conduct:

- Remain constructive with the objective of facilitating communications
- Be vigilant about confidentiality
- Don't hesitate to share
- Listen respectfully

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| Agenda | The agenda was accepted by consensus. |
| Minutes of Previous Meeting | Motion 011/20 Monique Peters/ Émilie Johnson moved that the minutes from the September 1 st , 2020 meetings be approved as presented. Carried |
| Business Arising | None |
| New Business | |
| Inspection Reports | <p>Copies of the latest inspection reports were emailed to members ahead of this meeting.</p> <ul style="list-style-type: none">▪ It is a good idea to review these reports as it is an indication of where there may be problems.▪ Inspection reports: A complaint inspection reported on August 6th resulted in 1 written notice and 1 voluntary plan of correction. A critical incident system inspection that was reported on this same date resulted in 5 written notices, 2 voluntary plans of correction and one compliance order. The compliance order is the most serious of the notices that were issued on this date. It was related to the implementation of the home's written policy to promote zero tolerance of abuse and neglect of residents. The Chairperson has requested a copy of the written plan of compliance which was due to be submitted to the Inspections Branch by August 21, 2020. She believes that family councils have a right to see these plans but will check to make sure. She also noted that any home to whom a compliance order is issued has the right to request a review and appeal the order.▪ The Ontario Health Coalition (OHC) has brought forward the issue of the stoppage of in-person inspections in recent months. Inspectors were present at Cassellholme for these complaints although some phone interviews may have been performed. |
| Research/ Advocacy | <p>The following items were highlighted:</p> <ul style="list-style-type: none">▪ A new bill has passed second reading in the Ontario Legislature to name a senior's advocate.▪ The OHC has organized a Day of Action on October 8th to bring attention to staffing issues in long-term care with demands for more staff and better working conditions which will ultimately ensure better care for residents. Family Council will send a letter of support for the goals of the demonstration to MPP Vic Fedeli however the Council needs to refrain from appearing too partisan as we are not a political action group. Individual members are encouraged to take part in the Day of Action on their own if they wish. Locally there about 100 people involved with the OHC.▪ A new directive from the LTC Ministry has placed strict conditions on family visits at LTC homes during an outbreak which may prevent some essential visitors from seeing family members. Is there evidence that allowing them to visit will pose a greater risk than the staff may already pose? In addition, staff shortages may be a greater problem if essential visitors are kept out. Direction from the local health unit may come into play if an outbreak occurs. Family Council will send a letter to Dr. Chirico, Medical Officer of Health for the NBPSDHU outlining our concerns in this regard. |

- Regional Meeting Blanche-Hélène Tremblay reported about the Ontario North Family Council Network (ONFCN) annual regional conference which was held on September 26th online.
- Blanche-Hélène thought that the meeting was well run and that there was a good selection of speakers. Natalie Mehra, Director of the OHC spoke about the history of LTC and how there has been a huge change in the residents over the years, where there are now many more high needs residents. At the same time, staffing and services have declined in number. Michel O'Connor from the PSW Workforce Steering Committee spoke about the work being done to address the shortage of PSW's.
 - Émilie Johnson has been regularly attending ONFCN meetings. They have been working on new terms of reference as several networks have joined together.

- Discussion/ Sharing The time of discussion focused on the well-being of residents. The main area of discussion was about palliative care:
- Concern was expressed about the timing of declaring a resident palliative in order for families to be prepared for a death. Families may need to push to make sure the doctor and the head of clinical services are fully consulted earlier in the process. The improvement plan that came out of the last resident survey includes references to palliative care.
 - There was a question about whether Cassellholme still continues to not have a policy of not sending COVID-19 residents to the hospital for treatment.
 - There was mention of problems with call-backs from the 300 extension. Hopefully Jillian will be able to improve this situation in her new role.

- Board of Management Blanche-Hélène Tremblay attended the open part of the last Board of Management meeting.
- We have not yet received a response to our letter regarding the portrayal of inspection reports in the March minutes.
 - Cassellholme is in good shape fiscally. Cassellholme also operates the Castle Arms apartments and the Lady Isabella LTC home in Trout Creek which has recently been redeveloped.

Other Business None

Next Meeting The next meeting will be on Tuesday, November 3rd, 2020 at 2:00 p.m.

Adjournment The meeting was adjourned at 3:40 p.m.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch