

## CASSELLHOLME

Compassionate care for life's journey.

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Extra copies of this  
Newsletter are available in  
the Information Rack in the  
Administration Hallway



The Ministry of Health and Long-Term Care ACTION Line is open seven days a week, from 8:30 a.m. to 7:00 p.m., and can be reached toll-free at:

**1-866-434-0144**

The Action Line is for residents of long-term care homes or their family members to report concerns about their care and the services provided by their long-term care home. The Action Line offers service in English and French.



**WEAR A MASK**



**WASH YOUR HANDS**



**PHYSICAL DISTANCE**



**SCHEDULE YOUR  
APPOINTMENT**



#### NEXT TESTING DATES

Dec. 3, 2020  
Dec. 17, 2020  
Dec. 31, 2020  
Jan. 14, 2021



**SPECIAL EVENT ACTIVITY: ONSITE COVID TESTING**

**Start:** 12:30 pm  
**End:** 3:30 pm

**Description:** Onsite COVID testing is available to Residents' families - 12:30 to 3:30 p.m. in the 400CLUB [back parking lot]. Call 705-474-4250 ext. 300 to make an appointment. Please be on time [not early and not late] so the parking lot isn't congested.

SEND-A-  
**CARD**



#### Unable to Visit?

Send an electronic card. It will be printed and delivered to your loved one.

Visit: [www.cassellholme.ca](http://www.cassellholme.ca)

### GENERAL STORE

Open: Monday - Friday  
11:00 a.m. - 2:00 p.m.

#### ~ HOLIDAY HOURS ~

**Friday**  
**December 25, 2020**

Christmas Day - CLOSED

**Monday**  
**December 28, 2020**

(In Lieu of) Boxing Day - CLOSED

**Friday**  
**January 1, 2020**

New Year's Day - CLOSED



### What is Influenza (flu)?

The flu is a common respiratory illness caused by a virus.

The virus is spread easily from person to person. It starts rapidly, you don't feel well and get a fever and cough.



You may also have a headache, runny nose, muscle aches and fatigue. Most people recover in 7-10 days, but some have complications such as pneumonia and death.

**PROTECT OUR RESIDENTS, YOURSELF AND YOUR FAMILIES.  
GET YOUR FLU SHOT!**

## INCOME TAX RECEIPTS



An income tax receipt/credit letter will be mailed out in January 2021.

Please Note - Cassellholme residents are not eligible for a property tax credit, as Cassellholme does not pay Municipal or school taxes.

**Reminder:** Please bring in the Notice of Assessment for the 2020 year once received, if annual income is below \$24,500.00

## VISITING AT CASSELLHOLME - COVID-19 GUIDELINES

## General Visitor:

- Only 1 visitor at a time (*visitors under the age of 14 must be accompanied by an adult*)
- Must pass an active screening including temperature check
- Required to show proof of a negative COVID-19 test within the past two weeks.
- Must wear a mask AT ALL TIMES – no eating or drinking (*mask will be provided by Cassellholme*)
- Must attest to having NOT visited any self-isolating/symptomatic person in the past 14 days
- Must be scheduled in advance 705-474-4250 ext. 300
- Visits are NOT allowed during an outbreak, isolation or if we are moved to an orange or red zone.



## Essential Visitor:

- Visiting a palliative or very ill resident
- 2 visitors are allowed at a time
- Must pass an active screening including temperature check
- Must wear a mask AT ALL TIMES (*mask will be provided by Cassellholme*)
- Visit must be approved by the Medical Director, Director of Care or Designate (*Director of Care 705-474-4250 ext. 243*)

## Essential Caregiver:

- Must be designated in writing by the Resident/SDM to provide direct care to the Resident (*max 2 people*)
- Examples of direct care include: supporting feeding, mobility, personal hygiene, cognitive stimulation, meaningful connection, relational continuity and assistance in decision-making. (*eg. Family, privately paid caregivers, paid companions and translators*)
- Must pass an active screening including temperature check
- Required to show proof of a negative COVID-19 test within the past two weeks. (*testing will be changed to weekly if we are moved to an orange or red zone*)
- Must wear a mask AT ALL TIMES (*mask will be provided by Cassellholme*)
- Must attest to having NOT visited any self-isolating/symptomatic person in the past 14 days
- Must attest to having NOT visited another Home in outbreak in the past 14 days
- Must be trained on PPE and hand hygiene at initial visit and monthly
- Must review visitor policy initially and monthly
- Allowed to visit during an outbreak or isolation
- Must submit scheduled visit times in writing (daily 9am – 7 pm) Resident & Family Navigator will record the name(s) on Resident's file
- Visits must be scheduled in advance 705-474-4250 ext. 300 (9 a.m. – 5 p.m.)

Support Worker (*physician, food delivery, etc.*):

- Visit must be approved by the CEO
- Only 1 visitor at a time
- Must pass an active screening, including temperature check
- Required to show proof of a negative COVID-19 test in the past two weeks (*except in emergencies*)
- Must wear a mask AT ALL TIMES (*mask will be provided by Cassellholme*)

\*Government inspectors are essential visitors under Directive #3 and are subject to universal guidelines.

\*Cassellholme staff & placement student access is determined by internal policies.



## TUNE INTO giving

Can you help us bring the joy of music to our Residents?

Your old iPod or iPad and headsets could brighten someone's day, improve their health and bring back happy memories.

Our activity staff and volunteers load music on donated iPods and bring them to Residents to enjoy. We have a limited supply and the need is great. Research has shown that listening to music can reduce anxiety, sleeplessness [even depression] and help reduce pain by more than 20 percent. How great is that?!

Call 705-474-4250 ext. 341 for more info.



## CASSELLHOLME

*Compassionate care for life's journey.*

Charitable Foundation - Celebration Wall  
Donation Plaques

The Wall of Memories includes a collection of personalized plaques recognizing memories and milestones.

These personalized plaques will allow you and your family to celebrate your loved one's time at Cassellholme (eg. a special birthday, anniversary, etc.)

## What is Cassellholme's Celebration Wall?

Cassellholme's Celebration Wall is a commemorative project created with the intention of monumentalizing the memories and milestones of our residents and their loved ones, as well as Cassellholme employees and volunteers.

## What will the plaque look like?

Plaques will be in one of five colours based on your donation amount: Bronze (\$100-\$199), Silver (\$200-\$299), Gold (\$300-\$499), Platinum (\$500-\$999), Diamond (\$1000 +)

## What is Cassellholme's Charitable Foundation?

The Cassellholme Charitable Foundation is a not-for-profit registered charity established to help address the shortcomings from ministry funding allotted to Cassellholme by purchasing items and funding programs which help seniors maintain their independence and quality of life.

*"We don't remember days, we remember moments."*

Donations may be dropped off at the Cassellholme Administration Office or mail to the following address:

Cassellholme Charitable Foundation  
400 Olive Street, North Bay, ON P1B 6J4  
Tel: 705-474-4250



Join us  
@ the next  
meeting!



**SPECIAL EVENT ACTIVITY: [VIRTUAL] FAMILY COUNCIL MEETING**

**Start:** 2:00 pm

**End:** 3:30 pm

**Description:**

Join us – virtually – for our monthly meeting. To obtain a Zoom link and passcode, email [cassellholmefamilycouncil@gmail.com](mailto:cassellholmefamilycouncil@gmail.com)

Help us continue our mandate of support, communication, education and advocacy.

**This is your home... Have your say!**



If you live at Cassellholme and want to support our goal of continuous improvement in care – join the Resident Council Committee! Simply speak to an activity staff member to get started.

Resident Council Meetings are held on the 4th Thursday, every month, in the Auditorium at 12:00 noon. A lunch is served followed by the meeting.

This is a place to connect with others, talk about your experiences at Cassellholme, and receive information regarding the general operation of the Home.

The goals of participation also include:

- a chance to address issues of concern;
- making suggestions to the Ministry of Health & Long-Term Care; and
- assisting with proposals for changes.

A printed copy of the Minutes of the Resident Council meetings are posted on the Resident Council information board on the main floor, or see below to download the PDFs.

Cassellholme is a member of the Ontario Association of Residents' Councils.

**Christmas  
Light Tours**

**December  
10, 11, 14, 15, 16, 17  
2020**



**'Tis the Season!**

We want each Resident to receive a gift on Christmas morning... and you can help.

Share the joy of the season by participating in **The Giving Tree**.

Every year we decorate a tree outside of the general store with ornament cards that carry a wish. Each describes a gift for a certain special someone.

Stop by the tree and choose an ornament, or call **705-474-4250 ext. 341** to find out which items are needed.

Drop your unwrapped item off by December 20<sup>th</sup> and we'll label, wrap and deliver it to your lucky recipient. You'll make a memorable holiday memory for someone in need.

**LABELING CLOTHES FOR CHRISTMAS**

**Things are a little different this year.**



Family and friends who are planning to buy clothes, blankets, etc. for their loved one for Christmas, are asked to drop items at the front entrance with our screening person.

Please ensure the bag includes the resident's name, your name, phone number and write the word **"GIFT"** on it. Items will then be sent for labeling.

Pre-labeling will prevent loss of articles so residents will be able to enjoy their gifts for Christmas.

Our Resident & Family Navigator (RFN) will contact you once the items are ready for pick-up. Usually 2-3 days. You can contact the RFN at 705-474-4250 ext. 300 for more information.

**CHRISTMAS DINNER  
Residents & Family**

**December 8<sup>th</sup> & 9<sup>th</sup>, 2020**

**2 sittings per night  
4:30 p.m. & 6:00 p.m.**

**LIMITED SEATING  
Call Lillian to make a reservation  
705-474-4250 x341**



Staff, visitors and Residents – it's time to get festive! Pull out those fancy frocks, seasonal sweaters, traditional ties, elf ears [you get the idea]. Every Friday in December!





## Apple Street

**Saturday  
December 19<sup>th</sup>, 2020  
7:00 p.m.  
Auditorium**

Unfortunately Family & Friends will not be able to attend this year.

## *Christmas Party*

## Maple Street

**Saturday  
December 19<sup>th</sup>, 2020  
2:00 p.m.  
Auditorium**

Unfortunately Family & Friends will not be able to attend this year.

## Willow Street Christmas Party

**Sunday  
December 20<sup>th</sup>, 2020  
2:00 p.m.  
On the Unit**

Unfortunately Family & Friends will not be able to attend this year.

## Birch/Cherry Lane Christmas Parties!

**Friday  
December 18<sup>th</sup>, 2020  
7:00 p.m.  
On the Unit**

Unfortunately Family & Friends will not be able to attend this year.

