

## 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 on the  
first 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!

[cassellholmefamilycouncil@gmail.com](mailto:cassellholmefamilycouncil@gmail.com)

Resident & Family Navigator  
705-474-4250 ext. 244  
[cassellholme.ca/about-us/family-council](http://cassellholme.ca/about-us/family-council)

Connected to a  
Cassellholme  
Resident?

**CASSELLHOLME**

*Compassionate care for life's journey.*



## 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



*“ 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. ”*

- Karen Gooch,  
Family Council Member

# Family Council makes a difference

*“ 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



## Presentations

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