

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

January 5th, 2021

Welcome (2:00)	The Family Council met using <i>Zoom</i> . Blanche-Hélène Tremblay welcomed everyone.
Attendance (11)	Kim Breslin, Michelle Breslin, Glenda Coleman, Karen Gooch (Recorder), Émilie Johnson, John Martin, Ann McIntyre, Monique Peters, Edith Prosser, Cathy Summers, Blanche-Hélène Tremblay (Chair)
Regrets	Beverly VonHassel
Guests	Jillian Duchesne (Staff Assistant)
Agenda	Motion 001/21 Kim Breslin/ Émilie Johnson moved the agenda be accepted as circulated. Carried
Minutes of Previous Meeting	Motion 002/21 Karen Gooch/ Monique Peters that the minutes from the December 1 st , 2020 meeting be approved as presented. Carried
Cassellholme Update	<p>We received a report from Family Council's Staff Assistant, Jillian Duchesne:</p> <ul style="list-style-type: none"> ▪ <u>COVID-19 Testing & Screening</u> – There is now weekly testing performed at Cassellholme and results are available at Cassellholme. If testing occurs elsewhere, visitors must produce proof of a negative test. Monique Peters investigated whether results from tests not performed at Cassellholme can be forwarded to Cassellholme and found that results can only be forwarded to your own family doctor. The front entrance has been reorganized in order to provide better infection control. ▪ <u>Essential Caregivers</u> – All essential caregivers must be tested weekly. There is confusion about who is an essential caregiver. They must complete the required training, commit to visiting 3-5 days a week and be willing to perform hands-on care in order to assist the staff. The visits cannot be just social visits. The goal is to try and have at least one essential caregiver designated for each resident. There will be a monthly email to ensure that caregivers maintain their training. There is a form to sign which can be done online. Paper forms will also be available at the front door for signing. ▪ <u>Special Considerations</u> – If there are special concerns about things such as testing or transportation for visits, family members are invited to contact Jillian Duchesne. She will pass concerns to the management and try to work at accommodating visitors with needs that are out of the ordinary. ▪ <u>COVID-19 Vaccine</u> – The government has stated the essential caregivers will be high on the priority list to get a COVID-19 vaccine, however there is no word yet about when the vaccine will be available in our region.
Business Arising	None
New Business	

Inspection Reports Inspection reports for Cassellholme are available at the following:
<http://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=m509&tab=1>
There were no new reports this month. Efforts are continuing to ensure there are regular inspections and follow-ups.

- Research/ Advocacy
- Blanche-Hélène Tremblay thanked Ann McIntyre for her many years of work on Family Council. Ann will be making a presentation at Ontario's LTC Commission on January 12th, 2021. She will be speaking about how the lockdown has affected residents and their families. She briefly outlined some of the concerns that she will share during her presentation:
 - Family representation in LTC homes should never be denied to residents.
 - Communication is extremely important. There are gaps, but the situation is improving.
 - There should be improved integration with hospital and hospice access for residents.
 - Advance notice of a lockdown to ensure families have time to put things in order with their loved ones.
 - The role of families should be defined as part of the LTC Act and there should be an opportunity for more than one care conference per year.
 - It was frustrating to see that there were different interpretation of the rules at different LTC homes across the province.
 - The recruitment of staff to alleviate shortages should be a top priority.
 - There should be minimum national standards for LTC, including the requirement for only single rooms in new facilities.
 - There are some concerns about the limited timeframe for the Commission.
<http://www.ltccommission-commissionsld.ca/index.html>
 - There were some questions about how new admissions are being handled during the lockdown as outlined in Directive #3 from the province. Is enough being done to ensure that an outbreak does not happen during this time?
[Directive 3 LTCH - Dec. 7 2020 \(gov.on.ca\)](#)
 - Émilie Johnson reminded people to exercise caution when signing online petitions. There are some concerns about security on the site change.org which has been used to circulate petitions related to long-term care.
 - A letter will be sent to Vic Fedeli to state that Family Council is looking forward to seeing the government's plan to implement more hours of hands on care for LTC residents including a possible timeline.

Board of Management Monique Peters attended the December 17th, 2020 Board of Management meeting. She reported that it was good to be there, even if it just to listen. It is important to have a presence at these meetings which are held the 3rd Thursday of the month. FC members are encouraged to contact Blanche-Hélène if they are interested in attending.

Discussion/ Sharing There a brief time to share concerns and feedback:

- There are families that are finding that access to the hospice is difficult. It is uncertain where the difficulties lie – whether there are restrictions at the hospice or Cassellholme. It was suggested that families should speak with Tracy Davis about any concerns around palliative care.

- We were reminded that it is important to thank all the staff members for their work, especially during these difficult times. It is also important to speak with staff about concerns you may have. The set-up and screening at the front door was improved in part because of input from a FC member. Cassellholme is always looking to improve things. For example, they are looking at alternate exits for the staff. Visitors are asked to help by being diligent about following all the health protocols and by trying not to leave or enter the building during shift change.
- Extra thanks goes to Ellen Whittaker, Manager of Infection Control. She is one of the most important staff members right now and has done an outstanding job. She (and other key management staff) were on duty right through the Christmas holidays.

Evaluation

An online poll was used to evaluate the meeting.

Other Business

None

Next Meeting

The next meeting will be on Tuesday, February 2nd, 2021 at 2:00 p.m.

Adjournment

The meeting was adjourned at 3:25 p.m.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch