

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

November 3rd, 2020

Welcome (2:00)

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

Attendance (7)

France Armour, Glenda Coleman, Karen Gooch (Recorder), Émilie Johnson, Edith Prosser, Cathy Summers, Blanche-Hélène Tremblay (Chair)

Regrets John Martin, Ann McIntyre and Monique Peters (who was unable to join the Zoom meeting because of a technical error on the part of the chair)

Guests Tracy Davis (Pastoral Care Coordinator), Jillian Duchesne (Staff Assistant)

Pastoral Care Coordinator

Tracy Davis, Pastoral Care Coordinator, spoke to us about some of the work she has been doing around support for new families and palliative care:

- The staff is always trying to find ways to be better in order to fully service the needs of the residents and their families.
- To help with the sometimes difficult move into long-term care, Cassellholme is offering family support sessions. They have held 2 sessions already and are hoping to hold 1 per month. They are trying to reach families about 6 weeks after admission. Tracy would welcome suggestions from families that have gone through settling in at Cassellholme.
- There have been lots of questions and many practical concerns. People need space to talk about difficulties and the grief they are feeling. It is hoped that these sessions will offer some encouragement.
- Cassellholme wants to understand its residents but right now it is not always clear if vital information always reaches the staff on the floor. Having this information early could help with behavior issues. Family Council members were asked to consider what six questions could be asked on admission to help staff better understand the residents - providing basic information but not overwhelming new families.
- There is an ongoing discussion about when to talk with families about end of life concerns. Sometimes it is left too late. Knowing more about residents and families early could help ease into this difficult topic well before families are in the midst of a palliative situation.
- Tracy can be contacted about special accommodations when close family members are out-of-town - providing extra attention for residents if needed.
- Tracy will keep Family Council informed about how her support sessions are being received.

Cassellholme Update

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

- Brochure/Saying Goodbye – Jillian said she is very close to having the Family Council brochure ready and that there are still a few revisions to be made to the Saying Goodbye booklet.
- Care Conferences – Tracy Davis will now be invited to attend the 6 week care conferences to keep families informed of her work and to hopefully introduce the Saying Goodbye booklet. Some may not be ready for this so it can't be too pushy. Jillian is hoping this will get people thinking about more than just the clinical

aspects of death and dying. Talking about the advance care directive can be used as an opening for this discussion.

Agenda

Motion 012/20

France Armour/ Karen Gooch moved the agenda be accepted as circulated.

Minutes of Previous Meeting

Motion 013/20

Émilie Johnson/ Glenda Coleman moved that the minutes from the October 6th, 2020 meeting be approved as presented. **Carried**

Business Arising

- Letters were sent to MPP Vic Fedeli and Peter Chirico from the North Bay Parry Sound District Health Unit concerning visits to long-term care homes during an outbreak. Blanche-Hélène Tremblay thanked people for their input.
- Confirmation that Mr. Fedeli received our letter was received, but there has been no response from him.
- Blanche-Hélène forwarded a response letter from Mr. Chirico to the Family Council members by email. He acknowledged the role of families in long-term care facilities, but stopped short of granting our request to avoid a total lockdown of the facility if there is a COVID-19 outbreak.
- Family Council members are encouraged to write personal letters to our MPP or the NBPSDHU if they have specific concerns. This will also help to keep long-term care issues front and center.

New Business

- COVID-19 Testing Concerns were shared around the COVID-19 testing policy for visitors and staff.
- Karen Gooch shared her concerns about whether the COVID-19 testing policy was adequately being met. Visitors and staff are required to verbally attest that they have had a negative test in the last 14 days. Many people are getting their test done at Cassellholme and this service is very much appreciated. However testing is only done every 14 days and there is a lag time of several days before results are known. This may present a problem for those visiting on a daily basis as they cannot attest to a negative result during this lag time. (Wait times for those being tested at the hospital can be up to 6 days.) When questioned about this, staff seemed satisfied that it was ok to just be tested every 14 days. Karen and several others at the meeting who have concerns about this are getting tested weekly to meet the policy requirement, but given the advice from the staff, it seems possible that people may be visiting without knowing their latest result. It is uncertain what can be done to correct this since people cannot be asked to prove they have a negative test result.

- Inspection Reports Inspection reports for Cassellholme are available at the following: <http://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=m509&tab=1>
It is important to review these reports. Recent inspection reports point to shortcomings in the implementation of the plan of care. Keeping frontline staff informed of changes in the plan of care is challenging. There are indications that Cassellholme is working on overcoming this challenge. Jillian Duchesne has been asked to obtain information about Cassellholme's plan of correction on Family Council's behalf. Family members can help by requesting a printout of their resident's

plan of care and checking to make sure that the various measures that appear in it are being implemented

- Research/ Advocacy The following items were highlighted:
- The provincial commission about long-term care is in progress. An interim report has been issued but there seems to be a lack of input from Northern Ontario Communities but the Sudbury Medical Officer of Health is scheduled to testify. <http://www.ltccommission-commissionsld.ca/index.html>
 - The Ontario Government has announced that it is increasing the hours of direct care to each resident to an average of four hours a day. There are questions about implementation, but it is hoped that this will be applied equitably. Where will the extra workers come from? There is currently a shortage of PSW's and Ontario appears to be behind others provinces when it comes to training. Cassellholme currently has several staff positions that are not filled. There will be problems if PSW's move from homecare to LTC and many PSW's are still only part-time with few benefits.
 - Émilie Johnson spoke briefly about Family Council Ontario (FCO) and Ontario North Family Councils Network (ONFCN). FCO is not an advocacy group. It is a government agency that deals with the mechanics of the LTC Act and it does a good job of information gathering. ONFCN is a network of Family Councils from across Northern Ontario. <https://fco.ngo/>

Board of Management The Board has been working on the redevelopment project and is expecting to have shovels in the ground in 2022.

- Looking Ahead Blanche-Hélène Tremblay provided a couple of things to consider as we move into 2021:
- At the December meeting each year, Family Council asks for nominations for executive positions. Blanche-Hélène would like the members to consider taking up the Chairperson position.
 - Members are asked to think about topics they would like for family education sessions. This provides an opportunity to learn about how things work at Cassellholme. One suggestion is an overview of staff responsibilities, which will help families to know who they should contact if they have an issue to deal with.

Discussion/ Sharing One member raised a concern that paid caregivers are limited to visiting only one resident. This can cause scheduling problems when trying to bring in outside help.

Other Business None

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

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

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch