

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

December 1st, 2020

Welcome

(2:00)

The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed everyone and introduced a new member, Michelle Breslin.

Attendance (7)

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

Regrets John Martin, Ann McIntyre, Cathy Summers

Guests Jillian Duchesne (Staff Assistant)

Agenda

Motion 014/20

Glenda Coleman/ Monique Peters moved the agenda be accepted as circulated.

Carried

Minutes of Previous Meeting

Motion 015/20

Émilie Johnson/ Karen Gooch moved that the minutes from the November 3rd, 2020 meeting be approved as presented.

Carried

Cassellholme Update

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

- Plan of Care – A number of changes have been made over the past few months to better coordinate care of the residents. Unit Coordinators are in place on all floors and this has made a noticeable difference. There is a daily huddle for staff to review what is happening on the floor. This includes housekeeping and activities staff. There is now a white board to post relevant information for all staff. The binder that was formerly used has been removed as it was very hard to keep up-to-date. We will invite Bev VonHassell, Acting Director of Care to our January meeting to discuss these measures and other care issues and to answer any questions that Family Council members may have. Speak with Jillian if you would like a printed copy of your family member's individual care plan.
- Brochure/Saying Goodbye – Jillian said the Family Council brochure and the Saying Goodbye booklet ready to print after a final review.
- Holiday Preparations – Decorating has begun and the *Giving Tree* has been set up. People are encouraged to remove one of the 'ornaments' and purchase the item described for one of the residents. Please return the unwrapped gift to Cassellholme by December 21st.
- Visiting Policy – The government has updated the visiting policy as of November 30th, 2020. Proof of a negative test result in the last 2 weeks will now be required and there will now be mandatory testing for all staff members. If members are tested at Cassellholme, results are part of the home's database. It was suggested that results of offsite testing could be forwarded to Dr. Prins to be added to this data base. If the region moves into the orange alert level for COVID-19, general visitors will be barred and essential caregivers will require weekly testing.
- Pieces of My Personhood – Family Council members were asked to suggest 6

personal questions to ask at admission in order to help staff learn about new residents. A list was circulated, but many found it was difficult to narrow the list to 6 essential questions since all residents are different. It was suggested that each family pick which the 6 questions are most relevant to their family member. In the past, personal information has not always made it to the staff and/or was not acted upon. Staff are being encouraged to be more intentional about this, since getting personal preferences right can make a huge difference in a resident's life. Posting a list on the wall is good, but staff must pay attention to it. One member suggested that the list should be a real reflection of the resident (i.e. cartoon depictions of preferences were not appreciated in one case).

- Caregiver Support – Questions have arisen from family members as they are going through the essential caregiver training. Jillian has been working with Tracy Davis to set up a caregiver's support group. This first meeting is scheduled for December 16th and will be held in-person in the auditorium. This will provide a chance to give direct feedback to Jillian. Caregivers are encouraged to wear the provided stickers to help ensure ease of movement in the building. There was a suggestion that buttons with pictures could help residents identify staff and visitors whose faces are now covered with a mask.

Business Arising

Family Council members are encouraged to continue to provide feedback to Jillian Duchesne. This can help bring issues forward which will result in better care. Members are reminded that Tracy Davis available to offer support to residents and their families.

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 was one new report which was for a follow-up inspection. The report indicated that corrections were made as required.

Research/ Advocacy Émilie Johnson has been monitoring the progress of the provincial commission looking into long-term care. Several issues of importance are being discussed. Facilities should be vigilant about monitoring the proper use of PPE. They should also be ensuring that that the facilities have proper ventilation systems. There was a suggestion out of BC that homes could look at hiring family members if staff shortages become acute.
<http://www.ltccommission-commissionsld.ca/index.html>

Board of Management The Board met on November 26th, 2020. Blanche-Hélène Tremblay was not able to attend, but she will be reviewing the minutes when they are available.

2020 Accomplishments Blanche-Hélène Tremblay provided an overview of our accomplishments for 2020:

- Jillian Duchesne has made the focus of her work align with our focus. Staff support to implement our ideas is very much appreciated.
- Family mentoring is moving ahead with help from Tracy Davis.
- Family Council met 10 times despite the lockdown. We began meeting online in June and this has made it easier to include out-of-town family members.
- Family Council is appreciative of the staff efforts to improve communications.

This includes an updated website and *facebook* page along with improvements to the email system.

- There were 4 parades to show support for Cassellholme workers.
- We wrote letters to Vic Fedeli, Peter Chirico and the Board of Management to share concerns and we sent a letter of support for the renewal of Cassellholme's license.
- We held a number of educational sessions.
- We welcomed Émilie Johnson and Karen Gooch to the Executive.
- Selected communications from Family Council Ontario were shared and members are encouraged to sign up for the FCO email list.
- We worked to promote the role of Family Council whose role is very different from that of other volunteers working for the home. The Council has become even more valuable during these pandemic times.

Looking Ahead Blanche-Hélène inquired if there was anyone interested in taking on a role on the Executive. Émilie Johnson (Research and Advocacy) and Karen Gooch (Recorder) agreed to continue in their current roles. There have been no nominations and no one has stepped forward to take on the role of Chairperson of Family Council. Blanche-Hélène offered to continue as Chair for the time being, but she feels there would be advantages for the group to elect a new chair. Family Council will revisit this in January. When a new Chairperson is found, Blanche-Hélène will continue to help and support Family Council in her role as Former Chair.

Discussion/ Sharing There a brief time to share any concerns:

- Someone wondered how family members can help without getting in the way of the staff. Direct communication with the hands-on staff could be helpful.
- While there are plans for family in-person support sessions for new families, someone wondered if this may be expanded to include online sessions for out-of-town family members.

Other Business None

Next Meeting The next meeting will be on Tuesday, January 5th, 2021 at 2:00 p.m.

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

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch