

Cassellholme Family Council Meeting

Held by Zoom, North Bay, ON

February 2nd, 2021

- Welcome (2:00)** The Family Council met using Zoom. Blanche-Hélène Tremblay welcomed everyone.
- Attendance (9)** Bonnie Bolger, Michelle Breslin, Karen Gooch (Recorder), Émilie Johnson, John Martin, Ann McIntyre, Monique Peters, Cathy Summers, Blanche-Hélène Tremblay (Chair)
- Guests Jillian Duchesne (Staff Assistant), Beverly Vonhassel (Interim Director of Care)
- Education**
- We welcomed Beverly Vonhassel, Interim Director of Care who spoke about patient care and how this is recorded and tracked.
- Plan of Care – The Plan of Care is essentially a resident’s medical record. It contains information about the physical condition and health of a resident including any diagnoses, medications and treatments. A list of medications is available by request.
 - Care Plan – The Care Plan provides instructions for those providing hands on care, mostly PSWs. It provides guidance about what a resident requires for daily living including mobility assistance, diet and general preferences that will help them to be comfortable. A copy of the Care Plan can be obtained by request and it was suggested that the resident or POA review it before the annual care conference.
 - Huddle Board – The huddle board is a 6’ x 4’ sectioned white board that has replaced the binder that was in use for a long time. This provides a good overview about what is happening with the residents on the floor. Staff review the board at shift change in the morning and afternoon. It is updated as needed by the Unit Coordinator or regular staff and includes reports from the nursing and BSO staff.
 - Much of the information and goals are obtained at admission and the Care Plan is updated as needed and reviewed quarterly. Changes are communicated through the huddle board on each unit. The Unit Coordinators do regular audits of each resident’s plan to help ensure that it is being followed and monitor select residents each week. 100% compliance is the goal, but human error means this may not always happen.
 - Diet requirements and preferences are included in the Care Plan. Specific meals can be requested.
 - Beverly advised that the best course of action to follow if you feel the Care Plan is not being followed. The Unit Coordinator or Jillian Duchesne should be the first contact and if there is no resolution then contact Beverly. It may feel hard to complain since PSWs are stretched. However, bringing forward a repetitive problem is important. The staff want the best for the resident and they can’t solve a problem they don’t know about.
 - Beverly informed us that a full-time floater PSW has been added to the night shift.
 - Thanks was offered to Beverly for her time. She let us know that she understands what family members are going through, since she has a relative in long-term care.
- Cassellholme Update**
- We received a report from Family Council’s Staff Assistant, Jillian Duchesne:
- Brochure – The new Family Council brochure has been printed and will now be

added to admission packages. It will be available at Cassellholme and on the website.

- Saying Goodbye – There will be 100 copies of this guide intended to help families prepare for the death of their loved one. John Martin has worked on the project for the past 3 years. There has already been some positive feedback from one family.
- Tracy Davis – Tracy Davis has been hired as the full-time Spiritual Care and Wellness Coordinator. She has been given an expanded role at Cassellholme that will include providing assistance to staff members.
- Phone – There have been some issues with the Cassellholme phone system that are currently being addressed. The goal is to return calls to the 300 extension within 24 hours. Jillian invited people to contact her directly if there are any problems that are not addressed promptly (ext. 244).

Agenda

Motion 003/21

Monique Peters/ Karen Gooch moved the agenda be accepted as circulated. **Carried**

Minutes of Previous Meeting

Motion 004/21

Monique Peters/ Émilie Johnson that the minutes from the January 5th, 2021 meeting be approved as presented. **Carried**

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

- Long-Term Care Commission - Ann McIntyre spoke about her very emotional experience presenting at the LTC Commission. She was given 4 minutes to express her concerns about what improvements are needed regarding the care of our loved ones in LTC. There was a lot of listening by the Commissioners. There have been delays in getting documentation from the government however, and a request to extend the April 30th deadline was denied. In the meantime, an interim report has been released.
<http://www.ltccommission-commissionsld.ca/index.html>
- Retired Teachers - Émilie Johnson informed us that there was a presentation to the Retired Teachers of Ontario (RTO) about the issues facing TLC residents and their families in Ontario. It is hoped that awareness of the conditions will help the RTO advocate for seniors in Ontario.
- Redevelopment – There was a discussion about the role of Family Council regarding the Cassellholme redevelopment. There seems to be some confusion about the conflict with the municipal partners regarding how the funding will be handled. This has become a very political issue and it is felt that we should avoid taking sides. The idea of a petition was put aside for the time being. Council members are encouraged to try and educate themselves about the project and were encouraged to attend the next Board of Management meeting as observers. Although much of the discussion about the project is held in camera, it was felt

this was a way we can indicate our interest. The Board is ready to move ahead but there is resistance by the City of North Bay to commit to the proposed funding plans as municipal finances are a sensitive issue during the pandemic.

- Board of Management** There was no open meeting since we last met. 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:
- Some were surprised to learn that the list of a resident’s medication was not part of the Care Plan so you must ask for this separately. It is important to review the list and any diagnoses to ensure they are accurate. Also, you may be in a position to monitor for side effects if you know what medications your resident is taking.
 - We discussed the how to maximize any tax deductions that are available to residents in long-term care. Everyone will receive a rent receipt from Cassellholme. It may be advantageous to use this as a medical expense where the resident has a very high income however for most the better option it to use it for an Ontario tax credit. Émilie Johnson offered to answer any questions about this since she has experience doing tax returns.
 - Currently test results from Cassellholme are taking 3-5 days to come back. There is a form you can obtain from Cassellholme to confirm that you received a test somewhere other than Cassellholme. Surveillance testing is coming soon which will require Essential Caregivers to have a negative rapid test done regularly before they can enter the building.
 - Essential Caregivers are reminded that they must stay in their resident’s room while they are visiting.
 - When are vaccines coming? It is not known yet. However, Blanche-Hélène Tremblay reminded us that it is always important ask questions and she thanked members for taking the time to be involved.
- Evaluation** An online poll was used to evaluate the meeting.
- Other Business** None
- Next Meeting** The next meeting will be on Tuesday, March 2nd, 2021 at 2:00 p.m.
- Adjournment** The meeting was adjourned at 3:25 p.m.
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Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch