

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday June 1st, 2021

Welcome (2:00)

The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed everyone to this special meeting of the Family Council.

Attendance (10)

Bonnie Bolger, Glenda Coleman, Claude Fortier, Karen Gooch (Recorder), Émilie Johnson, Ann McIntyre, Monique Peters, Edith Prosser, Blanche-Hélène Tremblay (Chair), Jane Wilkinson

Guests Tracy Davis (Spiritual & Wellness Coordinator), Jillian Duchesne (Staff Assistant)

Guest Speaker

Tracy Davis spoke about some of the things she is working on:

- Tracy has been working on how to offer staff members more support and offering opportunities for self-care. There have been *Zoom* staff meetings and team building activities. Work is being done to help middle management with improve their people skills.
- Ways are being explored about how to improve staff communication - particularly with the front-line staff. Currently, staff such PSWs, housekeeping, kitchen and laundry do not have email access at work. This is in large part due to the fact that it will cost \$12,000 to implement this.
- One consequence of a lack of communication, is that staff members may not find out about the death a resident in a timely manner. Sometimes they show up for work to find, without any notice, an empty bed instead of a resident they may have interacted with on a regular basis.
- When someone dies, it also affects other residents and visitors. What is the best way to offer notification in a timely and sensitive manner so that all involved are treated in a respectful manner? Memorial boards could be reformatted and efforts improved to keep them updated. Maybe obituaries could be posted. Perhaps there could be a symbol placed at a resident's spot in the dining room when they die. Is there a way to inform a resident's roommate or family member of a roommate about a death while still respecting privacy and confidentiality? This could be part of the conversation at admission or when a resident is first declared palliative. There is never a good time to have a conversation like this, but Tracy committed to exploring some of these ideas.
- Tracy is hoping to regroup and restart the caregiver support group that was interrupted by the pandemic.
- Cassellholme is starting to look ahead by exploring core values and implementing some action plans. There may be opportunities for team building exercises – perhaps involving Family Council. This work could help staff with decision making, especially when higher level staff is not available.

Agenda

Motion 007/21

Glenda Coleman/ Bonnie Bolger moved the agenda be accepted as circulated.

Carried

Minutes of Previous Meeting

Motion 008/21

Glenda Coleman/ Monique Peters that the minutes from the May 4th, 2021 meeting be approved with one correction.

Carried

New Business

- Inspection Reports
- The Long-term Care Commission report recommended that there needs to be much better follow-up to inspections.
 - There were two inspection reports from April 23rd, 2021. It should be noted that both of these inspections were done offsite.
 - There was a written Notice of Non-Compliance for refusal to admit a resident not able to isolate.
<http://publicreporting.ltchomes.net/en-a/File.aspx?RecID=27564&FacilityID=20073>
 - Cassellholme was deemed compliant with regards to isolation requirements.
<http://publicreporting.ltchomes.net/en-ca/File.aspx?RecID=27565&FacilityID=20073>
 - Family Council requested and has received Cassellholme's written plan of compliance for zero tolerance of abuse and neglect. It will be discussed at the next meeting.

- Cassellholme Update
- Jillian Duchesne provided the following updates from Cassellholme:
- Work has been completed on upgrading the phone system. A new simplified phone extension list will be distributed soon.
 - Outdoor visits have begun and 2 general visitors can meet with a resident in the Oval Garden. An essential caregiver is able to escort the resident to the garden and join the visit. Essential caregivers may visit as little as once a week and timing of visits are not monitored at the door. There is tracking to ensure testing requirements are being met. Caregivers may request a meal be served in the resident's room.
 - There was a question about air conditioning. Since the room do not have air conditioning as standard, fans and open windows are allowed.
 - Second doses of the COVID19 vaccine will be available at Cassellholme next week for staff and essential caregivers. If people are able to book through the Health Unite before then, please let Jillian know. A good percentage of the staff have been vaccinated, but a number was not available.
 - Jillian will be away for a period of time in June, but her phone and email messages will be monitored.

Research/
Advocacy

Appendix I

Blanche-Hélène Tremblay presented a draft letter to the Board of Management expressing the Family Council's support for the redevelopment project. (The final draft is attached as Appendix I.) Blanche-Hélène asked those in attendance they agreed that we should be advocating for this.

- There seemed to be consensus that this is important given the long term benefits to the community of North Bay. We should be prioritizing the care of seniors and Family Council should be offering support to help the project move forward. There was generally positive feedback for Blanche-Hélène's letter to the Board of Management.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch

Cassellholme Family Council

Support - Communication - Education - Advocacy

Blanche-Hélène Tremblay, Chairperson, 52 Pargeter Drive, Astorville ON P0H 1B0

June 2, 2021

Cassellholme Board of Management
c/o Chris Mayne, Chairperson
400 Olive Street
North Bay, ON P1B 6J4

Dear members of the Cassellholme Board of Management,

We, the members of Cassellholme Family Council, are writing to advocate for the redevelopment of Cassellholme and to share some of our thoughts about the redevelopment. Cassellholme Family Council's mission as stated in its Terms of Reference is to support Cassellholme administration in its efforts to improve the quality of life of the people it serves in a safe and healthy environment. One of Family Council's goals is "[t]o advocate for better conditions for residents of Long-Term Care homes." It is therefore appropriate for its members to comment on this project which will affect the quality of life of Cassellholme's present and future residents.

The importance of physical surroundings to the quality of life of long-term care residents is indisputable and was confirmed by Ontario's Long-Term Care COVID-19 Commission in its Final Report dated April 30, 2021. Control of indoor air quality and the layout of the building have been major factors in many long-term care homes' ability to protect their staff and residents against the spread of COVID-19.

Family Council twice expressed its support for redevelopment in March of 2018 and again in January, 2020. In March 2018, of its own initiative, Family Council submitted a collection of ideas for the new building for consideration by Cassellholme Administration. CEO Jamie Lowery confirmed that he had received the document sent by Family Council and that the ideas it contained would be given consideration. Family Council reiterated its support for redevelopment in its January 9, 2020, response to the Ministry of Long-Term Care's consultation on the proposed issuance of a new approval for Cassellholme. At that time we expressed our appreciation for all of the work that has been done by a great number of individuals over ten years or more to revitalize and redevelop the long-term care facility.

By all accounts, families are looking forward to having their resident move into a new building. In September 2017, CEO Jamie Lowery arranged for Paul Mitchell, project architect, to present the revised plans for the new building to Family Council. The Family Council was pleased with several features of the design including the solid dividing walls

in the semi-private rooms and the bathrooms that will be wheelchair accessible and spacious enough for staff to provide assistance with toileting. We anticipate that, if redevelopment goes ahead as planned, this change in layout paired with the increased availability of qualified and well-trained staff will benefit all Cassellholme residents.

There are two other major features of the new build that members of the Family Council are pleased to support. One is the distinct unit designed to meet the unique cultural and spiritual needs of Cassellholme's Indigenous residents. We trust that this distinct unit was included in the design of the building on the recommendation of the Indigenous community and that members of the Indigenous community remain actively involved in the decision-making process. The other is the plan for two Designated Specialized Units for residents living with severe cognitive impairment. These two units will allow Cassellholme to admit individuals with more complex needs. They will undoubtedly be welcomed by the families of these individuals who, at the moment, are housed in hospitals or in regular accommodation in long-term care facilities. They will also be welcomed by administrators who are faced with the challenge of balancing the needs of these individuals with the safety of staff and other residents.

Family Council strongly believes that ongoing consultation with residents and their families will be necessary to ensure that (1) the building meets the needs and aspirations of its residents, (2) Cassellholme residents are safe and receive the care they need during the construction phase and (3) residents adjust well to their new home after they move in. It is our hope that administration will formally consult frontline staff, residents and families and include a representative of each of these groups in its redevelopment team or teams. Even without the benefit of specialized training, these stakeholders may have thoughts and suggestions that deserve consideration.

Family Council agrees with the participating municipalities that the redevelopment must be undertaken in a fiscally prudent manner and applauds the Board of Management's efforts to find innovative ways of financing the project. We are confident that, as they weigh the pros and cons of a new building and the various ways of financing its construction, municipal leaders are keeping in mind the quality of life of the most vulnerable members of their respective communities. The residents of Cassellholme are our spouses, our children, our parents, our siblings, our aunts, our uncles, our cousins, our neighbours and our friends. The quality of life of the residents of Cassellholme extends to our quality of life as we cannot fully enjoy ourselves unless we are confident that our residents are well cared for.

Having said that we support Administration and the Board of Management in their efforts to come up with innovative ways of financing the project, we believe that the

Cassellholme long-term care facility should have its own separate administration dedicated to the well-being of its residents. The coordination of services for members of our community who live outside of Cassellholme as well as the management of the construction project require an expertise that is different from that of administering a long-term care home. As per the Long-Term Care COVID-19 Commission's recommendations, we strongly believe that operation of Cassellholme and the care of its residents should be entrusted to a separate administration that is focussed on delivering high-quality resident-centered care in a safe and healthy environment.

Cassellholme Family Council supports the redevelopment of Cassellholme long-term care because, if executed appropriately and in conjunction with a formal consultation of stakeholders, it will significantly improve the quality of life of Cassellholme residents and the effectiveness of Cassellholme staff. Whether or not construction takes place, Family Council will continue to work in collaboration with the Board of Management and administration to ensure that the residents get the best of care in "a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met" (LTCHA).

Blanche-Hélène Tremblay

Blanche-Hélène Tremblay
Chairperson
Cassellholme Family Council

Cc Jamie Lowery, CEO