

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Monday March 25th, 2021

- Welcome (2:30)** The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed everyone to this special meeting of the Family Council.
- Attendance (7)** Bonnie Bolger, Glenda Coleman, Claude Fortier, Karen Gooch (Recorder), Michelle Schmitt, Blanche-Hélène Tremblay (Chair), Stella
- Agenda** This emergency meeting was called was called on short notice as a follow-up to our continuing efforts to ensure that Essential Caregivers are given adequate access to family members who reside in Cassellholme.
- Correspondence** **Appendix I**
We received a letter dated March 24th, 2021 from Angie Punnett, Associate Administrator of Cassellholme in response to the two letters (dated March 3rd and March 10th) sent to Cassellholme from Family Council regarding the lockout of Essential Caregivers.
- Business Arising**
- Caregiver Lockout We began by offering Blanche-Hélène Tremblay our thanks for writing letters on our behalf and organizing this emergency meeting.
- The consensus was that the letter of response that we received from Cassellholme was unsatisfactory. We felt that the issues we raised in our letters were not addressed and that there are still a number of unanswered questions.
 - It is assumed that most residents are now fully vaccinated, it is felt that more access can be given as there is a much-reduced risk of severe illness occurring. There were questions about what the vaccination rate is for staff, residents and visitors. There are also concerns about when caregivers will be fully vaccinated.
 - Caregivers are upset that they must stay in their resident's room as this limits the opportunity for mobility. Now that warmer weather is here, outdoor visits should be encouraged not banned.
 - There is no indication that caregivers won't be locked out if another outbreak occurs even though the province has not mandated this and other LTC facilities do not do this.
 - Those in attendance were polled and the consensus was that we should keep up the pressure and push for consistent caregiver access. We all felt this is in the best interest of the residents. Family Council Members are encouraged to attend the Board of Management meeting tonight if they can, as this will show a united front. Members will not be allowed to speak however Blanche-Hélène will request an opportunity to speak on our behalf.
 - As we move forward, members may want to consider contacting the LTC inspections branch if we do not get satisfactory action from Cassellholme. They will determine if regulations are being broken. Someone who has a resident living at Cassellholme would have to sign such a letter.

- There is still a lot of murkiness around this issue for many. It is difficult to understand the rationale for some of the actions that have been taken. If caregivers are being called 'Essential' what does that really mean? How are caregivers putting the residents in danger? Most have seen a marked deterioration of their family member after being locked out. Mobility and cognition are very important and they are being lost when caregivers are not present. Social isolation has proven to be very unhealthy and the mental health of both residents and caregivers is negatively affected when contact can't be maintained. This is especially true for dementia patients who cannot understand what is happening.

Other Business

None

Next Meeting

The next meeting will be on Tuesday, April 6th, 2021 at 2:00 p.m.

Adjournment

The meeting was adjourned at 3:00 p.m.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch

Appendix I



March 24, 2021

Blanche-Helene Tremblay
32 Pargeter Drive Astorville ON
POH 1B0

Dear Family Council,

Thank you for your letter dated March 3 & 10, 2021 bringing to our attention your concerns regarding essential visitors accessing Cassellholme.

As you are aware, a COVID-19 outbreak was declared at Cassellholme. As part of that outbreak, our home was exposed to a variant of concern which intensified the risk to our residents and staff. As a result, our management team immediately closed our doors to the public.

We appreciate your letter of concern, and we acknowledge the importance of essential caregivers during these unprecedented times. I am pleased to share with you that we will be re-opening our home to essential caregivers, following a cautionary approach. With the presence of the variant(s) in our district, we must proceed with an abundance of caution to protect both our residents and staff from the risks of exposure to COVID-19. The following details how we will implement a phased-in reopening to essential caregivers:

- Phase 1- Essential caregivers who provide meal assistance and personal care can return, only if they commit to a minimum of five days per week.
- Phase 2 – Essential caregivers who provide emotional support, communication and decision making. These visitors must commit to three days per week.

In addition, our Resident and Family Navigator has maintained regular email communications with essential caregiver's regarding the Home's plan to re-introduce essential visits with our residents in a safe and orderly manner. Updates were shared with essential caregivers on the following dates; March 11, 12, 14 and via videoconference on March 5th, 2021. We have also encouraged our families to reach out to our Resident & Family Navigator at Ext. 300 with any questions and inquiries regarding essential visits.

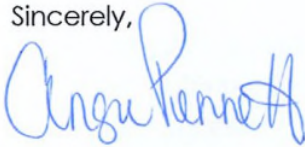
CASSELLHOLME

Compassionate care for life's journey.

We continue to work closely with public health authorities to ensure every possible step is being taken to protect our residents and staff members. We want to reiterate that the health, safety and well-being of your family members and our staff are our highest priority and in the event that a similar situation reoccurs, we will take the necessary actions to protect our residents and staff.

Cassellholme sincerely appreciates your understanding and commitment to assist in doing everything possible to keep our most vulnerable residents safe. As always, should you have any questions, please do not hesitate to contact us.

Sincerely,



Ms. Angie Punnett
Associate Administrator

Copy to: Jamie Lowery, CEO