

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday August 3, 2021

- Welcome (2:00 p.m.)** The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed everyone to this regular meeting of the Family Council.
- Attendance (9)** Bonnie Bolger, Glenda Coleman, Claude Fortier, Karen Gooch (Recorder), John Martin, Monique Peters, Edith Prosser, Cathy Summers, Blanche-Hélène Tremblay (Chair)
- Guests We had issued an invitation for Hannah Albani, Regional Lead for Northern Ontario for the Ontario Caregiver Organization to join us, but unfortunately, she was unable to attend.
- Agenda** **Motion 010/21**
Bonnie Bolger/ Glenda Coleman that the agenda be approved as circulated. **Carried**
- Minutes of Previous Meeting** **Motion 011/21**
Glenda Coleman/ Bonnie Bolger that the minutes from the July 6th, 2021 meeting be approved as corrected. **Carried**
- New Business**
- Follow-up from July Blanche-Hélène Tremblay offered some follow-up about concerns expressed at our regular meeting in July:
- Blanche-Hélène spoke with Angie Punnet, Associate Administrator about the issues that our members have been having with the phone system. Angie gave assurances that as often as possible a real person will be available to answer and direct incoming calls during the store business hours (8:00 a.m. to 4:30 p.m. on weekdays). There will be a different introductory message for incoming calls after hours.
 - Angie offered some tips to ensure that people receive the best outcome to their calls:
 - Unit Managers may be the best place to start. Although you may not be able to connect with the manager for your resident's floor, there is a least one manager on duty from 7:00 a.m. to 8:00 p.m. every day. Unit Support staff may also be a good resource. Phone extensions for administrative staff can be found under the Contact tab on the Cassellholme website. [Administration | Cassellholme](#)
 - Medical questions should generally be directed to the RN at extension 263. This is voicemail only, but calls will be returned as soon as possible.
 - When calling, try to time your call so that you are not interrupting staff at busy times of the day – mealtimes, bedtime and mornings. Also be aware that many mornings the management staff meet around 9:00 a.m.
 - Remember that family members and staff may have different perspectives and may have different ideas about what constitutes an emergency.

- Blanche-Hélène asked people to keep a log of phone calls they make to Cassellholme with details about how the system is working. If need be, we will revisit this issue at a future meeting.
- Blanche-Hélène also asked Angie to speak with someone from the laundry department about how to minimize lost items and about the best procedure for finding lost laundry.

- Elections
- Blanche-Hélène Tremblay expressed her belief that the Chair of Family Council should be connected to a current resident of Cassellholme, even though people with a connection to a former resident can be Family Council members under our current Terms of Reference. She feels that this helps provide more credibility when speaking to staff about issues at Cassellholme. Blanche-Hélène no longer has that connection but has stayed on during the COVID-19 crisis to provide continuity. Some good work has been done by Family Council during the pandemic, but Blanche-Hélène feels there were times when direct experience with the facility would have made things easier. Now that the crisis has subsided somewhat, she feels it is time to step down. She will remain a very active member, attend Board of Management meetings, do advocacy work and attend regular Family Council meetings. She is committed to ensure Family Council is recognized.
 - After some consideration, Bonnie Bolger agreed to take on the position of Chair and this was approved by the consensus of those present at the meeting. Bonnie will begin at the October 2021 meeting.
 - Virtual meetings will continue for the time being. We experimented before the pandemic struck and held a couple of in-person meetings which included a virtual connection allowing some to participate from a distance. We may get back to some kind of hybrid meeting in the future. In the past, in-person meetings were usually cancelled whenever there was any kind of outbreak declared, so having virtual meetings should remain an option going forward if needed.

- Discussion/
Sharing
- A brief time was provided for members to share anything they wanted about resident care or their dealings with Cassellholme:
- Concerns were expressed about the cleanliness of some of floors in the common areas of the building. There was also one member who felt there was an overuse of laxatives with their resident. Perhaps these concerns could be brought to a future meeting for discussion if there are others with similar observations. Blanche-Hélène asked people to email her with their experience in these areas.

Terms of Reference **Appendix I**

A copy of the Terms of Reference for Family Council was circulated to the members before the meeting with a number of suggested changes highlighted. Glenda Coleman read the document out loud. The changes will be reviewed at a future meeting before any changes are adopted.

Other Business

Website Blanche-Hélène Tremblay informed members that the Family Council page on the Cassellholme website can now be found under the Get Involved tab.
[Family Council | Cassellholme](#)

Next Meeting

The next meeting will be on Tuesday, September 7th, 2021 at 2:00 p.m.

Adjournment

The meeting was adjourned at 3:35 p.m.

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch

Cassellholme Family Council

Support - Communication - Education - Advocacy

TERMS OF REFERENCE (proposed changes are highlighted)

1.0 NAME

The name of the organization/group shall be *Cassellholme Family Council*.

2.0 MISSION STATEMENT

Cassellholme Family Council is a self-led and self-directed group of family members and persons of significance to a resident that contributes to the quality of life of the residents through support, communication, education and advocacy.

3.0 VISION

The residents of Cassellholme receive the best possible care.

4.0 GOALS

- 4.1. To welcome families and friends of residents in all of their diversity.
- 4.2. To provide a forum for family members to share their experiences, support each other, learn and exchange information.
- 4.3. To support Administration in its efforts to implement resident and family-centered care and communicate effectively with families and friends.
- 4.4. To participate in educational opportunities relating to Long-Term Care Homes.
- 4.5. To promote positive attitudes toward aging and the role of Long-Term Care in the community.
- 4.6. To advocate for better conditions for residents of long-term care homes.
- 4.7. To exercise the powers invested in Family Councils by the Long Term Care Homes Act to improve the quality of life of the residents.

5.0 MEMBERSHIP

- 5.1. Members of the Cassellholme Family Council shall be a family member or person of importance to a resident of Cassellholme.
- 5.2. Family members or persons of importance to a former resident are encouraged to continue to be active members of Cassellholme Family Council.
- 5.3. Cassellholme staff, administration and members of the Board of Management and any other person provided for in the regulations may not be members of Family Council, even though they may have a connection to a resident.
- 5.4. Residents of Cassellholme may not attend Cassellholme Family Council meetings, unless invited.

6.0 OFFICERS AND THEIR DUTIES

- 6.1. Officers of the organization/group may include the Chairperson, Co-Chairperson, Recording Secretary, Past Chair and Communications Officer.
- 6.2. The Chairperson shall preside over all meetings, prepare the agenda and share information relevant to the work of Family Council.
- 6.3. When the Chairperson cannot attend a meeting, the Co-Chairperson, Recording Secretary, Past Chair or Communications Officer shall preside.
- 6.4. The Recording Secretary shall record the minutes of each meeting and shall provide them to the staff representative in digital form to be kept as a permanent record.
- 6.5. If an officer can no longer perform his/her duties, the members who are present at the next regularly scheduled Family Council Meeting shall appoint a member to replace the officer until he or she can return to his/her duties or to serve out the remainder of the term if necessary.
- 6.6. An Executive Committee shall consist of Family Council Officers.
- 6.7. Working Groups may be set up as needed by Family Council

6.8. The Research and Advocacy Working Group is a permanent working group whose role is to keep abreast of developments in long-term care and provide information to Family Council regarding opportunities for advocacy.

7.0 SPOKESPERSON

7.1. The Chairperson or his/her/their designate shall be the sole spokesperson of Cassellholme Family Council.

8.0 FAMILY COUNCIL ASSISTANT

8.1. Family Council may, at its own discretion, place a request that a Family Council Assistant be appointed.

8.2. As provided in the Long-Term Care Homes Act, the Family Council Assistant appointed by Cassellholme must be acceptable to the Family Council.

8.3. The Family Council Assistant takes instructions from the Family Council, ensures confidentiality where requested and reports to Family Council.

9.0 ELECTIONS

9.1. Elections shall be held at the last meeting of each year.

9.2. Members are encouraged to volunteer on their own initiative to be considered for office.

9.3. The opening of nominations for office shall be announced to members a minimum of two weeks before elections take place.

9.4. Where more than one person is nominated for a position, the nominee will be chosen by secret ballot. The ballots will be read by a Third Party chosen by the members.

10.0 VALUES

10.1. Respect

We treat residents, administration, staff and each other with respect. We recognize that we are influencers and not decision-makers. We use appropriate means to influence decisions. We speak to the cause while showing respect to those individuals who are responsible and held accountable for decisions and the tasks that create quality of care in the home. We also recognize that treating residents with respect will sometimes be challenging but we are committed to doing so.

10.2. Diversity

We seek quality of life for residents of all economic situations, ages, ethnicity, languages, religions, sexual orientation, gender identity, religion and health status.

10.3. Fairness/equity

Fairness means that each resident's needs and aspirations are fulfilled within the limits of available resources, not that each resident gets exactly the same treatment.

10.4. Compassion

We recognize that individuals have different values and react to different situations in different ways. We are sensitive to these differences and do our best to hear what is being said. We listen to understand. We do not judge. We do not try to solve problems or make decisions for others. We share information and experiences in order to make it easier for them to make their own decision and help themselves.

10.5. Collaboration

We work constructively with Administration, with Residents' Council and with each other. We work by consensus. No concern is dismissed without due consideration.

10.6. Confidentiality

When communicating concerns to Cassellholme, we respect the privacy of residents, staff, family members and friends who may have shared their observations at Family Council meetings or in private.

10.7. Perseverance

We accept that it may take a long time for our actions to make a difference in the lives of the residents.

10.8. Knowledge

Members of Family Council strive to be well-informed about research, legislation, decisions and events that relate to life in long-term care. They also connect with other organizations who share their concern for the quality of long-term care.

10.9. Non-partisanship

Cassellholme Family Council does not engage in partisan politics. This means that it neither supports nor opposes a candidate for political office or a political party in its endeavor to improve the quality of life of the residents. Members of Family Council who engage in political action do so on their own behalf and not that of Cassellholme Family Council.

11.0 MEETINGS

- 11.1. Meetings will be held each month at a date chosen by the active members and posted a minimum of one week in advance.
- 11.2. Virtual participation will be offered to make it easier for family members and friends to participate in Family Council meetings and events.
- 11.3. Decisions will be made by consensus. If a consensus cannot be reached, a decision will be voted on by members. In order to pass, a motion must be approved by more than half of the members who are present at the meeting.

12.0 AMENDMENTS

Amendments may be made to these Terms of Reference at any regular meeting of the Council, by a 2/3 vote, providing the suggested changes have been read at the previous meeting.