

THURSDAY, SEPTEMBER 23, 2021

MINUTES

Date: Thursday, September 23, 2021

Location: ZOOM Meeting

Present: Chris Mayne
 Mark King
 Terry Kelly
 Claire Campbell
 Sherry Culling

Staff: Jamie Lowery, CEO
 Billy Brooks, Director of Finance & IT
 Angie Punnett, Associate Administrator
 Julie Pilkey, Recording Secretary

Regrets: Bill Vrebosch

Guests: Don Gracey, CG Group
 Blanche-Helene Tremblay, Family Council
 Claude Fortier, Family Council
 Monique Peters, Family Council
 Bonnie Bolger, Family Council
 Stu Campaigne, Bay Today

	ITEM	ACTION
A.	CALL TO ORDER	
	<p>RECORDED MEETING</p> <p><i>“Moved by Sherry Culling and seconded by Mark King that the meeting be called to order at 5:40 p.m.”</i></p> <p>Res. #86-21 <u>Carried</u></p>	
	1. Board Re-Appointment - Welcome Back Sherry Culling	
	Chris Mayne welcomed Sherry Culling back to the Board of Management, effective September 2, 2021. Sherry’s appointment will be for 3 years.	
	2. Welcome New Board Member - Bill Vrebosch	
	<p>Chris Mayne announced the appointment of Bill Vrebosch to the Board of Management, as passed by City of North Bay Council on September 21, 2021. Bill will be replacing Al McDonald. Bill’s term will expire November 14, 2022.</p> <p><i>“Moved by Claire Campbell and seconded by Terry Kelly that the Board approve the attached Resignation of Alan McDonald and Appointment of Bill Vrebosch, of the City of North Bay, Area 1 Members, effective September 23, 2021.”</i></p> <p>Res. #87-21 <u>Carried</u></p>	

3. Board Resignation - Dean Backer

Chris Mayne announced the resignation of Dean Backer, effective immediately. Dean was grateful for having the opportunity to serve on the Board and offered his best wishes.

“Moved by Mark King and seconded by Terry Kelly that the Board accept the attached resignation letter from Dean Backer of the Town of Mattawa, Area 2 Member, effective September 21, 2021.”

Res. #88-21

Carried

4. Approval of Agenda

“Moved by Claire Campbell and seconded by Sherry Culling that the Board approve the agenda for this meeting, as presented.”

Res. #89-21

Carried

5. Code of Conduct

5.1 Reminder – signed Agreement to be returned

Julie to follow-up with those Board Members who have not submitted yet.

6. Conflict of Interest

6.1 Reminder – signed Agreement to be returned

“Moved by Terry Kelly and seconded by Mark King that no Board Members present, have declared a conflict of interest.”

Res. #90-21

Carried

7. Approval of Minutes

7.1 Approval of Minutes of the Meeting held on August 26, 2021

“Moved by Claire Campbell and seconded by Sherry Culling that the minutes of the Regular Board Meeting, held on August 26, 2021, be adopted as presented.”

Res. #91-21

Carried

8. Business Arising

8.1 COVID-19 Update

Angie provided an update, noting the following:

Residents received their 3rd dose/booster on September 9, 2021

Students are back and must be vaccinated.

Testing/screening remains the same. Although, unvaccinated staff must be tested at the start of every shift.

Ongoing staffing challenges and retention. Kids back in school, daycare issues, etc.

There is no Delta variant in our area

87%-92% of staff are vaccinated. Most new employees are providing their proof of vaccination.

Au Chateau is making it mandatory to be vaccinated in their home. Eastholme and Cassellholme have decided not to make it mandatory at this time, due to concerns with staff shortages.

9. New Business

9.1 Ministry Inspection *

Jamie discussed the recent Ministry Inspection visit. Lindsay Dyrda provided a summary attachment for the Board. The inspectors were here for 2 weeks to investigate 2 complaints and critical incidents. Their findings included documentation was not done on for wound care and a request was not submitted to dietary. Corrections were made to checklists and policies. Physician not completing assessments (note - not our primary physician). Ministry contacted him for corrective action. Final complaint was a medication error, but no findings of non-compliance noted. A critical incident related to lunchtime meal being served 20 minutes late. An IPAC inspection found a staff member not wearing a PPE gown. Only had goggles and gloves and didn't think they needed gown when resident was not in the room. Staff was reinstructed. Findings were not orders, they were voluntary plan of actions. Corrections and changes have already been implemented to address the issues.

9.2 Letter to the Community

The Communication letter, prepared by TWG, has been sent to Canada Post and should be delivered to household mailboxes, starting on Friday. The letter will provide clarity of the redevelopment, processes, costing, procurement, timelines, etc.

9.3 Fire Inspection *

Annual Fire Inspection on Sept 16/21. There was one order for an electric fireplace to be on its own circuit. Appliance was unplugged immediately. A direct source of power was provided and a follow-up letter was received on Sept 17/21 from the Fire Department, noting the order is now completed.

10. Redevelopment Update

Jamie noted there is nothing to discuss publicly at this time.

11. Operations

11.1 Cassellholme Operations Update *

Update included in package. Jamie discussed the struggle to get PSWs. Meeting with CTS to see if there is a more progressive way to train PSWs. Training on behaviors and aggression is being expanded to all staff.

11.2 Budget to Actuals

Billy provided a presentation on YTD Budget to Actuals ending August 31/21. No concerns.

12. IN - CAMERA

All Guests were put in the Waiting Room or chose to leave the meeting.

12.1 In-Camera – Legal Matter

“Moved by Mark King and seconded by Sherry Culling that the Board proceed to an in-camera session at 6:47 p.m.”

Res. #92-21

Carried

“Moved by Mark King and seconded by Claire Campbell that the In-Camera session be adjourned at 7:40 p.m.”

Res. #93-21

Carried

One guest (Monique Peters) returned from the Waiting Room.

B.	CORRESPONDENCE	
	No items noted	
C.	REQUEST FOR FUTURE AGENDA ITEMS	
	No items noted	
D.	DATE OF NEXT MEETING	
	Thursday October 28, 2021 @ 5:00 p.m. - or at the call of the Chair.	
E.	ADJOURNMENT	
	<p><i>“Moved by Sherry Culling and seconded by Terry Kelly that the meeting be adjourned at 7:41 p.m.”</i></p> <p>Res. #94-21 <u>Carried</u></p>	

Secretary

Chairman

Board of Management Meeting
September 23, 2021

❖ **CLINICAL SERVICES UPDATE - Lindsay Dyrda, DOC**

The Ministry completed Complaint and Critical Incident Inspections on May 10-19, 2021. Two reports were received on June 18, 2021. The complaint inspection had 1 voluntary plan of correction and an order was issued related to Duty to Protect resident abuse in the Critical Incident Inspection.

On August 9-13 and 17-20, 2021 there was a Follow-Up, Critical Incident and Complaint Inspection completed. Three reports were received on September 9, 2021. The order from the previous inspection related to abuse was complied. The Critical Incident Inspection report had 4 Voluntary Plans of Correction, and Complaint Inspection had 2 Voluntary Plans of Correction.

The Ministry has announced funding the support LTC homes in adopting technologies to help strengthen medication safety. We are currently reviewing eligible options including an automatic dispensing cabinet (for emergency medication) and computerized prescriber order entry.

The Clinical Services staff (Unit Managers) will be extending their hours to include coverage to 8pm during weekdays.

Residents who were eligible, received their 3rd COVID vaccine dose on September 9, 2021.

On June 21, 2021, the Pharmacy Service Provider transitioned from Rexall to Care Rx. The pharmacy location and staff remained the same which caused little disruption.

❖ **FINANCE & INFORMATION TECHNOLOGY UPDATE - Billy Brooks, Director of Finance & IT**

Financial update will be presented at the meeting for the budget to actual results for the period of January 1st to August 31st, 2021 (8 months). Additionally, the Home is currently developing its 2022 Operating Budget. Consultations with department managers and other key stakeholders will occur over the coming weeks. The budget is expected to be presented to the Board in November.

The Home has also purchased a software license for Bonfire, a procurement software that will allow for digital management of its day-to-day procurement needs such as issuing RFQs and RFPs, as well as managing its contracts from creation to completion. This software will not only ensure Cassellholme is getting the best value for its funding, but also improve compliance and records management. Bonfire is expected to be up and running in the coming months, and will be shared between the Home, CSS and Castle Arms.

❖ COMMUNITY SUPPORT SERVICES UPDATE - Nancy Coughlin, Manager

- Trips with the Cassellholme Bus are increasing as places in the community open up
- Diner's Club will resume on October 14th
- We are attempting to hire more PSWs to cover vacancies - the response has not been good, we will continue to advertise

❖ HOUSEKEEPING, LAUNDRY, MAINTENANCE, PROGRAMS - Angie Punnett, Associate Administrator

Housekeeping / Laundry

We are in the process of working with a local cleaning provider to deep clean all flooring in hallways and dining rooms throughout the home. The entire process is labour intensive and we expect it to take approximately 6 weeks to complete once a start date has been set.

Nutrition & Food Services

We are working with Canadian Career College and YES Employment with their new Food Services Certification Program. Cassellholme will be the designated training center for all placement students. Students will be required to complete a 2 week (80hr) placement alongside our NFS workers. It is our hope that these students will complete their placement and be workplace ready. Staffing continues to be an issue in NFS department and we are hopefully this partnership with help with recruitment and retention.

Programming

The 400 Club is officially open 5 days per week. Hours are modified 10-2 with only 8 members per day. A separate entrance has been set up for members to enter and exit and Covid screening.