

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday November 2<sup>nd</sup>, 2021

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**Welcome (2:00 p.m.)** The Family Council met using *Zoom*. Bonnie Bolger welcomed everyone to the meeting.

**Attendance (11)** Bonnie Bolger (Chair), Glenda Coleman, Claude Fortier, Karen Gooch (Recorder), Jean Guenette, John Martin, Ann McIntyre, Monique Peters, Edith Prosser, Michelle Schmitt, Blanche-Hélène Tremblay (Vice Chair)

Guests Jillian Duchesne (Staff Assistant), Trina Milne (Manager of Support Services)

**Support Services** Tina Milne, Manager of Support Services attended the meeting to discuss laundry services. She listened to members' concerns and offered some insight and advice about how to make things better:

- A number of people expressed concerns about lost laundry and Trina offered to follow-up and review the laundry process. She also offered to speak with Unit Managers about how to improve tracking down lost items.
- There was a comment about how long it takes for some items to be returned from the laundry on occasion. This may happen if there are soiled items that need to be handled differently. People were asked to ensure that residents have a few extra items of clothing to compensate for any delays.
- People were asked to consider removing seasonal items from the closets in order to help keep things a bit more orderly.

**Agenda** The agenda was agreed to by consensus.

**Minutes of Previous Meeting** **Motion 015/21**  
Claude Fortier/ Glenda Coleman that the minutes from the October 5<sup>th</sup>, 2021 meeting be approved as corrected. **Carried**

### **Business Arising**

There were a couple of items to follow up on:

- Flooring & Painting – The flooring will be replaced in the 3<sup>rd</sup> floor dining room. Concerns about floor cleaning and repainting the walls in the main hallways will be brought to Maintenance Coordinator Dan Cote.
- Plastic Cutlery – Plastic cutlery has been used for tray service in the rooms, due to the fact that regular cutlery was disappearing. Trina Milne agreed to look into this. One member bought some higher quality plastic cutlery for her mom to use in the room.
- Education – We discussed several ideas for future meetings including:
  - having a representative from the Alzheimer's Society attend a meeting in the new year.
  - inviting Camille Bigras come to speak with us about specific ways that we can interact with our resident as they move through the stages of dementia.
  - having someone from the Continence Team come and outline their products and procedures.

## New Business

- Cassellholme Update There following items were addressed by Jillian Duchesne:
- Jillian will be sending out an email soon, to update families about a number of issues and providing information about available supports. She will pass on a link from Monique Peters about a webinar for caregivers from McMaster University.
  - There was a question about booking rooms for family gatherings during the holiday season. Currently, the Garden Room can be booked for gatherings of up to 8 people. Jillian suggested that rooms can be tentatively booked for the holidays however there is no guarantee that these bookings will be honoured since management has not yet made a decision about allowing larger gatherings in the building. Jillian will keep us updated about this.
  - Jillian was asked if is it possible for a representative from Family Council to sit in on any meetings of the Quality Assurance Team. The Team is not currently meeting, but this request will be considered for the future.
  - Jillian informed us the there are changes in the works to improve the scheduling of baths in order to ensure that bathing happens regularly.
- Research/ Advocacy Blanche-Hélène Tremblay attended the recent Ontario North Family Council Network (ONFCN) meeting an offered the following:
- Local Family Councils were advised the importance of having one of their representatives attend when facilities hold meetings where quality assurance is discussed.
  - There was a presentation from Grace Welsh, who offered hints for how to ensure that concerns of Family Council are heard:
    - Don't be adversarial
    - Make sure to keep a good working relationship with the facility managers
    - Request to be included when possible
    - Make it clear that you know what your rights are as a Family Council and as individuals
  - The importance of etiquette training for PSWs was discussed. People are encouraged to bring attention to any disrespectful behaviour that they see.
  - The ONFCN is currently looking for volunteers to serve the organization since the current Co-chairs have announced their intention to step down.
  - The ONFCN annual Fall Conference (online) will be held November 16<sup>th</sup> - 18<sup>th</sup>. The theme is *Finding Your Voice: Engage, Empower, & Influence*.
- Inspection Report There were no new inspection reports.
- Board of Management There were no major developments to report. The conflict between the Board of Management and the partner municipalities over funding for the redevelopment project has not been settled yet.
- Discussion/ Sharing Several items of concern were raised during general discussion time:
- Senior Staff – There was a question about inviting senior staff to our meetings to address some of our most pressing current concerns. Most felt that generally this was not appropriate. Jillian Duchesne, who attends most

of our meetings, is our conduit to bring concerns to the senior staff. Individuals are always welcome to contact management members, but not as a representative of Family Council. We have invited Jamie Lowery, CEO and others in the past to attend meetings in order to provide us with specific information about Cassellholme's operations.

- Support for Staff – A question was asked about how Family Council can support the frontline staff. Family Council has no budget to organize any events, however individuals can make use of the Cassellholme program to provide positive messages of support to staff. These become part of their employment record. Speak with Jillian Duchesne about this. Gifts to individual staff members are discouraged, however some have brought treats to be share amongst the staff on duty.
- Vaccines – Unvaccinated general visitors will still be allowed in the building, but they must be tested at every visit. Currently, there are about 8 unvaccinated visitors each week. There has not been a directive from the government about this. Some have requested that no unvaccinated person be allowed in their resident's room. Everyone is reminded to get a flu shot as soon as possible.
- Staffing – The effects of being short staffed are being seen by essential caregivers. As an example, toileting during mealtimes is difficult especially if a 2-person transfer is needed. There is worry about what will happen when the vaccine mandate kicks in, as there are still 15 – 18 unvaccinated staff members. Several things are being done to try and address this problem. Senior staff members have been taking shifts and RPNs have been taking on extra tasks or shifts. Activities staff have been asked to help during meal times. There has been a recruiting campaign and Cassellholme will pay for PSW training with a commitment to stay and work for a period of time. The Ontario Government has extended to COVID-19 pay raise until the end of March to encourage workers to stay.

**Other Business**

None

**Next Meeting**

The next meeting will be on Tuesday, December 7<sup>th</sup>, 2021 at 2:00 p.m.

**Adjournment**

The meeting was adjourned at 3:28 p.m.

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Chair, Bonnie Bolger

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Recorder, Karen Gooch