

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday December 7<sup>th</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 (8)

Bonnie Bolger (Chair), Claude Fortier, Karen Gooch (Recorder), Jean Guenette, Ann McIntyre, Monique Peters, Michelle Schmitt, Blanche-Hélène Tremblay (Vice Chair)

Guests Jillian Duchesne (Staff Assistant), Lindsay Dydra (Director of Care)

### Education

Lindsay Dydra, Director of Care attended the meeting to update Family Council about the current operations at Casselholme:

- There have been a number of structural changes to staffing that are needed because of the ongoing difficulties hiring RNs that began before the COVID-19 pandemic. There are currently 2 RNs on duty during the day and this will drop to 1 once the restructuring is fully implemented. The RN job description has not changed but greater use of RPNs will allow for this scheduling change. There will be an RPN lead assigned to each unit who will work with 2 other RPNs. Although there have also been difficulties hiring RPNs, Casselholme has been able to hire 3 recently. The restructuring will not be fully implemented until the staffing situation has stabilized.
- Unit Managers will be on duty daily until 8:00 p.m. There are currently 31 PSWs assigned to the day shift, 22 during evenings and 9 during the night with each unit having a slightly different PSW allocation. There is a dedicated bath person on each unit and baths are now being done 7 days a week. Baths are rescheduled as soon as possible after they are missed and this may be accomplished by calling in extra staff the next day. Overscheduling helps compensate when PSWs have to miss a shift. There extra resources are available during busy periods and one of the PSWs on the night shift is assigned as a float to work where the need is greatest. RNs, RPNs, Activities staff and senior staff all offer assistance as they are able. Laundry, cleaning and food staff are not allowed to do personal care.
- Other measures to ease staffing shortages include the hiring of retirees on a casual basis and training Helping Hands - volunteers who help at meal times and with resident transport. There is also a program that is run with the local high schools to combine PSW training with regular studies for some students, as they work towards their high school diploma.
- Regular visitors to Casselholme commented that they are noticing that staff shortages may mean that there are some things not being done on a consistent basis (teeth brushing for example). Visitors have also noticed that staff are not always readily available if help is needed, particularly at mealtimes.
- There was also a concern expressed about how to let staff members (particularly new staff) know about the routine needs for an individual resident. The use of white boards in each room for communication is something that Family Council has suggested a number of times in the past. Perhaps the staff could be more conscious about letting caregivers know

who is looking after their resident. This should include keeping their nametags visible. Currently, white boards are used only with residents who are part of the BSO program. The huddle boards on each unit seem to have helped with staff communication concerning resident care.

- There are a number of things that Cassellholme is looking at moving forward. After the pandemic is over there are plans to resume training and mentorship programs that have been put on hold. \$800,000 has been made available to spend on maintenance for things such as furniture, painting and replacement flooring. Hiring a nurse practitioner is something that is being considered. The doctor is expected to come more often (Tuesdays and Thursdays), although he is generally available to the staff for consultation.
- There was a question about whether residents can have their own doctor. This is possible with a signed agreement. Is it possible to view the agreement?
- Some members expressed that they had difficulty reaching an RN since the extension was recently changed. The advice is to get in touch with a Unit Manager who can make arrangements to speak with an RN.
- Concerns were shared about lack of attention to protocols at the front door. This could be the result of staff inexperience and the fact that it can be very busy at certain times of the day, especially with the testing requirements being handled by the door staff.
- Lindsay will pass on concerns about infection control measures to Ellen Whittaker. There were specific concerns expressed about personal items being left out in the shared bathrooms. Some visitors are bringing their own cleaning wipes.
- Essential Caregivers are still free to come into the facility and it is hoped that vaccination will prevent a further lockdown. All residents who have provided consent have been given a booster vaccination. All staff and visitors are being encouraged to also get the shot, but no clinic is planned at Cassellholme at this time. General visitors are still allowed during daytime hours and must be tested at each visit, but they will likely be locked out during an outbreak.

Bonnie offered thanks to Lindsay for taking the time to attend our meeting.

## **Agenda**

The agenda was agreed to by consensus.

## **Minutes of Previous Meeting**

### **Motion 016/21**

Jean Guenette/ Monique Peters that the minutes from the November 2<sup>nd</sup>, 2021 meeting be approved as circulated.

**Carried**

## **Business Arising**

There was discussion at the last meeting about the use of the Garden Room for family visits. This room will no longer be available for gathering.

## **New Business**

Cassellholme  
Update

There following items were addressed by Jillian Duchesne:

- There are still some problems with staff and visitors who are not wearing their masks properly. All are reminded to be cautious for the protection of everyone.
- There is currently a facility-wide respiratory outbreak that is not COVID-19 related.

Research/ Advocacy The following items were brought forward:

- A letter to the Minister of Long-Term Care from the Co-chairs of MKK Family Council was circulated by email to members for review before this meeting. It concerns a request to provide extra government funding to long-term care facilities in the face of rising raw food costs. Although facilities have received more money this past year, most of that has been spent on increased costs due to the pandemic. It is very important that facilities are able to continue providing nutritious meals which is becoming increasingly difficult as raw food prices have risen by an estimated 5% in recent months.

**Motion 016/21**

Ann McIntyre/ Monique Peters that Family Council write a letter of support for the request for more funding to cover the spike in raw food costs.

**Carried**

- The ONFCN annual Fall Conference was held online November 16<sup>th</sup> -18<sup>th</sup>. The theme was *Finding Your Voice: Engage, Empower, & Influence*. A recording of the event can be found at:

<https://fco.ngo/resources/fall-conference-2021-finding-your-voice>

Nominations Normally, Executive members are confirmed at the December meeting. It was agreed that we will postpone the nomination process until the new year.

Inspection Reports 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 There was a brief discussion about how to encourage greater involvement in Family Council. Several ideas were mentioned:

- It appears as if *Zoom* meetings will continue for the time being. Is this a barrier for some?
- Should we put up posters at Cassellholme to advertise the meetings as we have done in the past?
- A change to the meeting time has been tried in the past, but this did not seem to increase attendance.
- Should we be making more use of our *facebook page*?
- Members are asked to consider a personal invitation to other family members they may come in contact with.
- Blanche-Hélène Tremblay pointed out that we have a very important role to play and the we have done well to remain active during the pandemic. There are other Family Councils that have not survived COVID-19.

**Other Business** None

**Next Meeting**

The next meeting will be on Tuesday, January 4<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