

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday September 7th, 2021

Welcome (2:00 p.m.)

The Family Council met using *Zoom*. Blanche-Hélène Tremblay welcomed our guest, Hannah Albani to this regular meeting of the Family Council. She also welcomed Jean Guenette as a new member of the Council.

Attendance (11)

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

Guest Hannah Albani, Regional Lead for Northern Ontario for the Ontario Caregiver Organization.

Family Council Education

Hannah Albani, Northern Regional Lead for the Ontario Caregiver Organization (OCO) who offered Family Council a presentation about her organization.

- There are an estimated 3.3 million caregivers in the province of Ontario. There are caregivers of every age - evenly split between male and female and they provide for their loved ones over a wide range of hours during an average week. Those aged 35-65 make up the largest group of caregivers and they are often caring for both children and aging relatives.
- Caregiving is very rewarding but also very challenging. Many aspects of life are affected including time, travel, finances, physical, emotional and mental health and loss of sleep.
- Caregivers provide a huge benefit to society. If all of Ontario's caregivers were paid \$14 per hour it would cost an estimated \$26-\$72 billion dollars per year.
- The OCO was established in 2018. It is a non-profit organization that receives the bulk of its funding from the Ministry of Health. Its mission is to provide awareness and recognition of caregivers and to help caregivers connect with each other. The OCO works to develop partnerships in order to fill in gaps and offer support without duplicating other services. Service needs are identified in cooperation with caregivers. The OCO can help caregivers find resources in their community.
- The OCO operates a 24/7 helpline (1-833-416-2273) and a chatline that is available weekdays from 7:00 a.m. to 9:00 p.m.
- The SCALE program (Support for Caregiver Awareness, Learning & Empowerment) is a series of 8 webinars that offer practical information to help caregivers on their journey as they deal with stress, guilt, sadness or anger. Self-compassion and self-awareness are important aspects of the program. A new program will be starting on October 5th, 2021.
- The OCO runs a peer support program where they match caregivers with a trained mentor for a 3-to-4-month period (possibly up to a year if required).
- There are usually 2 webinars produced each month on a wide range of topics relevant to caregivers. These can be watched live but recordings are available on the OCO website for viewing later. There is also an e-learning series called Caregiving 101 with each video in the series running about 40

minutes. There are also special resources for young caregivers that are 15-25 years old who often do not self-identify as caregivers.

- Since 2/3 of caregivers are employed and many have a fear of job loss, the OCO has worked with the Center for Addiction and Metal Health (CAMH) to produce guides for employers and employees dealing with issues related to caregiving and employment.
- The OCO works in partnership with other health care professionals and has support from Canadian nurse and doctor organizations. It has also worked with hospitals to find ways to better support caregivers. A pandemic toolkit has been produced to help with this effort.
- Hannah will forward her slide presentation along with OCO contact information to Family Council. She informed us that there are no criteria for accessing OCO resources other than calling yourself a caregiver.
- The OCO does not differentiate who is an essential caregiver. (This is something that has been defined for use in the long-term care community.) The OCO has worked with long-term care facilities in the past and Family Council may be interested in contacting the organization for ideas about how long-term care caregivers can work with facilities to get the support they need. Cassellholme has seemed more open to discussing caregiver issues as the pandemic has progressed.

[Ontario Caregiver - Ontario Caregiver Organization](#)

Agenda

Motion 012/21

Monique Peters/ Claude Fortier that the agenda be approved with several suggestions for discussion topics.

Carried

Minutes of Previous Meeting

Motion 013/21

Monique Peters/ Glenda Coleman that the minutes from the August 3rd, 2021 meeting be approved as corrected.

Carried

New Business

Follow-up from August Meeting

It was noted that Cassellholme has provided an up-to-date contact list that was circulated with the current monthly bills. Included were helpful suggestions for who to call when.

Terms of Reference

The terms of reference for Family Council were read aloud and reviewed at the August 3rd, 2021 meeting. Several changes were proposed including the updating the job descriptions for Officers and the addition of a Communications Officer. It was also proposed that the official spokesperson for Family Council will be the Chairperson or his/her/their designate. (See Appendix I from the August 3rd meeting for all the proposed changes.)

Motion 014/21

Bonnie Bolger/ Anne McIntyre that the proposed changes to the Family Council Terms of Reference from the August 3rd, 2021 meeting be adopted with the addition of Vice Chairperson to the list of Officers.

Carried

Inspection Reports

There were no new inspection reports this month. Blanche-Hélène Tremblay spoke about how these reports are very important especially when they are

linked to a regulation from the Long-Term Act Care. Complaints made to the Ministry of Long-Term Care may or may not be investigated and sanctions are dependent on a number of factors, including the frequency of the offense. Complaints should be handled using the LTC facility's complaint process, however, if the Plan of Care for a resident is not being followed and you feel that the situation is life threatening, you have the right to contact the Ministry immediately. [Home Report \(ltchomes.net\)](https://www.ltchomes.net)

- Research/
Advocacy
- The Ontario Health Collation (OHC) is planning an event on September 13th, 2021 bring attention to the poor record of for-profit long-term care homes in the province. Members are welcome to attend as individuals. Family Council has offered support for some of the issues the OHC has focused on, but the Council needs to be careful about supporting partisan causes directly.
 - Émilie Johnson has provided a link to an online event with Andre Picard as the guest speaker. This will be circulated by email for those who are interested.
 - Blanche-Hélène Tremblay will be attending (as an individual) a family engagement session with officials from the LTC Ministry to provide feedback to several pre-determined questions. She asked those in attendance if they had any feedback she could pass along. Consistent essential caregiver access and how to deal with chronic staff shortages were offered as suggestions.

Board of Management The redevelopment of Cassellholme has been held up over a conflict funding between the Board of Management and the partner municipalities.

- Discussion/
Sharing
- A brief time was provided for members to share anything they wanted about resident care or their dealings with Cassellholme:
- There was a suggestion that a letter be written to the Board of Management to ask for affirmation that essential caregivers will not be completely locked out if there is another outbreak declared. Cassellholme has generally done a good job and this should be acknowledged in the letter. Hopefully, lessons have been learned and caregivers will be allowed to enter the facility – even if it is under restricted condition. Blanche-Hélène Tremblay offered to circulate a draft letter for approval.
 - Members were informed that CareRx, the provider for drugs not covered under the province's drug plan does offer online payment. This was not presented as an option when the switch to CareRx happened earlier this year. CareRx should be contacted for more information about this.

Other Business

Thank You As this was the last meeting that Blanche-Hélène Tremblay will Chair, she thanked everyone for making her time in the position enjoyable. She will remain active as the Vice Chair, working closely with Bonnie Bolger who will take over as Chair at the October meeting. Anne McIntyre offered thanks on behalf of Family Council for the all the hard work that Blanche-Hélène has offered over the last few years.

Next Meeting The next meeting will be on Tuesday, October 5th, 2021 at 2:00 p.m.

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

Chair, Blanche-Hélène Tremblay

Recorder, Karen Gooch