

## Cassellholme Family Council Meeting

Held by Zoom, North Bay, ON

Tuesday April 5<sup>th</sup>, 2022

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### Welcome (2:00 p.m.)

The Family Council met using *Zoom*. Monique Peters welcomed everyone her first meeting as Chair of Family Council.

### Attendance (12)

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

### Guests

Tracy Davis (Spiritual and Cultural Engagement Lead), Jillian Marchand (Staff Assistant), Dave Smits (Director of Facilities and Capital Projects)

### Territorial Acknowledgement

Tracy Davis offered an acknowledgement of the fact that we meet on First Nations territory. As we, as a society are moving towards reconciliation, it is important that we take the time to intentionally remember with gratitude that we are meeting on the traditional land of the Nipissing First Nation.

### Guest Speaker

Monique Peters welcomed Dave Smits to our meeting. He is the new Director of Facilities and Capital Projects. He began by stating that he will be attending all Board of Management meetings during the 4 ½ year project. One of his goals is to provide open communication with the Cassellholme community about the progress of the redevelopment. He offered Family Council an overview of the project.

- The build will be completed in two parts. The first half will involve the building of the tower in front of the current building. It will be ready for occupancy in 2 years. The second section will be built where Apple and Maple currently stand and it will take an additional 2 years. The remaining time will be used for landscaping and finishing details. Dave shared the site plans to show the layout. Parking will be established behind the former link between Cassellholme and Castle Arms I.
- Dave spoke about the disruption to the current residents and visitors. A new main entrance will be opened beside the Apple dining room for use during the construction. Most of the work will take place outside the current structure, and measures are in place to ensure disruptions are minimized. In an attempt to balance speed and disruption, construction work will only happen 5 days a week from 7:00 a.m. to 7:00 p.m. and electrical work will happen from 6:00 a.m. to 6:00 p.m.
- Baseline sampling of indoor air has been done and will be monitored during construction. If required, watering will be done to keep dust levels under control on the site. The building's filtering system has been updated and filters will be changed regularly.
- The noisiest part will be putting in the piles for the foundation. This job should take about 20 days for each section of the build. Once the walls are up, the heavy equipment will be finished and the noise should subside.
- Family Council will receive regular information about the project and feedback is welcome. The redevelopment section of the website and social media will be updated regularly and a section of the bulletin board in the main hall will also be used to post information. A webcam will be installed on the third-floor balcony with a view of the construction site.

- An effort will be made to keep some outdoor space available throughout the project. Unfortunately, a number of trees will be lost. It is hoped that 3 or 4 of the big trees can be protected (several near Castle Arms IV and one near the auditorium), but the age of the trees and stress may be factors that make this difficult. The plan is to mill some of the trees that are removed and use the lumber for furniture or artwork. It was suggested that new or remaining trees be dedicated once the landscaping is complete.
- There will be accessible parking available throughout the project that is closer to the entrance than some of the current parking.

Several people had questions for Dave.

- Will there be central air conditioning? The building's HVAC system will be designed to current standards. There will be air conditioning throughout and the temperature will be controlled in zones to account for the warming effect of the sun.
- Will the windows open? Dave was unable to say for sure, but will look into this. If the windows do not open, a design change is unlikely due to the excessive cost.
- There was a question about the use of local contractors. Percon, the main contractor is from Toronto, but they will make use of local suppliers or workers from local companies such as Canor, Northland Glass, Designed Roofing and Labonte Construction.

Monique offered thanks to Dave for his presentation.

## **Cassellholme Update**

Monique Peters welcomed Jillian Marchand to her new position as Resident & Family Navigator and Admissions. She will also be the staff assistant for Family Council. She is replacing Jillian Duchesne who will now be part of the Castle Arms management team. Jillian offered the following Cassellholme update.

- The COVID19 outbreak is ongoing. The plan is to provide weekly updates following the receipt of results from PCR tests that are done each Monday for willing residents who have not already tested positive. Testing will also be done any time a resident is symptomatic. There is regular contact with the Health Unit and the outbreak will be declared over 10 days after the last positive result among residents. There was a positive test this past Sunday. Testing of staff and visitors is ongoing, but these results carry less weight than resident results. There are other LTC facilities locally also in outbreak and all PCR testing is done on Mondays which can lead to delays in getting results. Discussions are being held to address this.
- It is still unsure what restrictions will be in place once the outbreak is over. This will depend on what guidelines the Ministry of Health has in place. Risk assessment is always being done to determine activity levels are possible on each floor.
- Jillian stated she plans on holding one or two training sessions for essential caregivers and will try and hold some sessions in the evenings or on weekends to try and accommodate as many people as possible. Online training is not being offered at this time. If out of town people want training, they can contact Jillian directly to make arrangements the next time they are in town.

- There was a question about when outdoor visits with the residents will be allowed. Jillian will look into what the current provincial guidelines are about this. Currently, according to ministry guidelines, residents are only allowed to leave the facility for necessary medical appointments due to the outbreak status. Some dentists have cancelled appointments because Cassellholme is in outbreak. Dental cleaning is not considered essential. However, a dental hygienist may be able to come into the building, but some not willing to do so. The hairdresser is not on site as this is not considered essential.
- Currently, Jillian will be working Tuesday to Friday from 8:30 to 4:30 until she finishes teaching at Canadore College in May, when she will begin working Monday to Friday. Jillian feels her recent work as a Unit Coordinator should help her in this new role as Resident & Family Navigator.

## Agenda

### Motion 007/22

Glenda Coleman/ Michelle Schmitt moved that the agenda be approved as circulated.

**Carried**

## Minutes of Previous Meeting

Approval of the March 1<sup>st</sup>, 2022 minutes was deferred until the next meeting.

## Business Arising

None

## New Business

- Research/  
Advocacy
- Several items relating to advocacy were discussed.
- Brenda Walsh attended a recent online meeting of the Ontario Health Coalition (OHC) and reported that retired RN Ross Sutherland spoke about private for-profit long-term care facilities. Studies show private long-term care is more expensive to run and more errors are made when caring for residents. There has also been an increase in the use of competitive bidding when it comes to providing services. Brenda suggested checking out some of the OHC fact sheets that are available online for more information about this.
  - Brenda also reported that it appears the \$3.00 per hour raise for PSWs that was implemented because of the pandemic will become permanent. This is difficult work and retention has become a problem. This led to a question about how many resident rooms will have lifts in the new facility. Perhaps Dave Smits could offer some insight into this.
  - Bonnie Bolger has been attending meetings of the Family Council Action Coalition and several issues are being discussed.
    - Some facilities are starting to become more aggressive when dealing with family complaints.
    - There is a push to increase the raw food funding in the wake of rising prices. Currently jails get more funding per person than long-term care facilities.
    - There is a growing concern about resident isolation during outbreaks. There is no reason to lock down the whole facility if cases are only found in one section of the building. Several people indicated they will be writing letters about this.

- People may want to consider talking to the candidates in the upcoming provincial election about long-term care issues. It is important to hear people's stories about what is happening.

Chair's Report Before Monique Peters offered her report, it was agreed by consensus that we would extend our meeting by a ½ hour.

- Monique has been attending a number of meetings and webinars of various advocacy organizations to keep up with the current issues.
- It appears as if long-term care facilities that are not in outbreak are being given more freedom about which restrictions will be in place since many of the province-wide restrictions have been removed or loosened. It is hoped that Family Councils will be consulted more as the conversations about revamped rules continue. We have heard little about future plans at Cassellholme even as it appears that provincial funding for screening and testing may be winding down.
- An updated version of the Long-term Care Act will be released on April 11<sup>th</sup>, 2022. Monique pointed out one major item is that voluntary correction is no longer part of the act when problems are found during inspections.

Inspection Reports No new reports.  
[InspectionReportPublic2 \(ltchomes.net\)](#)

Discussion/ Sharing There was a brief time of discussion before the adjournment.

- Monique Peters asked that people let her know about experiences they have had trying to arrange essential caregiver training or visits. With the consensus of the members present, it was decided that Monique and Brenda Walsh will request a meeting with management to talk about training and the resumption of outdoor visiting.

Board of Management The Board of Management will meet on Thursday April 7<sup>th</sup>. Contact Monique Peters for a link to the meeting.

**Other Business** None

**Next Meeting** The next meeting will be on Tuesday, May 3<sup>rd</sup>, 2022 at 2:00 p.m.

**Adjournment** The meeting was adjourned at 4:00 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch