

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday March 1<sup>st</sup>, 2022

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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), Ann McIntyre, Monique Peters, Michelle Schmitt, Blanche-Hélène Tremblay (Past Chair), Brenda Walsh

Guest Jillian Duchesne (Staff Assistant)

**Cassellholme Update**

Jillian Duchesne offered the following update:

- The COVID19 outbreak is ongoing. Currently cases (21) are confined to the residents of Apple Street and the vast majority of cases are asymptomatic. The Health Unit declared the outbreak on Apple and Dr. Prins declared it as a facility-wide outbreak out of caution. There will be no general visitors or social outings allowed until the outbreak is over. Once cases have been found using random rapid testing facility-wide PCR testing is done.
- Ongoing essential caregiver training is being offered and each resident is now able to have up to 4 essential caregivers. Some Family Council members raised concerns about barriers faced by those wishing to be recognized as essential caregivers, particularly caregivers who live out of town or who are elderly or disabled. Training session times are not always convenient and the minimum number of visits per week is a burden for some. It was pointed out that the Ministry of Health guidelines currently state that there should be no restrictions on the number of visits. Jillian said that people should contact her if they are not able to attend at the posted times and she offered to arrange one-on-one training if need be. Allowing less restrictive access by essential caregivers is important to help combat resident isolation.
- The annual satisfaction survey has been completed. This year 12 residents were able to complete it – some with the help of a staff person. A few surveys were mailed in, but most were completed through the email link that was sent. It was not sent to residents (or families) who moved in after August. The Quality Assurance Team will review the results and checking for year over year trends. They will also look at whether some questions may need to be added or updated to reflect current conditions at Cassellholme.
- A request for Family Council representation on the Quality Assurance Team is still being considered.
- The redevelopment project has begun. The link between Cassellholme and Castle Arms I will soon be torn down and then the main entrance will move to the hallway beside the Apple Street dining room. Construction trailers will be in place next to Castle Arms IV. It is expected that residents will be able to move into the new section within 2 years. Progress and plans for the project will be posted on the main bulletin board and on the Cassellholme website. There are infection control procedures in place for all contractors who are working onsite. Arrangements are being made to invite Dave Smits, Director of Facilities and Capital Projects to speak to us about the redevelopment at the next meeting.

- Jillian was requested to ensure that the link for Family Council meetings is posted on the Cassellholme webpage and to provide a link to our minutes on the Cassellholme *facebook* page.

## Agenda

### Motion 005/22

Monique Peters/ Claude Fortier moved that the agenda be approved as circulated.

**Carried**

## Minutes of Previous Meeting

### Motion 006/22

Monique Peters/ Ann McIntyre moved that the minutes from the February 1<sup>st</sup>, 2022 meeting be approved as circulated.

**Carried**

## Business Arising

There were two items to follow up on from the last meeting.

- Monique Peters has offered to ensure that minutes and other information from Family Council are posted on the bulletin board near the Garden Room.
- There was a suggestion that we ask Ontario North Family Council Network (ONFCN) or Family Council Ontario (FCO) if they have any suggestions about how to attract new members to Family Council.

## New Business

### Research/ Advocacy

Several items relating to advocacy were discussed.

- There was discussion about the number of emails that have been sent out to the members. At times it is difficult to decide which emails to forward, but too many emails can result in information being lost. Bonnie Bolger and Monique Peters are trying to streamline things a bit by trying to ensure that duplication is avoided and to try and only focus emails which are of concern to our Family Council. Perhaps one person could be assigned to monitor emails from a particular group. People are encouraged to sign up individually for emails from organizations such as the FOC e-bulletins and point out anything they find that may be of interest.
- Ann McIntyre is monitoring information from the Ontario Health Coalition (OHC) and reported that Henri Giroux (a former chef from Cassellholme) will be speaking at the March 10<sup>th</sup> meeting.
- Blanche-Hélène Tremblay is a member of the Patient Family Caregiver Council for Nipissing Wellness Ontario Health Team. They are currently looking for input regarding healthcare and social services in our region and are conducting an online survey. There is still some uncertainty about this as the provincial government restructures the system.  
[Patient Family Caregiver Council – Nipissing Wellness Ontario Health Team](#)
- The review of long-term care by the Health Standards Organization has produced a list of national recommendations for improvement.  
[HSO National Long-Term Care Services Standard \(longtermcarestandards.ca\)](#)

### Education

The following ideas were offered for future topics or speakers as part of the education portion of our meetings.

- Housekeeping

- Ellen Whittaker – infection control
- Alzheimer’s Society
- Contenance Care

Discussion/ Sharing Most of the discussion was centered around the restrictions placed on essential caregivers.

- The current restriction on the minimum number of days (4-5) and the requirement for in-person training means that out-of-town relatives, or those with transportation issues cannot be essential caregivers. Allowing more flexibility will result in less isolation for residents since visiting once a week is better than not at all. Also, allowing more occasional visitors in can relieve the stress for those caregivers that are visiting 6-7 days a week.
- At this point it is unclear who is setting the restrictions on essential caregivers, since it appears as if other long-term care facilities have lesser restrictions. Is the local health unit involved?
- People are encouraged to write a letter to management to share their concerns about something that affects all of us. Monique Peters offered to reach out to Angie Punnett and perhaps set up a meeting with another representative from Family Council. A formal letter may be an option in the future.
- One member brought up the fact that she has seen a number of staff members not complying with the proper use of PPE. This concern has been brought forward the Jillian Duchesne. It was pointed out that this is not only a staff problem as visitors have been spotted not wearing masks properly. Everyone needs to be diligent.

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

Board of Management The Board of Management will meet on Thursday. Contact Monique Peters for a link to the meeting.

**Other Business** Monique Peters will take over the Chair position for the next meeting. Thanks was offered to Bonnie Bolger for her work as Chair. She said she will remain part of Family Council for now.

**Next Meeting** The next meeting will be on Tuesday, April 5<sup>th</sup>, 2022 at 2:00 p.m.

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

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Chair, Bonnie Bolger

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Recorder, Karen Gooch

