

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday January 4th, 2022

Welcome (2:00 p.m.) The Family Council met using *Zoom*. Bonnie Bolger welcomed everyone to the meeting, especially our newest member Brenda Walsh.

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

Guests Jillian Duchesne (Staff Assistant)

Agenda **Motion 001/22**
Monique Peters/ Karen Gooch moved that the agenda be approved as circulated. **Carried**

Minutes of Previous Meeting **Motion 002/22**
Monique Peters/ Claude Fortier moved that the minutes from the December 7th, 2021 meeting be approved as circulated. **Carried**

Business Arising

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

- Cards were delivered to the staff on each of the floors offering Christmas greetings and thanks for all of their hard work.
- A letter was sent to Rob Phillips, Minister of Long-term Care in support of a request to increase the provincial funding for raw food for long-term care facilities due to the recent increase in food prices. There was a question raised about the apparent amount of food waste. Generally, the government mandates standardized food portions which can make things challenging. Individual requests for smaller portions may be considered. Leftover food is sometime frozen for later use, if appropriate.

New Business

Discussion/ Sharing The discussion was centered around the role of essential caregivers and staffing contingency plans.

- It remains somewhat uncertain if caregivers will be locked out if there is another COVID19 outbreak declared, however government guidelines state that Family Councils should be consulted if this move is being considered. For the time being, caregivers are still allowed into Cassellholme to help with meals and hands-on care - even on Maple where residents are currently in isolation due to a possible COVID19 exposure through a visitor. Thanks was expressed to all the staff. Due to staffing shortages, we feel that the role of caregivers remains very important at this time especially at mealtimes. If a COVID19 outbreak is declared anyone entering the building will need to wear N95 masks.
- It was suggested that a letter of support be sent to Cassellholme and the North Bay Parry Sound District Health Unit thanking them for the work that has been done to keep the residents safe to this point.

- Cassellholme will be running more training sessions for essential caregivers. They must commit to provide hands-on care 3 to 5 times a week. There are currently 15 new caregivers enrolled and more people are being encouraged to attend. The value of having essential caregivers was acknowledged by staff when Maple was under isolation.
- There were questions about what plans were in place in case staff absences continue or get worse. If a crisis is declared, any plans will be specific to each unit or department. Staff who are exposed to COVID19 are required to isolate at home for 10 days which could be reduced to 5 days if they remain asymptomatic. Could essential caregivers play a bigger role? Perhaps someone from Family Council could be directly involved with any discussions about this. Jillian Duchesne will follow up and keep Family Council informed as plans are further developed. She will also see if Camille Bigras, Manager of Quality Assurance (or someone else) can attend our February meeting to discuss staff contingency plans.

Inspection Reports There was a critical incident reported December 3rd, 2021 which involved the unexpected death of a resident, likely due to choking. This incident should be a reminder of the importance of following the plan of care with regard to food and meals. Be sure to notify staff if food is not prepared as required as there can be serious consequences. [InspectionReportPublic2 \(ltchomes.net\)](https://ltchomes.net/InspectionReportPublic2)

Elections It was agreed by consensus that the following people will take positions on the executive:

- Bonnie Bolger has agreed to remain as Chair until April and Monique Peters will take over as Chair at that time.
- Karen Gooch will remain as Recorder
- Blanche-Hélène Tremblay will remain as Past Chair.

Consider trying to recruit some new members to Family Council to help with this important work. We have made a real difference in the past few months by bringing our concerns forward to the management of Cassellholme.

Research/
Advocacy This is an important part of our work which helps to keep us in touch with what is happening in long-term care beyond Cassellholme. It involves tracking information to bring to the attention of Family Council. This allows us to be informed so that we are able provide meaningful input when the government is making policy and regulations affecting long-term care across the province. Émilie Johnson has stepped down from doing this work and Ann McIntyre would like to take a step back. Ann still plans to maintain her involvement with Family Council and the Ontario Health Coalition. Brenda Walsh and Monique Peters offered to take on this role. All members are encouraged to forward any information they think may be of value to Family Council to Brenda or Monique.

Board of Management There has been some resistance to the Board's redevelopment plans, but things are finally able to move forward as the required bridge financing has been approved by the partner municipalities. The City of North Bay has expressed an interest in taking over the operation of Cassellholme. They have not yet

presented a concrete plan and any change in governance would need approval from the provincial government.

Other Business

Vaccines The residents will receive a 4th dose of the COVID19 vaccine in the coming days.

Next Meeting

The next meeting will be on Tuesday, February 1th, 2022 at 2:00 p.m.

Adjournment

As we prepared to end the meeting, we talked briefly about the fact that many of us now know someone who has tested positive for COVID19. This is a reminder to be careful in order to protect those around us.
The meeting was adjourned at 3:25 p.m.

Chair, Bonnie Bolger

Recorder, Karen Gooch