

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

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

---

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

The Family Council met using *Zoom*. Bonnie Bolger welcomed everyone to the meeting.

### Attendance (12)

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

Guests Jillian Duchesne (Staff Assistant), Lyndsay Dyrda (Director of Care)

### Education

Director of Care, Lyndsay Dyrda joined us to speak about staffing and other issues and answer members questions.

- Extra *Helping Hands* have been hired to ease the workload during busy times of the day.
- Plans are progressing to ensure that there is an PRN Lead in place on each floor.
- Currently, part-time staff are allowed to work at two difference places, but the North Bay hospital is encouraging workers not to do this.
- Cassellholme's Case Mix Index (CMI) has gone up. This will mean more funding provincial but there is usually a lag time of up to a year.
- To control infection spread large group activities are restricted during the outbreak but staff are providing one-on-one activities for residents. As well, plexiglass barriers are in use on all the dining room tables. Physio therapy is continuing.
- A reminder that N95 masks are to be worn at all times during the outbreak. Staff who are caring for residents with COVID19 are fit tested for masks through a local company. Cassellholme is waiting for guidance about N95 use after the outbreak is declared over. Some caregivers have found the masks they are provided with are very uncomfortable. Trans Canada Safety has masks available that caregivers are allowed to use and they will do fit tests if requested.
- Currently there have been 7 (6 resolved) positive cases amongst residents and 16 (14 resolved) cases amongst staff members. There have been no new cases since January 25<sup>th</sup>. Some were concerned that Cassellholme has not sent out an emailed update or updated the website since January 17<sup>th</sup>. Jillian will Duchesne look into this.
- There are some residents in isolation for a non-COVID respiratory infection and the restrictions are unlikely to be lifted before this infection is under control. The local health unit may impose stronger restrictions than the province. There has been a lot of concern about LTC residents in isolation in the media lately, but at Cassellholme, only residents who have an active infection are required to stay isolated in their rooms.

### Agenda

#### Motion 003/22

Glenda Coleman/ Ann McIntyre moved that the agenda be approved as circulated.

**Carried**

**Minutes of Previous Meeting**

**Motion 004/22**

Claude Fortier/ Ann McIntyre moved that the minutes from the January 4<sup>th</sup>, 2022 meeting be approved as circulated.

**Carried**

**Business Arising**

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

- A letter of thanks was sent to the Board of Management for the work that has been done during the pandemic. Bonnie Bolger will forward a similar letter the North Bay Parry Sound District Health Unit (NBPSDHU).
- There is follow-up information related to the letter sent to Rob Phillips, Minister of Long-term Care, in support of a request to increase the provincial funding for raw food in long-term care facilities. It was reported at the recent The Board of Management meeting that the raw food budget at Cassellholme is up 8.3% this year.
- There are still concerns about expanding the membership of Family Council. Jillian Duchesne offered to include a reminder in an upcoming email to the family members and she said she brings Family Council to the attention of the families of all new admissions.

**New Business**

Cassellholme Update Jillian Duchesne offered the following update:

- Although admissions have been curtailed due to the COVID19 outbreak, they have started allowing new admissions on Apple to relieve the strain on the hospital.
- The chats@home caregiver support program may be able to start up again soon.
- Essential caregivers will not have to show a QR vaccination code at the door, if they have provided Jillian with a copy. If you are having trouble accessing or printing your QR code, Jillian can help with that.
- There has not been a recent email update about COVID since the COVID Team has not met. However, senior leadership has been meeting with the NBPSDHU on a regular basis. Perhaps an update could be sent out weekly?
- If a caregiver is providing mobility support to a resident on a regular basis, are they allowed to leave the room to walk in the hallway? Contact Jillian if this has caused issues for you.
- Residents are currently being given a PCR test at least once a week on orders from the NBPSDHU. POAs can request test results but can they refuse to have the resident tested? It is very difficult to administer the test in some cases if the resident won't cooperate. Jillian offered to meet with those who are uncomfortable with the testing requirement. Perhaps the less invasive rapid tests could be used instead.
- There was a question about who is the best person to contact if there is an issue with a resident. RPN Leads should be contacted for clinical questions and other requests should initially be directed to the Unit Managers. Once all the RPN Leads are all in place, their phone extensions will be made available.

- We will try to ensure that Jillian is placed near the top of our agenda for future meetings.

- Research/  
Advocacy
- Several items relating to advocacy were discussed.
- Monique Peters has become a member of the Ontario North Family Council (ONFC) advisory group. This provides an opportunity for representatives from across Northern Ontario to share information. A survey was recently circulated to help with this effort. A reminder that all of us are members of ONFC and can attend any general meetings that are held.
  - Ann McIntyre attended a recent meeting of the Ontario Health Coalition (OHC) and reported that a lawsuit is in the works alleging illegal detention. This is aimed at facilities that have routinely required all their residents to remain isolated in their rooms for extended periods of time during the pandemic. Fortunately, this has not been an issue at Cassellholme. There is also a plan for a lawsuit alleging a failure to provide the necessities of life. In a number of facilities across the province, it appears that basic care has been deficient, including lack of nutritious food and severe dehydration.
  - Bonnie Bolger and Monique Peters are going to look at the best way to coordinate the sharing advocacy information as there have been many emails sent of late, which may be overwhelming for some.
  - A draft letter to Erin Hannah, Assistant Deputy Minister of Long-term Care responsible for the pandemic response, was circulated along with a request for the support of Family Councils across the province. The letter is a request for more clarity from the government regarding pandemic protocols to ensure consistency, to minimize isolation especially for residents who have tested negative and to improve communication of new protocols. It was agreed by consensus that our Family Council would support this. Bonnie Bolger will respond.

- Discussion/  
Sharing
- Members were given a chance to share any concerns.
- We were reminded of the importance of Family Council and members feel that we have made a difference during the pandemic. The Family Councils at some facilities have struggled to maintain their work during this time. Most feel that Cassellholme has done well responding to our concerns and has generally done better than many other facilities at keeping the residents safe during the past two years.
  - One frustration has been the communication of protocols and restrictions. This is partly due to the fact that there is information coming from different levels of government and the local health unit which can lead to confusion.
  - There is also frustration with the fact that residents are still not able to leave Cassellholme for anything other than medical appointments. This had contributed in a decline in mental health for some residents.
  - Due to the fact that long-term care has been part of the news during the pandemic, it is a good time to get concerns heard. Members are encouraged to look at the proposed national standards for long-term care and provide comments and feedback.

Inspection Reports No new reports.  
[InspectionReportPublic2 \(Itchomes.net\)](https://www.itchomes.net/InspectionReportPublic2)

**Board of Management** Several members attended the Board of management meeting this month. There was a feeling of positivity. Things seem to be stabilizing around hiring and retaining staff and the redevelopment is moving forward. The project is set to start in the late spring and will make use of local contractors, where possible.

**Other Business** None

**Next Meeting** The next meeting will be on Tuesday, March 1<sup>th</sup>, 2022 at 2:00 p.m.

**Adjournment** The meeting was adjourned at 3:20 p.m.

---

Chair, Bonnie Bolger

---

Recorder, Karen Gooch