

## Cassellholme Family Council Meeting

Held by Zoom, North Bay, ON

Tuesday May 3<sup>rd</sup>, 2022

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

The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone.

### Attendance (9)

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

Regrets Glenda Coleman, Edith Prosser

Guests Jillian Marchand (Staff Assistant), Jennifer McCart (Continence Care)

### Territorial Acknowledgement

Monique Peters offered an acknowledgement of the fact that we meet on First Nations territory as a sign of recognition and respect.

### Guest Speaker

Monique Peters welcomed Jennifer McCart to our meeting. She spoke about continence care and answered questions from members of Family Council.

- All new residents are given a 3-day assessment to determine what continence care products are appropriate and if a schedule is required as part of their care plan. Generally, a determination is made about the following:
  - Can the resident initiate bathroom use on their own?
  - Are they able to request help when needed?
  - Tracking of voiding and bowel movements.
  - Is the product in use usually wet or dry when checked?
  - Residents are fitted for the correct continence product.
- Residents are reassessed if there is a change in their general health.
- There are 2 sizes of pads that are chosen for fit and to help ensure skin condition remains good. According to the guidelines, products are changed when they are 75% saturated and are not changed if they are dry.
- Cassellholme uses products from *Tena*. They are made from breathable material with an absorption zone that draws moisture into the lining. They are stretchy and have elasticized curved legs. Some families provide their own products, but this is not required. However, Cassellholme does not provide pull-up products. Pull-ups can be difficult to use if the resident is not mobile. Let the staff know if you decide to switch from your own products so a proper fitting can be done.
- Generally, two product changes are done during a shift if required but the care plan can indicate this should happen more often. PSWs document the number of checks and product changes done on a shift.
- If there are concerns about the regularity of bowel movements - especially for residents that are able to toilet themselves, a nurse may be consulted to check for things such as bowel sounds.
- There was a question about the PSW training related to continence care. Each floor has one PSW with extra training for consultation. Also, a *Tena* representative makes quarterly visits to keep staff up-to-date about products and their use. There was a suggestion that perhaps a reminder about produce use for male residents should be given to PSWs once in a while.

- Washing is done with a peri-wash not soap. Moisturizing lotions are not used with the exception of special products such as barrier creams if there are problems with skin condition.
- Washable soaker pads are use on the beds, but disposable ones are available if circumstances require.
- Contenance information is part of the admissions package and questions are asked about current product use. Could there be more information included about things such as the use of your own products?

Monique offered thanks to Jennifer for her presentation. Jennifer will forward her *Power Point* presentation to Monique.

## Cassellholme Update

Monique Peters welcomed Jillian Marchand, Resident & Family Navigator and Admissions. She offered the following Cassellholme update.

- COVID - The COVID19 outbreak is ongoing. Currently, there are 8 active cases on the third floor, 20 on the second floor and none on the first floor. There are additional residents in isolation due to close contact exposure. Weekly PCR testing is still being done on those who have not recently tested positive.
- Staffing - Tracking of staff cases is being done, but Jillian does not have access to this data. Staff (and essential caregivers) who have probably contacted COVID outside of Cassellholme – from a close family member for example - are not considered part of the outbreak. Staff absences are tracked and planning is always being tweaked to try and keep adequate staffing levels. For example, students are monitored and may be hired as Helping Hands. The students who perform well during their placement may be offered a job when their training is complete. Management staff who are registered RNs or dieticians may be put on the floor to work. Extra staff and Helping Hands are brought in at mealtimes if there are a large number of residents in isolation.
- Caregivers - Essential caregivers have been asked to help out at mealtimes. The current essential caregiver model will be in place for any future outbreaks of any kind. This is part of the new long-term care legislation. Essential caregivers are able to assist residents other than their own family members. Could potential essential caregivers be identified as part of the admission process?
- Isolation - Members of Family Council are concerned about the isolation of residents during this ongoing outbreak. Although essential caregivers can take residents who are not in isolation for outside visits on the property, residents should be able to leave Cassellholme. This is not allowed because of the ministry guidelines. Residents (or POAs) can ask for compassionate leave for medical or palliative reasons, but must make the case to be allowed to do so. Some questioned whether Cassellholme should be advocating more publicly for the government to make changes which would allow residents to leave the facility if they are not being directly affected by any outbreak. This would affect very few Cassellholme residents, but the mental health benefits would be huge for these residents.
- Health Unit - Jillian will look into whether a representative(s) of Family Council can attend any meetings that Cassellholme has with the local health unit to help provide more transparency and better communication.

- Phone System - Jillian updated us about the recent phone problems. Cogeco has taken over the operation of Cassellholme's phone system and there have been issues with the transfer process. For non-urgent matters, you can continue to contact your Unit Manager or RPN Team Lead (names and extensions were sent out by email). If you have an urgent matter and you cannot reach anyone, call 705-358-3393 to reach the RN on duty.
- Post Outbreak - A question was asked about the visitor and outing policy post outbreak. In light of the new government guidelines, a review is underway. There must be a policy in place, but many decisions are up to individual facilities so rules may vary across the long-term care sector. In the short term, rules for essential caregivers have been recently updated to allow more people the option to take on this role.
- Construction – There was concern that some windows have now been taped up. This is to help control the dust levels in the building now that the redevelopment work has begun. Jillian offered to update family members about the use of air conditioners – particularly on the west end of the building.

#### Agenda

Given the time, it was agreed by consensus that we would shorten the agenda and deal with only the most pressing matters, in order to adjourn the meeting as close to 3:30 p.m. as possible.

#### Minutes of Previous Meeting

##### **Motion 009/22**

Karen Gooch/ Michelle Schmitt moved that the minutes from the March 1<sup>st</sup>, 2022 and April 5<sup>th</sup> meetings be approved as circulated. **Carried**

#### Business Arising

None

Caregivers We have been informed that the Cassellholme policy regarding essential caregivers has been revised to allow more people to take on this role. It is no longer a Cassellholme requirement that essential caregivers must commit to a minimum number of days and requests for training will be more readily accommodated.

#### New Business

*facebook* Blanche-Hélène Tremblay has been working to update the Family Council *facebook* page.

Complaints Monique Peters spoke briefly about how to ensure that complaints will be handled properly. It is important to familiarize yourself with the complaint process and the Residents Bill of Rights. Caregivers can help by speaking out if they see something that is not right. This can be made easier if you can document what you see with words and pictures.

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

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

- There was a suggestion that we set up a meeting with our MPP Vic Fedeli. Most felt that we should be encouraging everyone to reach out to all the candidates in the upcoming provincial election and let them know what your concerns are for

long-term care. Writing a letter outlining specific concerns to those with the power to change things can be effective. A recent letter by one Family Council member to Dr. Chirico of the local health unit brought about a response that offers a bit of hope that restrictions on resident outings may be relaxed. The members at the meeting agreed by consensus that Monique Peters should send a letter to the appropriate authorities outlining Family Council's concerns about the current Cassellholme outbreak and the effects that isolation is having on the residents.

- Concern was expressed about the fact the smokers and non-smokers are now having to gather in the same garden due to the construction. There were questions about whether another suitable outdoor space could be found for the smokers.

**Board of Management** At the Board of Management meeting on Thursday April 28<sup>th</sup> CEO Jamie Lowery offered his resignation. Family Council members can contact Monique Peters for a link to any Board of Management meeting.

**Other Business** None

**Next Meeting** The next meeting will be on Tuesday, June 7<sup>th</sup>, 2022 at 2:00 p.m.

**Adjournment** The meeting was adjourned at 3:40 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch