

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday June 7th, 2022

- Welcome (2:00 p.m.)** The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone.
- Attendance (9)** Bonnie Bolger (Past Chair), Stella Cain, Lise Cousineau*, Jean Guenette*, Karen Gooch (Recorder), Monique Peters (Chair), Janet Renaud, Michelle Schmitt, Blanche-Hélène Tremblay (Vice Chair), Brenda Walsh
*attended part of the meeting
- Regrets** Claude Fortier, Ann McIntyre
- Guests** Jillian Marchand (Family Council Assistant), Mandy Gilchrist (Manager of Activities & 400 Club)
- Territorial Acknowledgement** Monique Peters offered an acknowledgement that we meet on First Nations territory and that we should be mindful of the fact that June is Indigenous History Month.
- Guest Speaker** Monique Peters welcomed Mandy Gilchrist to our meeting. Mandy attended the meeting to provide information about the new activities portal, but she began by offering a general update on the Activities Department.
- Overview - Cassellholme employs 11 activities assistants who are each assigned to a unit for a 2-year rotation. An activities goal is set for each resident. As a minimum, residents are in contact with an assistant 3 times a week. This may include one-on-one contact as well as group activities.
 - Garden Parties - Now that the outbreak is over, there is an adjustment to a new normal. Garden parties will now be held on Wednesday afternoons for June, July and August. The auditorium has been cleaned up so that the party can be moved indoors if the weather is bad.
 - Activity Pro - *Activity Pro* is software that Cassellholme pays a subscription fee for every year. The staff have been using this for several years to log resident's activities. An add-on to the software was recently purchased that allows family members to securely log in and follow what their resident is doing. This must be set up by the resident or their POA, and then the login information can be shared with family members. Pictures and activity reports are available for viewing and there is a family discussion board. Direct communication with the activities staff should still be through the activities email address for their unit or phone. Information or pictures will only be available when logged in and will not be posted anywhere else without consent.
 - Armed Forces Day – Special activities have been planned for Armed Forces Day on June 22nd.
 - Volunteers – Before the pandemic there was 75 volunteers consisting mostly of church representatives, students and people from the Palliative Care Network. Currently there is 1 volunteer. Students have been held back due to lower vaccination rates. More volunteers will be invited back soon and Cassellholme will pay for the required police record check.

- Questions – People brought forward several concerns for Mandy to address. Staff will be reminded to monitor music or TV programs in common areas to ensure appropriate material is being played. There was a concern that the snack cart bypasses the dining room when activities such as Bingo are taking place. The staff will be asked to ensure this does not get overlooked.
- People are asked to be patient during the construction period as there may be some disruption to activity programming.

Cassellholme Update

Monique Peters welcomed Jillian Marchand, Family Council Assistant. She offered the following Cassellholme update.

- COVID - The COVID-19 outbreak is over. Jillian offered thanks to everyone for adapting to all the changes as we move into a new pandemic phase. The restrictions laid out in Directive #3 from the Ministry of Health are still in effect until at least June 11th. Things are in limbo beyond that since the government has not yet announced what restrictions will be in place with regard to testing, masking or visiting. If Cassellholme decides to add restrictions over and above any imposed by the government, then both the Resident and Family Councils will be consulted.
- Visiting and Testing – Testing of all visitors and staff is continuing for now. Essential caregivers and staff must be tested twice a week. General visitors must be tested up to 3 times a week, but not 2 days in a row. There is no vaccine mandate for visitors or staff however, new hires must be fully vaccinated. Residents are allowed up to 4 visitors at once with no restrictions on the daily total. Essential caregivers can visit between 8:00 a.m. and 8:00 p.m. while general visitor hours are 9:30-11:30 a.m., 1:30-4:30 p.m. and 6:00-8:00 p.m. The essential caregiver model will become permanent and will be in full effect for any type of outbreak. Training will still be done, but will only be renewable yearly if there is not an outbreak.
- Social Outings – Residents who leave for a social outing will need a PCR test done 5 days following their return to the facility. There have been complaints about having to pre-book outings as this means last minute outings are not possible. Management is considering changes to this.
- Policy Reviews – Now that the updated LTC Act has come into effect, there are deadlines for reviewing the emergency plan, the infection control plan and quality control procedures. This work will be ongoing in the coming weeks.
- Other Items
 - The Resident Council has resumed meeting.
 - The annual quality satisfaction survey will be available in September.
 - Please let Jillian know if you spot any changes that are required to keep the Cassellholme website accurate and up-to-date.
- Construction Update
 - Most of the large trees have been removed from the front of the building and the logs are being stored in Mattawa until it is decided how best to use the lumber. A new temporary main entrance is built beside the Apple dining room. Paving the new parking in front of this entrance will begin soon. Additional staff parking will be added at the back on land purchased from the MTO.

- There have been concerns about the fact that smoking has moved to the Oval Garden during the construction. An effort will be made to ensure smokers do not congregate in front of the entrance by trying to set up one section of the garden for smokers. New green space is part of the construction plan.
- The air conditioning has been updated and is fully functioning on the north and west wings. Extra portable air conditioners are available if needed. Daily temperature checks will be done in the rooms between noon and 5:00 p.m. to ensure the temperature remains above 22°C and below 26°C.
- Windows will open in the new building on a restricted basis. Currently, some windows are taped shut to ensure dust and bacteria contamination is avoided in the building during construction.

Monique Peters thanked Jillian for her report and for arranging representation from Family Council at meetings with the Health Unit.

Agenda

The agenda was agreed to by consensus.

Minutes of Previous Meeting

Motion 010/22

Michelle Schmitt/ Bonnie Bolger moved that the minutes from the May 3rd, 2022 meeting be approved as circulated. **Carried**

New Business

Research and Advocacy

The following events were highlighted:

- ONFC – Monique Peters attended the recent meeting of the Ontario North Family Council Network and she will forward the minutes to our members. Monique is a member of the ONFC advisory group.
- FCO – Family Councils Ontario is offering online conference sessions throughout the month of June. Go to their website to register.
[June 2022 Virtual Conference: Regroup, Refocus, Recharge – Family Councils Ontario \(fco.ngo\)](https://www.familycouncilsontario.org/virtual-conference)

Outings

Health Unit staff has met with Cassellholme staff with representation from Family Council to discuss social outings for the residents and updated rules will be released soon. If you are taking a resident out, Monique reminded people to exercise caution since there are still cases of COVID-19 happening in the community.

Inspection Reports

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

Discussion/ Sharing

There was a time of discussion for people to share anything about their experiences at Cassellholme.

- Laundry - There was concern that resident's clothes are being damaged because of the laundry procedures. Unfortunately, the Ministry of Health guidelines state that clothes must be washed and dried using high heat for infection control. Requests to separate out more delicate items to be washed at home can be made, but there will be no guarantees that these requests can be honoured since it is very difficult to track individual laundry items. It was

suggested that perhaps there could be some guidance about what types of clothing is most appropriate and suggestions for the best place to purchase such clothes.

- Bedding - Some wondered if new bedding and other items will be purchased for the new building. This is unknown right now, but it was suggested if you spot bedding that needs replacement that you bring to the direct attention of the staff – maybe even ask for a replacement so the items are taken out of circulation.
- Cleaning/Infection Control - Some have found that the rooms are not always as clean as they should be. Some have even brought in their own brooms to clean the floors or wipes to clean food tables. There were also concerns about the use the Plexiglas at the dining tables and the lack of use of the hand wipes that are in each dining room. Some also wondered why the tables have been removed from beside the chairs in the hallways. This makes it difficult when serving snacks to the residents' as they have no place to put items. This could lead to more spills causing safety and/or infection issues. Concerns about issues related to infection control should be brought Ellen Whittaker's attention.

Board of Management At the Board of Management meeting on Thursday May 26th it was revealed that Cassellholme will be accepting 15 to 20 long term patients from the hospital in the next few weeks to help ease to the current pressures being felt as society moves out of the pandemic into a new normal.

Other Business

Contact Monique Peters has made her personal email address available. Feel free to contact her directly in confidence about any concerns you may have. Monique's email is mprpeters@outlook.com
The Family Council general email is cassellholmefamilycouncil@gmail.com

Next Meeting The next meeting will be on Tuesday, July 5th, 2022 at 2:00 p.m. Karen Gooch informed the group that she will be away for the July meeting, but is willing to format notes from someone else.

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

Chair, Monique Peters

Recorder, Karen Gooch

