

## Cassellholme Family Council Meeting

Held by Zoom, North Bay, ON

Tuesday October 4<sup>th</sup>, 2022

---

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

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

### Attendance (7)

Lise Cousineau, Claude Fortier, Jean Guenette, Karen Gooch (Recorder), Monique Peters (Chair), Blanche-Hélène Tremblay (Vice Chair), Brenda Walsh

Regrets Janet Renaud, Michelle Schmidt

Guests Jillian Marchand (Family Council Assistant), Tracy Davis (Spiritual & Cultural Engagement Lead)

### Territorial Acknowledgement

Monique Peters offered an acknowledgement that we meet on First Nations territory. We are encouraged to recognize the past and present of our neighbours of the Nipissing First Nation and we offer gratitude for their teachings. She acknowledged the National Day for Truth and Recognition which was observed on September 30<sup>th</sup>.

### Guest Speaker

Tracy Davis spoke to Family Council about planned improvements to the orientation process for new staff.

- Tracy informed us that her job description is evolving. Priorities continue to include meeting the spiritual needs of the residents and palliative care. Gathered worship resumed over the summer, but stopped again with the current outbreaks. Tracy will still be available to meet one-on-one with staff if support is needed. It is hoped that the chats@holme family support group can resume once the current outbreak is over.
- Tracy recently began doing some casual chaplaincy work for the hospital and the job orientation she received lead to an examination of Cassellholme's orientation practices. Tracy has been working with management to look at ways the interview and hiring processes can be rejigged. The slide show used during orientation has been updated to reflect Cassellholme's core values and there has been training about how to welcome new staff. This includes a chance to meet the senior staff. It is hoped these changes will help ensure that those who are hired start off on the right foot, leading to better staff retention.
- For various reasons, staff retention has not been great. In many instances staff become overwhelmed early on and leave. All new staff will now have a mentor or buddy to turn to – someone not in a supervisory role. A number of people have been training to be mentors and they will work with new hires for 3 months, offering support and advise. New hires will also be identified with a special badge.
- Some policies will be updated to help new hires settle in. For example, when there are staff shortages, workers are usually reassigned based on seniority. This means sometimes new staff will be moved from the floor they have been training on meaning they will have to deal with unfamiliar staff and residents, which adds to stress levels. This will not happen anymore.
- Management staff are receiving leadership training and will be encouraged to spend time on the resident floors to get a sense of how things are working.

- Visitors to Cassellholme can help by welcoming new staff and offering friendly advice about how to deal with their family member. Sometimes the name tags are hard to see, but learning names can be important.

Monique thanked Tracy for her work.

## Cassellholme Update

Monique Peters welcomed Jillian Marchand, Family Council Assistant. She offered the following Cassellholme update based on questions she has received from Family Council members.

- Outbreaks – It is hoped that the facility-wide enteric outbreak will be over by the end of the week. Residents (and staff) are being monitored for symptoms and cases are reported to the Health Unit. There have been more COVID cases confirmed. The outbreak has so far been confined to Maple Street where most of the residents have been infected since it is very difficult to ensure some residents follow protocols. Senior staff members have been helping with feeding. As have Near North School Board Students who are doing a placement at Cassellholme. Social outings for residents not on Maple Street are still allowed. These must be booked ahead and essential caregivers must be the ones to pick up the residents. A PCR test will be done 5 days following the outing.
- Redevelopment – The piling has begun. While it is loud outside, it is not as loud as was feared in the building. There is continuing monitoring of the noise levels and accommodations will be made if there are complaints. The date for the completion of phase one of the project has been delayed by 6 weeks – until February 2024. Planning has started for the transition to the new building. There are design elements of the new building to help minimize the problems associated with residents who wander. There will also be more living space and the use of technology is being explored to help keep residents, staff and families more connected.
- Parking – The planned date for the completion of the staff parking lot is October 21<sup>st</sup>. A big part of the delay was caused by a wait for the concrete to be poured. There are also plans to increase the number of handicapped parking spots to 5 and to revamp the drop-off zone in the visitor parking lot.
- Staff Shortage – Staff shortages are not a new problem for Cassellholme or for the health care system as a whole. There is also now a general labour shortage which adds to the problem. The scheduling is continuously monitored. There are some union rules to follow, but all options are being considered, including using non-union staff where appropriate (there are no overtime restrictions) or using external contract workers. There is an effort to follow up with those who are absent from work and offer support if needed, to try and reduce absenteeism. Volunteers are slowly returning but there are nowhere near pre-pandemic numbers. There are 12 Helping Hands who are paid and trained to help with things such as transfers and feeding, but they don't provide hands-on care. There is no longer extra provincial COVID funding, but PPE is still provided by the provincial government.
- Inspection – Jillian reported that there was an inspection recently. Monique Peters was contacted as part of the inspection and she found it to be a positive experience.

Monique Peters thanked Jillian for her report.

**Agenda**

**Motion 015/22**

Jean Guenette/ Claude Fortier moved that the agenda be approved as circulated.

**Carried**

**Minutes of Previous Meeting**

**Motion 016/22**

Karen Gooch/ Brenda Walsh moved that the minutes from the August 2<sup>nd</sup>, 2022 meeting be approved with a couple of corrections.

**Carried**

**Business Arising**

None

**New Business**

Quality Control Council

Brenda Walsh attended the recent Quality Council meeting on behalf of Family Council and reported that the following items were discussed.

- The annual satisfaction survey will be sent out later in the month. The questions will remain pretty much the same as previous surveys to ensure accurate comparison. A few tweaks will be made. For example, people will be asked how long a resident has been living at Cassellholme.
- Health Quality Ontario (HQP) is collecting data to determine if there are ways to reduce ER visits by long-term care residents.
- There was a discussion about the use of anti-psychotic drugs as this has been in the news lately. The new pharmacist will be monitoring use at Cassellholme.
- Wound management was also discussed.
- Use of the new activity portal was discussed.
- There has been an increase in the budget for laundry services and more hours will be allocated for deep cleaning projects.
- The Resident Council has established a food committee to provide feedback to the dietary department.
- Tracy Davis has helped implement some changes to palliative care including lighting a candle in the dining room after a resident has passed away.
- There was discussion about how to determine the best method of communication with family members. There has been some positive feedback about recent efforts to improve things in this area.
- Brenda stated she feels that a good effort has been made to implement changes based on satisfaction survey results and feedback from Family Council.

Chair Report

Monique Peters offered the following report.

- Monique asked people to think about taking on a larger role in Family Council. Under our Family Council terms of reference elections are to be held for the Executive positions at the end of the year. We will plan to do this at the December or January meeting. Blanche-Hélène Tremblay has indicated she will stay on Family Council, but not as Vice-chair. Karen Gooch will remain as secretary.
- It is important to show up and we currently have a small dedicated team. We have made a difference to how things work at Cassellholme. Anecdotally, it appears that long-term care facilities that did not have an established Family Council fared worse during the pandemic.

- Monique encouraged people to review Cassellholme's visitor and vaccination policies and to send any feedback or questions to Monique.

[Visiting | Cassellholme](#)  
[cassellholmefamilycouncil@gmail.com](mailto:cassellholmefamilycouncil@gmail.com)

Inspection Reports No new reports since December 2021.

[InspectionReportPublic2 \(ltchomes.net\)](#)

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

- Wandering – There was further discussion about options for dealing with wandering residents. Is it possible to install split doors where the bottom half can be locked, while the top remains open?
- Budget – Cassellholme management is beginning to look at the budget for next year. Input from Family Council regarding equipment or services that may help improve the residents' experience would be taken into consideration.
- Recruitment – How to encourage more involvement in Family Council is an ongoing discussion. Current members should consider talking with other visitors and caregivers. Perhaps we could host an event to raise awareness of our activities. We could do extra promotion when we have presentations from guests offering information that may be of interest to a wider audience.

Board of Management The Board of Management the last meeting was held September 22<sup>nd</sup>.

**Other Business** None

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

**Adjournment** The meeting was adjourned at 3:30 p.m.

---

Chair, Monique Peters

---

Recorder, Karen Gooch