

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday September 6th, 2022

- Welcome (2:00 p.m.)** The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone.
- Attendance (8)** Bonnie Bolger, Lise Cousineau, Claude Fortier, Jean Guenette, Karen Gooch (Recorder), Monique Peters (Chair), Blanche-Hélène Tremblay (Vice Chair), Brenda Walsh
- Regrets Janet Renaud
- Guests Jillian Marchand (Family Council Assistant), Tricia Normand (RPN Team 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.
- Guest Speaker** Trisha Normand spoke to us about wound care at Cassellholme. Trish is an RPN and she heads up the wound care committee.
- When a wound is found the POA is notified and the care plan is updated. A weekly assessment is done and the wound is rated based on 4 stages – from no redness to a break in the skin extending through layers of tissue. Wounds that become unstageable are classed as necrotic. Dressings are changed twice a week. If a wound does not appear to be healing after 4 weeks, the treatment will be reassessed. If a wound appears to be deteriorating, the doctor will be contacted for referral to the wound care clinic at the hospital.
 - If the wound is caused by a pressure sore, the resident will be repositioned every two hours. There are products available to help - cushions, air flow mattresses, foot cradles. Wheel chairs can be tilted to relieve pressure.
 - There is funding available for equipment and occupational therapy. OT therapy is no longer covered under provincial health care. Jillian can put POAs in touch with someone who can help with funding and applications. There was concern about costs even with supplemental funding. It is guaranteed that residents can keep at least \$150 per month from their income.
 - There is ongoing training for staff about wound care, including information about new products. The staff is always looking for ways to reduce the wound rate, which is currently better than the provincial average.
 - There was a request to consider contacting POAs more often about the condition of wounds – perhaps weekly. Currently, POAs are updated only after the 4-week reassessment.
- Cassellholme Update** Monique Peters welcomed Jillian Marchand, Family Council Assistant. She offered the following Cassellholme update.
- Redevelopment – After some delay, piling for the new building is supposed to start next week and it will be loud. A letter is being sent to the residents of Apple and their families. Unfortunately, the number of beds has to be maintained, but some residents may be moved if issues develop. There will be extra supports for the residents and plans include moving them to the

auditorium or other parts of the building during the day or organizing outings. Perhaps ear plugs could be made available? Jillian will be working with the Resident Council to help make to residents as comfortable as possible. Parking issues are not getting better yet as the new lot at the back of the building has not been completed. No explanation of the delay has been forthcoming and Monique Peters offered to reach out to Dave Smits about this.

- COVID/Admissions – There was discussion about the provincial government’s plans to move people into long term care to free up hospital beds in order to relieve the stress on the health care system caused by COVID. People may be moved without permission to a facility not of their choosing. This has been done on a much smaller scale during the pandemic. Any admissions to Cassellholme must be approved by Cassellholme. An applicant’s position on the waiting list is calculated by Community Care taking into account a number of factors including things such as spousal reunification and ethnic requests along with the health and well-being of the applicant. There are currently 240 beds at Cassellholme. Beds have opened up because the COVID isolation rooms are no longer needed. Cassellholme has no convalescent beds (60 days) and no interim beds (90 days while waiting for a permanent bed). The 2 respite beds have not been available since the pandemic began. These beds could be booked for up to 90 days a year and they require a lot of paperwork for admission. If there is a COVID outbreak, new admissions will be isolated preferably in a private room if possible. Also, if there is an outbreak, only essential caregivers who have had 3 vaccinations will be allowed to visit. Although, there has not been a formal commitment to not lock out essential caregivers, it seems unlikely a lockout will happen. Plans are being made to administer to the newly approved COVID booster to the residents. In the future, vaccine consent will be reviewed at the annual care conference.
- Orientation – Orientation tours are being planned where families will be able to see how the facility operates. These monthly tours will be open to everyone but you must sign up ahead to take part. Watch for the invitation in your email. Questions about the operation of the facility which are not resident specific will be addressed. Tracy Davis is planning another Chats@Holme session, but a date has not been set.
- Jillian reminded us of the annual room rate increase which will take effect October 1st.
- Someone asked about the availability of the Kennedy cups. Unfortunately, they are sometimes hoarded and this makes it difficult to keep up with demand.

Monique Peters thanked Jillian for her report and added that it appears as if Cassellholme is generally doing a good job of trying to keep on top of things.

Agenda

Motion 013/22

Brenda Walsh/ Bonnie Bolger moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 014/22

Karen Gooch/ Michelle Schmitt moved that the minutes from the August 2nd, 2022 meeting be approved as circulated. **Carrie**

Business Arising

- The Quality Council will meet on September 20th and Brenda Walsh agreed to attend to represent Family Council.
- The ONFCN Fall General Meeting will be held online on Saturday October 22nd. Deborah Bakti, the author of *Now What? About managing the emotional journey of long-term care for families*, will be the guest speaker. All are welcome to attend.

New Business

Chair Report Monique Peters offered the following report.

- Monique brought the Ontario Government's Bill 7 to our attention. This bill will allow hospitals to move alternate level of care patients into long-term care – possibly to a facility not of their choosing.
[More Beds, Better Care Act, 2022, S.O. 2022, c. 16 - Bill 7 \(ontario.ca\)](#)
- Monique has been working with staff to update documents on the Cassellholme webpage so that they are printer friendly.

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.

- New Administrator – Angie Punnet has officially taken over as the Administrator of Cassellholme. It was agreed by consensus that Monique Peters will work with Brenda Walsh to compose a draft letter to welcome Angie on behalf of Family Council and a second letter to offer thanks to Jamie Lowery for his time as Administrator.
- Education – There was a comment that some people were looking for a bit more information from our educational speakers. Sometimes it is difficult to even know what questions to ask and who to talk to if we are looking for more. It seems like information is not always readily available.
- Parking – There was a suggestion that maybe we need to think outside the box when trying to deal with the parking issues. Is it possible to restrict traffic on Olive Street to open more parking spots temporarily?
- Smoking – Smoking in the oval garden is still an issue. Residents are not supposed to smoke at the doorway but some do anyway which makes it unpleasant for the nonsmokers. Who is monitoring this?

Board of Management The Board of Management did not meet in August and the next meeting is scheduled for September 22nd.

Other Business

None

Next Meeting

The next meeting will be on Tuesday, October 4th, 2022 at 2:00 p.m.

Adjournment

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

Chair, Monique Peters

Recorder, Karen Gooch