

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday August 2<sup>nd</sup>, 2022

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- Welcome (2:00 p.m.)** The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone.
- Attendance (7)** Jean Guenette, Karen Gooch (Recorder), Monique Peters (Chair), Janet Renaud, Michelle Schmitt, Blanche-Hélène Tremblay (Vice Chair), Brenda Walsh
- Regrets Bonnie Bolger (Past Chair), Ann McIntyre
- Guests Jillian Marchand (Family Council Assistant)
- Territorial Acknowledgement** Monique Peters offered an acknowledgement that we meet on First Nations territory. We are reminded that we should offer care and gratitude for the land and honour the indigenous teachings of those who have been here before us.
- Guest Speaker** Trisha Normand was supposed to speak with us about wound care at Cassellholme. Unfortunately, she was not able to attend. Jillian Marchand agreed to find someone to attend an upcoming meeting to talk about this subject and then offered a very brief overview.
- There is a wound care committee as required by the Long-term Care Act. It is chaired by an RN and has a mandate to ensure provincial standards are adhered to.
  - If you have questions about wound care, pass them on to Jillian so they can be addressed at an upcoming meeting.
- Cassellholme Update** Monique Peters welcomed Jillian Marchand, Family Council Assistant. She offered the following Cassellholme update.
- COVID – There indications that the number of cases of COVID-19 is rising in the community. The Ministry of Health is not providing a lot of information, but deaths, hospitalizations and outbreaks are all going up. There is a push for the government to provide more information about outbreaks. There have been some Cassellholme staff members who have tested positive recently, but to date these cases cannot be linked to the facility so an outbreak has not been declared. Cassellholme continues to monitor the situation while working with the Health Unit. All residents are screened daily and will be isolated until a PCR test can be done if symptomatic. There is no shortage of PPE at Cassellholme. Not all Long-term care facilities have an infection manager, but this will soon be mandatory. Ellen Whittaker has been doing this job at Cassellholme for many years and she is highly trained. The guidance document from the government has not been updated since June and a number of COVID restrictions remain in place.
  - Redevelopment – The new entrance has opened and there have been a few issues. The new signage was not ready for the opening and there have been problems with parking. It has been a challenge to keep staff from parking near the new entrance and this is compounded by the fact that the new staff lot at the back is not ready yet. The drop-off area is not adequate and solutions are being sought that will not reduce the number of regular spots. Currently, there

are only two marked handicapped spots and their use is being monitored to see if more are needed. The canopy at the front of the building has come down and preparations have begun for the new building. The piling should begin mid-August (slightly behind schedule) and be ongoing for 5-6 weeks. If there are concerns or questions regarding the project, contact Jillian and she will pass items on the Dave Smits. Dave is willing to meet to address anything of concern, if required. There was a question about the fact that the balconies are closed to the residents. This is part of the effort to reduce the dust levels in the building during construction.

- **Staffing** – There have been concerns expressed about the staffing levels. Scheduling is governed by collective agreements and levels of frontline staff should be the same seven days a week. If there is an issue getting help from the staff, this should be brought up to the Unit Manager. There are cameras that can be used to monitor staff activity if needed. Staff members are being encouraged to make better use of voicemail by keeping the messaging up-to-date, including who is covering if they are not available.
- Jillian thanked people for being patient as there has been a lot of change. She reminded us that some changes have happened because of our feedback and that even positive changes can be challenging at times. Jillian also pointed out that there has been a high level of resident turnover in recent weeks which also can add to stress levels.

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/ Michelle Schmitt moved that the agenda be approved as circulated.

**Carried**

## Minutes of Previous Meeting

### Motion 014/22

Michelle Schmitt/ Janet Renaud moved that the minutes from the July 5<sup>th</sup>, 2022 meeting be approved as circulated.

**Carried**

Thanks was offered to Blanche-Hélène Tremblay for her work on the minutes last month.

## Business Arising

None

## New Business

Chair Report Monique Peters offered the following report.

- Monique attended the first meeting of Cassellholme's Quality Council where the assessment process was outlined. There is a spot on the Council for one member of Family Council and anyone interested in taking this on should contact Monique. The Council is mandated in the updated Long-term Care Act. [Quality Council | Cassellholme](#)
- The annual Satisfaction Survey will be available in the fall. The questions will generally be the same as previous years as this means the results can be easily compared to previous surveys.
- The ONFCN is preparing for their general meeting in the fall and would welcome any agenda suggestions. Please forward your ideas to Monique.

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.

- Air Conditioning – The temperature in the building has been OK most of the time. The rooms were a bit warm on some of the hottest days.
- Swings – Someone wondered if it might be possible to put a swing in the garden. Monique will investigate, but it may be a safety issue for unsupervised residents.
- Cleaning – Most agreed that there appears to be some improvement with the cleaning during the last few weeks.
- Support – Some were wondering if Tracy Davis will be running her support group, Chats@Holme again. [Chats@Holme | Cassellholme](#)
- Reading – There was a request for suggestions of books about dementia. Blanche-Hélène Tremblay recommended *Dementia Reimagined* by Tia Powell, MD. Blanche-Hélène is able to provide a list of other books if anyone is interested. She also suggested contacting the Alzheimer’s Society or the Behavioral Supports Ontario (BSO) staff at Cassellholme for more information about dealing with dementia.

Board of Management At the Board of Management meeting on Thursday July 28<sup>th</sup> it was revealed that the north wing of the current Cassellholme building will be modified to provide a number of assisted living apartments. Jamie Lowery has finished his term as CEO and he will now be overseeing the operation of the Castle Arms apartments.

**Other Business** None

**Next Meeting** The next meeting will be on Tuesday, September 6<sup>th</sup>, 2022 at 2:00 p.m.

**Adjournment** The meeting was adjourned at 3:35 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch