

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday July 5th, 2022

Welcome

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

(2:00 p.m.)

Attendance (9)

Monique Peters (Chair), Bonnie Bolger (Past Chair), Claude Fortier*, Ann McIntyre (Research and Advocacy Working Group), Michelle Schmitt, Janet Renaud, Blanche-Hélène Tremblay (Vice Chair and Recorder for this meeting only), Brenda Walsh (Research and Advocacy Working Group)

*attended part of the meeting

Regrets Karen Gooch (Official Recorder), Jean Guénette

Guest Jillian Marchand (Family Council Staff assistant)

Territorial Acknowledgement

Monique Peters offered an acknowledgement that we meet on First Nations territory and noted that June marks Indigenous History Month, National Indigenous Peoples Day, Family Council Week, Pride Month and Seniors Month.

Cassellholme Update

Jillian Marchand offered the following update:

- Respiratory Outbreak - The current respiratory outbreak is a rhinovirus outbreak which is the virus responsible for the common cold. Residents experiencing symptoms of this respiratory disease are tested for COVID and kept in isolation until the results are known.
- Communication With Families - In order to enhance communication, Cassellholme will send out messages to families every week during outbreaks and every other week at other times.
 - Construction Update - Construction of the new build is progressing with paving of the new visitor parking lot now complete. The contractor is still waiting for some of the parts that are required to complete the new main entrance. Some of the new staff parking is now open. The infection control committee for the new build meets every second Thursday. Its role is to ensure that all infection control and construction regulations are observed. Pile driving for the construction project will begin at the end of July. Families should expect their resident to be subjected to loud noise for a week or so.
- New Visitor Policy - Cassellholme's new visitor policy is in place. This policy existed before but had never been put to paper. Because the policy is now required and because the deadline for producing it has already passed, Cassellholme has adopted a temporary policy which will change as new information and recommendations come to light. General visitors continue to be allowed in the home during any outbreak other than COVID. The policy is there for general guidance. Hours can be extended for essential caregivers and other exceptions may be made if a request is submitted to Cassellholme. The essential caregiver form has been updated and Cassellholme wishes to continue with compulsory hands-on training for essential caregivers.
- Offsite Medical Appointments for Residents - When family arranges for a medical appointment for a resident, it is important that a member of the unit support team be advised as soon as possible. Residents from long-term care homes need to bring their medical record with them when they are seen by a health professional outside the home. This record serves as a means of communication between the Cassellholme physician and other medical

Cassellholme Family Council
Meeting
Held by Zoom, North Bay ON
July 5th, 2022

professionals involved in the resident's care. The unit support team needs some lead time to print the record and the form that the health professional is invited to complete for Cassellholme. Unit Support is also able to facilitate transportation of residents to medical appointments.

- Question Period - Jillian's presentation was followed by a question period in which members of Family Council raised the following topics
 - Information about outbreaks is important to families who may have planned transportation to a medical appointment or a visit to the home on the day that the outbreak is declared. It is particularly important to families coming in from out-of-town. Jillian is working on getting the information out as soon as possible after an outbreak is declared.
 - During any outbreak it is recommended that no resident outings take place. This can be a hardship for the resident and may not be necessary. This practice is open for discussion with Cassellholme if Family Council makes the request.
 - Support workers are permitted to enter the home to support a resident, even during an outbreak.
 - Some families may not know that Cassellholme, in certain cases, makes exceptions to the Visitor Policy. A note will be added to the visitor policy to outline the procedure for families wishing to request an exception to the policy.
 - Policies are not part of the information package presented to families at admission. If Family Council feels that it is important that these policies be shared with families, it could submit a request for consideration by Cassellholme administration.
 - Air temperature in each unit is being monitored daily at noon and 4 p.m. If necessary, measures (air conditioning or heat) are applied to keep temperature within the range required by legislation. Residents sometimes object to air conditioning units but, in some instances, Cassellholme is required to make use of them,

Agenda

Motion 011/22

Bonnie Bolger/Ann McIntyre moved that the agenda be approved as circulated.
Carried

Minutes of Previous Meeting

Motion 012/22

Michelle Schmitt/Brenda Walsh moved that the minutes from the June 7th, 2022 meeting be approved as circulated.
Carried

Business Arising from Minutes

Research and Advocacy Brenda Walsh spoke about the Visitor Policy review which was requested by Family Council. Angie Punnett, Associate Administrator, and Jillian Marchand, Resident and Family Navigator/Admissions attended on behalf of Cassellholme. Monique Peters and Brenda Walsh participated on behalf of Family Council. As a result of this meeting, Cassellholme has made several important changes to its Visitor Policy, the most notable of these being the extension of visiting hours for essential caregivers. Both Cassellholme and Family Council recognize that further review will be required. Some of the thoughts shared in the discussion that followed Brenda's presentation were:

Cassellholme Family Council
Meeting
Held by Zoom, North Bay ON
July 5th, 2022

- Restrictions to family visits do not exemplify Cassellholme's willingness to be open to families. Having something in writing about making arrangements for visits not generally permitted will help.
- Suspending or ending visits seems like a Draconian measure which should only be used in extreme situations. Family Council recognizes that there are situations where this measure may be necessary.

Chairperson's Report/New Business

- FCO Virtual Conference June 2022 - Regroup Refocus Recharge
Monique Peters attended many workshops at this conference. She indicates that many of the sessions will be available for viewing online. Anyone with an interest in long-term care can register for this annual conference.
- Future conduct of meetings - Zoom, Hybrid, In-Person Monique Peters asked members about their preference for future meetings. A discussion ensued about the advantages of each type of meeting. It was decided by consensus that, for the moment, meetings will continue to be held on Zoom. On the other hand, face-to-face meetings are preferred when Family Council wishes to discuss serious issues with Cassellholme administration.
- Review of Terms of Reference/Code of Conduct/Cassellholme Web Page - Monique Peters invited members to look over the Cassellholme Family Council Terms of Reference and the Cassellholme web page and suggest any changes that should be made. Some of the changes required are the result of the Long-Term Care Health Act being replaced by the Fixing Long-Term Care Act. Suggestions for the Cassellholme web page can be sent directly to Jillian Marchand or to Monique. Monique is also looking at formalizing the Code of Conduct for members of Family Council. Family Councils Ontario offers some resources that will be useful and she is also seeking suggestions from members. Family Council's work is to be done in collaboration with Cassellholme administration and certain rules apply. One of these is respect for all residents, members of staff, administration and each other. Another is that no confidential information can be shared at meetings.

Discussion/Sharing

- Members discussed options for making outdoor visits more pleasant for residents and their families. It was suggested that park benches be cleaned and placed near a path that is wheelchair accessible so that residents in wheelchairs can sit near their visitors. Monique will approach Cassellholme about this.
- Activities are vital to the well-being of residents who don't have visitors. Some members wonder if it would be possible for symptom-free residents to participate in activities, even during outbreaks. Monique will make inquiries about the practice of suspending activities during outbreaks.
- Questions were asked about wound care. Monique will request that someone from Cassellholme speak about this and answer questions at the next Family Council meeting.

Ministry Inspection Reports

No new reports were found on the website.

Cassellholme Board of Management Meeting

Monique Peters attended the most recent Board of Management meeting on June 23rd. These meetings are open to the public and all members of Family Council may attend. The time and date are posted on the Cassellholme website along with the Zoom link. This month's meeting included information about COVID testing requirements and redevelopment. Because of the construction, Cassellholme has requested a temporary

Cassellholme Family Council
Meeting
Held by *Zoom*, North Bay ON
July 5th, 2022

exemption from the requirement that all rooms have air conditioning. Members who are interested in the redevelopment are invited to consult the Redevelopment section of the Cassellholme website.

**Next Meeting Date/Request
for Future Agenda Items**

Tuesday, August 2nd, 2022 at 2 p.m.

Adjournment

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

Chair, Monique Peters

Recorder, Blanche-Hélène Tremblay