

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday March 7th, 2023

Welcome (2:00 p.m.)	The Family Council met using <i>Zoom</i> . Chair Monique Peters welcomed everyone.
Attendance (6)	Bonnie Bolger, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Blanche-Hélène Tremblay (Vice Chair), Brenda Walsh
Regrets	Michelle Schmitt
Guest	Tracy Davis (Spiritual & Cultural Engagement Lead), Jillian Marchand (Staff Assistant)
Territorial Acknowledgement	Monique Peters offered an acknowledgement that we meet on the territory of the Nipissing First Nation who are part of the Anishinaabe peoples and we offer gratitude for their teachings.
Guest Speaker	<p>Monique Peters welcomed Tracy Davis, Spiritual & Cultural Engagement Lead. She made a presentation to Family Council about core values at Cassellholme. March 22 will be Care Value Day to celebrate and promote these values.</p> <ul style="list-style-type: none"> • Cassellholme staff have been involved in a 2-year project to identify the core values of the facility. This is a work in progress which began by polling the staff for words they feel represent the work that they do. There was a lot of conversation that led to four words: <ul style="list-style-type: none"> ▪ Dignity – We believe that all are valued and respected for exactly who they are. ▪ Accountability – We take our roles seriously and accept the privileges and obligations that come with being stewards of the Home. ▪ Respect – We demonstrate high regard for residents, staff, families and regulatory obligations. ▪ Excellence – We value an on-going program of continuing quality improvement to achieve optimal results. • With new leadership in place, this is a good time to launch this initiative. This project is seen as a way to promote a good work ethic and professionalism. The goal is to provide a way to keep staff thinking about how are we going to be better and to provide tools staff can rely on as they live out these values. • To keep staff engaged, things such as shout-outs are being used. Shout-outs are posted on the main hall bulletin board and change weekly. Anyone can use the compliments form or send-a-card (found on the website) to acknowledge good work done by staff members. Comments are passed on to management and are added to the staff member's personnel file. The plan is to begin naming an employee of the month. Compliments Cassellholme

Tracy was thanked for bringing awareness of this work to Family Council. Tracy also announced that she will be starting up another chats@holme session as soon as a date can be arranged. This is a group that offers support to family members of the residents. [Chats@Holme | Cassellholme](#)

Cassellholme Update

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

- Outbreaks – Jillian provided information about outbreaks at Cassellholme:
 - Cassellholme has been in outbreak for over 250 days in the past year. The current COVID-19 outbreak has been confined to the second floor, where there are 13 cases among residents. Currently, general visitors are allowed anywhere but the second floor. Residents who are not in isolation can go on prearranged social outings with an essential caregiver. Although the provincial government has advised a 7-day isolation period generally, it is 10 days for long-term care homes. Cassellholme is working with the North Bay Health Unit and rules can vary depending on a number of factors. There are no global activities being held for the residents at this time.
 - The vaccine policy at Cassellholme is currently on hold as a review is taking place. Policies at other facilities are being look at as part of this process. Family Council will be informed of any changes in the policy.
 - An email update should be sent out within a day or so.
- Orientation – Another orientation night has been scheduled for the evening of March 15th. This is a chance to exchange ideas and offer support and is geared (but not restricted) to new families. It is a chance to see areas of the facility not normal open to visitors. People are invited to contact Jillian if they are interested in attending. Jillian is open to offering future events at a different time or day if there is interest.
- Construction – The old front door will soon be blocked off. This is the point way the old and new buildings will connect. Work will begin to raise the walls of building by the end of March.
- Carpets – Usually carpets are installed for sound control and comfort, but they also come with hygiene issues. All carpets were removed from Apple Street when a water pipe burst last year. As well carpets are gone from Maple Street and Cherry Lane. There are about a dozen rooms left with carpet that will be removed as funding allows. As well, there have been delays since carpet companies will not come to work in the building during an outbreak.
- Smoking – There is currently a smoking area in the oval garden and smokers are required to remain 9 meters from the door according to current smoking laws. Employers cannot ask employees to patrol the smoking area due to the exposure to secondhand smoke. Smokers seem to be more likely to move away from the door once the warmer weather comes. If the smoking area is closed, some will see this as taking away resident's rights. About 30% of the

residents smoke and those who are able to get around on their own will quite possibly leave the property to smoke - crossing Olive Street. This could lead to safety concerns. A smoking area is not in the plans for the new building. A Tobacco Enforcement Officer from the Health Unit has visited the smokers. The Officer or Jillian can hand out tickets but this is tough thing to enforce.

- Language – Many people with dementia will revert to their mother tongue as the disease progresses which can lead to communication issues. Cassellholme has a database of staff members and others that can be called on if needed. As well Cassellholme, has access to translators from the hospital if needed. Staff members are often able to learn a few key phrases in another language and some have found translation apps to be useful.
- Questions – Monique Peters and Brenda Walsh had a meeting with Jillian to discuss a number of issues. It was decided that any questions concerning Cassellholme’s policies should be submitted to Jillian or Monique in advance of our meetings in order to give Jillian chance to prepare. This will allow her to provide us with accurate information. As always, family members can reach out to Jillian or other staff members anytime they have questions.

Monique Peters thanked Jillian for her report.

Agenda

Motion 003/23

Bonnie Bolger/ Karen Gooch moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 004/23

Karen Gooch/ Bonnie Bolger moved that the minutes from the January 10th, 2023 meeting be approved as circulated.

Carried

Business Arising

None

New Business

Research and Advocacy

The following items related to Research and Advocacy were brought forward.

- Brenda Walsh stated that the Satisfaction Survey results were reviewed at the last Quality Council meeting. Only about 35 responses were received. The survey was distributed to about 230 family members or residents (one per resident). Satisfaction is down a bit from last year. Overall, communications and safety were rated as excellent while all other categories were rated good. Of those who responded, 83% would recommend Cassellholme to someone else. It was observed that the activities portal was under-utilized. At the next meeting, the Quality Council will be discussing goals and why some have not been fully met. Monique Peters offered to email the survey results to Family Council members. The results will be released publicly soon.
- Monique Peters attended a recent meeting of Ontario North Family Councils Network (ONFCN) and there was a lot of discussion about the new amendments to the LTC Act, particularly the proposal to allow PSWs to administer medication. This has raised some concerns and ONFCN has sent

a letter about this to the Minister of Health and Northern Ontario MP's.
Monique read an excerpt from the letter. Monique is planning on attending an online session with the Minister on March 13th.

Inspection Reports There have been no new reports since October 20th, 2022.
[InspectionReportPublic2 \(ltchomes.net\)](#)

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

- Budget – The Board of Management passed the 2023 budget of \$25 million. Billy Brooks, Chief Financial Officer thanked the Family Council for their input. Some highlights that may be of interest to Family Council include:
 - A new nurse practitioner and activity lead have been hired
 - Dedicated WIFI will be available to visitors in certain common areas. (Ask one of the Unit Managers for details.)
 - Research is being done about the possibility of implementing a cycling program for the residents.
 - Family Council will now have access to *Zoom* through the Cassellholme account.
 - Installing white boards in resident rooms is on the radar for the future.
- Family Council members are encouraged to reach out to the activities staff if they are interested in helping with special activities celebrations.
- A news report out of Sudbury about an incident at a long-term care home highlights the story of a resident who was severely injured when he fell asleep with his arm against the radiator beside his bed. This a reminder that everyone needs to keep watch for potentially dangerous situations and to notify staff.
- Monique Peters offered to bring coffee and donuts to the second-floor staff as recognition of their hard work by Family Council. This floor has been particularly hard hit during recent outbreaks. Anyone who wants to contribute to the cost should contact Monique directly.

Board of Management Contact Monique Peters if you would like information about attending the next The Board of Management meeting.

Other Business None

Next Meeting The next meeting will be on Tuesday, April 4th, 2023 at 2:00 p.m.

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

Chair, Monique Peters

Recorder, Karen Gooch