

Cassellholme Family Council Meeting

Held by Zoom, North Bay, ON

Tuesday January 10th, 2023

Welcome (2:00 p.m.)	The Family Council met using <i>Zoom</i> . Chair Monique Peters welcomed everyone.
Attendance (9)	Bonnie Bolger, Claude Fortier, Karen Gooch (Recorder), Elizabeth Henderson, Rosie Morelli, Monique Peters (Chair), Blanche-Hélène Tremblay (Vice Chair), Brenda Walsh, Linda Wilson
Regrets	Michelle Schmitt
Guest	Jillian Marchand (Staff Assistant)
Territorial Acknowledgement	Monique Peters offered an acknowledgement that we meet on First Nations territory and we offer gratitude for their teachings.
Agenda	Motion 001/23 Bonnie Bolger/ Claude Fortier moved that the agenda be approved as circulated. <div style="text-align: right;">Carried</div>
Minutes of Previous Meeting	Motion 002/23 Karen Gooch/ Blanche-Hélène Tremblay moved that the minutes from the December 6 th , 2023 meeting be approved with the removal of some phrases which could possibility lead to a loss of confidentiality for two of our members. <div style="text-align: right;">Carried</div> Monique Peters, Karen and Blanche-Hélène will meet briefly after this meeting to determine the exact wording of these corrections. Family Council has a policy of confidentiality and this must be maintained so that people will feel free to speak about issues that personally affect them or their resident family member.
Business Arising	None
New Business	
Research and Advocacy	The following items related to Research and Advocacy were brought forward. <ul style="list-style-type: none"> • Brenda Walsh stated that the Satisfaction Survey results are not yet available. The Quality Control Council will review the results in January and Brenda will update Family Council at our February meeting. • Monique Peters highlighted the work of Family Councils Ontario (FCO) including sessions about quality improvement, palliative care and humanizing dementia. Links are available from Monique. • FCO is encouraging the sharing of information about what is happening at long-term care facilities across the province. Some ideas that have come to light include setting up a palliative care committee and organizing a book club. Contact Monique for information about subscribing to the FCO newsletter. • There is an updated COVID-19 Guidance document available. https://www.ontario.ca/page/covid-19-guidance-document-long-term-care-homes-ontario

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

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:
 - A COVID-19 update will be emailed later today. There were new cases identified today so the facility-wide outbreak status will continue for at least 10 more days as determined by the Health Unit. There are currently cases on Apple, Maple and Willow Streets. Some residents are symptomatic while others are symptom-free. Jillian is not aware of what treatments are being used. (i.e., antiviral drugs)
 - N95 masks and googles are only required on residential units. Medical masks can be worn for those working in the rest of the building. Masking polies are determined by the Health Unit. Space must be provided for maskless visits only when the facility is outbreak free. No general visitors are currently allowed. Residents are allowed to go on social outings during the outbreak if they are not ill.
 - There was more discussion about releasing more details about the number of COVID-19 cases. Jillian stated that a balance is trying to be maintained while providing information to families during a constantly changing situation. There is some concern that essential caregivers (who give valuable help during an outbreak) may be scared away if it is known cases are high on a particular floor or alternatively will drop their guard if cases are low.
- Staffing – There was a question about the hours of care provided per resident per day. The government has mandated that 4 hours of hands-on care will become the standard and this is in the process of being rolled out as the funding allows. Money is provided on a quarterly basis. Staffing levels are always being reviewed and have been increasing – including 5 addition PSWs, RPN leads and dedicated bath personnel. But there is still a shortage that is not just a local problem. Any new hires must be fully vaccinated according to the government standard.
- Construction/ Refurbishing – No construction update is available. Painting of the common areas of the building has been ongoing. Removal of the remaining room carpeting is happening as the money becomes available.
- Survey – The online portion of the annual satisfaction survey has been completed – one survey per resident was sent out. A student social worker has been working with residents who are able to complete the survey.
- Orientation – The first orientation tour was attended by half a dozen people. Feedback will help shape future tours with include areas such as laundry and the kitchen which are not normally accessible to non-staff.

- Honour Guard – Members of Family Council expressed their thanks for new practice of having an honour guard when a resident leaves Cassellholme after they pass away.

Monique Peters thanked Jillian for her report.

- Discussion/ Sharing
- There was a time of discussion for people to share anything about their experiences at Cassellholme.
- Several people expressed concerns/ frustrations with the continuing COVID-19 protocols that are in place – many of which are required by the local Health Unit and Ontario government policies. There was also concern expressed that it doesn't appear anti-viral drugs are being widely used for COVID-19 patients.
 - The painting of the common areas has been well received – most liked the new color scheme. There is some frustration that the removal of carpeting has been taking so long.
 - One member reported that problems with her family member's hearing aids have been satisfactorily addressed.
 - One person spoke about how rewarding it has been to be involved with Family Council. Changes have been made because of input from Family Council. It is important to ask questions even if answers are not always immediately forthcoming.
 - People were reminded that it is important to keep up-to-date with your family members care plan and to be aware of any changes to it. Actions can be taken if the plan is not being followed.
 - Monique Peters referred to a recent email from Cassellholme stating that there have been incidents of poor behaviour by some visitors to the facility. We are all reminded to be respectful when dealing with others. Remember that Cassellholme is home for the residents and it should be a safe place for all.

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, February 7th, 2023 at 2:00 p.m.

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

Chair, Monique Peters

Recorder, Karen Gooch