

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday December 6th, 2022

Welcome (2:00 p.m.)

The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone. She offered condolences Michelle Schmitt and Jean Guenette who both lost family members recently.

Attendance (9)

Bonnie Bolger, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Michelle Schmitt, Blanche-Hélène Tremblay (Vice Chair), Brenda Walsh, Rosie

Regrets Jocelyne Davitsky, Jean Guenette

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.

Cassellholme Update

Monique Peters welcomed Jillian Marchand, Family Council Staff Assistant. She offered the following Cassellholme update based on questions she has received from Family Council members.

- Outbreaks – Jillian provided information about outbreaks at Cassellholme:
 - Rules from the Health Unit and the Ontario Government regarding outbreaks (for COVID-19 and other types of infection) are changing. Cassellholme has been working closely with the Health Unit to keep them informed of conditions at the facility, but it is up to the Health Unit to declare an outbreak. They will do this when there are at least two cases of any infection that are linked such that it is likely all cases were contracted through contact at Cassellholme.
 - Testing requirements for residents are also changing. Priority for testing will be for those showing symptoms. Visitors who can attest that they have had COVID-19 do not need to be tested for 90 days following recovery from the infection. A PCR test is not required following a positive rapid test. Visitors can be tested at Cassellholme if they are symptomatic and wish to confirm a COVID-19 infection, but generally people should not visit if they are feeling unwell.
 - People will now be allowed to have maskless visits in private areas. If a resident's room is not able to be used, then time can be booked in the Garden Room between 9:30 a.m. and 8:00 p.m. A sign-up sheet is near the door. Cassellholme is still strongly recommending caution when it comes to mask use in order to control the spread of all types of respiratory infection.
 - Cassellholme has the discretion to decide whether general visitors will be allowed and these will be considered on a case-by-case basis. There are no

restrictions or screening for those visiting residents that are considered palliative.

- Jillian asked if members of Family Council would like her to share information about the number of infections during an outbreak. Most responded that this information would be helpful to have. Essential caregivers may want to consider extra visits if the numbers are high to relieve the stress levels for staff and if they feel comfortable attending.
- Budget – The budget for next year has not yet been approved. Billy Brooks, the Chief Financial Officer is willing to speak with us after the approval if we make a request to him.
- Construction – The piling for the new building has been completed and it was not a loud as was anticipated. The first phase of the project is on track to be completed by January 2024.
- Survey – The annual satisfaction is now available and a link was sent out by email. The deadline for completing the survey is December 30th, 2022.
- Emails – Jillian outlined how the current email system works. The website, the *facebook* page and emails are all managed by an outside company. This easily allows for consistent branding across all platforms. The company also formats content for signage and forms. Authorized Cassellholme staff still have access to directly update the website and *facebook* if needed. Authorized staff who wish to send email notices to families and caregivers are required to send content (can be in point form) to the contract company. The emails are formatted and may be rewritten to make them more accessible. All emails are reviewed by Cassellholme staff before they are sent to minimize errors. Unfortunately, this process may result in a delay in sending information out. Jillian is the main contact for this company, but she is the one who decides the frequency that information emails are sent. She also maintains several contact lists (ie all essential caregivers) and anyone can request that they be added to one of these lists. She tries to ensure that one main contact from each family is receiving all information emails.
- Phone – Phone line problems seem to be resolved. Any emergency calls can be directed to the RN that is on duty. Staff are being encouraged to ensure that they keep their incoming call messages up-to-date and that the indicator board by the entrance reflects whether they are in the building or not. Callers are reminded to leave a detailed message since the call display does not show caller names. Jillian has produces magnets with key contact numbers to give to families of new admissions. If you have problems reaching someone, try their supervisor or contact Jillian.
- Policy Review – Cassellholme will be reviewing their caregiver/visitor policies. As part of this, there will be consultation with other facilities for comparison. There has been a request from another long-term care home to discuss the relationship between Cassellholme and Family Council.

Monique Peters thanked Jillian for her report.

Agenda

Motion 019/22

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

Minutes of Previous Meeting

Motion 020/22

Karen Gooch/ Blanche-Hélène Tremblay moved that the minutes from the November 1st, 2022 meeting be approved with one change – Cassellholme will not be paying for a Family Council *Zoom* account, but will be allowing us to use their license (pg. 22040).
Carried

Business Arising

None

New Business

Research and Advocacy Brenda Walsh reminded everyone to participate in the Satisfaction Survey. The Quality Control Council will review the results in January and Brenda will update Family Council at our February meeting.

Chair Report Monique Peters led the discussion about the election of Family Council Executive members and offered a reminder of a Family Councils Ontario event.

- Monique has agreed to remain on Family Council for the next 6 months and Brenda Walsh has agreed to act as Co-chair with her. Brenda will also continue her Research and Advocacy work, including her involvement with the Quality Council. Karen Gooch agreed to remain in her role as recorder. Blanche-Hélène Tremblay will remain part of Family Council, but will not keep an Executive role.
- Blanche-Hélène encouraged everyone to consider taking on role with Family Council, realizing that caregiving duties may make this very difficult for some. She reminded us that this can be a very rewarding experience. Members are able to get a first-hand look at what goes on behind the scenes and are able to influence policy at Cassellholme. The most important tasks are to keep yourself informed and to act as a voice for all the residents.
- Family Council Ontario is hosting a two-day online event on December 7th and 8th. The first session will outline what Quality Improvement is and how families and family councils can be involved in the QI process. The second session will outline a Palliative Approach to Care and highlight resources available about palliative care for families of residents in long-term care.

Inspection Reports There was a new report dated October 20th, 2022. It involved a critical incident and was formatted according to new guidelines set out in the updated Long-term Care Act. The incident was discussed as part of our general discussion time.
[InspectionReportPublic2 \(ltchomes.net\)](#)

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

- One Family Council member whose mother passed away recently spoke about her experience with palliative care at Cassellhome. She stated that the staff

were awesome and took good care of her family. There was some confusion with the funeral home and there seemed to be a lack of communication about the possibility of accessing care through the hospice. One advantage of the hospice is that there is space that can be booked for out-of-town family members to stay. It was recommended anyone interested in the hospice should speak directly to Tracy Davis.

- Cassellholme has begun a new tradition of having an honour guard line the hallway as a resident who has died leaves the build by the front door as witnessed by one of our members.
- There was an acknowledgement of the difficult time that the staff had had other the last few years due to the pandemic. There are ongoing staff shortages, a lack of volunteer help and constantly changing infection control rules.
- We discussed the recent critical incident report from the government. One member who had first-hand knowledge of this incident spoke about her experience. The incident involved a resident falling down a stairwell that was not properly secured. Thankfully the resident was not seriously injured, but it could have been much worse. As a result of the inspection that was done, door locks will be checked more often and there will be more training to make staff aware of the need to ensure doors are properly locking. More security cameras will not be installed. It was felt that the staff generally handled things well, but the were some communication issues. It was suggested that any lingering concerns could be brought the Director of Care's attention through a written complaint – which would require a response from Cassellholme within 10 days. It can be helpful to review incident reports as they provide information about things which family members may want to be aware of. In this case, anyone visiting should be more aware that door locks can malfunction. If anything is noticed that could be a safety issue, it should be brought to a senior staff member's attention.

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, January 3rd, 2023 at 2:00 p.m.

Adjournment

The meeting was adjourned at 4:05 p.m.

Chair, Monique Peters

Recorder, Karen Gooch