

**We're so glad you're here.**

**WELCOME**

The Residents of Cassellholme appreciate you bringing your compassion, kindness and skills to their Home. Thank you.

# A Proud History

Our journey of caring and compassion



## 1924

House of Refuge on Cassell Street was renamed Cassellholme by the community.

## 1961

Cassellholme was rebuilt to accommodate 196 Residents.



## 2022

Until March of 2022, Cassellholme remained more-or-less the same.

# Coming Soon

Our journey of caring and compassion



# Coming Soon

Our journey of caring and compassion



Lobby



Auditorium

# Coming Soon

Our journey of caring and compassion



**Private Room**



**Semi Private Room**

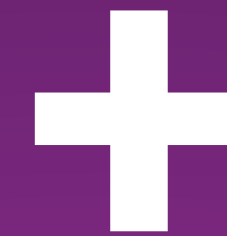
# Today

Our journey of caring and compassion



**Angie**

Angie Punnett  
Administrator, ext. 290  
[punnetta@cassellholme.on.ca](mailto:punnetta@cassellholme.on.ca)



With over **340** employees,  
Cassellholme offers Long-Term Care,  
**PLUS**  
community based support services,  
such as supportive housing,  
an adult day program [400CLUB]  
and outreach programs.

Today, there are 240 licensed beds at  
Cassellholme. The redevelopment will  
provide even more.



Our mission is to provide compassionate, quality care throughout life's journey.

Our vision is to enhance the lives of the people we serve.

# Welcome

Diversity, Equity and Inclusion

We work together every day to provide excellent, compassionate care for all of our Residents. We accomplish that best when we also care for ourselves and each other.



**EVERYONE**  
is welcome at  
Cassellholme



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**“DIVERSITY**  
is being invited to the party  
**INCLUSION**  
is being asked to dance.”

~ Verna Myers ~



# More Info

Check out the Cassellholme website

There’s a lot of information about Cassellholme on the **website**. For instance, on the home page, a black button will replace one of the circle images if there is an outbreak. You’ll also find the daily menu and updates about the **redevelopment**.



# More Info

Download the Cassellholme Handbook

On the [website](#), you'll find the most up-to-date digital version of the Residents' Handbook. It was written for Residents, but you'll find a lot of the information very useful.



# More Info

Download the Cassellholme Handbook

Pay attention to all posted instructions.  
We're trying to maintain an environment  
that is safe and healthy for EVERYONE.

## CASSELLHOLME IS A SCENT-FREE COMMUNITY



Some of us react [headache, rash, vomiting, etc.] to scents.



## PLEASE DO NOT

bring in or wear scented products  
[perfume/cologne, lotion, soap, flowers, etc.]

# This is Cassellholme

You are a very welcome addition to the team



# This is Their Home

We are honoured to work for the Residents, in their Home



# This is Their Home

Celebrating their lives is our privilege



# Residents' Rights

Download the CLEO booklet

On the CLEO [website](#), you'll find the current version of the Residents' Rights booklet. Read it carefully and take the time to understand each Right. They form the basis of the compassion, respect and care we expect from every Cassellholme team member.



## Every Resident

Bill of Rights for people who live  
in Ontario long-term care homes

# Residents’ Rights

Review our policy documents

Some of Cassellholme’s policies are Ministry mandated. Others are specifically written for our Residents. For example, our "Least Restraint" policy creates an environment that respects each Resident’s quality of life, while maintaining safety for all. For more information:

- ✓ Speak to Cassellholme staff [Unit Manager, Registered Nurse or Resident & Family Navigator].
- ✓ The Ministries of Health and Long-Term Care require that all LTC Homes have a policy to minimize the use of restraints. Speak to a Unit Manager to see Cassellholme Policy: Restraint & Personal Assistance Service Devices [PASDS] Policy and Procedure
- ✓ Check out the outline of our Least Restraint policy that is shared with Residents in their admission package.

## Least Restraint

name of Resident

location of Resident

date

**We must have a reasonable, documented belief that a Resident may be injured or injure others before applying a restraint. Then, the least restrictive type is used.**

### Restraint Policy

Cassellholme's "least restraint" policy creates an environment that respects each Resident's quality of life, while maintaining safety for all.

Physical restraints are used only with a physician's order and a recommendation by the health care team, including Registered staff and Occupational Therapy.

We take a cautious and medically-appropriate approach to restraints – carefully weighing the necessity against potential risks such as:

- » decreased mobility or independence
- » loss of dignity or self esteem
- » falls
- » pressure sores
- » still joints
- » increased agitation
- » strangulation
- » constipation
- » incontinence

### Restraint Process

#### Consultation

The family or SDM/POA will be contacted by Registered staff to review the reasons for considering the restraint and the associated risks.

#### Consent

The family or SDM/POA will be asked to provide consent.

#### Hourly Checks

Staff check on a restrained Resident every hour to reposition them if necessary and ensure their safety.

#### Releases

The restraint is released every two hours for comfort.

#### Assessment

The effectiveness of a restraint is assessed by Registered staff every eight hours to see if it's still needed.

#### Discontinuation

When the team decides the restraint is no longer necessary, the family, SDM or POA will be contacted to discuss discontinuation.

### aint

**Physical restraints acceptable for use at Cassellholme:**

- » table top for wheelchair
- » wheelchair seat belt that a Resident cannot undo
- » tilted chair
- » Broda chair with table top
- » Broda chair with positioning belt

**For more information:**

- » speak to Cassellholme staff [Unit Manager/Registered Nurse or Resident & Family Navigator]
- » The Ministries of Health and Long-Term Care require that all LTC Homes have a policy to minimize the use of restraints. Speak to a Unit Manager to see Cassellholme Policy: Restraint & Personal Assistance Service Devices [PASDS] Policy and Procedure

Cassellholme • 400 Olive Street North Bay ON P1B 6J4 • www.cassellholme.ca • 705-474-4250

**CASSELLHOLME**  
*Compassionate care for life's journey.*

**Information about Cassellholme's policy of least restraint. If physical restraint is recommended [now or in the future], I will participate in making the decision with the Cassellholme care team.**

name of Resident or POA/SDM

signature of Resident or POA/SDM

date

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**CASSELLHOLME**  
*Compassionate care for life's journey.*

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# Residents' Journey

A journey of caring and compassion



Admission

Care

Palliation and Death



# MOLTC

Changes are in progress

Ontario's Fixing Long-Term Care Act, 2021  
[you can read the [full document](#) here]

The Act generally maintains the status quo set out in the Long-Term Care Homes Act, 2007. There are some changes relating to staffing and care, accountability and transparency, enforcement, and licensing.

- ▶ Annual inspections review our policies and procedures, care plans, documentation and delivery of Resident care.
- ▶ Regular, non-routine visits can happen randomly selection or from a complaint.
- ▶ MOLTC inspectors are authorized to review all aspects of Resident care.
- ▶ Everyone is expected to cooperate and answer questions when asked. If you're not sure, find your supervisor or manager.

## Ministry of Long-Term Care

Overseeing long-term care in Ontario to ensure that residents get the quality of care and quality of life they need and deserve both now and in the future.



### Living in long-term care

[Learn about long-term care homes and how to find and apply for one](#)

[Guidelines for supporting adults with a developmental disability when applying to, moving into and residing in a long-term care home](#)

### Working in long-term care

[Learn about building a rewarding career in long-term care](#)

### Operating long-term care homes

[COVID-19 Guidance Document](#)

[Minister's Directive: COVID-19 response measures for long-term care homes](#)

### Building long-term care homes

[Funding for long-term care home development](#)

[Long-Term Care Home Capital Development Funding Policy](#)

[Long-Term Care Home Design Manual](#)

### What we do

The Ministry of Long-Term Care oversees long-term care in Ontario, including:

- supporting the building of new homes and upgrading outdated homes
- setting the legislation, regulations and policies that all homes must follow
- developing programs to attract and retain workers
- inspecting homes and ensuring standards are met

[Published plans and annual reports 2022-2023](#)

### Agencies, boards and commissions

The Minister of Long-Term Care shares funding and accountability authorities for long-term care under the *Connecting Care Act, 2019* for:

### Contact us

[Facebook](#)

[Twitter](#)

[LinkedIn](#)

[Contact form](#)

[Tel: 416-327-4327](#)

[Toll-free: 1-800-268-1153](#)

[TTY: 1-800-387-5559](#)

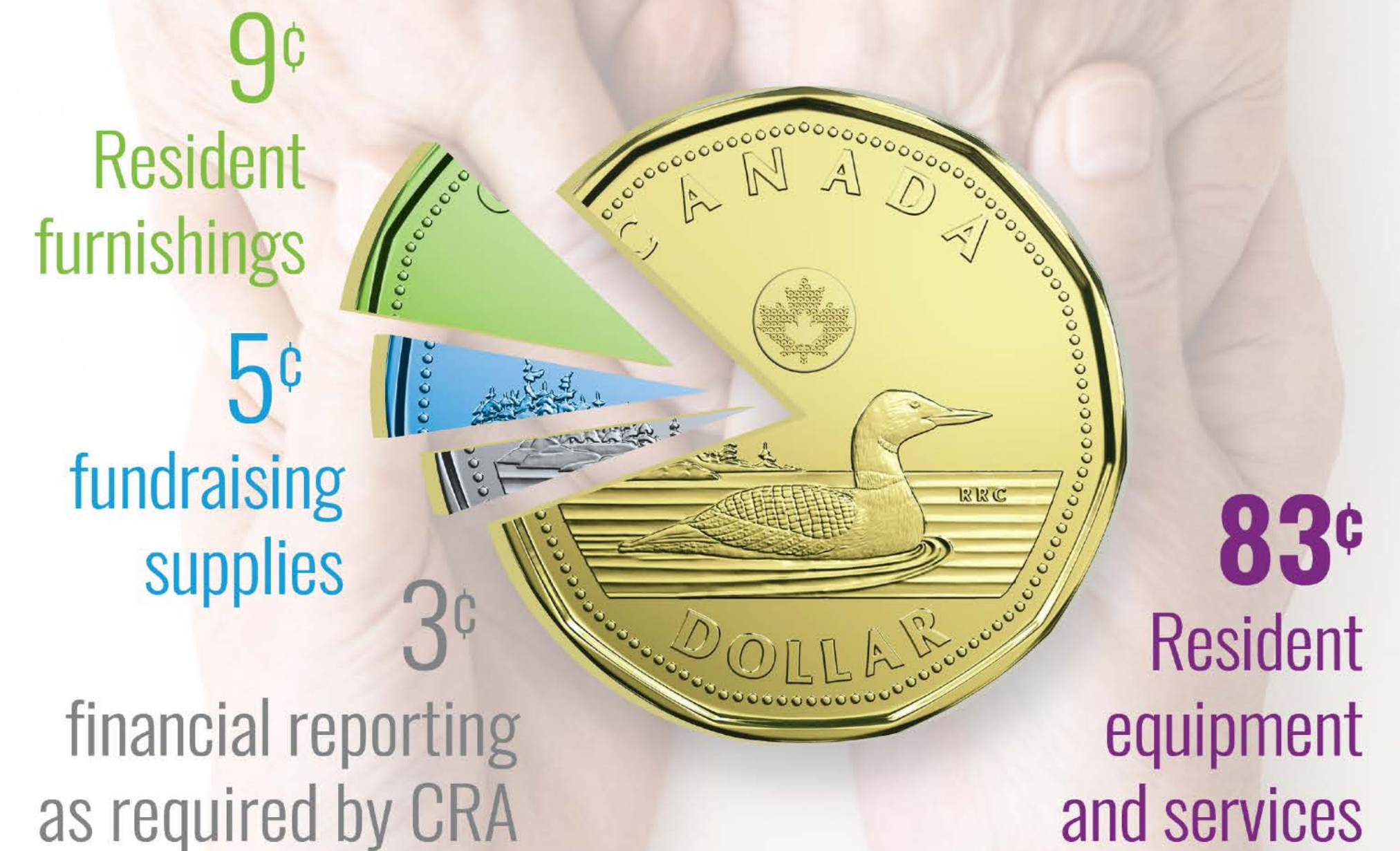
Ministry of Long-Term Care  
400 University Avenue, 6<sup>th</sup> Floor  
Toronto, Ontario M7A 1N3

# Giving

Cassellholme is a charitable foundation

- ✓ Donations support and enrich programs for our Residents. Government funding just doesn't go far enough for the quality of care we provide. Donations large and small make a meaningful difference.
- ✓ As part of the Cassellholme team, you see the need. If you'd like to help, you can donate from your pay cheque. Over a year, if you donate \$5 from each pay cheque, approximately \$130 would directly help Cassellholme Residents and you'd get a substantial tax receipt.
- ✓ In addition to donating funds, we also ask the community to participate in fundraising events by volunteering their time and efforts.

## Every Dollar Counts



# Giving

We rely on community support, and we support the community

- ✓ As much as possible, we get together to support community needs.
- ✓ If you have a cause you'd like help with, ask around. We have a strong culture of giving back.
- ✓ These are some of the events we've participated in:
  - ▶ we've given several tonnes of food to local food banks
  - ▶ yearly, we participate in the Coldest Night Walk and The Santa Claus Parade
  - ▶ we honour those special days in the year that allow us to be intentional about giving



# How We Support Each Other

- ✓ Tracy Davis [available to support and promote the employee experience and implement initiatives to improve hiring, onboarding, learning, development, inclusion, and growth as to foster a high performing and supportive culture]
- ✓ Get togethers [lunches, BBQs, partys]
- ✓ Mentorship program
- ✓ Compliments forms
- ✓ Send-A-Cards
- ✓ Suggestion box
- ✓ Employee Family Assistance Program [EFAP]

## Our Compliments



Cassellholme staff and volunteers work hard to create a welcoming home for all Residents. We encourage you to reward them with compliments whenever you see fit. Employees are not permitted to accept money or gifts; however, they appreciate a verbal or written **"Thank You"**.

Please place this form in the box out front of the General Store.

\_\_\_\_\_  
who do you want to compliment

\_\_\_\_\_  
unit or department

☐ staff ☐ volunteer

☐ I consent to my compliment being shared with appropriate staff member[s] or volunteer[s] so they can receive recognition and feedback.

\_\_\_\_\_  
your name

\_\_\_\_\_  
date of occurrence

\_\_\_\_\_  
your email address

\_\_\_\_\_  
describe the situation

\_\_\_\_\_  
your phone number

**We're so glad you're here.**

**WELCOME**

The Residents of Cassellholme appreciate you bringing your compassion, kindness and skills to their Home. Thank you.

# Congratulations!

You've been hired! Now, let's build on your successes.

- ✓ Be sure you've met all the Cassellholme Conditions of Employment. A reference checklist is in your Orientation – HR Support Material
- ✓ Getting here... From your home to the Residents' Home – Cassellholme.
- ✓ Now that you're here... There's more to a successful day than working.
- ✓ Done. Now you're ready to be paid and reap the other benefits of working at Cassellholme.
- ✓ Hang on. What do you do if you have a problem?



# Getting Here

From your home to the Residents' Home – Cassellholme

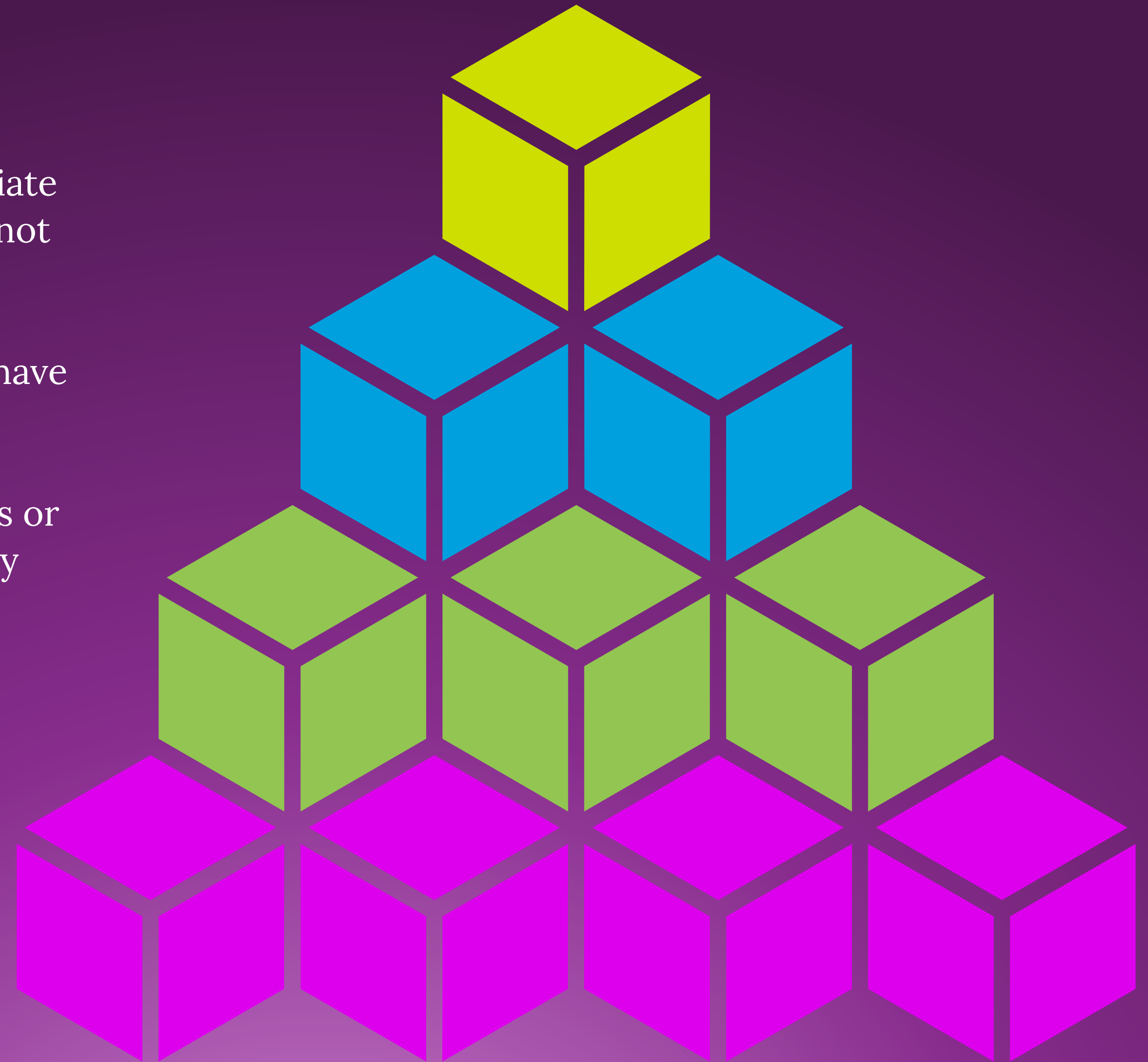
- ✓ There are a number of transit options. Check out the [City's Transit page](#) to see what works for you.
- ✓ If you cycle, lock-ups are on the side of the building.
- ✓ If you drive, make note of the where you should park. This will change from time to time during the renovations. Usually, you'll park in the lot off of Drew Street. The main lot is primarily for visitors.
- ✓ Be on time. Plan your transportation with enough time to store your personal things in a locker and prepare for your shift.
- ✓ For more information about lockers and change rooms, see the Orientation – HR Support Material.



# Ready to Start?

There are a few more things to check off on your list

- ✓ Start your shift in clean, neat clothes. Wear clothing appropriate to your job – a uniform, scrubs or everyday clothes. If you're not sure, speak to your manager.
- ✓ Be sure you've signed your confidentiality agreement. If you have any questions about what is "confidential", ask.
- ✓ Be sure to watch for health and safety hazards in your clothes or accessories. You'll hear more about that in the Health & Safety presentation.
- ✓ Wear your photo I.D. badge for the duration of your shift.
- ✓ Once you're ready, use the Bio Scan Clock to 'punch in'. For more information about Cassellholme's time and attendance system, see the Orientation – HR Support Material.
- ✓ Smile... and have a great day.



# In the Beginning...

It's a probation period – for you and Cassellholme

- ✓ To become a permanent employee, you must successfully complete a probationary period.
  - supervisors will closely monitor your work and get feedback from other departments
  - concerns will be addressed as they come up – giving you an opportunity to improve
  - you're encouraged to talk to your supervisors about how you're doing and if you need anything to do your job more effectively or efficiently
- ✓ We want you to succeed. We are revamping our orientation and training processes and creating a mentorship program. We want you to feel supported.
- ✓ Follow Cassellholme's procedures and policies. Ask if you're unsure.
- ✓ Smile... and Good Luck!



# Day to Day Tips

A few more things to remember

- ✓ Just say “no” to tips. Sometimes, Residents, their families and/or friends want to show their appreciation by offering you gifts or tips. You cannot accept. Encourage them to fill out a Compliments form [paper or [online](#)]. These forms stay in your employment record – making them a meaningful gift.
- ✓ The General Store has various tuck shop items and light lunches for sale. You can visit the store before/after your shift and/or during your breaks.
- ✓ We’re proud of the services we provide to our Residents. As a an employee, you also represent Cassellholme. We hope you share our pride and expect you to promote positive public relations – even when you’re not at work.
- ✓ One last tip – Smile.



# You're Doing Great!

Let's get you paid for your hard work.

- ✓ You'll be paid bi-weekly – every other Friday.
- ✓ Your pay is automatically deposited to the financial institution of your choice.
- ✓ You will get an electronic paystub by email prior to payday.
- ✓ If you have any questions or suspect an error on your pay stub, contact your department scheduler or the payroll clerk.



# You're Doing Great!

It can't be avoided – there are deductions

- ✓ As required by law, Cassellholme will deduct the following from each pay:
  - ▶ Employment Insurance (EI)
  - ▶ Canada Pension Plan (CPP) contributions
  - ▶ Federal and Provincial Income Taxes
  - ▶ Group insurance premiums and pension contributions [eligible employees who have completed the appropriate enrolment]
  - ▶ Union dues [unionized employees]
  - ▶ Third party demands, support payments or wage garnishes – these are processed and start when we receive the requests



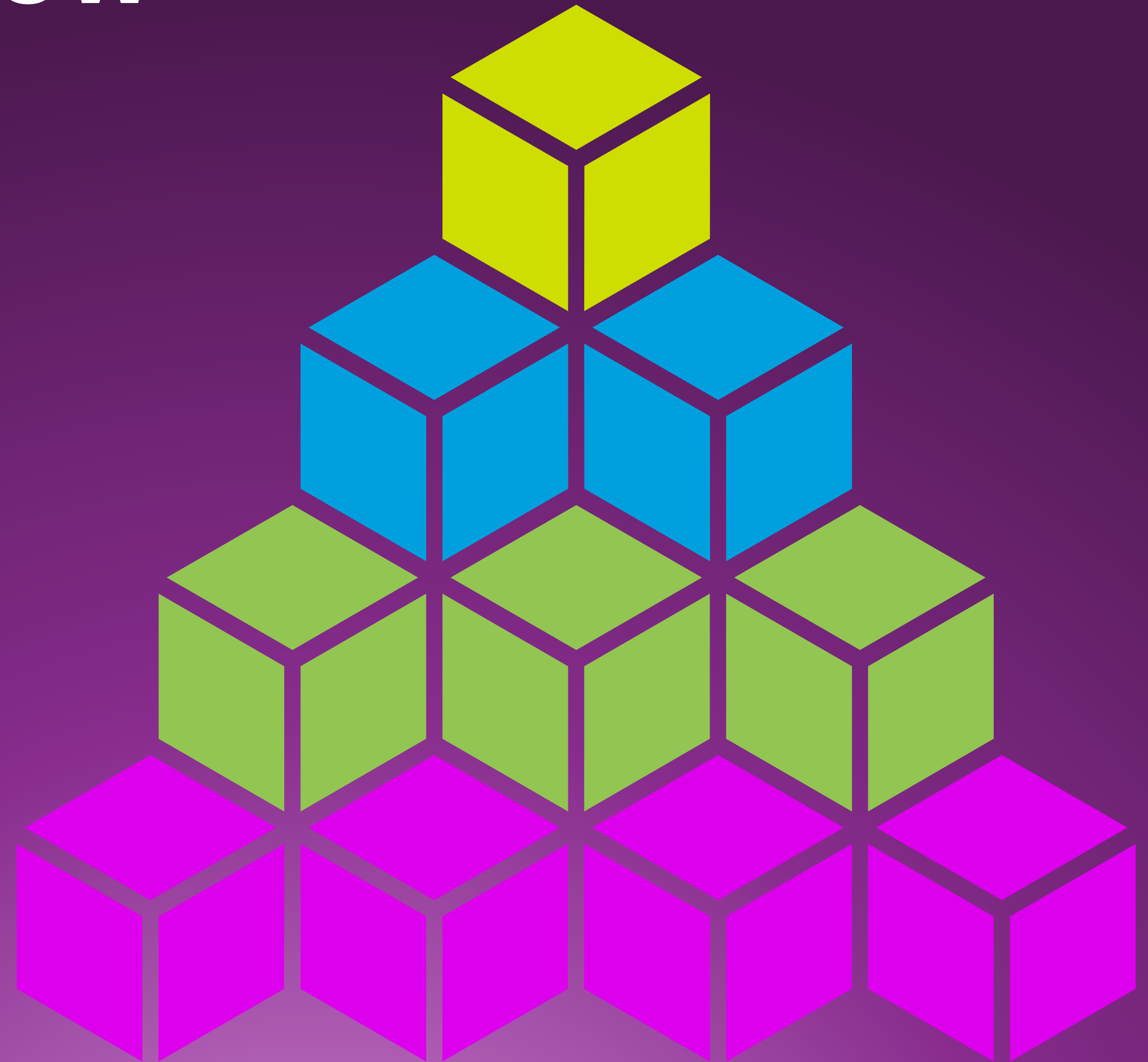
**Let's talk about  
your payroll,  
benefits and  
pension**



# There's Room to Grow

We love to promote from within

- ✓ You can apply for job vacancies as described in the collective agreements.
- ✓ Temporary part-time staff can apply for permanent jobs when they are posted.
- ✓ Successful candidates are chosen by their ability to do the job and their seniority.
- ✓ All job vacancies are posted on the union board as outlined in the collective agreements.
- ✓ Non-union vacancies are posted on the non-union board just off the main hall.
- ✓ For more information about eligibility and applying for vacancies, contact your union representative or Cassellholme's Human Resources representatives.



# If You Need It...

Help is available – info about each program is in the Orientation – HR Support Material

- ✓ Employee and Family Assistance Program [EFAP]
- ✓ Reporting of Abuse or Neglect
- ✓ Immediate Termination For Gross Misconduct
- ✓ Harassment in the Workplace
- ✓ Filing a Complaint
- ✓ Staff Options For Filing a Complaint
- ✓ Whistle Blower Protection  
[protection from retaliation for filing a complaint]



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