

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday May 2<sup>nd</sup>, 2023

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### Welcome (2:00 p.m.)

The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone. She reminded everyone that it was National Caregiver Day and she thanked members of Family Council for all the work they do to keep the residents safe and well cared for.

### Attendance (6)

Lise Cousineau, Claude Fortier, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Michelle Schmitt, Blanche-Hélène Tremblay, Brenda Walsh

Guest Teri McDougal (Nurse Practitioner), Jillian Marchand (Staff Assistant)

### Territorial Acknowledgement

Monique Peters offered an acknowledgement that we meet on the territory of the Nipissing First Nation and offered gratitude for their teachings.

### Guest Speaker

Monique Peters welcomed Teri McDougal, who is the Nurse Practitioner that was recently hired by Cassellholme. She offered an overview of the work she has been doing, as presented at the last Board meeting.

- Teri worked at the local NP clinic before coming to Cassellholme and is new to long-term care. Her role is still evolving as she learns more the LTC system. She has been working with Dr. Prins with a focus on new admissions. Generally, Dr. Prins and the RNs are looking after palliative care treatment.
- Teri also has an interest in reviewing advanced care directives with residents and their POAs. This will help when making choices about whether to send a resident to the hospital for treatment. She hopes to be more actively involved with change of health status cases which may require a decision about hospital care. Teri will be tracking ER use by Cassellholme which is currently higher than other LTC facilities in the region.
- Teri has access to hospital records and an e-consulting service for specialist advise (with consent). This will ensure the best data is available to allow optimal care for residents. Teri is also available for care conferences with residents that she has been involved with during admissions to help provide continuity of care.
- Teri has the ability to prescribe medication and do assessments for a wide range of conditions. People with specific questions for Teri can contact her in the clinical office or at ext. 285.

### Cassellholme Update

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

- COVID-19 – There is no longer anyone directly monitoring the door, but the doorbell is still ringing several times a day. The screeners became a valuable resource during their tenure, providing people with a direct point of contact.

There is still discussion about extending the store hours to provide extra services. If anyone has strong feelings about this please contact Jillian.

- Air Conditioning – The ministry has mandated all resident spaces in long-term care facilities be air conditioned to maintain the temperature between 22°C and 26°C. Cassellholme has sought an exemption from this regulation due to the fact that the aging electrical system is not adequate and it is not practical to upgrade it when we have a new building under construction. Currently ¾ of the building is air conditioned and there are sensors in the rooms without it. It will be important to listen to the residents, but the rooms must be kept at a temperature of at least 22°C according to regulations. New residents will be informed of this situation at the time of admission.
- PSWs and Medication – There has been concern after the Ministry of Health outlined a plan to allow PSWs to administer medication. Cassellholme has no plans to implement such a policy at the current time and Family Council will be informed if this changes. PSWs can administer topical medicated creams using a pre-dosed sample.
- Construction – There is a meeting planned with the construction team and senior management members. An update will be issued after this takes place. There have been questions about opening windows and balconies during the construction. Jillian will try and find answers about this.
- Celebrations – There will be special activities to celebrate and recognize our staff during Nurses Week (Monday May 8<sup>th</sup> to Sunday May 14<sup>th</sup>) and PSW Day (Friday May 19<sup>th</sup>).
- Admissions – There has been a higher-than-normal number of admissions lately – with 2-6 happening per week. The length of stay has also been shorter on average, with some stays as little as 2 weeks. Once the new building is complete next year, current residents will be moved into those beds before any new admissions. New Essential Caregivers can now be assigned during the admission process.
- Staffing – There will be staff orientation happening on a regular basis every two weeks. There are currently only a few job vacancies and no agency staff have been hired. An agency may be used to recruit new hires, but they must sign a contract with Cassellholme before working here. Summer students are now being hired and this will aid in the planning of vacation time for the regular staff members.
- QI Plan – The Quality Improvement plan has been approved and there will be information sessions planned for staff, residents and families.
- Orientation – Jillian will still continue offering orientation tours monthly for the time being. Plans may change depending on how much interest is shown.
- Activities – Global activities are now taking place. There is a special meal planned for Mother's Day.

- Handwashing – Auditors from the Health Unit along with assigned Cassellholme staff members will be increasing the monitoring of handwashing technique from 400 to 2,400 times per year. Proper technique includes using 2 pumps of sanitizer over 15 seconds and ensuring the backs of the hands and between the fingers are covered. There is an app to openly record the activity and monitoring is intended to be more educational than punitive.
- facebook – Monique complimented Cassellholme on their use of *facebook* and took a picture of Family Council members to post on the Family Council *facebook* page.

Monique Peters thanked Jillian for her report.

## Agenda

### Motion 007/23

Claude Fortier/ Lise Cousineau moved that the agenda be approved as circulated.

**Carried**

## Minutes of Previous Meeting

### Motion 008/23

Karen Gooch/ Michelle Schmitt moved that the minutes from the April 4<sup>th</sup>, 2023 meeting be approved as circulated.

**Carried**

## Business Arising

None

## New Business

### Research and Advocacy

Brenda Walsh, the Family Council representative on the Quality Council, reported the following:

- The number of resident visits to the ER has dropped from 30 per 100 residents per year to 27.3 which is higher than the provincial average. Perhaps there should be some education for family members about the advantages and disadvantages of a trip to the ER for residents and what can be done at Cassellholme to treat a resident's condition.
- The Dietary Department has been working on ensuring that food is served at the proper temperature and the Laundry Department is now routinely returning items within 48 hours.
- A letter is being drafted on behalf of Family Council to encourage Cassellholme to extend the hours of the General Store in light of the fact that there are no longer screeners at the entrance. The screeners became a source of support for visitors (and staff) to the building and it is hoped that staff in the store can take on some of this work over the course of the day. There was a consensus that we move ahead with this request.
- Brenda and Monique Peters have signed up for training in order to become 'pilots' in the Alzheimer's Society bike rides for senior program. Anyone who wants to volunteer can contact Monique or Brenda. A police record check is required.

### Chair Report

Monique Peters spoke about the following items.

- Monique will work with Billy Brooks in order to get access to *Zoom* through the Cassellholme account. The Armstrong Room will be booked and set up so that those who are not able attend our online meetings from home can join from there.
- Monique has sent out links to some of the recent webinars about long-term care that she has attended. She also sent out information about changes to the Long-Term Care Act. She highlighted the facts that the reason for prescribing medication must be included as part of the Care Plan and that all falls must now be reported.

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

- Monique spent a few minutes checking in with members of Family Council about how things are going with their family member.
- Monique indicated that she is still looking for someone who will take over as Chair of Family Council, but she is not yet offering her resignation.

Inspection Reports      There were no new reports since the meeting.  
[InspectionReportPublic2 \(ltchomes.net\)](#)

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, June 6<sup>th</sup>, 2023 at 2:00 p.m.

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

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Chair, Monique Peters

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Recorder, Karen Gooch