

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday June 6th, 2023

Welcome (2:00 p.m.)

The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone. She thanked Cassellholme for providing access to *Zoom* through their corporate account. She also thanked Billy Brooks for helping to set up that access and Blanche-Hélène Tremblay for her work setting up our *Zoom* meetings in the past.

Attendance (6)

Lise Cousineau, Karen Gooch (Recorder), Rosie Morelli, Lorraine Ouellette, Monique Peters (Chair), Michelle Schmitt, Blanche-Hélène Tremblay, Brenda Walsh

Regrets Dianne Armitage, Elizabeth Henderson,

Guest Jillian Marchand (Staff Assistant)

Territorial Acknowledgement

Monique Peters reminded Family Council members that June is National Indigenous Month and that we should take this opportunity for education to learn about Indigenous history and to reflect on the meaning of reconciliation as we journey towards better understanding of our First Nation neighbors.

Guest Speaker

Unfortunately, our planned guest speaker, Judy Esch, Chair of the Resident Council was unable to attend this meeting. She will be invited to join us at a future meeting.

Cassellholme Update

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

- Balconies – There have been questions about access to the balconies during the ongoing construction. After consultation with the Health Unit and the construction team, Jillian reported that balconies and need to remain closed at this time due to the dust levels from the unsettled ground around the construction site. Further, currently there are air quality warnings in place from Environment Canada due to the forest fires in Quebec and all windows and doors should remain closed until the warnings are lifted.
- Air Conditioning – The ministry has mandated all resident spaces in long-term care facilities be air conditioned in order to maintain the temperature between 22°C and 26°C. Cassellholme has received 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 all common areas of the building are air conditioned and there are sensors in the resident rooms without it. The sensors will send a message to on-call maintenance staff if the temperature rises beyond acceptable levels. There have not been any complaints from the residents even during the recent hot days.

- Food Service – The Resident Council will be meeting with the Food Committee to review the current menu. There is a special meal planned for Father's Day.
- Activities – The following are highlights from the Activities Department.
 - There will be a barbeque lunch served each Tuesday for the residents. Every week a different floor will be served in the auditorium.
 - On Wednesdays there will be a garden party for the residents in the Oval Garden. No smoking will be allowed in the garden during this time.
 - The Alzheimer's Society bike (trishaw) will be at Cassellholme on Thursdays to offer rides to the residents.
- Clinical – Jillian reported on the following items from the Clinical Department.
 - Unfortunately, the Nurse Practitioner that was hired earlier this year has left Cassellholme. A posting has gone out to find a replacement. As well, Cassellholme is trying to recruit a doctor to work with Dr. Prins.
 - Nicole Caddel is moving from her Unit Manager position to work in the clinical offices. Two new Unit Managers are being trained – one to replace Nicole and another to replace another manager who will soon go on maternity leave.
- Staff Appreciation – There will be a barbeque on Sunday for staff members and their families to thank them for all their hard work. Several members of Family Council have volunteered to help with this event.
- Smoking – How to accommodate the few residents that are smokers has been a highly debated topic. There have been a few LTC facilities that have banned smoking on their properties and several have reversed this decision. Many residents will not give smoking and a ban pushed them to move off the property to potentially dangerous situations in order to smoke. A working group has been set up to examine the issue and any Family Council members who are interested in being part of this should contact Jillian.

Monique Peters thanked Jillian for her report and reminded people that any concerns or question should be brought forward to her or Jillian before the next meeting to allow Jillian a chance to review them beforehand.

Agenda

Motion 009/23

Blanche-Hélène Tremblay/ Michelle Schmitt moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 010/23

Karen Gooch/ Michelle Schmitt moved that the minutes from the May 2nd, 2023 meeting be approved as circulated.

Carried

Business Arising

Store Hours Monique Peters reported that she working on a letter to Cassellholme to request that they consider extending the General Store hours. Since there is no longer a staff member at the main entrance, it is more difficult for visitors to find support if they have questions. This is especially true for general visitors who may not come on a regular basis. Recognizing that cost is a consideration, Family Council is asking that the store be open during daytime visiting hours during the week.

New Business

- Research and Advocacy** Brenda Walsh, the Family Council representative on the Quality Council, reported the following:
- A mock-up of one of the resident rooms in the new building is expected to be set up in August so that people can provide feedback
 - Brenda and Monique Peters have signed up for training in order to become 'pilots' in the Alzheimer's Society bike rides for senior program. There will also be 2 staff members receiving training. Anyone who wants to volunteer can contact Monique or Brenda. A police record check is required. Rides in the trishaw will be offered to residents on Thursdays beginning next week.
- Chair Report** Monique Peters spoke about the following items.
- Monique has registered for a webinar discussing the what can be expected during the long-term care inspection process.
 - Monique attended a recent meeting of the Ontario North Family Council (ONFCN) Network where there was a discussion about care conference protocols. She asked people to let her know if you have any feedback about this. The ONFCN agreed to support a resolution from Ontario schools concerning standards for indoor air quality since this issue is also important for long-term care facilities.
- Discussion/ Sharing** There was a time of discussion for people to share anything about their experiences at Cassellholme.
- There was further discussion about how to deal with residents who smoke. Hopefully a way can be found to accommodate smokers without affecting non-smokers. It has been difficult to enforce restricting smokers to the far side of the Oval Garden (especially during bad weather). It is generally felt that fines are no the answer. This issue has local control and there have been ongoing discussions with the Health Unit.
 - There was concern expressed about the fact that masks are still required by all staff and visitors, especially regarding the social isolation effect on the residents. Unfortunately, this is not under local control and there is no indication from the Ontario government about when a loosening of mask wearing may happen.
 - Monique has been bringing a therapy cat into Cassellholme and she indicated that she is open to arranging a visit with individual residents.
 - Blanche-Hélène Tremblay spoke about a recent workshop that she attended at the local hospital about how to deal with patients who have violent episodes without physical or chemical restraints. Studies show that non-restraint

methods are safer. This is also an issue of treating people with respect. Blanche-Hélène reminded us that education is important and there are resources and information available.

- Someone wondered if it may be possible to access the balconies on the weekends when construction work is not in progress.

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, July 4th, 2023 at 2:00 p.m.

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

Chair, Monique Peters

Recorder, Karen Gooch