

Cassellholme Family Council Meeting

Held by Zoom, North Bay, ON

Tuesday July 4th, 2023

Welcome (2:00 p.m.)

The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone. Janet Renaud joined us from the Armstrong Room, which has been set up so that any who cannot easily attend online can join our meetings.

Attendance (6)

Bonnie Bolger, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Janet Renaud, Blanche-Hélène Tremblay, Brenda Walsh

Regrets Michelle Schmitt

Guests Judy Esch (Residents' Council Chair), 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 to educate ourselves about Indigenous history and to reflect on the meaning of reconciliation as we journey towards better understanding of our First Nation neighbors.

Guest Speaker

Monique Peters welcome Judy Esch, Chair of the Residents' Council to our meeting. Judy offered us information about some of the activities the Residents' Council has been involved in.

- Judy informed us that the Council is up and running on a regular basis for the first time since the pandemic began. She has been a resident of Cassellholme for 5 years and has been Chair of the Council for one year. Jillian Marchand is the Staff Associate for the Residents' Council. The main goal of the Residents' Council is to provide a voice for residents who may not be able to speak for themselves. About 20-30 residents participate on the Council.
- The Council meets with Cassellholme's Food Committee from time to time where they have addressed issues such as menu items and the temperature of the food that is served.
- There have been a couple of issues with the new entrance to the building. The Council was able to have posts installed at both doors to accommodate the automatic door opening buttons. Initially the buttons were installed on the wall next to the doors, which did not leave clearance for those trying to enter the building in a wheel chair or with a walker.
- Currently, the Council is trying to address an issue with after-hours entry into the building. The doorbell is not effective at notifying staff and not everyone has a cell phone to call the posted number.
- Monique thanked Judy for her work on behalf of the residents.

Cassellholme Update

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

- Construction – A new timeline has been established for the opening of the new building. Information will be circulated by email very soon.
- Inspections – There have been inspections related to 2 incidents since our last meeting. All critical incidents must be reported to the Ministry immediately

but inspectors may not show up right away, but the timeline between incident and inspection is getting shorter. This can lead to more accurate inspection reports since staff and residents will have better recall if they are interviewed closer to when the incident happens. All reports are eventually made public and should be forwarded to Family Council. Reports are also posted online and on a bulletin board at Cassellholme. The reports remove identifying details, which can make them a bit difficult to understand at times. Staff are required to keep incidents entirely confidential until the report is published. The reports related to the most recent inspections have not yet been posted. Cassellholme's incident reports can be viewed at [Home Report \(Itchomes.net\)](https://www.itchomes.net)

- Air Quality – There is ongoing monitoring of temperature and air quality in the building and outdoor air quality is checked before outdoor activities take place. Air cleaning units with HEPA filters are in use throughout the building as required such as during the recent smokey days caused by recent forest fires.
- Masks – Masks are no longer required, but will still be available for those who wish to use them. Residents (or POAs) can request that staff wear a mask while providing one on one care. Masks will be required if a respiratory outbreak (including COVID) occurs and visits may be restricted to essential caregivers. Staff must still undergo COVID testing at Cassellholme if they are experiencing respiratory symptoms. They may return to work when feeling better, but must wear a mask for 10 days following the onset of symptoms.
- Visiting – Visiting hours for general visitors are not being strictly enforced, but staff are watching for abuse. Visitors have always been discouraged during mealtimes and are generally not allowed in the dining rooms at that time. Large rooms (including the Armstrong Room) can be booked for family meals, but the food must be brought in. Visitor meal tickets from Cassellholme are not available at this time, mostly due to staffing issues. During the current facility-wide respiratory outbreak visitors must wear a mask when visiting someone who is in isolation.
- Nursing/Managers – Jillian reported on the following items from the Clinical Department.
 - A Nurse Practitioner has been hired and they will start work in July.
 - Recruiting of RNs is ongoing. In the meantime, several RNs have been hired on short-term contracts to facilitate holidays for the regular staff. No agency nurses are working for Cassellholme.
 - Two new Unit Managers are undergoing training since one is taking a new position as an administrative assistant at Cassellholme and another will be going on maternity leave in the fall.

- Smoking – The issue of smoking on Cassellholme property is still an ongoing discussion. 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.
- Staff BBQ - There has been positive feedback from the staff about the recent appreciation BBQ that was held for them.

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 010/23

Lise Cousineau/ Bonnie Bolger moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 011/23

Karen Gooch/ Lise Cousineau moved that the minutes from the June 6th, 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 There was no report Research and Advocacy report.

Chair Report Monique Peters spoke about the following items.

- Monique encouraged people to subscribe to the email newsletters from Family Councils Ontario. The ebuletin provides information and webinar links that may be of interest to Family Council members. Monique has attended a number of the webinars and found them to be very informative. [News – Family Councils Ontario \(fco.ngo\)](https://www.familycouncilsontario.org/news)
- The trishaw rides being offered to residents on Thursdays have been going very well.
- Monique attended the most recent Board of Management meeting. She reported that plans are in the works to have a mock-up of a room in the new building set up in the auditorium in August. As well, July 1st, 2024 is now the new target date when residents can begin moving into the new building. The board was also informed that air quality sensors were triggered necessitating the use of HEPA filter machines during the recent smoky days caused by recent wildfires.

Recorder, Karen Gooch