

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday September 5th, 2023

Welcome (2:08 p.m.)

The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone.

Attendance (9)

Bonnie Bolger, Lise Cousineau, Claude Fortier, Karen Gooch (Recorder), Elizabeth Henderson, Rosie Morelli, Monique Peters (Chair), Blanche-Hélène Tremblay, Brenda Walsh

Regrets Janet Renaud, Michelle Schmitt, Lorraine Ouellette

Guests Jillian Marchand (Staff Assistant)

Territorial Acknowledgement

Monique Peters offered gratitude for the fact that we meet on the territory of the Nipissing First Nation and for their teachings about how to care for the earth. Our hope is for improved relations with our neighbours as we move towards reconciliation.

Cassellholme Update

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

- Infection Control – Updated guidelines from the Ontario government regarding the upcoming flu season are expected soon. The monitoring of hand hyenine is continuing. Non-union staff are using a tablet app to record 200-400 observations per month. We need to remain vigilant as there are other long-term care facilities in the region that have had recent COVID outbreaks.
- Construction – Currently, things are on track for residents to begin moving into the new building in July 2024. Jillian confirmed that residents living on the top floor will have a view of Lake Nipissing. The progress of the build can be viewed on the live cam. A 360° view of the new building is now available. [Live Web Camera | Cassellholme](#)
- Staff – A new Nurse Practitioner has started working alongside Dr. Prins. She will be focusing on high needs residents. The Unit Manager for Apple/Maple will start October 1st. The replacement Manager has already been training for the position.
- Activities – The outdoor garden parties have wrapped up for the season and there will be one more barbeque lunch for the residents. There are special meals being planned twice a month for October and November. There will also be live entertainment for everyone twice a month in the auditorium as well as musicians performing on each unit on Tuesdays and Wednesdays.
- Volunteer Coordinator – Derek Callahan has been hired as the Volunteer Coordinator. He will help recruit volunteers to help during special events and will help with the application and training of new volunteers. He will also work with students who are doing placements at Cassellholme – including

high school, nursing and PSW students. He will work with those overseeing the high school PSW training program.

- General Store – In order to serve the residents and visitors better, the General Store will now be open from 8:30 a.m. 4:15 p.m. every week day. It will close for two 15-minute periods to allow for staff to take a break. A new staff person has been hired to facilitate the extra workload.
- Residents' Council – The Residents' Council had a visit from representatives of the Ontario Association of Residents' Councils. They were impressed with the Cassellholme website and were interested in how the resident-centered approach works here and in how Cassellholme is fostering a relationship with the Nipissing First Nation. Jillian Marchand is the Staff Assistant for the Residents' Council, the purpose of which is to encourage communication between the facility and the residents. There are 20-30 members, all of whom are residents. Some members of the Residents' Council meet with the food Committee occasionally. This removes some of discussion about food from the Residents' Council agenda, leaving opportunities to discuss other issues affecting the residents.
- Heat – The heat levels in the rooms will continue to be monitored into September with adjustments to be made if rooms are too warm.

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 012/23

Lise Cousineau/ Blanche-Hélène Tremblay moved that the agenda be approved as circulated. **Carried**

Minutes of Previous Meeting

Motion 013/23

Karen Gooch/ Brenda Walsh moved that the minutes from the July 4th, 2023 meeting be approved as circulated. **Carried**

Business Arising

None

New Business

Research and Advocacy

There was a brief Research and Advocacy report.

- Brenda Walsh was unable to attend the Quality Council meeting in August.
- The weekly trishaw rides have been going well. An article about the program appeared on the Bay Today website. Thanks to Monique and Brenda for volunteering to drive the trishaw.
<https://www.baytoday.ca/bold/seniors-get-to-feel-the-wind-and-sun-on-their-face-with-trishaw-7485436>
- The annual Satisfaction Survey is being prepared for distribution later in the fall. This is an important opportunity to provide feedback about the operation of Cassellholme.

- The federal government is holding consultations about national standards for long-term care across in the country. Monique will send an email to Family Council members with information about ways to provide feedback - including a link to a survey (which expires on September 21st). If anyone is interested in working on a formal submission on behalf of Family Council, they should contact Monique.

- There has been an inquiry to Cassellholme about providing premoistened hand wipes in the bathrooms to help improve infection control. There has been some discussion about this and there are some issues that need to be addressed first, including the possibility that residents may flush the wipes which may cause plumbing issues.
- Room temperatures have been monitored over the summer in case they are too high, but there was a question about what happens if a resident's room is too cold. It was suggested that the Unit Manager be consulted about how to deal with this situation.
- There was a suggestion that perhaps the phone extension list could be updated as there are a number of number staff members working. People were reminded that the RN extension is 276 for people to call in appropriate circumstances. It is monitored for messages 24 hours a day.

[InspectionReportPublic2 \(ltchomes.net\)](http://ltchomes.net)

Monique Peters has been attending all the Board of Management meetings. She requested permission to speak at the last meeting and talked about Family Council's request that the hours for the General Store be extended and about her involvement with the trishaw program. Monique reported that the board heard that the mock-up of a room for the new building will be delayed until the end of September. On behalf of the Family Council and the residents, Monique expressed to the Board, gratitude for the hard work of all the Cassellholme staff during the very challenging times we have all faced during COVID. Contact Monique if you would like information about attending the next The Board of Management meeting.

None

The next meeting will be on Tuesday, October 3rd, 2023 at 2:00 p.m. Family Council will request a guest speaker be invited to speak about the annual care conferences.

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

Chair, Monique Peters

Recorder, Karen Gooch