

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday October 3rd, 2023

Welcome (2:05 p.m.)	The Family Council met using <i>Zoom</i> . Chair Monique Peters welcomed everyone.
Attendance (6)	Bonnie Bolger, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Blanche-Hélène Tremblay, Brenda Walsh
Regrets	Lise Cousineau, Michelle Schmitt
Guests	Jillian Marchand (Staff Assistant)
Territorial Acknowledgement	<p>Monique Peters acknowledged with gratitude that we meet on the territory of the Nipissing First Nation. She encouraged people to explore the origins of Orange Shirt Day which was marked on September 30th.</p> <p>Orange Shirt Day creator Phyllis Webstad reflects on inspiring a movement CBC Radio</p>
Guest Speaker	<p>Monique Peters welcomed Jillian Marchand, Family Council Staff Assistant to the meeting. Jillian made a presentation to Family Council about care conferences.</p> <ul style="list-style-type: none"> • Under the Fixing Long-term Care Act (2021) care conferences with residents or their POA are to be held six weeks after admission and then yearly close to the anniversary of the admission date. There are very few guidelines for the format of these conferences in the act, but at Cassellholme the conferences involve a multi-discipline of staff members. Jillian makes arrangements for and attends all the care conferences as part of her job description. There were 425 care conferences were held at Cassellholme last year. Cassellholme uses PointClickCare software for tracking all resident care data. There appears to be an improvement of resident tracking over time since the use of this software was implemented. Jillian screen shared examples of a number of the input pages during her presentation. • A template for care conferences has been set up in PointClickCare and notes are inputted during a conference. Conferences can be held quarterly, annually or situationally as needed. Palliative conferences may be held if a larger group of family or staff is involved. A Unit Manager, NP or Tracy Davis may be involved. Tracy tries to attend all admission conference to provide guidance around discussion of advanced care directives. Also included in the admission conference is discussing vaccine consent and informing residents and their families that dental care is not provided through Cassellholme. • The yearly care conference will include someone from Activities which tracks all resident participation, someone from dietary, someone from laundry/housekeeping and someone from nursing/physio. Jillian makes notes

about any follow-up that is required. She will then ensure that follow-up happens and will use the software to track this.

- Both the Plan of Care and the Care Plan are inputted into the PointClickCare software. The Plan of Care is set up with input from the family and provides a general overview of a resident's condition and goals for future care. The Care Plan includes instruction for the staff related to daily living tasks. There is a template for both of these which include a library of comments for the staff to use when inputting data about residents. The use of common language allows for easier tracking. A full review of the Care Plan would be difficult at a care conference due to time constraints and the fact that these are evolving documents that can change from day-to-day. Care Plans are not automatically given to family members for review, but copies can be requested leading up to a care conference. There is a form to complete if you want a copy of any documents related to a resident.
- Invitations to care conferences must be delivered in person to residents or by email to their POA. Other family members *may* be able to receive invitations through a request from the resident or POA. Some families choose not to attend care conferences. If new issues arise related to resident care, people are encouraged to reach out to the appropriate staff rather than wait until the next care conference.

Cassellholme Update

Jillian Marchand offered the following Cassellholme update

- Staff – Dr. Prins will be leaving Cassellholme on November 30th, 2023. Plans are in the works to hire a new Medical Director and a team of supporting physicians following his departure. The new Nurse Practitioner, Erin Brophy has begun to work at Cassellholme. She specializes in geriatric care and worked at Cassellholme as an RN over the summer to prepare for her tenure. She will be working full-time with the doctor(s). One of her goals is to reduce the number of ER visits by residents and she will work with the hospital to facilitate direct admissions if required. Whitney Delaney has started her work as Unit Manager on the first floor. There is an orientation session for new staff every two weeks and work is being done on retention. Several new (non-contract) RNs have been hired recently with a goal of having more than one duty for any shift.
- Construction – Work is progressing to have a mock-up of a room from the new building in place in the auditorium. This will provide an opportunity for feedback on how the rooms will function. This would include things such as furniture placement and the number and placement of electrical outlets. It is highly unlikely that any major design changes will be implemented at this stage of the project. The auditorium will not be available for use while the mock-up is in place due to infection control and fire safety issues.

- Dietary/Laundry – A new fall menu is being introduced with input from the residents. There will be additions such as bagels and parmesan cheese for the pasta. There has been a backup with the laundry due to the fact that several staff members have been off on sick leave and some overtime was required to get back on track.
- Activities – The trishaw rides have finished for the season. This was a great experience for both the residents and volunteers.
- Infection Control – The recent respiratory outbreak was declared to be facility-wide when it spread to the first floor but only one case developed there. Staff is still required to have a negative COVID test before they can return to work after a respiratory infection. They must stay home for a least five days from the onset of symptoms.
- Other
 - Cassellholme is no longer at full capacity and has opened up a couple of rooms for short-term respite care.
 - There is a student social worker currently doing a placement at Cassellholme.
 - It has been good to have extended hours at the General Store. This has relieved some of the pressure on the other staff.
 - A new contact list will be distributed soon.
 - Preparation work is being done to update the satisfaction survey, but progress has been slow. A version of previous surveys will be sent out soon if this work is not completed soon.

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 014/23

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

Minutes of Previous Meeting

Motion 015/23

Karen Gooch/ Blanche-Hélène Tremblay moved that the minutes from the September 5th, 2023 meeting be approved as circulated. **Carried**

Business Arising

None

New Business

Research and Advocacy

There was a brief Research and Advocacy report.

- Monique Peters will now be attending representing Family Council at the Quality Council meetings.
- The Ontario Council of Residents' Councils (OARC) held a webinar about the long-term care inspection process on June 7th. Monique will forward the recorded *YouTube* link of the webinar to Family Council members.

- Monique will also provide a link to the recent Ontario Ombudsman report about how the province's long-term care system dealt with the COVID pandemic.

Chair Report Monique Peters spoke about the following.

- The Ontario North Family Councils North Network will hold their fall general meeting on November 4th. The agenda has not been finalized, but there will be a presentation about indoor air quality, an update from the Ontario Health Coalition's work and someone from the OARC will be attending.
- Members are asked to consider being part of the Family Council executive. Speak with Monique if you are interested in more information. Elections are planned for the December meeting. Recruitment of new members is an ongoing issue. Jillian Marchand does promote the Council during admissions and current members are encouraged to speak to other family members they may have contact with.
- Members are encouraged to review our Family Council's terms of reference which were circulated before our last meeting. They are also encouraged to check out our webpage on the Cassellholme website. Monique requested that any changes or corrections be forward to her.
[Family Council | Cassellholme](#)

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

- There was a question about the redevelopment timeline. Officially the new building is supposed to be ready for residents to move in July 2024.
- There has been a suggestion that the city be approached about making Olive Street a Community Safety Zone which would result in a lowering of the speed limit. There is a lot of traffic related to the construction and there are vulnerable seniors walking through the area from Cassellholme and the surrounding neighbourhood.
- Recently, some residents were given the opportunity to visit with some ponies which was a bit hit.

Inspection Reports There was a new report issued August 9th. All members are encouraged to review these reports.
[InspectionReportPublic2 \(ltchomes.net\)](#)

Board of Management Contact Monique Peters if you would like information about attending the next Board of Management meeting.

Other Business None

Next Meeting The next meeting will be on Tuesday, November 7th, 2023 at 2:00 p.m.

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

Chair, Monique Peters

Recorder, Karen Gooch