

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday December 5<sup>th</sup>, 2023

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- Welcome (2:05 p.m.)** The Family Council met using *Zoom*. Chair Monique Peters welcomed everyone.
- Attendance (8)** Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Rosie Morelli, Monique Peters (Chair), Blanche-Hélène Tremblay, Brenda Walsh
- Guests Jillian Marchand (Staff Assistant)
- Territorial Acknowledgement** Monique Peters acknowledged that we meet on the territory of the Nipissing First Nation and that we are grateful for the lessons from our Indigenous neighbours about caring for creation. She also reminded us that December 5<sup>th</sup> has been designated as International Volunteer Day.
- Cassellholme Update** Jillian Marchand offered the following Cassellholme update
- Doctors – Dr. Prins is leaving Cassellholme after 17 years of service and we are grateful to him for his work over that time. Going forward, each resident will be assigned to one of the physicians from Cassellholme’s new medical team of 4 doctors plus the recently hired Nurse Practitioner. The Medical Director will be Dr. Renée Gauthier. She will oversee the activities of the whole medical team and will take care of some of the residents on Maple Street as part of her duties. The rest of the residents will be assigned to Dr. Bailey Steele, Dr. Danielle Nelson and Dr. Kara-Anne Green-Ward. All of the doctors currently have admitting privileges at the North Bay Regional Health Center and are actively practicing medicine in the wider community. Erin Brophy, NP will be working full time at Cassellholme and will working closely with all the doctors. In the coming weeks, family members will be contacted by the doctor that has been assigned to their resident. There will be a learning curve as this new system is implemented, but it is expected that the doctors will be available to families for consultation when required. So far things seem to be working well and there is a lot of excitement about this new model of care. Biographies of all the Medical Team can be found on the Cassellholme website. [Our Medical Team | Cassellholme](#)
  - Room Mock-up – A mock-up of a private room in the new building is now in place in the auditorium. Jillian suggested that the next Family Council meeting could be held in-person to tour the room and have a discussion about it. There will be time to discuss this option later in this meeting. Everyone is invited to drop in to view the mock-up in the coming weeks. Feedback about things such as layout of the furniture, the number of outlets and placement of lighting would be greatly appreciated and can be given to Jillian at any time.
  - COVID Outbreak – The most recent COVID outbreak has been declared over. There were 22 confirmed cases among residents and 44 staff members were infected. Cassellholme did well compared to other local facilities that have

had recent outbreaks, some of which had 45% of their residents become infected. But here is always room for improvement. Cassellholme is one of the few facilities that is still testing staff.

- Christmas– The Activities Staff have organized unit-based Christmas parties this year on December 16<sup>th</sup> and 17<sup>th</sup> for the first time since the start of the pandemic. Times will be posted for each unit. The Giving Tree is located in the main lobby with tags for gift suggestions for residents. People are asked to bring unwrapped gifts to Jillian by Monday December 11<sup>th</sup>. This is a way to ensure that all residents receive a present for Christmas. People can also make a monetary donation towards this project.
- Staff – There is an orientation session for staff every 2 weeks. Unfortunately, a high percentage of new hires do not stay long term.
- Quality Improvement – The annual satisfaction survey has been emailed out (one per resident) either to residents or POAs. Accommodations have been made for those not using email. The deadline has been extended to December 11<sup>th</sup> and volunteers are available to help residents that are capable of doing the survey. Dr. Gauthier has agreed to be part of the Quality improvement team. QI will be focusing on reducing the number of ER visits, the use of anti-psychotic drugs and antiracism education.
- Construction – The construction team is closer to firming up a move in date for later in 2024. Moving plans are also being firming up and Cassellholme has been in touch with the Ministry of health which has guidelines for moving residents that must be met. Attention is also being paid to staff concerns around the move.
- Inspections – There are improvements being made to how inspections of Long-term Care facilities are carried out and Family Council will have a role to play. Other facilities in Northern Ontario have been inspected recently so and an inspection should happen at Cassellholme 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 019/23**

Brenda Walsh/ Rosie Morelli moved that the agenda be approved as circulated.

**Carried**

## Minutes of Previous Meeting

### **Motion 020/23**

Karen Gooch/ Lise Cousineau moved that the minutes from the November 7<sup>th</sup>, 2023 meeting be approved as circulated.

**Carried**

## Business Arising

None

## New Business

- Research and Advocacy The Quality Improvement Council completed the Satisfaction Survey was distributed by email on November 20<sup>th</sup>, 2023. The deadline for responding has been extended to December 11<sup>th</sup>, 2023
- Chair Report Monique Peters spoke about the following.
- A brief discussion was held about Family Council elections. As of yet, no one has agreed to take over the position of Chair, so Monique has agreed to stay on until June of 2024 and Karen Gooch will stay on as the recorder for an undetermined amount of time. Monique asked that members consider taking on one of the leadership roles to help keep the important work of Family Council going. Please contact Monique if you are at all interested in taking on a more active role.
  - Monique attended the recent meeting of the Ontario Association of Residents Councils and has found this to be very informative.
  - Monique received a number of items to be considered for the next Cassellholme budget. These have been passed on to Billy Brooks for consideration.
- Discussion/ Sharing The meeting was adjourned early as there were some who wished to attend the meet-the-doctor event at Cassellholme. People were invited to stay online for an informal time of discussion to share anything about their experiences at Cassellholme. Before the meeting ended the following items were briefly discussed:
- It was agreed that the next meeting will be moved one week later than usual due to the fact that a number of people will be away for the New Year's holiday
  - It was also agreed that the next meeting will be an in-person meeting in the Cassellholme auditorium so that Family Council members can view the room mock-up and have a discussion about it.
- Inspection Reports There have been no new reports posted since our last meeting. All members are encouraged to review these reports.  
[InspectionReportPublic2 \(ltchomes.net\)](#)
- Board of Management The next Board of Management meeting is on January 24<sup>th</sup>, 2024. A *Zoom* link is available on the Cassellholme website for those who wish to attend.  
[Board of Management | Cassellholme](#)
- Other Business** None
- Next Meeting** The next meeting will be on **Tuesday, January 9<sup>th</sup>, 2023** at 2:00 p.m.
- Adjournment** The meeting was adjourned at 3:00 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch