

## Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday January 9<sup>th</sup>, 2024

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<b>Welcome (2:05 p.m.)</b>	The Family Council had planned an in-person meeting but we met using <i>Zoom</i> due to inclement weather. Chair Monique Peters welcomed everyone.
<b>Attendance (6)</b>	Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Blanche-Hélène Tremblay, Brenda Walsh
Guests	Jillian Marchand (Staff Assistant)
<b>Territorial Acknowledgement</b>	Monique Peters acknowledged with gratitude that we meet on the territory of the Nipissing First Nation and that we honour the teachings of our Indigenous neighbours. She also reminded us that January is Alzheimer's Awareness month.
<b>Guest Speaker</b>	As we had planned to meet in-person to look at the mock-up room for the new building, no speaker was scheduled.
<b>Cassellholme Update</b>	<p>Jillian Marchand offered the following Cassellholme update</p> <ul style="list-style-type: none"> <li>• <u>COVID</u> – Under current guidelines, a COVID outbreak is declared when there are 2 linked cases on the same floor. The most recent outbreak has affected 7 residents in total. Currently, there is still one active case with several outstanding PCR test results. The outbreak will be declared over 7 days from the onset of the last confirmed case.</li> <li>• <u>Dental Care</u> – Beginning this month, Dental Hygienist Emilie Sagle, RDH will come to Cassellholme to treat residents. She can be contacted directly to make an appointment at 705-477-2583 or <a href="mailto:smileswithemilie@gmail.com">smileswithemilie@gmail.com</a>. She is to be paid directly on the day of service.</li> <li>• <u>Dietary</u> – The Resident Food Committee will meet this week to discuss the spring menu.</li> <li>• <u>Activities</u> – The Activities staff did a great job decorating for Christmas. Global activities were limited due to the COVID outbreak but here were parties held on each unit for the first time since the pandemic began. The Activities Manager meets regularly with infection control staff to help when planning activities. Claudette Foisy, the hairdresser is on extended leave and a replacement is being sought.</li> <li>• <u>Staff</u> – Several new PSWs have been hired and they will be assigned based on the needs of the residents. Currently the focus will be on the evening shift on Maple where there are an increasing number of high need residents. Cassellholme is working towards the provincially mandated goal of having 4 hours of hands-on care per day per resident. Also, 5 locally-trained foreign workers have been hired as floats to work where needed. As time allows, they will be working to improve some of the issues raised from the Satisfaction Survey (for example tidying resident closets).</li> </ul>

- Construction – The target move-in date for the new building will be sometime in the fall of 2024. Minimal delays are expected moving forward since the building is almost closed in and in-door work is not affected by the weather. The leadership team meets weekly with the construction team and they are currently working on picking bathtubs, curtains and light fixtures. They are also considering room assignments. A private company has been contracted to oversee the move logistics. This will help ensure that ministry requirements for the move are met. Cassellholme is almost ready to submit the Phase I report about the move to the government to be followed by Phase II at a later date. The mock-up room set up in the auditorium can be viewed at any time. We will reschedule a time for Family Council to view the room as a group with Jillian.
- Doctors – Things are going well as the new doctors are beginning to settle in. They have a paging system in place, but initial contact by residents and POAs should be through the RN on duty. There is a doctor on-call at all times. The doctors will communicate directly with families if medication changes are needed. Residents or POAs must sign a form to register with their assigned doctor as required by provincial regulation. The Nurse Practitioner has been working well with the doctors. There has been a learning curve as role of the RNs has changed.
- Survey – There were 98 people who completed the survey which was 20 more than last year. The results have been sent to all departments and a summary report of the results will be sent to Family Council soon.
- Questions - Members were given an opportunity to ask Jillian questions related to the mock-up room.
  - Will suggestions about the mock-up room be taken into account? Major design features are already set, but suggestions about function and layout of the rooms will be considered (i.e. placement of light fixtures and outlets).
  - Will rooms in the current building be freed up for new residents once the new building is complete? No. Ultimately, there will be 24 more rooms that will be dedicated for Indigenous and special needs residents. Once the residents from Apple and Maple have moved to the new building, those sections of the old building will be torn down to facilitate more construction.
  - There will be more private rooms in the new building and they will be more expensive. Residents will be given some choice about what type of room they will move into. The ‘private shared’ rooms with a shared bath currently available at Cassellholme will not be available in the new building.

- The mock-up room can be viewed at any time. On the weekends, it is unlikely there will be staff available to answer any questions that may arise.
- To provide feedback about the mock-up call or email 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. Monique also offered a shout-out to the staff that keeps the Cassellholme *facebook* page up-to-date.

## Agenda

### **Motion 001/24**

Brenda Walsh/ Lise Cousineau moved that the agenda be approved as circulated.  
**Carried**

## Minutes of Previous Meeting

### **Motion 002/24**

Karen Gooch/ Elizabeth Henderson moved that the minutes from the December 7<sup>th</sup>, 2023 meeting be approved as circulated.  
**Carried**

## Business Arising

None

## New Business

Research and Advocacy There is no QI update since the Quality Improvement Council did not meet in December. The next meeting will be on January 16<sup>th</sup>, 2024.

## Chair Report

Monique Peters offered the following.

- A brief discussion was held about moving current our meeting day from the first Tuesday of each month to the second. This will generally avoid having a meeting fall on the day after a holiday Monday which sometimes has led to a drop in attendance as people may extend their long-weekends.

### **Motion 003/24**

Karen Gooch/ Lise Cousineau moved that Family Council will now meet on the second Tuesday of each month, pending confirmation that Jillian Marchand is available at that time.  
**Carried**

- There was also discussion about perhaps not meeting for a month during the summer or in December to give members a bit of a break. This may depend on what is happening at Cassellholme. For example, we may not want a break this summer during the lead-up to the opening of the new building. We will keep the option of skipping a meeting on the table for the future. People were reminded that a meeting can be called by the Chair anytime there is emergent business.
- Monique said she will look into the logistics of holding hybrid meetings in the future to try an accommodate those who may not be able to attend (or may feel uncomfortable at) in-person meetings.
- Monique highlighted the winter meeting of the Ontario North Family Council Network (ONFCN) on Saturday February 3<sup>rd</sup>, 2024. There will be a

presentation about care conferences and a discussion about what happens if a family member is trespassed by a long-term care facility. Monique will forward a *Zoom* link for the meeting.

- Discussion/  
Sharing
- There was a brief time of discussion for people to share anything about their experiences at Cassellholme.
- There are days when the effects of ongoing staffing shortages are evident to visitors to Cassellholme.
  - One member has had communication issues regarding a fulfilling a recent dietary change for their resident.

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 January 25<sup>th</sup>, 2024.  
A *Zoom* link can be found at [Board of Management | Cassellholme](#)

**Other Business**

None

**Next Meeting**

It was agreed by consensus that the next meeting will be in person and we will spend time looking at the mock-up room.

The next meeting will be on Tuesday, February 13<sup>th</sup>, 2024 at 2:00 p.m.

**Adjournment**

The meeting was adjourned at 2:45 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch