CASSELLHOLME BOARD OF MANAGEMENT MEETING



THURSDAY, FEBRUARY 22, 2024

MINUTES

Date: Thursday, February 22, 2024

Cassellholme Garden Room Location:

Peter Chirico

Present: Mark King, Chair Staff: Angie Punnett, Administrator

> Chris Mayne, Vice Chair Billy Brooks, Chief Financial Officer Dave Smits, Director, Capital Facilities

Sherry Culling Julie Pilkey, Secretary

Camille Bigras, Director Supports Services Robert Corriveau Shani Giroux, Director, Human Resources Michelle Lahay

Monique Peters, Family Council Regrets: **Guests:**

Johanne Brousseau (zoom)

L TO ORDER	
CORDED MEETING	
oved by Chris Mayne and seconded by Michelle Lahay that the meeting be called to order 5:05 p.m."	
. #18-24 <u>Carried</u>	
1. Approval of Agenda	
erred 5.2 led 7.5 – Identifiable Individual ved 4.1 – North Tower Update to In-Camera	
oved by Sherry Culling and seconded by Robert Corriveau that the Board approved the Agenda this meeting, as amended."	
. #19-24 <u>Carried</u>	
2. Conflict of Interest	
oved by Peter Chirico and seconded by Chris Mayne that no other Board Members present ve declared a conflict of interest.	
. #20-24 <u>Carried</u>	
	coved by Chris Mayne and seconded by Michelle Lahay that the meeting be called to order (205 p.m." .#18-24 Carried 1. Approval of Agenda erred 5.2 led 7.5 – Identifiable Individual ved 4.1 – North Tower Update to In-Camera oved by Sherry Culling and seconded by Robert Corriveau that the Board approved the Agenda this meeting, as amended." .#19-24 Carried 2. Conflict of Interest oved by Peter Chirico and seconded by Chris Mayne that no other Board Members present to declared a conflict of interest.

3. Approval of Minutes

Correction - Chris Mayne left the meeting after the In-Camera session.

3.1 Approval of Minutes of the Regular Board Meeting held on January 25, 2024

"Moved by Michelle Lahay and seconded by Sherry Culling that the minutes of the Regular Board Meeting, held on January 25, 2024, be adopted as amended."

Res. #21-24 <u>Carried</u>

4. Business Arising

4.1 North Tower Update - Moved to 7.5 In-Camera

4.2 Provincial Appointment Update

The applicant waiting to be approved, has resigned from their employment. Waiting for confirmation to see if the applicant is still interested or if their replacement will be applying.

5. Redevelopment

5.1 Construction Update (Dave Smits)

Report in package. Dave provided a verbal update.

Move in date is tentatively scheduled for the 2^{nd} week in October 2024.

5.2 Redevelopment Funding - Nipissing First Nation

Deferred

6. Operations

6.1 Operations Update

Included in package. The current Respiratory Outbreak that began on Feb 9/24, was declared over today, Feb 22/24. 9 residents and 1 staff.

The Cassellholme website now has a Donate On-Line option. Looking at an active campaign to raise money.

Working on Pro-Active Inspection Protocols for 2024.

6.2 Emergency Plan

Recent water interruption incident at Castle Arms. No disruptions to services or care at Cassellholme. Discussed talking to the City of North Bay to have separate water shut off valves between Cassellholme and Castle Arms.

Recent power interruption resulting in the use of the generator for 10-12 hours. Caused by a blown transformer bank.

6.3 2024 Levy Apportionment (Motion)

Billy noted there is 0% increase. The 2024 Operating Levy letters will be sent to all Municipalities by Feb 25/24.

"Moved by Peter Chirico and seconded by Chris Mayne that the Board approve the 2024 Apportionment Statistics for calculating the Cassellholme Municipal Levy, as presented."

Res. #22-24 Carried

	7. IN - CAMERA		
	7. IN - GAWERA		
	Guests left the meeting		
	"Moved by Sherry Culling and seconded b In-Camera session at 5:43 p.m."	by Robert Corriveau that the Board proceed to an	
	Res. #23-24	<u>Carried</u>	
	 7.1 Labour Relations (Shani Giroux) 7.2 Legal Matter – Confidential Control 7.3 Briefing on a Legal Matter Subject 7.4 Legal Matter 7.5 Identifiable Individual 7.6 North Tower Update 	ract Negotiation et to Solicitor-Client Privilege	
	"Moved by Sherry Culling and seconded be session to be adjourned at 6:30 p.m."	by Peter Chirico that the Board approve the In-Camera	
	Res. #24-24	<u>Carried</u>	
B.	CORRESPONDENCE		
	B.1. MLTC Letter from Municipalities Included in package	S	
C.	REQUEST FOR FUTURE AGENDA ITEMS		
	1. North Tower		
D.	DATE OF NEXT MEETING		
	Thursday March 28, 2024 @ 5:00 p.	.m. – or at the call of the Chair.	
E.	ADJOURNMENT		
	"Moved by Robert Corriveau and seconde at 6:31 p.m."	ed by Michelle Lahay that the meeting be adjourned	
	Res. #25-24	<u>Carried</u>	
	1		
	Secretary	Chairman	



Feb 16, 2024

Subject: Cassellholme Redevelopment Update – Feb 22, 2024

Construction Activity

Please see the January monthly report from Percon.

Highlights:

Phase 00 - Work Complete

Phase 1-A - Work Complete

Phase 1-B sequencing remains unchanged from the previous report. New east parking lot has been handed over to Cassellholme for use, and as of the date of this report, landscape work is largely complete; landscape deficiencies will be addressed in Spring of 2024, and sod is being maintained by Cassellholme.

The project schedule has been updated to reflect current project status. Refer to schedule comments on previously issued monthly reports for reference. Schedule comments in this report are up to date with site progress as of the date of issuance for this report.

- Metal studs at perimeter walls are complete. Small infill areas remain. Exterior sheathing and window installation is largely complete, including curtain wall in Block A.
- Mechanical and electrical above ceiling rough-ins are ongoing, as well as wall rough-in.
- Link foundation work is complete. The link is not a critical item, and the main
- building has been prioritized. Refer to updated schedule.
- Vapour barrier, insulation and brick is now in progress starting along the east elevation of Block A. Penthouse exterior cladding work is also ongoing.
- All roofing work is complete, with the exception of the balconies and low roof along the west elevation.
 - Roof top mechanical equipment and emergency generator scheduled for weeks of Feb. 19 and 26.

Transition Planning

An updated summary is attached.

Highlights:

NFN Partnership/Indigenous Unit Operation and Licensing – No further update.

Way-finding - Contract has been awarded to low bidder.

Staffing Plan - No further update this month.

Laundry Plan - No further update this month.

Storage Plan – Work with Cardinal continuing, proposal for Clean Utility Room shelving received. Proposal for Just in Time delivery proposal expected in early March.

Move Plan – Work continues and current tasks being updated on the summary.

Training Plan – Meetings with various new equipment suppliers continuing so training plans can be confirmed.

IT - Planning continuing. Phone system strategy being completed as this is required to finalize the budget for the IT. Pricing received for network switches, wireless access points and security system.

Waste Handling – No further updates at this time.

Outdoor space – No further update at this time.

FF&E Budget – Updated budget pricing has been obtained for many items and this information is being compiled to validate this budget.

Nursing Transition Planning – Work underway.

Occupancy Planning – First draft of the Occupancy Plan was submitted to MLTC in January.

MLTC Check Lists - Work ongoing.

Change Order Log

Please see the attached Feb 16, 2023 log.

Budget Update

Feb 2023 actuals attached.

Action	Sub Actions	Responsible	Due Date
	Carting and the second		
5505.0	Continuous review of items - Nursing call solution, phone system, storage units and inventory solution, additional	D.III /D. /A !!	
FF&E Review	funding review for NFN/Indigenous unit still TBD	Billy/Dave/Anita	ongoing
Nursing Equipment	continue to finalize nurse call system	Dave/Lindsay	March
	Occupancy Plan submitted and sent to Ministry		
	Working on next series of documents that are due August - tackling them now and to be completed end of June as a		January 31
	target		
Transition Planning Weekly	Communication planning underway to prepare staff/residents/external	Mgmt and Transition	ongoing
Furniture Contract	Contract awared to Medline; To order furniture once fabrics/finishes/colour schemes are confirmed	Dave/Anita	February
	Discussions ongoing in Februray to understand design needs		
	Inventory of all art completed; present to designer of some historical pieces and reach out to the community for pieces;		
Art Fundraising	engaged interior designer for ideas on heritage art pieces for lobby	Anita/Dave	ongoing
Wood at mill for purpose	Plan for the wood once design discussions occur - February start and ongoing	Anita/Dave	ongoing
HealthCare Relocators (HCR) - Move			
HCR - Movers	To meet again to discuss new schedule, Oct 2024 - meeting to be scheduled for March	Dave/Anita	March
Resident Communication		Billy/Angie/Jillian	Ongoing
nesident communication	Communication planning underway for move into P1 to articulate costs and timeframes	piny/ Angle/ Jillian	Oligonig
Storage Area list	Vendor to provide inventory recommendations, storage options (racks/shelves) and software solution in Jan/Feb for SLT	Dave/Anita	February
	to review; Need drawing rework for tub/dirty rooms for adequate storage usage		
Shelving for storage	Next meeting to review with vendor - Feb 20 to discuss storage	Dave/Anita	February
Highlevel Timeline plan	Review of high level plan for move underway with HCR. Part 1 of inventory breakdown completed. Quarterly touch	HCR	November
<u> </u>	point to be planned based on action items	nck	November
IT		- 1	
PA connectivity	PA Connectivity finalized	Dave/Anita	February
Cameras	To finalize February	Dave	February
Security Card Access	RFP for Security Card Access System - to be finalized February	Dave/Anita	February
Phone	Shortlisted to 3 options for phones - to be finalized February	Dave/Anita	February
Network Design	Network switches ordered	CNB	February
Digital Menus	to await costing for this	Dave/Nathan	February
Nurse Call	Nurse Call - Communications -Vocera pricing exceed budget and to finalize next vendor	Dave/Lindsay/Billy	February/March
NFN			
Bed Application - Licencing	NFN Chief letter signed; to follow up with OH and Ministry on next steps	NFN/Angie	TBD
	New NFN contact - to set up meeting and create regular cadence		
			ongoing
	Sensitive Training & orientation - Cassellholme review of staffing and training needs (and budget) - in progress		
NFN Collaboration Document	Looking to simplify - train the trainer using a partnered approach of various materials to meet Cassellholme needs	Anita	
	To continue to engage NFN and training needs		
	flow of care -Review current NFN demand & cultural designation		TBD
	Governance structure - board member and committee	1	TBD
	Policy inclusion - part of collaboration document	1	ongoing
	Programming & ceremony - further discussion needed		in progress
Quality of Care Committee	1 Togramming a ceremony further discussion needed	Anita/Angie/NFN	TBD
Wayfinding		,ca/, single/ tvi tv	100
Wayfinding	NFN Translations for signage still to be completed - anticipate by Feb 21	Anita	February
	Translations for signage still to be completed - anticipate by Feb 21	runca	i corual y

Support Services			
Emergency Response			
NBRHC visit - sleds	drawing rework for anchor points in stairwells finalized; order for sleds this month	Anita/Dave	February
NBRHC visit - vacant strips	Review vacant strips/indicators/REMAR markers - quote received; to be ordered	Anita	February
Fire plan			ongoing & on track
	WG met and codes & policies have been revised; drawings to be created for plan; training plan to be created	Anita	
Code review and revised	review all codes and update what is needed in P1	WG	November/December
Fire Safety Plan	Review and revise fire safety plan based on a P1 (2 building type approach) and draft the the changes	WG	December
Evac Matrix	Review Evac Matrix & Response Flow Matrix; update floor plans	WG	November
Review of Spaces	Spaces to use during evacuations: each RHA has a dining room and lounge; 23 unused beds at P1	WG	November
P2	At P2, staff, visitors all will be using the back entrance; access to all the stairs	WG	TBD
One Button Lock down	Dave to look into a ONE Button lock down – if possible with new system	Dave	January
Hose Cabinets	hose cabinets in the new building - tbd	Dave	January
Staff Training Plan			
Indigenous cultural health and safety			
Equity	Combined to sensitivity training; OH NE has provided 4 modules for equity training and SLT to review	SLT	ongoing
IT	phones, emails		
Emergency Response	update training sessions and roll out		

							Change O	der Log - Feb 16, 2024	 	_					
Perc	con														
												_			Contract Time
RFE	RFE	PC	CD	SI	RFI		Work Description	Reason	Status			Approval Date	Quoted	Approved	(days)
1	1	1		1		1	Millwork revisions/clarifications	Coordination	Approved	18-Feb-22	17-Mar-22	28-Mar-22 28-Mar-22	\$34,553.53	\$34,553.53	
3	3	1				3	Emergency Switchboard revisions Inrease Builders Risk Insurance to Include Soft Costs	Coordination Lender Requirement	Approved Approved	17-Feb-22 30-Mar-22	17-Mar-22 30-Mar-22	28-Mar-22 05-Apr-22	\$4,919.20 \$29,846.88	\$4,919.20 \$29,846.88	
4	4					3	Cost associated to add Wrap Up Insurance Policy	Lender Requirement	Approved	30-Mar-22	1	05-Apr-22	\$282,579.86	\$282,579.86	
5	5R1	2				5	Door revisions	Coordination	Approved	15-Mar-22	07-Apr-22	06-May-22	\$4,677.20	\$4,677.20	
6	6	3				4	Washroom Accessories Revisions	Coordination	Approved	28-Mar-22	22-Apr-22	25-Apr-22	\$863.50	\$863.50	
7	7	9					Removal exisiting foundations (Unit rate only - see RFE 16)		Cancelled	21-Apr-22	25-Apr-22				
8	8	16				6	Provide new water valve at property line	AHJ	Approved	05-May-22	06-May-22	06-May-22	\$8,607.50	\$8,607.50	
9	9	4				41	North wing door revisions	Coordination	Approved	28-Mar-22	16-Jan-23	19-Jan-23	\$3,756.50	\$3,756.50	
10	10	5				7	Elevator pit lightling revisions Transformer modifications	AHJ	Approved	29-Mar-22	09-May-22 09-May-22	16-May-22	(\$1,361.00) (\$6,000.00)	(\$1,361.00) (\$6,000.00)	
11 12	11 12 R1	6				8	Millwork edging revisions & Drawer modifications (per email April 25, 2022)	Cost Saving Cost Saving	Approved Approved	07-Apr-22 N/A	19-May-22	27-May-22 01-Jun-22	(\$11,906.00)	(\$11,906.00)	
13	13					3	CANCELLED: Drawer modifications (SEE RFE 12R1)	Cost Saving	Cancelled	N/A	09-May-22	01-3011-22	(311,500.00)	(\$11,500.00)	
14	14	17				12	Temporary Hydrant at North Wing	AHJ	Approved	12-Apr-22	16-May-22	01-Jun-22	\$5,585.25	\$5,585.25	
15	15R2	7R1				36	Phase 1 temporary door revisions and hardware coordination	Coordination	Approved	02-Dec-22		10-Jan-22	\$4,539.70	\$4,539.70	
16	16R2	9				15	Removal of exisiitng foundations	Site Condition	Approved	21-Apr-22	20-May-22	27-Jun-22	\$70,326.38	\$70,326.38	
17	17	11				11	Hardware revisions to Door V101	Coordination	Approved	27-Apr-22	19-May-22	01-Jun-22	\$6,046.70	\$6,046.70	
18	18R2	18				14	Revise pipe material storm main tee at Olive St.	Site Condition	Approved	13-May-22	20-May-22	29-Jun-22	\$7,885.44	\$7,885.44	
19	19	12	<u> </u>			10	Temporary lighting in courtyard parking	Health & Safety	Approved	27-Apr-22	25-May-22	01-Jun-22	\$15,888.40	\$15,888.40	
20	20R1	8	<u> </u>			13	Add card reader control for rear doors on elevators 1024 & 1025	Design Improvement	Approved	25-Apr-22	30-May-22	10-Jun-22	\$1,512.50	\$1,512.50	
21 22	21R1 22	23	1			16	Temporary Door Hardware supplied by Owner's Security Provider	Schedule Change Site Condition	Approved Cancelled	22-Jun-22 23-Jun-22		22-Jul-22	(\$6,650.00)	(\$6,650.00)	
23	23R2	23		19R1		17 R	Investigate/repair storm line blockage near property line at Olive St. Corrections and revisions to parking lot line in temporary and east parking areas	Owner Requested	Approved	23-Jun-22 16-Aug-22	15-Sep-22	22-Sep-22	\$3,454.00	\$3,454.00	
24	24R4	22R1		IJILI		27	Provide temporary power feed to east parking lot lighting	Coordination	Approved	19-Aug-22	24-Oct-22	27-Oct-22	(\$8,416.88)	(\$8,416.88)	
25	25R1	25R1				18	Revision to waterline connections to exisiting building - Revised	Site Condition	Approved	03-Aug-22	05-Aug-22	11-Aug-22	\$42,426.23	\$42,426.23	
26	26	20				19	Revision to electrical panel E-1-C	Coordination	Approved	02-Jun-22	09-Aug-22	11-Aug-22	\$6,702.30	\$6,702.30	
27	27R1	19R1				23	Revise acoustic ceiling tile materials	Cost Saving	Approved	15-Sep-22		05-Oct-22	(\$66,054.48)	(\$66,054.48)	
28	28			23		20	Pile Rock Points	Contractor Requested	Approved	03-Aug-22	12-Aug-22	12-Aug-22	\$98,826.40	\$98,826.40	
29	29R3	28				33	Revision to Phase 1 & 2 sanitary and storm connections at grade beams	Coordination	Approved	03-Aug-22		22-Nov-22	\$21,724.63	\$21,724.63	
30	30	26				21	Revision to under-slab plumbing and inverts	Coordination	Approved	26-Jul-22	18-Aug-22	22-Sep-22	\$15,196.50	\$15,196.50	
31	31	10				40	Revision to the fire and combination fire/smoke dampers	AHJ	Approved	26-Apr-22	15-Sep-22	26-Jan-23	\$134,858.85	\$134,858.85	
32 33	32R1 33	14				24	Door frame material revisions along corridor 1165 Revised wood frame design for Jams	Design Improvement	Not Accepted	31-Aug-22 09-Sep-22		05-Oct-22	/¢12.7E0.00\	(\$12,750.00)	
34	34R4	21R3				29	Provide new grounding loop for new building service	Cost Saving AHJ	Approved Approved	22-Aug-22	28-Sep-22	05-0ct-22 08-Nov-22	(\$12,750.00) \$77,892.15	\$77,892.15	
35	35R3	27R2				35	Delete deck mounted soap dispensers	Owner Requested	Approved	21-Nov-22	05-Dec-22	10-Jan-22	(\$4,081.00)	(\$4,081.00)	
36	36	15R				33	Door hardware revisions to door 1147a	Coordination	Pending	12-Oct-22	03 200 22	10 3411 22	\$17,028.00	(71,001.00)	
37	37	13R				31	Janitor room door revisions	Coordination	Approved	19-Sep-22	19-Sep-22	10-Nov-22	\$4,785.00	\$4,785.00	
38	38	29				22	Exisiting Service Plug Requirement	AHJ	Approved	31-Aug-22	23-Sep-22	10-Oct-22	\$2,414.10	\$2,414.10	
41	41	24R1				32	Provide grilles on type 'O' fin radiation in trench in Auditorium 1005	Coordination	Approved	22-Sep-22	17-Oct-22	15-Nov-22	\$23,009.80	\$23,009.80	
		30					After hours paving of East Parking Lot	Owner Requested	Cancelled	16-Sep-22	1				
39	39	31					Additional curb at edge of exisiting parking area	Owner Requested	Cancelled	16-Sep-22	28-Sep-22	25.0 + 22	Å64 577 06	464 577 06	
40	40R1	32R1 33				25 43	Revision to exisiting sanitary line Structural revisions to Phase 1 framing, Phase 2 framing, pile caps and piles	Site Condition Coordination	Approved	21-Sep-22		06-Oct-22		\$61,577.36 \$37,038.71	TBD
47 42	47R1 42R1	34				26	Water storage tank layout and structural revisions	Coordination	Approved Approved	23-Sep-22 26-Sep-22		22-Jan-23 27-Oct-22	\$37,038.71 \$3,597.83	\$3,597.83	4
43	43	35R				61	Revision to North Wing elevator brackets for rail attachments	Coordination	Approved	07-Oct-22		27-Jun-23		\$11,964.96	
53	53	36R2				44	Revision to brace frame VB105	Coordination	Approved	09-Nov-22	13-Dec-22	26-Jan-23	\$9,497.44	\$9,497.44	
45	45	37				30	Revision to light fixtures P5 and P6	Coordination	Approved	11-Oct-22	31-Oct-22	08-Nov-22	\$2,369.33	\$2,369.33	
48	48	38				37	Structural beam revisions at Block B roof terraces balconies	Coordination	Approved	20-Oct-22	13-Dec-22	10-Jan-23	\$969.52	\$969.52	
49	49R2			36R1		60	Structural clarifications - structural steel and rebar shop drawings	Coordination	Approved	20-Jan-23	10-Mar-23	28-Jun-23	\$2,768.37	\$2,768.37	<u></u>
46	F45:	2.5		7R1		28	Provide slab Mounting brackets for smoke shelter	Site Condition	Approved	17-Oct-22		01-Nov-22	\$1,050.68	\$1,050.68	
51 44R1	51R1	39	-	22		38	Add smoke detectors in corridors of RHA areas	Coordination	Approved	08-Nov-22	13-Dec-22	10-Jan-23	\$5,258.00 \$3,300.11	\$5,258.00	
44KI		40	-	22		34	Provide additional steel modifications outlined in SI#22 Additional elevator controls	Coordination Coordination	Approved Pending	27-Jul-22 07-Dec-22	16-Nov-22	22-Nov-22	\$5,500.11	\$3,300.11	
56	56	41				45	Revision to sliding door frame details	Coordination	Approved	21-Dec-22	08-Feb-23	28-Feb-23	\$8,783.50	\$8,783.50	
54	54	42				46	Provide fixed mirrors in Staff washrooms	Coordination	Approved	10-Jan-23	03-Feb-23	28-Feb-23	\$7,507.50	\$7,507.50	
54R1	54R1	42				48	Correct the cost of fixed mirrors from CO#46	Coordination	Approved	10-Jan-23		21-Mar-23		-\$2,035.00	
52	52			39		39	Provide relay bases on smoke detectors related to door hold opens for SI#39	AHJ	Approved	08-Nov-22	13-Dec-22	10-Jan-23	\$3,014.00	\$3,014.00	
55	55	43					Revise range hood colour	Owner Requested	Cancelled	18-Jan-23					-
57	57	44				47	Revision to L#2 & L#2-1 lavatory fixtures	Coordination	Approved	18-Jan-23	17-Jan-23	21-Feb-23	\$5,193.10	\$5,193.10	
54	54R1			41		42	Remedial modifications to pile caps and grade beams - Phase 1	Site Condition	Approved	28-Nov-22	10-Jan-23	20-Jan-23	\$14,145.87	\$14,145.87	4
58 60	58	45	-			Γĵ	Revisions to operable window vent type	Coordination	Cancelled	06-Feb-23		02 May 22	¢10.40F.40	¢10.40F.40	
60 95	60 95	46 47	 			52 79	Modifications to generator ESB breakers Revise office door locaitons, typical millwork & related power & data locations	Coordination Owner Requested	Approved Approved	07-Feb-23 23-Mar-23	24-Mar-23 08-Sep-23	03-May-23 09-Sep-25	\$19,405.10 \$10,312.50	\$19,405.10 \$10,312.50	
95 59	59 59	47 48R	<u> </u>			49	Revisions to electrical to accommodate Kitchen Equipment Phase 1	Coordination	Approved	23-Mar-23 14-Feb-23	17-Mar-23	22-Mar-23	\$10,312.50	\$10,312.50	
	62R2	49				54	Typical Bedroom Mockup	Owner Requested	Approved	09-Mar-23	03-May-23	06-Jun-23	\$75,577.95	\$75,577.95	
62															

		51				50	Revision to select light fixtures to alternate product	Design Improvement	Approved	22-Mar-23	20-Apr-23	26-Apr-23	\$0.00	\$0.00
65	65	52				57	Delete select cubical curtains and provide track breaks in patient lift tracks	Coordination	Approved	29-Mar-23	12-May-23	01-Jun-23	(\$5,382.50)	(\$5,382.50)
75	75R1	53				69	Electrical revisions for elevator connections	Coordination	Approved	30-Mar-23	29-Jun-23	03-Aug-23	\$18,212.70	\$18,212.70
		54					Revisions to interior expansion joints types	Coordination	Cancelled	30-Mar-23				
68	68	55				56	Exisiting Water Room pull station	Coordination	Approved	05-Apr-23	17-May-23	23-May-23	\$1,142.90	\$1,142.90
67	67	56				55	Revision to brace frame VB205	Coordination	Approved	17-Apr-23	12-May-23	18-May-23	\$1,164.02	\$1,164.02
82	82R2	57R				78	Revision to biometric readers	Owner Requested	Approved	18-Apr-23	01-Sep-23	25-Sep-23	-\$21,023.00	-\$21,023.00
64	64				49	51	Tree Removal at End of Block B	Site Condition	Approved	03-Nov-22	20-Apr-23	26-Apr-23	\$2,117.50	\$2,117.50
66	66R1	58				68	Clarification to area drains	Coordination	Approved	20-Apr-23	19-Jul-23	27-Jul-23	\$25,942.40	\$25,942.40
77	77R1	59				85	Fiber optic connection to exisiting building	Coordination	Approved	02-May-23	25-Jul-23	12-Oct-23	\$10,118.90	\$10,118.90
78	78	60				63	Additional pot light in Bedroom Type "D"	Coordination	Approved	02-May-23	26-Jun-23	04-Jul-23	\$2,865.50	\$2,865.50
		61					Revision to clarify clay unit product	Discontinued Product	Pending	09-May-23				
71	71	62R				59R	Modifications to elevator framing for door supports and additional pit ladder	Coordination	Approved	23-May-23	05-Jun-23	27-Jun-23	\$66,131.08	\$66,131.08
		63					Patching of exisiting asphalt drive-ways	Owner Requested	Cancelled	23-May-23			1	1
81	81	64				65	Flooring revisions	Coordination	Approved	25-May-23	07-Jul-23	20-Jul-23	\$7,090.72	\$7,090.72
80	80R2	65				84	Owner requested revisions to Kitchen Equipment	Owner Requested	Approved	25-May-23	22-Sep-23	03-Oct-23	\$68,113.10	\$68,113.10
73	73	66				62	Delete kitchen equipment soap and towel dispenser accessories	Owner Requested	Approved	29-May-23	20-Jun-23	27-Jun-23	(\$2,670.00)	(\$2,670.00)
07	07	67R3				70	Tie-in to exisitinf fire alarm and PA systems	Coordination	Pending	30-May-23	02 4 22	00 4 22	¢cc0.00	¢cco.00
87	87	68				70	Revision to louvres	Coordination	Approved	30-May-23	02-Aug-23	08-Aug-23	\$660.00	\$660.00
68	68	69				58	Patient lift system power supply covers	Owner Requested	Approved	01-Jun-23	05-Jun-23	22-Jun-23	\$10,222.30	\$10,222.30
83	83	70				67	Revision to stair guard assembly	Coordination	Approved	06-Jun-23	19-Jul-23	26-Jul-23	\$726.00	\$726.00
84	84 74R1	71 72R				66 64	Revision to Ceramic tile type CT2.1 in select rooms	Owner Requested	Approved	15-Jun-23 13-Jun-23	19-Jul-23 28-Jun-23	25-Jul-23 04-Jul-23	\$0.00 \$10,563.30	\$0.00 \$10,563.30
74 69	69R1	/2K	1	1		71	Temporary support angles for Block C strutural frame Removal of exisiitng foundations at electrical duct bank trench	Coordination Site Condition	Approved Approved	13-Jun-23 14-Jun-23	28-Jun-23 07-Jul-23	04-Jul-23 09-Aug-23	\$10,563.30	\$10,563.30
69	09K1	72				/1	Ü			14-Jun-23 12-Jul-23	U7-Jui-23	09-Aug-23	\$10,095.80	\$10,095.80
ļ		73 74				1	Revise solid surface finish colour on millwork M30 & M31 Additional structural support at 5th floor trench drain	Owner Requested Coordination	Cancelled Pending	12-Jul-23 12-Jul-23				
90	90	75R	1	 		74	Revised detail at expansion joint at gridline 23 between \$ & T/T.2.	Coordination	Approved	12-Jul-23	14-Aug-23	24-Aug-23	\$8,513.40	\$8,513.40
92	92	7311				75	Revised rebar stirrups at elevator conduit duct bank	Coordination	Approved	18-Jul-23	23-Aug-23	30-Aug-23	\$1,036.20	\$1,036.20
93	93				148	76	Revision to window sill support material detail	Contractor Requested	Approved	23-Aug-23	29-Aug-23	05-Sep-23	\$3,312.89	\$3,312.89
102		76			140	86	Coring of Foundation for temporary generator connection	Coordination	Approved	25-Jul-23	03-Oct-23	11-Oct-23	\$3,850.00	\$3,850.00
94	94	77			1	77	Revision to jockey pump electrical feed	Coordination	Approved	26-Jul-23	01-Sep-23	12-Sep-23	\$5,904.80	\$5,904.80
98	98	78				82	Revised wall depth in Laundry Rooms to accommodate 4" drain pipe	Coordination	Approved	27-Jul-23	19-Sep-23	03-Oct-23	\$246.50	\$246.50
- 50	30	79					Delete fire damper at return air duct in penthouse level	Coordination	Pending	31-Jul-23	13 3cp 23	05 001 25	Ψ2.0.50	ψ <u>2</u> .0.30
97	97R1	80R				81	Revise wall thickness to accommodate pipe size	Coordination	Approved	03-Aug-23	19-Sep-23	03-Oct-23	\$3,090.10	\$3,090.10
96	96	81				83	Domestic booster pump power feed	Coordination	Approved	23-Aug-23	13-Sep-23	02-Oct-23	\$6,792.50	\$6,792.50
		82			1		Revision to Drew St. entrance samitary & storm pipes for interferences	Coordination	Pending	28-Aug-23	,		1.,	137
105	105	83				88	Electric heaters for temproary heat in rooms at junction between Phase 1 and 2	Coordination	Approved	15-Sep-23	10-Sep-23	24-Oct-23	\$5,335.90	\$5,335.90
		84					Investigation for tie-in to exisiting PA system	Coordination	Cancelled	15-Sep-23	·			
85	85			67		80	Ductwork revisions related to SI#67	Coordination	Approved	06-Jun-23	02-Aug-23	25-Sep-23	\$1,439.90	\$1,439.90
103	103R1	85				89	Additional louvre colour	Coordination	Approved	02-Oct-23	30-Oct-23	10-Nov-23	\$3,300.00	\$3,300.00
106	106	86				87	Chiller Support Frames	Coordination	Approved	02-Oct-23	17-Oct-23	18-Oct-23	\$42,145.73	\$42,145.73
112	112R1	87				96	Revise light fixture type U & U1	Coordination	Approved	17-Oct-23	29-Nov-23	07-Jan-24	\$2,753.30	\$2,753.30
114	114	88				94	Revise storm drain piping from the roof of Stair Shaft #5	Coordination	Approved	26-Oct-23	14-Nov-23	05-Dec-23	\$8,269.80	\$8,269.80
		89					Add digital meni board connections at each dining area	Owner Requested	Pending	31-Oct-23				
116	116	90				100	Additional roof anchors at chimney for Boiler #4	Coordination	Approved	01-Nov-23	20-Nov-23	10-Jan-24	\$35,019.60	\$35,019.60
		91				97	Revision to flooring materials in corridors and resdient vestibules	Owner Requested	Approved	08-Nov-23	22-Nov-23	07-Jan-23	\$0.00	\$0.00
		92					Provide a permanent load bank for generator testing	Coordination	Pending	08-Nov-23				
		93				ļ	Revision for door controls	Coordination	Pending	10-Nov-23				
117	117	94				93	Ground connection from pole to transformer	Coordination	Approved	14-Nov-23	24-Nov-23	27-Nov-23	\$3,122.90	\$3,122.90
104	104R2					90	Additional track components for lift track in room 5091 - Submittal 135	Coordination	Approved	30-May-23	31-Oct-23	10-Nov-23	\$2,448.60	\$2,448.60
111	111R1	0==		91R2		92	Revision to ductwork related to ERV#1 and SI#91R2	Coordination	Approved	15-Sep-23	16-Nov-23	20-Nov-23	\$4,701.40	\$4,701.40
421	42452	95R		ļ		400	Typical resident wardrobe storage hinges	Owner Requested	Cancelled	20-Nov-23	00 : 5:		620 770 25	420 770 20
121	121R2	96R		ļ		102	Typical resident room and washroom millwork revisions	Owner Requested	Approved	22-Nov-23	09-Jan-24	15-Jan-24	\$28,778.20	\$28,778.20
123	123R2	97R				101	Revision to resident room drapes	Owner Requested	Approved	22-Nov-23	08-Jan-24	10-Jan-24	\$4,059.00	\$4,059.00
125	12502	98		1	 	102	Additional lightning protection Toggle switch at flusher disinfector in soiled utility rooms	Coordination	Cancelled	27-Nov-23 29-Nov-23	11 100 24	1F lon 34	¢1 CE1 10	¢1 651 10
125	125R2	99R 100		1	 	103	Revise drainage for balcony/roof areas	Coordination Coordination	Approved Pending	29-Nov-23 29-Nov-23	11-Jan-24	15-Jan-24	\$1,651.10	\$1,651.10
110	110R1	100	1	80	!	95	Costs associated with piping clarification in SI#80	Coordination	ŭ	29-Nov-23 15-Aug-23	30-Nov-23	14-Dec-23	\$22,236.50	\$22,236.50
110	TIUKI	101	1	80		95	Delete telephone cables between communications cabinets	Owner Requested	Approved Pending	15-Aug-23 19-Dec-23	3U-INUV-23	14-Dec-23	344,430.50	\$ZZ,Z30.3U
		101	1	1		53	Phase 2 Piling	Site Condition	Approved	08-Jan-24	08-Jan-24	10-Jan-24	\$0.00	\$0.00
129	129R1	102	1	 		104	Revision to Clean Utility Millwork M13	Owner Requested	Approved	22-Dec-23	24-Jan-24	30-Jan-24	(\$29,960.00)	(\$29,960.00)
123	163111	103	 	†	 	104	Delete resident room lower entertainment boxes	Owner Requested	Pending	02-Jan-24	27 JUII-24	JU-Jan-24	(723,300.00)	(725,500.00)
		103	1	1		 	Revisions to Phase 2 Structrual Steel	Coordination	Pending	04-Jan-24				
		105					Wanderguard elevator control tie-in	Coordination	Pending	08-Jan-24				
						98	Asphalt deficiency warranty extension	Deficiency Reconciliation	Approved	06-Dec-23	14-Dec-23	11-Jan-24	(\$7,500.00)	(\$7,500.00)
127	127					99	CSA IPAC training course	Contractor Requested	Approved	10-Nov-23	02-Jan-24	11-Jan-24	(\$550.00)	(\$550.00)
		106				1	Revision to Block D tub rooms	Coordination	Pending	24-Jan-24	,a., _1	00 21	(+-30.00)	11
i		107				1	Support posts for med sled system in stairwells	Owner Requested	Pending	31-Jan-24				
		108				İ	Revise outlet locations in Type C Bedrooms	Owner Requested	Pending	08-Feb-24				
			•	•	•	•	Total - As of Issue Date	·		l.			\$1,460,574.61	\$1,443,546.61
		•							•					

YTD Project Budget to Actual

Cassellholme Redevelopment

January 31, 2024 Commencement to date:

Commencement to date:	January 31, 2024						
			Dec 2023	Jan 2024			
			Spent Commencement to				
Budget Item	Description	Board Approved Budget	Previous Month	Current Month	Total Spent to Date	Budget Remaining	% of Budget Spent
A1	Land	-	-		-	- 🕗	
A2	Land Legal Fees and others	-	-		-	- 0	0.0%
A3	Property Taxes	-	-		-	- 0	
B1.1	Construction Cost - Phase 1	52,954,402	29,231,055	741,428	29,972,483	22,981,919	56.6%
B1.2	Construction Cost - Phase 2 & 3	48,626,198	2,770,907	36,100	2,807,007	45,819,190	5.8%
B1.3	Budget Increases - Change Orders	1,473,527	803,071	,	803,071	670,455	54.5%
B1.4	Holdback Retained	-	- 4,264,654 -	101,079	,	4,365,733	0.0%
B1.4a	Holdback Released	-	20,043	. ,	20,043 -	20,043	
B1.5	Owner Hard Costs	7.046	7.046		7.046	- ()	100.0%
B2	Demolition	-	-		-	- Ø	0.0%
В3	Construction Contingency	3,645,832			-	3,645,832	
B3	Contingency Reductions- Change Orders	- 1,473,527	-			1,473,527	0.0%
C1	Architect	3,305,965	2,572,621	20,664	2,593,285	712,680 ()	78.4%
C2	Structural Engineer	417,800	312,157	20,001	312,157	105,643	74.7%
C3	Mechanical Electrical Engineer	1,359,186	1,170,984	8,040	1,179,024	180,162	86.7%
C4	Civil Engineer	154,927	127,834	177	128,011	26,916	82.6%
C5	Landscape Architect	55,213	44,038	1//	44,038	11,175	79.8%
D1	Geotechnical / Environmental	29,751	29,751		29,751	0 ()	100.0%
D2	Land Surveyor	23,731	-		23,731	- 🕢	
D3	Energy Modelling Consultant	87,145	87,145		87,145	- ()	100.0%
D4	Commissioning Consultant	78,066	47,686		47,686	30,380	61.1%
D5	AV and Acoustics Consultant	62.529	50,179		50.179	12,350	80.2%
D6	Food Services Consultant	22,263	19,763		19,763	2,500	88.8%
D7	Elevator Consultant	9,713	6,213		6,213	3,500	64.0%
D8	Cost Consultant	89,770	89,770		89,770	- 1	100.0%
D9	Hardware Consultant	4,000	4,000		4,000		100.0%
D11	Life Safety and Fire Consultant	3,038	3,038		3,038	- 0	100.0%
D10	Misc. Consultants	400,655	144,416	7,118	151,533	249,122	
E1		400,655	144,416	/,110	151,555	- 🗸	
E2	Development Charges Building Permit	-	-		· · · · · · · · · · · · · · · · · · ·	- 0	
E3	Miscellaneous Permits	31,235	31,235		31,235	0 ()	100.0%
		31,235	31,233		31,233	- 🗸	
F1	Insurance - Liability & Builder's Risk	_	-		<u> </u>	- 0	0.0%
F2	Pre-Opening Expenses			44.050			
F3	Project Management Fee	858,833	448,309	11,352	459,661	399,172 ② - ②	
F4	Administrative Costs	-	- 272 507		- 272 507		0.0%
F5	Accounting Services	300,000	273,597		273,597	26,403 ()	91.2%
F6	Marketing Fees	70,000	62,463		62,463	7,537 🕕	89.2%
F7	Disbursements	60,000	54,292		54,292	5,708 ()	90.5%
F8	Legal Fees	510,000	482,505	445.040	482,505	27,495 ()	94.6%
G1	Construction Loan Interest	2,680,041	1,298,983	146,042	1,445,026	1,235,015	53.9%
G2	Commitment Fee	50,000	-		-	50,000	0.0%
G3	Broker's Fees	-	-		-	- 0	
G4	Financing Legal Fees	-	-		•	- 0	
G5	Project Monitor	170,000	63,464		63,464	106,536	
G6	Appraisal	-	-		-	- 0	0.0%
G7	Draw Fees	20,000	-		•	20,000 🗸	0.0%
H1	HST on Monthly Costs	15,088,933	4,376,167	92,618	4,468,785	10,620,148	
H2	HST Input Tax Credit	- 15,088,933	- 3,793,108		3,793,108 -	11,295,825	25.1%
Н3	HST Self-Assessment	1,914,397	301,374		301,374	1,613,023	
11	Soft Costs Contingency	1,005,800	-			1,005,800	0.0%
J1	FF&E	2,965,586	24,978		24,978	2,940,608 🗸	0.8%
Total		121,949,389	36,901,320	962,460.14	37,863,780	84,085,609	31.0%

Cassellholme



OPERATIONS UPDATE

Board of Management Meeting February 22, 2024

CLINICAL SERVICES - Lindsay Dyrda, Director of Care

Cassellholme has reported four critical incidents to the MOLTC for the month of February. Two incidents of alleged or suspected abuse, one involving resident-to-resident physical abuse, and one involving visitor to resident financial abuse. Two incidents involved a resident sustaining a fall which resulted in a fracture. Both residents have returned to Cassellholme and are receiving appropriate treatment.

We have had three complaints to date in 2024, regarding the care of residents. All complaints were immediately investigated and appropriate action taken. All complainants were satisfied with the homes' response and follow up.

We continue to utilize several agency RPNs, however, we have been successful onboarding two RPNs in the last month. Additionally, we have hired one full-time and one part-time Registered Nurse who are currently completing their orientation.

HEALTH & WELLNESS - WSIB - Ron Goodship, Coordinator

Incident Overview for 2023

Count	Class				
Incident Type	FA	НС	LT	HZ	Grand Total
(blank)	4	1		1	6
Slip, Trip, Fall	10	8	1	1	20
Repetitive Strain	1				1
Caught In, On, Under, or Between	5	1	1	1	8
Struck or Contact By	4	1			5
Over Exertion/Strain	15	15	6		36
Exposure	16	5	4	1	26
Resident Action	21	5	4	1	31
Struck Against/Contact With	14	4			18
Grand Total	90	40	16	5	151

Reduction Efforts

Over Exertion /Strains - Additional in-house training on lifting and transfer techniques (3rd floor)

Resident Action Injuries - GPA Training (Gentle Persuasive Approach) - Stop and Go Procedure

Struck Against/Struck By – Some of these occurrences are already included in Resident Actions as part of the description of the incident.



OPERATIONS UPDATE

RESIDENT & FAMILY NAVIGATOR - Jillian Marchand

January 1 to February 16, 2024

Permanent Admissions - 13 admissions since Jan 1/24

Short Stay Admissions – 3 residents. Short stay bed used since Jan 1 – 18 days

Resident Passings - 6

Resident Discharge – 1 Resident was admitted December 2023. Shortly after admission surgery performed. Resident rehabilitated and discharged back home with services.

Invitations are sent to residents and family members at admission time to an orientation night within 3 weeks of their admission date.

Family Orientation reviews information about the home that may have been missed on admission day. Also a great opportunity for families to connect and support one another who are also going through the transition of placement in long-term care.

INFECTION, PREVENTION & CONTROL (IPAC) - Ellen Whittaker, Manager

Outbreak

Since the last report the Home has had 39 days with no outbreak. All residents who develop any respiratory or enteric symptoms continue to have PRC testing. On February 9th, 2024 three residents on Birch North tested positive for rhinovirus and a respiratory outbreak was declared on 2nd floor. To date there have been 8 resident cases and 1 staff case.

Masking for staff continues to be required in all resident areas.

Hand Hygiene

The hand hygiene program is continuing in 2024 with 24 trained observers doing 10 observations each per month. The 4^{th} and final report was submitted to the Health Unit.

Immunizations

Covid-19 boosters continue to be given to residents when they are due or 6 months after the most recent vaccine or Covid disease.

On January 19th, 2024, 12 residents received a Covid-19 booster, which brought all residents who consented to vaccine, up-to-date with Covid immunization. At that point Covid vaccine stats were as follows:

212 residents, 3 or more doses 10 residents, 2 doses 1 resident, 1 dose 9 residents, 0 doses

It is interesting to note that some of our long-standing residents have now received 8 immunizations.



OPERATIONS UPDATE

Flu Shots for 2023/24

206 residents have their flu shot18 residents have refused5 residents are new admissions and pending

Staff flu shots - 252 staff (67%) have their flu shot and 11 chose the alternative of Tamiflu. The staff flu shot rate is down this year from 82% in 2022/23. Flu shots continue to be offered on demand and managers and supervisors are strongly encouraging their staff to be immunized. Vaccine is also available for any newly admitted residents. The Home has not had an influenza outbreak since before Covid. This could be contributing to the lower rates, since many of our present staff have never experienced a flu outbreak.

RSV Immunization

Uptake for RSV has been slow and most residents/POAs are requiring active contact by phone to obtain consent or refusal. To date we have received 165 consents and administered 116 immunizations. The number of refusals is not yet available. Work on this is ongoing.

Education

Sixteen members of the Leadership Team have completed the PHO IPAC education modules.

The IPAC Frontline trainer position is running well and training for the past month has been on Routine Practices. In excess of 60 PSWs have received this training at huddles, along with the corresponding bedside observations and coaching. Gaps have been identified and corrected. The next training module will be Cleaning of Resident Care Equipment. This training is occurring on all shifts.

MEDICAL DIRECTOR NOTES

Dr. Renée Gauthier gauthierr@cassellholme.on.ca

SADMANS

In healthcare we love to use acronyms. SADMANS is one used regularly to keep our patients/residents safe when they are acutely ill with a gastro, or have poor intake for some other reason.

It helps you identify groups of medications that may increase risk of things like hypoglycemia, hypotension, acute kidney injury, hypovolemia, etc.

SADMANS stands for:

- **S**ulfonylureas
- ACE inhibitors
- **D**iuretics
- **M**etformin
- ARBs
- NSAIDs
- **S**GLT2 inhibitors

If you're not sure if such a medication should be held, reach out to the NP/MD via secure conversations (this one shouldn't go in the book as it's time sensitive).

For more information and greater detail, see the policy created in Dec 2023 for this (included in this email).

LATE LIFE BP TARGETS

BP targets for our frail elderly residents are different. Systolic BP should be permissively kept between 125-150 mmHg.

EMBRACING RESIDENT AUTONOMY

In our roles as caregivers, it's essential to remember that our LTC is not just a place of work, but a home for our residents. Just as we enjoy the freedom to make personal decisions in our homes, so too should our residents.

Residents who are capable and competent, have the right to make choices about their lives, even if these decisions might not align with our own personal beliefs or preferences. This autonomy extends to all aspects of their lives, including their social and personal relationships, their sexual orientation and gender identity, as well as dietary choices and leisure activities. It's important to remember that it's entirely acceptable for residents, who are capable and competent, to engage in consensual sexual relationships with other capable and competent individuals, consume alcohol, or even use other substances, as long as these choices do not harm others or violate any laws.

While we might view some of these decisions as unwise, we must respect that, like anyone else, our residents have the right to make their own choices, good or bad. Our role is to provide a safe, respectful, and inclusive environmental where all residents feel accepted and valued.

SLIDING SCALE INSULIN

Diabetes management in LTC allows for slightly higher blood sugar levels (plus, who wants to deny our residents from having some extra treats?). Only rapidacting insulin is used in sliding scale. Remember these rapid insulin names: Lispro (Humalog), Aspart (NovoRapid, Trurapi, Fiasp), Glulisine (Apidra). If unsure, don't hesitate to ask, or quickly check online (we all do it), to avoid giving long-acting insulin by mistake.

ANTIPSYCHOTIC STEWARDSHIP IN LTC

Antipsychotics can lead to sedation, falls, and restrict resident's social and physical activities. They may also worsen cognitive decline and memory, as well as cause distressing symptoms like tremors and restlessness. Metabolic effects, including weight gain and increased cardiovascular risk are also possible. Research shows that non-pharmacological interventions, such as behavioral therapy, environmental modifications, and person-centered care approaches, can often effectively manage behavioral symptoms in dementia without these risks.

MEDICAL DIRECTOR NOTES

Dr. Renée Gauthier gauthierr@cassellholme.on.ca

INTRODUCTION

I never imagined a day where I'd question whether I've met someone, especially as someone who's great at recognizing faces (though I admit, names do escape me!). By now, I believe I've had the pleasure of meeting most of you. If not, please do come and introduce yourself next time we cross paths.

I'd like to offer a heartfelt thank you for the warm welcome extended to myself and my team of dedicated doctors - Drs. Steele, Green-Ward, and Nelson. Your patience and support as we navigate and learn the nuances of our environment are immensely appreciated.

In the midst of ongoing changes, remember that I'm always open to your ideas, thoughts, and concerns. My aim is to make Cassellholme a leading light in LTC, setting standards that others aspire to. I am thrilled to be on your team as we strive for continuous improvement and excellence. I can't wait to see where we will be a year from now.

Thank you for being a part of this exciting journey!

- R. Gauthier, MD

UTI vs. bacteriuria?

UTIs are often over diagnosed and overtreated in LTC settings, with studies showing that up to half of antibiotic use in LTC is for suspected UTIs. However, asymptomatic bacteriuria and chronic colonization are common in LTC residents. occurring in up to 50% of residents. These conditions do not require treatment and their misinterpretation can lead to dangerous unnecessary antibiotic use that can lead to antibiotic resistance, adverse drug reaction and other bad outcomes like C. Diff infections

To address this issue, we have moved towards using the Modified McGeer's Criteria for UTI detection in LTC. This standardized approach helps identify true UTIs, reducing overdiagnosis and overtreatment.

We understand that this is a change from checking urines because of behaviour changes, or foul-smelling urines for example, but this new approach will lead to better resident care by identifying who needs testing and more effective use of antibiotics.

The Modified McGeer's Criteria has been shared but can also be found in the email that included this newsletter.

SHOULD I CALL 911?

If you have concerns about a resident that may require a 911 call, please contact the MRP/NP during the daytime or the on-call MD during nights and weekends. In emergency situations, Secure Conversations need not be used; you can directly call the MD on-call number.

If the situation necessitates an ambulance, the MD/NP will assess its appropriateness.

Remember, we're here to support you. Feel free to message or call without hesitation.

DID YOU KNOW?

Palliative care doesn't necessarily mean end of life.

Palliation is a holistic approach centered on symptom management and comfort measures aligned with the resident's goals of care.

Using terms such as "End of life" rather than "palliative" facilitates clear distinctions for residents, and families ensuring understanding of global comfort measures vs. those specifically tailored for individuals reaching the end of their life.