

Cassellholme Family Council Meeting
Cassellholme Armstrong Room/Zoom, North Bay, ON
Tuesday November 12th, 2024

Welcome
(2:05 p.m.)

The Family Council held this in-person meeting in the Armstrong Room at Cassellholme with several people attending using *Zoom*. We will continue providing a *Zoom* link for future meetings for those who cannot attend in person. Chair Monique Peters welcomed everyone.

Attendance (10)

Lorraine Aspinall, Dianne Armatage, Mary-Lyn Bondetti, Rosanne Brear-Pelland, Dianne Cardelli, Lise Cousineau, Karen Gooch (Recorder), Eugene Holtz, Monique Peters (Chair), Blanche-Hélène Tremblay

Guests Tracy Davis (Staff Assistant)

Territorial
Acknowledgement

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 and thank them for their care of the land.

Cassellholme Update

Tracy Davis, Resident and Family Navigator offered the following information about what is happening at Cassellholme.

- Staff Realignment – This has been a temporary realignment of the staff over the past few months which has affected the Resident and Family Navigator position. There will be a staff review in the new year to evaluate how things are working.
- End-of-Life – As part of her work as Resident and Family Navigator, Tracy is encouraging residents and their families to talk about end-of-life plans. The hope is that people will think differently about death and dying. Tracy is always open to questions related to this very important topic.
- Trishaw – There has been a lot of joy and excitement about plans to purchase a trishaw for Cassellholme using money from the Cassellholme Foundation. The cost will be \$19,560 and so far, \$3,000+ has been donated towards this cause. Local retired teachers (RTO) have been working to help promote awareness about the trishaw project.
- Redevelopment – There have been a number of construction issues that have slowed down the completion of the new building. Movers have been booked for May 4th, 2025 to start moving residents (hopefully). There have been lots of questions about the moving process. Details have not been finalized, but all families will be consulted and senior staff from Cassellholme will be involved.
- Internal Transfers – There was a question about internal transfers. There is a long list of people that are looking to switch rooms. All moves are approved by Unit Managers.
- Resident Safety – There was a question about resident safety – mostly related to medication errors but also about ensuring the safety of residents that wander away from their units. One participant at this meeting has been pushing for ID bracelets which could help with both these issues. Tracy

informed us that a new medication policy is currently being fine tuned which will include ID bracelets. These will need to be checked along with a resident photo before any medication is given. The ID bracelet will also make it easier for new staff to identify residents in the course of their duties.

- Outbreak – The current outbreak has been in place for a number of weeks. There have been a number of respiratory viruses circulating – including COVID. Thus far there have been about 50 cases of COVID among the residents and 30 among the staff and there are still new cases being diagnosed using PCR testing. Handwashing auditing has been increased. Admissions have been paused during the outbreak, however there will be 5 new admission next week.
- Dietary – Meal service has been slower in recent days and this is something that Camille Bigras has been working to resolve.
- Christmas – Decorating Day will be November 29th. There will be fewer decorations this year due to a fire that occurred in a storage container earlier in the year. Donations of new decorations would be welcome. Unit Christmas parties will be held December 13th and 14th. Details will be available in the coming days.
- World Kindness Day – World Kindness Day is November 13th and Tracy is encouraging people to recognize acts of kindness over the next week. She is planning on asking everyone to record acts on pieces of paper which will be used to make a *Kindness Chain*.
- Satisfaction Survey – The annual Satisfaction Survey will be sent out soon by email.

Monique Peters thanked Tracy for her report and reminded people that any concerns or question should be brought forward to her, Tracy or Derek.

Agenda

Motion 016/24

Lorraine Ouelette/ Eugene Holtz moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 017/24

Karen Gooch/ Dianne Cardelli moved that the minutes from the October 8th, 2024 meeting be accepted with a change in wording regarding the change in the role of PSWs during meal service.

Carried

Karen Gooch will review the recording of the meeting to confirm what was said regarding PSWs and meal service.

Business Arising

Terms of Reference Monique Peters has circulated the family Council Terms of Reference and is asking members to review the document and to forward any suggested changes to her for consideration at a future meeting.

ONFCN General Meeting The Ontario North Family Council Network has postponed their online general meeting until sometime in January.

New Business

- Research and Advocacy Monique Peters presented the following advocacy information.
- Institute for Safe Medication – A video was played from Institute for Safe Medication Practices Canada (ISMP Canada). Residents and family members should be at the center of the administering of medications and they have an important role to play. They are encouraged to ask questions to ensure they understand the process. This can be a complicated process since a number of people are involved and this means that sometimes mistakes can happen. Medication errors can be reported to the ISMP at the following website: [Home - ISMP Canada Medication Error Reporting](#)
Medication errors in long-term care facilities are considered to be critical incidents that must be reported to the government. Unfortunately, there have been some errors at Cassellholme. Some happened during the switch to the new doctors as new protocols were being established. Several members of Family Council reported that they have found medications and other harmful items being left behind in resident rooms. POAs are encouraged to request a medication report before a residents annual Care Conference.
[Strengthening Medication Safety in Long-Term Care - ISMP Canada](#)
 - Webinar Wednesdays – Monique reminded people that the Ontario Association of Residents Councils (OARC) streams webinars every Wednesday that may be of interest to family members of long-term care residents. Current and past webinars can be found at: [Webinars | OARC - Ontario Association of Residents' Councils](#)
- Chair Report Monique Peters offered the following.
- Cassellholme Budget – Any suggestions for the Cassellholme 2025 budget should be forwarded to Monique. In the recent past Cassellholme has agreed to provide Family Council with access to their corporate *Zoom* account and to cover the cost of insurance for the trishaw program.
 - Resident Safety – there was a brief discussion about concerns around resident safety as there have been recent reports of residents leaving the building while visitors are exiting. It may be difficult for visitors to recognize residents who should not be leaving the building unattended so perhaps there needs to be an expanded awareness campaign, including more prominent signage at the door? Perhaps some kind of alarm system for residents with dementia could be put in place?
- Board of Management The next Board of Management meeting is November 28th, 2024. All are welcome to attend, but non-board members cannot speak without prior permission. Meetings can be attended in person or a *Zoom* link can be found at [Board of Management | Cassellholme](#)
- Inspection Reports There have been no new inspections posted online since two reports dated August 2nd, 2024.
[Home Report](#)

- Discussion/ Sharing There was a brief time of discussion for people to share anything about their experiences at Cassellholme.
- There was some talk about the fact that the current outbreak has been long and difficult for some people.

Other Business

ID Bracelets Tracy Davis returned to this meeting to inform Family Council that the new ID bracelet policy is now in place and will be implemented starting December 1st, 2024.

Next Meeting The next meeting will be on Tuesday, December 10th, 2024 at 2:00 p.m. It will be a hybrid meeting with the in-person portion taking place in the Armstrong Room.

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

Chair, Monique Peters

Recorder, Karen Gooch