

RESIDENTS' COUNCIL MEETING MINUTES

This document encompasses the full scope of influence awarded to Residents' Councils through the Fixing Long-Term Care Act, 2021 (FLTCA, 2021). If you are interested in the legislation that corresponds to sections of the template, please consider reviewing, OARC's companion document "Understanding Our Law and Residents' Councils: Fixing Long-Term Care Act, 2021" located at www.ontarc.com

Home:

Cassellholme

Date:

January
21,2025

Time:

14h00

Residents in Attendance:

Judy Esch (Chair), Jean St. Jean (Co-Chair), Helen Kennedy, Marg, Howie, Marc, Darlene, Sue, Lorraine, Jean, Nora, Danny, Gerry, ELger, Joe, Andrew, Jack

Approved Guests:

Residents' Council
Assistant:

Derek Callahan – Resident Council Assistant

CALL TO ORDER: WELCOME, ADOPTION OF AGENDA

Call to Order: By:

Opening Guidelines read by:

Review and Adoption of Agenda: Motion accepted by:

Review of Previously Approved Minutes

Read by:

Business Arising from Previous Minutes

1) MOHLTC Inspections – Findings – Presented and discussed – see attached

REGULAR BUSINESS

Concern Response Review

OARC suggests: Attach written responses from Administrator to Residents' Council meeting minutes. All responses not approved by Council should be carried forward to current minutes.

Issue/Concern	Written Response Received yes/no	Date of Written Response	Action Taken as per Written Response	Council Approval of Action	Resolution yes/no/ ongoing

Residents' Bill of Rights Review

OARC suggests: Prior to each Residents' Council meeting, choose 2-3 Residents' Rights to discuss and give an example that would have meaning to residents in their home. Reference: CLEO Every Resident booklet may be helpful.

Residents' Right #	Residents' Right Title	Discussion
2	Lifestyle and Lifestyle Choices Respected	None
25	Care & Services provided based on Palliative Care Philosophy	Cassellholme has implemented new Palliative Care and End of Life Philosophies, They were explained by RCA to group in attendance.

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Home Areas Updates and Discussion

Program Area	Recommendations/Concerns/Celebratory Comments
Nursing and Personal Care	1 year anniversary of 4 Doctors on site
Restorative Care	
Administration	
Religious Spiritual Care	
Environmental Services	
Volunteers	
Recreation and Social Activities	New Programs and Activities in 2025 including OBIE – a interactive projection based games system .
Nutrition and Hydration Care	
Other: Medical, Staffing	

3.0 COMMUNITY INVOLVEMENT DISCUSSION

OARC suggests: Residents are encouraged to become active in their communities outside of their Long-Term Care homes whenever possible. This section is designed to capture community involvement.

Residents attended Elk Lodge Sunday Music day and St. Joseph's Scollard halls production of Mama Mia in January

4.0 OUR MINISTRY OF LONG-TERM CARE (MLTC) LONG-TERM CARE HOME QUALITY INSPECTION PROGRAM REPORT(S) DISCUSSION

OARC suggests: Discuss any concerns, reactions and issues with the Inspection Report. Consider inviting the Administrator or the Department Manager to the next meeting to provide clarification and identification of actions taken by your home.

Report Type:

Reports dated Nov 6th and 8th , 2024 , were presented to group in attendance

Discussion:

Moving forward as MOHLTC reports become available on Ministry Website they will be presented to resident council

Action Plan:

Continuous Quality Improvement Report (CQI)

The FLTCA, 2021 requires a member of the Residents' Council to be on the Quality Improvement Committee. OARC Recommends that the Administrator and/or Quality Lead share and discuss any quality reports, and identify opportunities for residents to become involved in quality initiatives in the home.

CQI will be completed by Feb 2025 and presented to Resident Council when available

Resident and Family/Caregiver Experience Survey

This is a 3-step process. Residents' Council is to: 1. Advise on how the Survey will be carried out in the home. 2. Receive and fill out current year survey. 3. Receive survey results and work with management providing advice on how to act on the Survey results.

Resident and Family Satisfaction Survey for 2024 was distributed in December 2024 . Results are currently being tabulated by Blink Blink and will be submitted to the home at the end of January . Once presented to the home – it will be presented to Resident Council and CQI goals will be developed for 2025 based on the results per department.

NEW BUSINESS :

1) In December of 2024 – Residents circulated a petition requesting that administration rev-visit the hours of operation for the general store . The residents would like to see the general store open on weekends for their needs, as currently it is only open Monday to Friday. Resident's Council request that this item be reviewed and a report be given back to the Resident Council Assistant to bring back to the February Meeting the petition with all names is attached here for review .

ADJOURNMENT

Time:

1445

Adjourned by:

Jean

Seconded by:

Helen

Closing Remarks Read by:

Derek Callahan

Minutes approved by:

Date:

Residents' Council Sub-Committee

Residents' Council has given consent to post minutes

☐ YES

☐ NO

Administrator

Acknowledgement:

*I acknowledge concerns
and/or recommendations
brought forward by
Residents' Council.*

Date:

Administrator Signature