

Cassellholme Family Council Meeting

Armstrong Room

Tuesday May 13th, 2025

Welcome (2:10 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 (7)

Lorraine Aspinall, Dianne Cardelli, Rosanne Brear-Pelland, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair)

Guests Tracy Davis (Staff Assistant), Camille Bigras (Director of Support Services)

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.

Satisfaction Survey

Director of Support Services Camille Bigras offered highlights from the results of the annual Satisfaction Survey that was distributed last December.

- There were 57 responses received vs 97 received for the 2023 survey. There will be an effort to try and improve the response rate for future surveys. One factor for the 2024 survey may be the fact that the release of the survey was delayed until December, which is a very busy time of year for many.
- Overall, the responses indicate that residents and POAs are generally satisfied with life at Cassellholme with over 90% positive responses in most categories. Residents made up 3.6% of the responses, many of whom had help from the Activities staff to complete the survey. POAs made up 96.4% of the responses. Among the responses, 25 (or 43.9%) were related to residents who have been living at Cassellholme for more than 2 years.
- Comments about food services have led to plans to improve meal service times and cultural variety of food. There were requests to serve more soup, pasta and fresh fruit. There has been an effort to try and keep the Armstrong Room stocked with tea and coffee for visitors and residents.
- There are still a few negative comments about the laundry, but work is being done to try and maintain staff consistency to avoid issues.
- The comments about staff interactions were overwhelmingly positive. The staff members are viewed as very friendly and provide good care over all. Some challenges were noted because of working in an old building.
- Generally positive comments about the work of the Activities Department were received. A lack of global activities on the weekends and during outbreaks were mentioned in the comments. Cassellholme is working to keep reminding visitors and staff to stay away if they are sick to keep the number of outbreaks to a minimum. New initiatives include more French programming and the establishment of an under 65 club. Generally, the Activities staff try to have a minimum of 3 contacts per week for each resident – even if they are not interested in attending planned activities.

- All the comments related to maintenance were positive. There is ongoing work to monitor room temperatures. Temperature can be hard to control given the lack of air conditioning in some areas of an old building.
- No concerns were expressed related to finances.
- There are some concerns about the lack of French speaking staff members. Work is being done to identify staff members who speak a language other than English.
- Survey respondents did not identify major issues with care co-ordination. It is recognized by Cassellholme that work is needed to ensure follow-up notifications are received by the POAs, although some do not want full notification of incidents. It was noted that POAs can request a care conference if they feel the need for a fuller discussion about care.
- A French mass has been added as part of the effort to improve verbal communication for all residents.
- It was noted that there has been a slow-down in updates about the construction project. It was suggested that perhaps updates could be added to the Cassellholme *facebook* page.
- There is ongoing work to ensure that more calls are returned as promptly as possible when messages are left. There will also be a more intentional effort to call POAs at any hour if there are serious incidents such as falls or abuse unless Cassellholme is advised to restrict calling times.
- No concerns were expressed about fear of expressing opinions to staff regarding issues arising at Cassellholme.
- All survey respondents stated they would recommend Cassellholme to other family and friends.
- There was one complaint regarding the last of Christmas decor this past year. This was due to the fact that a fire occurred in an outdoor storage container holding all the decorations.

Cassellholme Update

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

- Redevelopment – The move-in date will now likely mid-September due to construction delays. Senior staff recently held a meeting with the logistic company that is working on the move. The plan will provide information on how to efficiently move 136 people in one day. Work is also being done on how to coordinate care between 2 buildings once the first group of residents have moved to the new building.
- Volunteers – There are fewer volunteers than there were before COVID. Work is being done to try encourage more volunteers and how to best make use of the ones currently available.
- Staffing – Mel Cross has been appointed Acting Director of Care and she has been reviewing how things are done and what improvements could be made.
- Palliative Care – Tracy informed Family Council members that work is being done to improve palliative care, especially around how to offer support

to a resident's family members. There has been an update is policy to address some concerns in the regard. Our new doctors have been involved in this work. One of the Nurse Practitioners has had training in hospice care. All staff are receiving palliative care training and all RNs complete a full-day of training about end-of-life. There is still work to be done especially with younger or inexperienced staff. A suggestion was made that a resident's name be left on the door of their rooms with a poppy attached at least until the family has had a chance to remove the resident's belonging from the room.

Agenda

Motion 009/25

Lorraine Aspinall/ Lise Cousineau moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 010/25

Karen Gooch/ Lorraine Aspinall moved that the minutes from the March 11th, 2025 meeting be accepted with attendance list correction.

Carried

Business Arising

None

New Business

- Condolences Monique Peters offered condolences to Lorraine Aspinall whose father Donald Tambeau recently passed away. His influence at Cassellholme will be felt into the future because of his efforts to improve use of the French language at the facility.
- Research and Advocacy Monique reminded people that the Ontario Association of Residents Council makes all of their webinars available online. They cover a wide variety of topics which may be of interest to Family Council members. Family Councils Ontario also has a variety of information about families and long-term care.
[Webinars | OARC - Ontario Association of Residents' Councils](#)
[Family Councils Ontario](#)
- Chair Report Monique Peters Monique offered the following comments.
- She reminded people that there is a section in the Resident's Bill of Rights about palliative care. There has also been some discussion of the topic at the Resident's Council meeting.
 - The minutes of Resident's Council, Family Council and Board of Management meetings are posted to the Cassellholme website.
- Board of Management The next Board of Management meeting is May 22nd, 2025. 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 was an inspection at the end of March and there was a critical incident follow-up report posted online by the Ministry. There were no findings of non-compliance. [Home Report](#)

- Discussion/ Sharing There was a brief time of discussion for people to share anything about their experiences at Cassellholme.
- There was a question about how family members can find out about memorial gifts made to the Cassellholme Foundation. It was suggested that Derek Callahan might be able to provide information about this.
 - It was noted that Bay Today posted an article about upcoming changes to the Fixing Long-term Care Act.
[Govt moves to protect seniors with dementia - North Bay News](#)
 - We talked about the importance of cultural recognition. It was agreed that it is good that Cassellholme has taken step the provide a French language mass and include more French music programing.
 - Monique Peters let people know that the Trishaw rides for residents will begin the first week of June using the newly purchase Trishaw. Volunteers are currently being trained.

Other Business

None

Next Meeting

The next meeting will be on Tuesday, June 10th, 2025 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 3:20 p.m.

Chair, Monique Peters

Recorder, Karen Gooch