

Cassellholme Family Council Meeting

Held by *Zoom*
Tuesday March 11th, 2025

Welcome (2:10 p.m.)

Due to a respiratory outbreak at Cassellholme, this Family Council meeting was held online using *Zoom*. Unless otherwise notified, future meetings will be held in-person at Cassellholme with a *Zoom* link provided for those unable to attend in person. Chair Monique Peters welcomed everyone.

Attendance (7)

Mary-Lynne Bondetti, Rosanne Brear-Pelland, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Lorraine Ouellette, Monique Peters (Chair)

Guests Tracy Davis (Staff Assistant), Kathy MacDonald (Nurse Manager)

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 update about what is happening at Cassellholme. It has been busy the past few weeks. During the recent outbreak, a number of staff members also became sick which has added to the workload.

- Staffing – The following staffing changes have been made:
 - Lindsay Dyrda will be leaving as Director of Care and Cassellholme is currently seeking someone internally to fill the role on an interim basis.
 - Bev Von Hassel will now be the manager of Clinical Operations
 - Kellie Ross will provide guidance and oversight for the Registered Practical Nurses and Teams Leads as a Clinical Practice Coach.
 - Kathy MacDonald will conduct audits, implement quality improvement initiatives and ensure adherence to long-term care regulations as Manager of Clinical Assurance.
 - Alysia Loyer will take over the role of Resident and Family Navigator.
 - Ellen Whittaker, Manager of Infection Prevention and Control will along with Camille Bigras cover the role of Director of Care until someone is appointed on an interim basis.
 - Tracy Davis will continue her spiritual support work for staff and residents and she will also be coordinator of volunteer service. Her support role for staff has become very important. She will remain the Staff Support for Family Council.
 - Derek Callaghan will take on the role of Operations Support Coordinator providing operational and program support across all services.
- Redevelopment – The move-in date will now likely be late July or August due to construction delays.
- Survey – Tracy will check to see if the results are available for distribution.
- Visitor Policy – Family Council has asked that Tracy clarify the Visitor Policy since there are several versions of the policy floating around. Also, there was a request to have someone speak to Family Council about Cassellholme's use of the Trespass Act when there is an issue with visitors

since there are currently several news stories about problematic use of this Act.

- Alzheimer's Society – The has been an information session with someone from the local Alzheimer's Society. It has been fully booked and the hope is to plan more sessions.
- Bracelets – The resident ID bracelets have been very helpful for new staff members. There are still a few glitches to work out – including some bracelets falling off.

RNAO Clinical Pathways

Nurse Manager Kathy MacDonald spoke about the Registered Nurses' Association of Ontario (RNAO) Clinical Pathways program that is being implemented at Cassellholme. The planned implementation date is March 27th, 2025.

- There are currently 100 facilities using the Clinical Pathways program and among other things it will provide evidence-based tools that can be helpful when comparing outcomes with other long-term care facilities.
- There is work being done to ensure that the parameters of the program fit with the Long-term Care Act. Measurable outcomes will help to enhance care and efficiency which will improve health outcomes while reducing complications.
- The program promotes collaborative staff teamwork and resident-centered care, streamlining how residents care works. There are pre-built assessment tools that provide prompts and improved note-taking capabilities which saves time. There are nudges to ensure that a resident's care plan is being properly implemented.
- There will be a learning curve but this program is embedded as a part of the Point Click Care software already in use. Coaching is available from the RNAO.
- Often the terms of the Long-term Care Act are interpreted differently at different facilities which leads to different processes. Clinical Pathways will help unify processes across the province.
- Work on this program has been going on for many years and has provided quality data to assess care, resulting in a reduction of errors. This will also help when training new staff coming from other facilities using Clinical Pathways. As a new staff member, Kathy stated that in her experience Cassellholme is already doing a good job with resident care.

Agenda

Motion 007/25

Rosanne Brear-Pelland/ Mary-Lynne Bondetti moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 008/25

Karen Gooch/ Lorraine Ouellette moved that the minutes from the February 11th, 2025 meeting be accepted as circulated.

Carried

Business Arising

Condolences Monique Peters offered condolences to members of Family Council who have lost loved ones recently – Dianne Aramtage whose husband Doug passed away on February 20th and Lorraine Ouelette whose father Basil Boucher died March 1st. We also remembered the family of Dr. Kevin O’Grady.

Surveillance Policy At a recent meeting, there was a question about whether cameras were allowed in resident rooms for monitoring purposes. Monique Peters followed up and informed us that Cassellholme does have a Surveillance Policy which states that cameras without audio are allowed with roommate consent. She offered to email a copy of the policy to members.

New Business

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 circulated an example of a resident care sheet from a long-term care facility in Ottawa for people to review. She is asking for suggestions related to this, getting-to-know-me posters or white board configurations that could possibly be used at Cassell Holme in the future.

Board of Management The next Board of Management meeting is March 20th, 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 one new report posted since our last meeting dated February 5th, 2025 regarding an inspection about an intake during a COVID outbreak. 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.

- Karen Gooch spoke to people about a concert she is singing in with Near North Voices on April 5th. The featured work is called Alzheimer’s Stories and Karen talked about how moving it is to be able to express emotions about this disease in music
- There was some discussion about how difficult it is for family members, residents and staff members to deal with the death of residents at Cassellholme.

Other Business

None

Next Meeting

The next meeting will be on Tuesday, April 8th, 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 3:22 p.m.

Chair, Monique Peters

Recorder, Karen Gooch