

Cassellholme Family Council Meeting

Held by *Zoom*

Tuesday February 11th, 2025

Welcome (2:10 p.m.)	Due to a respiratory outbreak at Cassellholme, this Family Council meeting was held online using <i>Zoom</i> . Unless otherwise notified, future meetings will be held in-person at Cassellholme with a <i>Zoom</i> link provided for those unable to attend in person. Chair Monique Peters welcomed everyone.
Attendance (7)	Lorraine Aspinall, Mary-Lynne Bondetti, Rosanne Brear-Pelland, Claude Fortier, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair)
Regrets	Lise Cousineau, Lorraine Ouellette
Guests	Regrets were sent from Tracy Davis (Staff Assistant) and Beverly von Hassell (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.
RNAO Clinical Pathways	Nurse Manager Beverly von Hassell was scheduled to speak to Family Council about the Registered Nurses' Association of Ontario (RNAO) Clinical Pathways program that is being implemented at Cassellholme. She will be invited to speak at a future meeting.
Cassellholme Update	Tracy Davis, Resident and Family Navigator was not available to provide the Cassellholme Update for this meeting.
Agenda	Motion 005/25 Lorraine Aspinall/ Elizabeth Hendersen moved that the agenda be approved as circulated. Carried
Minutes of Previous Meeting	Motion 006/25 Karen Gooch/ Mary-Lynne Bondetti moved that the minutes from the January 14 th , 2024 meeting be accepted as circulated. Carried
Business Arising	
BSU Support	Cassellholme requested a letter from Family Council in support of an application for additional funding for specialized staff to care for residents in a Behavioural Support Unit in the new building. Monique Peters read aloud the letter she wrote on behalf of Family Council. There were also letters of support from the North Bay Regional Hospital, Cassellholme's Medical Director and the Board of Management.
New Business	
Research and Advocacy	The Ontario North Family Council Network (ONFCN) held their online general meeting on February 1 st which was attend by Monique and Karen Gooch. These meetings provide a good opportunity to share ideas with other LTC facilities.

Monique Peters highlighted the following:

- There was a presentation from Anna Lyall & Natalie Steckly with the theme *Changing the Culture in LTC: A Movement to Person Centered Care in Ottawa*. Anna and Natalie are involved with a pilot project at several municipally funded LTC facilities in Ottawa which is exploring what person centered care can look like. The preferences of residents are given high priority which includes respecting things such as a resident's preferred wake-up and bedtime routines and food preferences. After initial pushback from some of the staff, the results have been very positive for both residents and staff.
- As part of this project, they have developed a getting-to-know-me poster that is placed outside each resident room and a care sheet that is posted inside the rooms which includes clear care instructions using symbols for easy reference.
- There was also a discussion about the use of the Trespass Act to ban visitors attending LTC facilities. There are several cases being challenged for improper use of the Act in Ontario. Under the terms of the Act only residents can force a visitor to leave. Owners of these facilities must use other options (including court orders) to ban someone who may be causing a disturbance or placing staff and residents in danger.
- There was also a discussion about the use of cameras to monitor a resident's room. The rules around this do not seem clear with many facilities having differing policies. There are also questions about whether audio recording is allowed.
- The Ontario Association of Resident's Council (OARC) hosted a webinar on January 15th, 2025 with a guest from the inspection branch of the Ministry of Long-term Care which provided a good overview of how the inspections work. Links to OARC webinars are available online.
[Webinars | OARC - Ontario Association of Residents' Councils](#)

Chair Report Monique Peters offered the following:

- Monique is requesting that Family Council members review the Visitor Policy and provide feedback. This policy has not been updated since April 2023. It can be found on the website: [VisitorPolicyApril2023 Chart v01](#)
- Monique offered to request whether Cassellholme has a policy around the use of cameras and audio recording in resident's rooms.

Board of Management The next Board of Management meeting is February 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 January 27th, 2025. The report included the results of a follow-up inspection related to the critical incident from the November 8th, 2024 report. [Home Report](#)

- Discussion/ Sharing There was a brief time of discussion for people to share anything about their experiences at Cassellholme.
- It was suggested that Family Council should show extra support to the staff during what has been a difficult outbreak. Ask the Unit Manager about the best way to do this.
 - Monique reported that the Board of Management was informed at their last meeting that things are still on track to move residents into the new building around May 4th, 2025. There could still be a delay but they are working hard to ensure everything is completed properly to meet inspection standards.
 - There was a chance for everyone to check in about how things are going at Cassellholme for Family Council members and their families.

Other Business

Family Council Chair Monique Peters has reconsidered and will stay on as Chair of Family Council until September to help ensure continuity during the move into the new building. She would be open to working with a Co-chair during this time. Speak to Monique if you are interested in helping with this.

Next Meeting The next meeting will be on Tuesday, March 11th, 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 3:30 p.m.

Chair, Monique Peters

Recorder, Karen Gooch