

Cassellholme Family Council Meeting

Armstrong Room
Tuesday July 8th, 2025

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 (8)

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

Guests Tracy Davis (Spiritual Activities & Volunteer Coordinator), Mel Cross (Acting Director of Care)

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.

Guest Speaker

Acting Director of Care, Mel Cross began by providing some information about her background and then offered overview of her current work at Cassellholme. She then asked for questions and concerns from Family Council members.

- Mel has a background in emergency care and was a nurse at Cassellholme before assuming her current role.
- As Acting Director of Care, Mel is in charge of all things clinical including overseeing the work of nurses and PSWs but excluding Dietary and Housekeeping. She has begun making changes to the way things are done.
- There has been a change in the schedule that will improve the handoff during shift changes. PSWs have switched from working in groups to working in teams where each team is assigned to provide care for a group of residents. This model will carry forward into the new building when there will no longer be designated bath staff.
- One member brought forward her concerns around continuity of care which she sees as very important for residents with dementia. She also feels there should be more education for PSWs about dementia care.
- It was felt by a number of people that there should be encouragement to staff to provide more consistency around the placement of things such as eyeglasses and hearing aids to avoid lost or damaged items. This could also apply to things such as the placement of other items in the rooms such as wastepaper baskets as change can cause confusion for the residents.
- Mel has been personally checking in with front-line staff. She has seen some improvement in performance as she tries to make them feel more supported by management. She has been trying to come in early or stay late on occasion in order to connect with the night staff. There is an ongoing effort to ensure that night staff get rewards or treats which are more easily available for the day staff.

- There has been an effort to provide staff with more end-of-life training. Tracy Davis has been helping to set up protocols, pain management and providing staff with support around things such as conversation with residents' families. This training can be slowed during times of staff shortages.
- The video from Pioneer Manor regarding staff greeting residents as they enter a room has now been made available for the staff to view, as recommended by Family Council.
- We discussed updating the in-room care signs and providing getting-to-know-me posters for residents with Mel and she appeared receptive to the idea.

Monique Peters offered thanks to Mel for taking the time to meet with us.

Cassellholme Update

Tracy Davis, Family Council Staff Assistant, offered the following update about what is happening at Cassellholme.

- New Building – It is estimated the move in will happen mid-September, but there is no firm date yet. An inspection is happening next week which may help confirm to date – if all goes well. Letters regarding bed offers have been sent out for those who will be the first to move. Alyshia will be calling people to discuss options with them. Room preferences of residents and families will be taken into consideration but are not guaranteed. Staff members are discussing ways of supporting the residents on moving day and in the days before and after. The priority is to keep people safe. Longer term residents may need extra attention to adjust to the changes.
- Volunteers – Tracy is continuing to work on ramping up the volunteer program. Some of the younger volunteers have been very helpful by making good use of software for various projects and visiting with residents. All volunteers must have a Police Record Check. There have been delays and it has been suggested that perhaps someone could be made available to help new volunteers through the process.
- Hospitably – One focus for the volunteers will be to help improve hospitality at Cassellholme. How can we do this better? For example, visitors often have questions about how to find residents.

Agenda

Motion 011/25

Lise Cousineau/ Dianne Cardelli moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 012/25

Karen Gooch/ Lorraine Aspinall moved that the minutes from the June 10th, 2025 meeting be accepted as presented

Carried

Business Arising

- The N.O.D.D. video about encouraging staff to communicate with residents when they enter their rooms is now posted on the staff training website.

- Tracy Davis is still working on complying the video about residents' rights that some members of Family Council helped film.

New Business

- Research and Advocacy Monique Peters reminded members to follow bulletins and newsletters about long term care when they have the chance. People are encouraged to bring anything of interest they find about long-term care to Family Council.
- Chair Report
- Monique Peters asked if there was anyone who may be interested in consulting with the Cassellholme staff about possibilities around implementing Family Council suggestions to update the resident care information sheets and produce getting-to-me posters for our residents. Mary-Lyn Bondetti offered to help with this. Monique has brought information (as discussed by Family Council) about these ideas to Angie Punnet, Tracy Davis and Mel Cross for their consideration.
 - Monique normally attends the regular Board of Management meetings. She reported that there will be an important inspection in mid-July which could determine whether the mid-September date to move into the new building can be confirmed. She also informed us that Dave Smits has retired and Anita Brisson has been hired as the new construction manager.
- Board of Management The next Board of Management meeting is scheduled for July 17th, 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 have been no new inspection reports posted since our last meeting. [Home Report](#)
- Discussion/ Sharing
- There was a brief time of discussion for people to share anything about their experiences at Cassellholme.
- One member expressed concerns about the use of anti-psychotic medication and the increased risk of falls associated with their use. She has noticed a marked decline in residents that have been given these drugs. Members were reminded that POAs can request a medication list and/or a care conference if they have any serious concerns around prescribed medications.
 - All POAs should be encouraged to attend the annual care conferences and to come to these meetings prepared with questions or concerns. Getting a copy of a medication list can help with this. It is possible to request the presence of a particular staff member or another family member to attend these conferences.
 - There was also concern expressed about the improper dispensing of medications, particularly regarding the supervision of residents while taking medication. Members were encouraged to report concerns such as these as the safety of all residents could be affected.

Other Business

None

Next Meeting

It was agreed that Family Council will not meet in August. Monique Peters may call meeting if an important issue arises. The next meeting will be on Tuesday, September 9th, 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