

Cassellholme Family Council Meeting

Armstrong Room

Tuesday October 14th, 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 (7)

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

Regrets Lorraine Aspinall

Guests Anita Brisson (Redevelopment Project Manager), Tracy Davis (Spiritual Activities & Volunteer Coordinator)

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

Redevelopment Project Manager, Anita Brisson spoke to Family Council to update members about the redevelopment project. She took over her position on June 1st, 2025 following the retirement of Dave Smitts.

- Last Friday a milestone was reached when the City of North Bay granted an occupancy permit for the new building. Staff orientation will begin this week.
- The hope is that representatives from the Ministry of Health and Long-term care will perform a virtual tour this week and if they do not find any major issues, they will schedule an in-person tour for a final inspection shortly thereafter. The hope is that they will give final approval in time for the move to take place on November 16th, 2025.
- Management has been working with a logistics company and the process for moving the residents is all in place. Families will be requested to remove valuable or unused items from resident's room ahead of the move-in date. Larger items will be moved shortly before the move-in day.
- Most of the delays have been caused by construction issues. It has been a challenge to work with contractors from across the province. Also, plans have needed to be updated as some standards have changed since they were first developed before the COVID pandemic. The architect has been great to work with.
- If things do not come together by the proposed November move-in date it is likely that it will not happen until into the new year. The move will not happen during December.

Monique offered thanks to Anita for taking the time to personally meet with us.

Cassellholme Update

Appendix I

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

- Reviews – There is a review of all policies and procedures currently taking place. This will include communication with new families to Cassellholme. Is all relevant information easily available? What is the best way to provide support and advise to new residents and their families. It was suggested that sometimes notification of meeting and events could be better. Could the schedule for activities be available in a more prominent place? Change has been happening at Cassellholme, but we need to be better at setting longer-term goals and celebrating successes.
- Checklist - Tracy provided a checklist (Appendix I) for Family Council to consider which can help ensure we are effective in our mission to support families and improve residents' quality of life.
- Remembrance Day – Cassellholme will mark Remembrance Day with a ceremony in the auditorium in November 10th.

Agenda

Motion 015/25

Rosanne Brear-Pelland/ Lise Cousineau moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 016/25

Karen Gooch/ Dianne Cardelli moved that the minutes from the September 9th, 2025 meeting be accepted as presented

Carried

Business Arising

None

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
- Castle Arms - The Board discussed the management of Castle Arms which was previously under the management of the Cassellholme Board members. There is talk of returning to this model. Any change would not affect the operation of Cassellholme.
 - Satisfaction Survey – Work has begun on preparing the annual Satisfaction Survey with the hope that it will be released by the end of October. It will remain largely unchanged from last year so that there can be a good year-to-year comparison of the stats.
 - Hairdresser – Monique informed Family Council members that a new hairdresser has not yet been found.

Board of Management The next Board of Management meeting is scheduled for October 16th, 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 The last new inspection report posted was from June 17th, 2025
[Home Report](#)

Discussion/
Sharing There was a brief time of discussion for people to share anything about their experiences at Cassellholme.

- Despite the uncertainty about the upcoming move, everyone is hopeful that the move will happen as planned on November 16th. Cassellholme will be looking for volunteers to help on the day of the move. If anyone is able to help, they can speak with Monique or Tracy Davis.

Other Business None

Next Meeting The next meeting will be on Tuesday, October 14th, 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

Family Council Program – Review Checklist

Purpose: To ensure the Family Council is effective in supporting families, strengthening communication, and improving resident quality of life.

1. Structure & Participation

- Family Council meets regularly (schedule works well)
 - Meetings are well-attended
 - New families are invited/encouraged to participate
 - Clear leadership structure in place (chair/co-chair)
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2. Communication & Collaboration

- Families feel safe to share concerns/ideas
 - Minutes or summaries are shared with families/staff
 - Clear process for concerns to be raised and followed up
 - Collaboration with staff, and administration is strong
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3. Activities & Impact

- Council supported initiatives/projects in past year
 - Family concerns have led to concrete changes
 - Educational or support opportunities provided (guest speakers, resources)
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4. Support & Resources

- Council has resources (space, time, admin support)
 - Communication from home about council meetings is clear/consistent
 - Families feel welcomed, informed, and supported in participating
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5. Looking Ahead

- Strengths identified and celebrated
- Barriers to engagement discussed
- New goals/priorities set for upcoming year
- Plan to measure progress and success created