

## Cassellholme Family Council Meeting

Behavioral Support Unit  
Tuesday December 9<sup>th</sup>, 2025

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### Welcome (2:05 p.m.)

Due to the activity around the recent move into the new building, our normal meeting space was unavailable. Temporarily, the Family Council held this in-person meeting in the Behavioral Support Unit at Cassellholme which was unoccupied the day of this meeting. 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 (9)

Lorraine Aspinall, Cathy Barnhart, Mary-Lyn Bondetti, Rosanne Brear-Pelland, Lise Cousineau, Karen Gooch (Recorder), Monique Peters (Chair), Blanche-Hélène Tremblay, Shelly Warren

Regrets Elizabeth Hendersen

Guests William Brooks (Chief Financial Officer), 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

Chief Financial Officer William (Billy) Brooks spoke to Family Council to update members about cable tv access in the new building.

- As part of the redevelopment, Cassellholme put out a tender to provide cable tv, phone and internet access in the new building. Vianet came in with the best proposal and will be providing these services at wholesale pricing to Cassellholme who will then bill residents monthly. Since there have been some issues during the transition, residents will not be billed for the month of December.
- Residents can still get services through Cogeco in the new building if they wish, however residents will have to deal directly with Cogeco for installation and billing. So far, the company has proven difficult to deal with when cancelling or setting up new connections. Any issues with Vianet should be dealt with through Cassellholme.
- Currently, the Vianet cable service may be a bit choppy but work is being done to connect fiber optic service to the building. This will provide a dramatic improvement in service. Vianet has been open to considering different options and they have added the Galaxy music channels to their lineup.
- Billy provided a picture guide for the Vianet remote and copies will be made available at all the nursing stations. We discussed the possibility of having staff or volunteers help residents who may be having difficulty using the remotes.

- Public Wi-Fi service is available in common areas of Cassellholme and residents will be able to pay for internet in their rooms through Vianet (billed through Cassellholme).
  - The Vianet phone service is up and running in the new building.
  - There was a question about staffing levels and Billy informed members that over a 24 hours period there are 20 more PSWs in the building than there were 5 years ago. Billy deals mostly with the financial issues around staffing but he is happy to pass on any staffing feedback to Angie Punnet.
- Monique offered thanks to Billy for taking the time to meet with us.

## Cassellholme Update

### Appendix I

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

- Moving Day – The move to the new building happened last Sunday. There were over 40 volunteers available to help on that day. All residents from Apple, Maple and Cherry Lane were moved. Things went fairly smoothly however there are lots of learnings which can be used when the move-in happens for the second phase of the redevelopment.
- Activities – Global activities have been curtailed since the move-in. Space is being reconfigured since the move and the auditorium is not available right now. Plans for unit Christmas parties are in progress and will happen soon. Christmas photos of the residents have been taken. There are fewer decorations due to the fact that there was a fire last year in a storage container on the property.
- Plumbing Leak – There was a plumbing leak in the ceiling of the General store this past weekend that has been repaired.
- Concerns – A number of people expressed concerns related to the move. There have been challenges since staff have been reassigned and residents may be cared for by PSWs who are not familiar with individual routines. This can be difficult for residents who are already disoriented because of the move. Bathing routines have not yet been reestablished and some have not had a bath in over a week. Tracy offered to bring concerns shared at this meeting to senior management. However, she reminded members that the first place to bring concerns is to the Unit Managers. The role of Family Navigator currently is not staffed but questions can still be brought to Alyshia Loyer.
- Getting-to-Know-Me – Monique reminded Tracy about previous discussions held at Family Council about providing Getting-to-Know-Me posters and the use of the N.O.O.D videos. Tracy offered to revisit these ideas with Angie Punnet.

Monique Peters thanked Tracy Davis for attending our Family Council meeting.

## Condolences

Monique Peters offered condolences to two members of Family Council who recently lost family members. Dianne Cardelli's husband Joe passed away very recently and Lise Cousineau's sister passed away a few weeks ago.

<b>Agenda</b>	<b>Motion 017/25</b> Rosanne Brear-Pelland/ Lorraine Aspinall moved that the agenda be approved as circulated. <b>Carried</b>
<b>Minutes of Previous Meeting</b>	<b>Motion 018/25</b> Karen Gooch/ Cathy Barnhart moved that the minutes from the October 14 <sup>th</sup> , 2025 meeting be accepted as presented <b>Carried</b>
<b>Business Arising</b>	None
<b>New Business</b>	

Chair Report Monique offered the following report.

- Satisfaction Survey – The annual Satisfaction Survey will be released shortly as discussed at the last Board of Management meeting.
- Checklist – Tracy Davis provided a checklist at the last Family Council meeting to help ensure that the council is functioning as it should. Monique has filled it out and returned it to Tracy. This will help Cassellholme as they review policies and look at quality control at the facility.
- Move-in – Monique was present the day of the move-in and things went well. There was an interruption when the fire alarm was pulled, but thanks to cameras in the building they were able to quickly identify that a resident had pulled the alarm.
- BSU Funding – Since Cassellholme is still trying to figure out how to reconfigure the use of space in the facility, this meeting is being held in the Behavioural Support Unit in the new building which is currently empty. The Ministry of Health and Long-Term Care has approved extra funding to operate this space, but the money has not yet been released. Cassellholme may consider moving more residents from the old building if the funding is not forthcoming.

Board of Management The next Board of Management meeting is scheduled for December 18<sup>th</sup>, 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 17<sup>th</sup>, 2025 [Home Report](#)

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

- There was some discussion about main entrance. The General Store was located across from the main entrance and it is a source of information for visitors to the building. It is now less visible in the new location. There is also less staff on the floor since the move. There is a need for more signage at the entrance as visitors appear unsure of where to go. It is possible to hire

a security guard to help visitors find their way and ensure visitors are aware of any infection control measures that are in place.

- Since the Oval Garden is off limits due to further construction, some residents have been smoking outside the main entrance. How can we provide a safe space for smokers, while not interfering with people's right for a smoke-free environment?
- Some residents will be provided with sensor bracelets which will deactivate the elevators in the new building to improve safety.
- There was a suggestion that the laundry consider relabeling items for longer term residents as these fade over time due to the fact that clothes are washed and dried in hot water.
- One member suggested that some laundry items may have gone missing due to the fact that laundry bags and garbage bags are a similar colour.

**Other Business**

None

**Next Meeting**

The next meeting will be on Tuesday, January 13<sup>th</sup>, 2026 at 2:00 p.m. Location to be announced.

**Adjournment**

The meeting was adjourned at 3:30 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch