

Cassellholme Family Council Meeting

1st Floor Oak-Therapy Room & Zoom

Tuesday January 13th, 2026

Welcome (2:05 p.m.)

The Family Council held this in-person meeting in the 1st Floor Oak-Therapy Room at Cassellholme. Several people attended 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, Cathy Barnhart, Rosanne Brear-Pelland, Karen Gooch (Recorder), Elizabeth Hendersen Monique Peters (Chair), Blanche-Hélène Tremblay, Shelly Warren

Guests 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.

Cassellholme Update

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

- Questions – Tracy invited Family Council members to send any questions they may have for her in advance of our meetings if they can. This will give her a chance to do research and find the best possible answers.
- Doors – The doors to the hallway connecting the new building must remain closed as having them open causes the elevators to stop working. There is no timeline to fix the problem which will likely cost thousands of dollars. These doors are very heavy for elderly visitors and many residents must be accompanied if they go to the store or outside to smoke. There is also a danger of hitting someone since there are no windows in the doors. It has been determined that having the elevators not working if the doors are left open presents a greater safety issue for the residents.
- Power Outage – There was some disruption caused by a scheduled 2-day power outage in the HR hallway. This was required as part of the ongoing construction related to the demolition of Apple and Maple.
- Staff – There have been 3 extra PSWs added to the day shift. Currently, Cassellholme is just barely meeting the resident to PSW ratio set out by the Ministry of Health and Long-term Care. Scheduling can be tricky as there are some residents that don't need the full number of hours per day hands-on-care while others need more. Scheduling was more of a challenge during the recent outbreak as a large number of staff contracted the flu. There have been a number of complaints about consistency of staff care as residents with dementia may be receiving care from unfamiliar staff since the new building opened. There have also been issues with bath care since the switch away from having a dedicated staff person. Some residents have gone a week or more without a bath which could lead to health and safety concerns. Tracy

has not been informed when an evaluation of the new staffing changes will take place.

- Orientation – Planning has begun to restart family orientation events. More information about when will be forthcoming. The events would be open to any family members and this would be a good opportunity for questions to be brought forward.
- Satisfaction Survey – The annual Satisfaction Survey was sent out before Christmas with a January 12th deadline. It appears not everyone received the survey. Tracy will look into whether it can be resent with an extended deadline.
- Masking – The decision to continue masking was made at Cassellholme once the Health Unit declared the latest outbreak over. This is about keeping the residents safe following the death of several of them due to complications from the flu. There is no timeline for when it will be lifted.
- Parking – Concerns have been raised about the lack of parking and the lack of snow removal from the parking lots. There are periods when there are students and extra staff for orientation in the building which adds to the parking congestion. Street parking is an option, but you may be towed from the Food Basics parking lot. It is difficult to find a time to plow the lot since it is rarely empty. For security, nighttime staff are encouraged to park in the visitor lot.
- Reception – Several people commented about the lack of signage at the entrance. Tracy will bring this to the attention of the management.
- TV – Several people expressed concerns to Tracy about ongoing concerns with the tv service in the new building. There is an issue where the televisions will time out. The understanding is that the music channels should be available soon. There is work being done to program universal remotes so that only one remote is needed.
- Elevator Code – The code for the elevator in the new building is available at the nursing stations. Perhaps there needs to be more awareness about this, especially for occasional visitors who take residents off their floor.

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

Agenda

Motion 001/26

Rosanne Brear-Pelland/ Lorraine Aspinall moved that the agenda be approved as circulated. **Carried**

Minutes of Previous Meeting

Motion 002/26

Karen Gooch/ Lorraine Aspinall moved that the minutes from the December 9th, 2025 meeting be accepted with a couple of corrections – the date of the next meeting and the laundry mix up likely occurred due to similar bags not tags. **Carried**

Business Arising

None

New Business

- Research and Advocacy Monique Peters encouraged people to check out websites for Family Councils Ontario, The Ontario Caregivers Organization and the Ontario Association of Residents' Councils. She asked people to consider subscribing to newsletters or looking at webinars and other resources available on these sites.
[Family Councils Ontario \(Home\)](#)
[Homepage - Ontario Caregiver](#)
[Ontario Association of Residents' Councils - OARC](#)
- Chair Report Monique offered the following report.
- Screens – Monique informed Family Council that screens will be installed on each unit to display the daily menu and activities. This information is also available on the Cassellholme website.
 - Phone Outage – The recent phone problems were the result of the power outage that was required for the redevelopment project to proceed.
- Board of Management The next Board of Management meeting is scheduled for January 22nd, 2026. 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 were new inspection reports posted on December 11th and 16th, 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. Many feel that the signage still needs to be improved as there are visitors and contractors showing up who are not sure where they should be going. The situation could also be improved if there were someone monitoring the door during visiting hours. This would also allow the opportunity to gently remind people about the masking requirement that is still in place. Recently, there have been staff members monitoring the door on occasion.
- Other Business** None
- Next Meeting** The next meeting will be on Tuesday, February 10th, 2026 at 2:00 p.m. Location to be announced.
- Adjournment** The meeting was adjourned at 3:20 p.m.
-

Recorder, Karen Gooch