

# NEWS @ CH

CASSELLHOLME



Our annual survey said you'd like more info. We'll distribute a newsletter [like this one] monthly and host a new Town Hall Meeting each quarterly. [More on page 02.](#)



Our new Behavioural Support Transition Unit [BSTU] opened on April 20<sup>th</sup>, 2026. Read more: [www.cassellholme.ca/rooms/bstu](http://www.cassellholme.ca/rooms/bstu)

Resident 2025 Notice of Assessments [NOAs] are due to Debbie in the Resident Accounts Office by **June 1, 2026.**



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# WHAT'S NEW

## @ CASSELLHOLME



**TOWN HALL MEETINGS** will be held monthly in the auditorium. Various Cassellholme staff will provide timely information and hold an open Q&A. If you have questions to submit in advance, email [questions@cassellholme.ca](mailto:questions@cassellholme.ca).

### **FAMILY/FRIENDS/POA/SDM**

Tuesday, June 9<sup>th</sup>, 6:30 p.m.

### **STAFF**

Thursday, June 11<sup>th</sup>, 2:30 p.m.



### **BRITTANY KRISTALOVICH IS OUR NEW HAIRDRESSER.**

Brittany will be available as of Monday, May 29<sup>th</sup>. For now, she'll be working in the salon from 9:30 a.m. to 2 p.m. on Mondays and Tuesdays. She has agreed to add a third day if necessary.

All salon bookings must be made through Mandy, our Activities Manager, [705-474-4250 ext. 223, or [gilchristm@cassellholme.on.ca](mailto:gilchristm@cassellholme.on.ca)].

Salon appointments are generally charged to Residents' Trust Accounts. If you'd prefer an alternative payment method, provide your details at the time of booking.



If you'd like to be on the internal **WAITLIST** for a basic, semi-private or private room, and haven't already registered, contact your RFN, Alysia Loyer, at ext. 244 or [loyera@cassellholme.on.ca](mailto:loyera@cassellholme.on.ca).

All bed offers are done by admission date, as per Ministry guidelines.



Spring weather is finally settling in. We're all looking forward to more time outdoors.

Our Activities staff is busy planning a variety of outdoor adventures. We all look forward to the monthly BBQs. Look at your unit's June activity calendar to see when your BBQ will be.

If you don't have a printed copy handy, you can look on the website: <https://www.cassellholme.ca/eventsactivities/all-activities/>



For connection inquiries [Vianet - phone/cable/internet/services] in the new building, contact your RFN, Alysia Loyer, at ext. 244 or [loyera@cassellholme.on.ca](mailto:loyera@cassellholme.on.ca). Cogeco continues to serve cable in the legacy building.



We've been focusing on improving our **BATHING AND HYGIENE CARE**. We track all care results closely. We record and review any missed baths and refusals. We also follow up with individualized approaches when Residents decline.

### **Most uncompleted baths are refusals.**

In April, 231 of 2,171 scheduled baths were refusals. We've made real progress, especially in reducing missed baths.

- Bath completion improved from 85% in February to 90% in March and 89% in April.
- With stronger follow-through and oversight, missed baths dropped from 34 in February to just 4 in April.
- In April, 99.8% of scheduled baths were attempted.

### **To sustain this success, we'll continue to monitor monthly results and review patterns of refusal. We'll use personal approaches such as:**

- Offer different bath days/times.
- Adjust staff approaches.
- Re-offer care when appropriate.
- Involve clinical leadership or the BSO team when extra support is needed.
- Include families. Familiar encouragement and shared knowledge about preferences can help make care feel safer and more comfortable.



### **REDEVELOPMENT UPDATES**

The finishings on the new building [Phase One] and the construction of Phase Two are progressing well.

The balconies in the new building will be open **June 1<sup>st</sup> from 10 a.m. to 9 p.m.** We still have a little work to do before they can be fully open for the season. Unfortunately, balconies in the old building will remain closed due to their close proximity to the construction site.

Speaking of construction, we know it's loud and often upsetting. Knowing the **WHAT** and **WHY** of sounds can help to make them less annoying. The current repetitive and loud noise is the installation of pilings. This involves very large metal beams being driven into the ground to provide structural support for the new building. You can see an animation of the process. [www.youtube.com/watch?v=QR0gxbKonkM](http://www.youtube.com/watch?v=QR0gxbKonkM)

Pilings will continue for another 3-4 weeks. We're working on ways to help Residents through the noise and vibrations. This includes:

- extra activities
- alternate lounging locations
- BSO supports
- more staff as required
- constant team assessment of Resident comfort and flexible problem solving

### **Let's keep our eyes on the prize – a wonderful, modern new Home for all our Residents.**

Have you had a chance to look at the live camera feed of the redevelopment? It's pretty cool. [www.cassellholme.ca/redevelopment/live-web-camera](http://www.cassellholme.ca/redevelopment/live-web-camera)



# INFECTION PREVENTION & CONTROL

## UPDATES AND INFORMATION

Respiratory season has come to an end. It starts in the fall and ends in the early spring. This is when illnesses such as influenza, COVID-19 and Respiratory Syncytial Virus [RSV] circulate more throughout our communities.

## WHAT HAVE WE ACCOMPLISHED?

**From January to April 2026, Cassellholme experienced ONE eight-day enteric outbreak.**

We're especially proud of this improvement when we compare it to the same period in 2025:

- 27-day influenza outbreak in January, 2025
- 19-day enteric outbreak in February, 2025
- 29-day influenza outbreak in March, 2025

Through strengthened IPAC practices, increased auditing, staff education and practice changes, we've successfully reduced the duration and spread of outbreaks.

## OUTBREAK COMMUNICATION

When the Health Unit declares an outbreak, the information [start and end] is communicated to you through our website, email, Facebook and signage at the front entrance.

The recent enteric outbreak was declared over a weekend. The Facebook posting was made before an email could be sent. We aim to share information as quickly as possible.

Visitor volume is higher on the weekends and some prefer to postpone visits during enteric outbreaks involving vomiting and diarrhea.

## Isolation Practices and Guidelines

Symptoms must be abnormal for the Resident, not attributable to an alternative cause [medical diagnosis] or medication/diet related.

**Respiratory** A sore throat, runny nose, cough, etc. = 5 day isolation for most respiratory illnesses. COVID-19 = 10 days.

**Enteric** Diarrhea, vomiting, abdominal pain = Resident must be 48 hours symptom-free before isolation is discontinued.

Isolation durations are determined by the local Health Unit and the Ministry of Long-Term Care. Failure to follow guidelines can result in non-compliance findings during MOLTC inspections.

We offer a sincere **"Thank You"** to everyone who did their part this season. By following IPAC practices and wearing masks during the masking mandate, **your efforts made a real difference.**



**Hannah Bryant**  
Manager,  
Infection Prevention  
& Control [IPAC]  
ext. 293



# SPOTLIGHT ON UNIT MANAGERS

Cassellholme's **UNIT MANAGERS** provide expert oversight and management of a Resident care unit. They work closely with frontline staff, including RPNs, PSWs, and Unit Support Assistants to ensure Residents receive safe, quality care – a positive care experience. They also assist with concerns or complaints as they work to maintain a positive and safe environment for Residents, families/friends and staff.

## KEY RESPONSIBILITIES INCLUDE:

**Staff Supervision:** Oversee, mentor and direct the nursing staff and other support staff to ensure effective team performance.

**Care Coordination:** Collaborate with Residents, families/friends and staff to ensure Resident care needs are met.

**Regulations:** Ensure units comply with regulatory standards and Cassellholme policies.

**Operations:** Oversee day-to-day operations of the unit, and uphold health and safety regulations.

**CONTACT YOUR UNIT MANAGER** if you have questions or concerns related to care, daily routines, staff communication, Resident safety, changes in a Resident's condition, or any other concerns regarding your experiences on the unit.



**Lindsay Joncas**  
Fir/Larch/Spruce  
ext. 288



**Jillian Marchand**  
BTSU/Cedar  
ext. 4621



**Cassandra Pugh**  
Birch/Willow  
ext. 252



**Melissa Virdiramo**  
After Hours  
Unit Manager  
ext. 301



# YOUR TEAM

## CARE CONFERENCES

**There are three kinds of care conference. Family/friends, POAs/SDMs and Residents [as appropriate] are invited to participate in each meeting and bring any questions/concerns they may have.**

1. **Admission:** Residents have a care conference within six weeks of admission. This is an opportunity to discuss how the Resident is settling into the Home. Family and Residents [as appropriate] are invited and encouraged to participate.
2. **Situational:** If there's an event, critical incident or Resident, family, or POA/SDM request, a care conference can be scheduled at any time. These conferences are solution focused.
3. **Annual:** Each Resident has an annual care conference to discuss their condition, diet, participation in activities plus any family/friend POA/SDM concerns or questions.

If family or POAs/SDMs involved in a Resident's care are unable to attend a care conference in person, they can attend by phone.

**When Residents are admitted to Cassellholme, the Clinical Team develops an initial, Resident-focused care plan unique to each Resident.**

### **A Clinical Team may include:**

- Nurses [RN, RPN]
- Behavioural Support Staff [BSO]
- Resident & Family Navigator [RFN]
- Supervisor of nutrition and house-keeping
- Manager of Activities
- Spiritual & End-of-Life Coordinator
- Physiotherapist
- Physiotherapist Assistant [PTA]
- Restorative Care Nurse
- PSW

If a Resident's situation/health changes, or there are concerns such as frequent falls, unsafe smoking, responsive behaviours, etc., a member of your Care Team may organize a situational care conference. The goal is to adjust the care plan to ensure the Resident is getting the support needed.

Families/friends, POAs/SDMs or Residents can contact the Resident & Family Navigator or Unit Manager to request a care conference outside the schedule. [www.cassellholme.ca/contact/who-to-call](http://www.cassellholme.ca/contact/who-to-call)



# STAFF BUDGETING

**Cassellholme is excited to highlight some of our increased staff hours between 2019 and 2026.** Staff hours are budgeted [averages] from January to December of each year. Actual staff budgets change mid-year – around April, as new funding from Ontario’s Ministry of Long-Term Care [MOLTC] is announced annually. For more information, [www.ontario.ca/page/long-term-care-homes-level-care-diem-occupancy-and-acuity-adjustment-funding-policy](http://www.ontario.ca/page/long-term-care-homes-level-care-diem-occupancy-and-acuity-adjustment-funding-policy)

Keep in mind that actual staffing levels may vary based on staff availability to work these shifts. These charts exclude positions [i.e. PSWs and RPNs] working in the BSO, High Intensity Needs, One-to-One, Resident Assessment and other areas of the Home.

**Other vital frontline roles like Food Service, Housekeepers and Maintenance also saw hours increase over this time period.**

## BUDGETED STAFFING COMPLEMENT: PERSONAL SUPPORT WORKERS [PSWS]

Shift	2019	2020	2021	2022	2023	2024	2025	2026
Days	27	29	29	34	32	39	38	31
Evenings	20	20	20	22	23	25	26	31
Nights	6	6	7	9	10	10	10	12
<b>24hr Total</b>	<b>53</b>	<b>55</b>	<b>56</b>	<b>65</b>	<b>65</b>	<b>74</b>	<b>74</b>	<b>74</b>
<b>Increase, 2019 to 2026:</b>								<b>21</b>

### 40% INCREASE

Cassellholme budgeted 53 PSW shifts/24-hour period in 2019. That increased to 74 planned shifts in 2026.

## BUDGETED STAFFING COMPLEMENT: CART REGISTERED PRACTICAL NURSES [RPNS]

Shift	2019	2020	2021	2022	2023	2024	2025	2026
Days	7	7	7	10	9	9	11	10
Evenings	7	7	7	7	8	9	7	10
Nights	4	4	4	4	4	4	4	4
<b>24hr Total</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>22</b>	<b>24</b>
<b>Increase, 2019 to 2026:</b>								<b>6</b>

### 33% INCREASE

Cassellholme budgeted 18 RPN shifts/24-hour period in 2019. That increased to 24 planned shifts in 2026.

