

Cassellholme Family Council Meeting

Boardroom & Zoom

Tuesday February 10th, 2026

- Welcome (2:05 p.m.)** The Family Council held this in-person meeting in the Boardroom 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 (10)** Lorraine Aspinall, Cathy Barnhart, Mary-Lyn Bondetti, Rosanne Brear-Pelland, Karen Gooch (Recorder), Elizabeth Hendersen, Monique Peters (Chair), Blanche-Hélène Tremblay, Shelly Warren, Collette Whitehead
- 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.
- Introductions** Monique Peters welcome Collette Whitehead to the meeting whose 103 year-old father recently moved into the new building. All members introduced themselves to our newest member.
- Cassellholme Update** Tracy Davis, Family Council Staff Assistant, offered the following update about what is happening at Cassellholme.
- BSU – Tracy has spoken with Angie Punnet about the status of the 24 Behavioural Support Unit (BSU) beds. The province has not confirmed the funding for these beds yet and there is no timeline for this to happen. Once approved, Cassellholme will receive extra funding to hire specially trained staff for this unit. There are specific criteria for residents who will occupy these beds and approval comes through Ontario Health at Home. Cassellholme doesn't have input into who gets these beds. This unit is not the same as the former Cherry Lane in the old building which was reserved for residents who had a tendency to wander.
 - Bathing – An audit is planned to look at bathing protocols but no timeline has been given. Each resident is supposed to receive 2 baths a week. The recent government found no issues with bathing in the facility but anecdotally there are still some issues such as how to deal with residents who refuse to have a bath especially when the request comes from an unfamiliar staff member. Some Family Council members would like to see a return to the bath-line model rather than having one member of a five person PSW team tied up giving baths. Some feel this adds pressure when staff shortages are already a problem.
 - PSWs – Members of Family Council shared concerns with Tracy around how PSWs are assigned to residents. Since the new building has opened, there seems to be a lot of new and part-time PSWs working leading to confusion for some residents. It is also difficult when visiting to find out which PSW is looking after their resident. White boards at each bed have

been suggested in the past, but other suggestions were offered such as a board at the nursing station listing daily PSW room assignments or perhaps a there could be one consistent contact person on the floor each day.

- TV Issues – Tracy was asked if there was an update regarding TV and internet issues including setting up universal remotes and timing of internet availability. Tracy offered to speak with Billy Brooks about this. One member has found a solution to the timing out of the TVs and offered to share instructions.
- Next Meeting Guest– Tracy suggested that we invited Mel Cross, Director of Care to our next meeting to discuss this and other issues. Tracy offered to arrange this.
- Orientation – There is no update about the timing of a proposed family orientation event.
- Satisfaction Survey – The annual Satisfaction Survey was re-sent after our last meeting since it appears that a number of people did not receive it. The data are currently being collated.

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

Agenda

Motion 003/26

Shelly Warren/ Lorraine Aspinall moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 004/26

Karen Gooch/ Shelly Warren moved that the minutes from the January 13th, 2026 meeting be accepted as presented.

Carried

Business Arising

None

New Business

Research and Advocacy

- Monique Peters offered encouragement to Family Council members to review the Resident's Bill of Rights. This is very helpful when advocating for your resident and a reminder that it is important to speak up if you see something happening where any resident is not being treated with dignity and respect. The Resident's Bill of Rights should be posted in prominent spots around the building. They are posted near the elevator in the old section of the building, but several members remarked that they don't recall seeing them posted in the new building.
- Monique also encouraged people to check out websites for Family Councils Ontario, The Ontario Caregivers Organization and the Ontario Association of Residents' Councils.
[Family Councils Ontario \(Home\)](#)
[Homepage - Ontario Caregiver](#)
[Ontario Association of Residents' Councils - OARC](#)

Chair Report Monique Peters offered the following report.

- A ministry on-site inspection occurred January 19th – 23rd, 2026 with a follow-up on January 26th – 27th. As required, Monique was notified as the representative of Family Council that an inspection was taking place. She was given a briefing by phone once the inspection was complete, and the inspection will be posted once it has been prepared and translated into French.
- This was a complaint driven inspection where two issues were addressed.
 - The first resulted in a written notification of non-compliance where care was not documented. This was related to the frequency of bathing and there is a March 6th, 2026 deadline for Cassellholme to correct this situation. POAs can see their resident's records with a written request if they wish to review them.
 - The second issue concerned a period when the water temperature was out of range in the new building and it took a very long time for warm water to reach the tap in some resident rooms.
- Monique attended the last Board of Management meeting where it was announced that approval for the BSU beds will happen on April 1st, 2026 at the earliest.
- A date for the Celebration of Life service has not been set yet. They are looking at holding a virtual event.

Board of Management The next Board of Management meeting is scheduled for February 19th, 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 Given that a number of members had to leave for other engagements the usual time of discussion was not held.

Other Business None

Next Meeting The next meeting will be on Tuesday, March 10th, 2026 at 2:00 p.m. in the Cassellholme Boardroom.

Adjournment The meeting was adjourned at 3:15 p.m.

Chair, Monique Peters

Recorder, Karen Gooch