

## Cassellholme Family Council Meeting

Cassellholme Boardroom & Zoom

Tuesday March 10<sup>th</sup>, 2026

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### 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-Lynne Bondetti, Rosanne Brear-Pelland, Karen Gooch (Recorder), Elizabeth Hendersen, Anne McIntyre, Monique Peters (Chair), Shelly Warren, Colette Whitehead

Guests Tracy Davis (Spiritual Activities & Volunteer Coordinator), Mel Cross (Director of Care)

### 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. She also reminded people about International Women's Day which was on March 8<sup>th</sup>.

### Cassellholme Update

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

- Staff – A new dietician has been hired and seems to be fitting in well. There is now an after-hours RN Manager in the building 3:30 to 11:30 p.m. Monday to Friday.
- Construction Update – The demolition of Apple and Maple has been completed. The fire alarm was triggered twice when dust levels from the demolition became too high. The reconstruction project is expected to take 5 years to fully complete.
- Behaviour Support Unit (BSU) – Several Managers from Cassellholme went to a long-term care facility in Sudbury to tour their BSU. It was a very informative visit.
- Tracy's Position – Tracy informed Family Council that her position has been redefined and part of her time will now focus on end-of life and palliative care. The plan is to make a Palliation Passport for all residents in consultation with family members. This Passport will become part of a resident's chart and will go with a resident if they are transferred to the hospital. Tracy stated that MAiD can be arranged for residents at Cassellholme if that is their wish. Tracy will also spend time arranging training in palliative care for staff members and offering staff support when a resident dies. There was a question about dedicated space at Cassellholme for palliative residents. This is difficult since there are often a number of palliative residents at any one time and it becomes hard to prioritize who should have use of such a space.
- Volunteers– Tracy has been working to help match positions with the skills that individual volunteers have. There are 5 dogs and 1 cat that are brought into the building on a regular basis to visit the residents. This is very popular.

- Celebration of Life – There are plans to hold a Celebration of Life event on April 18<sup>th</sup>, 2026. The plan is to hold a celebration 4 times a year moving forward. This will be a hybrid event where people are able to join using *Zoom*. The hope is that this will encourage wider participation including staff, current residents and family members who are not available to attend in-person. Pictures and/or videos of those who have died will be displayed as part of the celebration.
- Shoutout Board – Tracy offered a reminder about the Shoutout Board where people can leave positives messages for staff members to affirm their good work. The board is in the main hall in the old building and is visible for all staff members since they must use the back entrance to the building.
- Residents' Council – Tracy has been working to change the way the Residents' Council operates and is planning to provide more opportunities for education and discussion.
- Masks – The current masking policy has been mandated by Cassellholme. Masks can be removed when visitors and staff are not around residents. There is no longer an outbreak, but COVID is present at other long-term care facilities in the region and a significant number of staff are calling in sick. Some Family Council members are concerned that some visitors are choosing not to wear a mask. Can masking be enforced for visitors? Tracy will check into this issue.
- TV/Phones – There are still issues with the TV, phones and internet in the new building. Perhaps there should be more general communication about how individuals can solve problems and what responsibility care staff have in dealing with issues.

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

## Guest

Monique Peters welcomed Mel Cross, Director of Care who spoke to Family Council and addressed some concerns expressed by members changes since the new building opened.

- Mel made the choice to change the staffing model when the new building opened. One of the goals was to try and use staff in a more creative way since the budget does not allow for the hiring of more staff.
- Recently, starting with the Spruce Unit, a supervisor has been on the floor from 6:30 to 11:00 p.m. This has provided of view of how things are working on the floor and has allowed for the monitoring of staff. There have been staffing issues and the hope is that having a supervisor available during the evening will set up a culture shift by setting expectations for the front-line staff. There have been mixed reviews from the staff, but many appreciate having a supervisor available. Some Family Council members stated that they have seen more consistency in the care being provide since this has been implemented.
- Going forward a supervisor will be assigned to other units on a rotating basis with no expectation of when this will happen. There is no funding to provide supervisory staff on all floors on a regular basis.

- There was a question about the role of the staff person who has been monitoring the entrance in recent weeks. This is required to monitor the activities of specific residents.
- Concern was expressed about how to find the code that is required if residents in the new building leave the floor. All staff are informed about where the code can be found when they start working on a unit.
- It was brought to Mel's attention that the Resident's Bills of Rights and information about the complaints process have not been posted in highly visible locations around the new building.
- Mel stated that there have been many lessons learned during the opening of the new building. There is certainly room for improvement in communications during this time of change for everyone. Management will be looking closely at issues that have arisen when planning the move into the new section that is now under construction.
- Mel reminded members that they can reach out to her personally if they have any concerns

Monique Peters thanked Mel for taking time from her busy schedule to come and speak with us.

## Agenda

### Motion 005/26

Lorraine Aspinall/ Cathy Barnhart moved that the agenda be approved as circulated.

**Carried**

## Minutes of Previous Meeting

### Motion 006/26

Karen Gooch/ Colette Whitehead moved that the minutes from the January 13<sup>th</sup>, 2026 meeting be accepted as presented.

**Carried**

## Business Arising

None

## New Business

### Research and Advocacy

- Monique Peters provided the following links that outline the long-term care home complaint process:
  - [Long-term care home complaint process | ontario.ca](https://www.ontario.ca)
  - [How to make a complaint - CLEO \(Community Legal Education Ontario / Éducation juridique communautaire Ontario\)](https://www.cleo.on.ca/en/education-juridique-communautaire-ontario)
- 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 \(Home\)](https://www.familycouncilsontario.ca/)
  - [Homepage - Ontario Caregiver](https://www.ontariocaregiver.com/)
  - [Ontario Association of Residents' Councils - OARC](https://www.ontariocouncils.ca/)

### Chair Report

Monique Peters offered the following report.

- Monique informed Family Council that the new building now has a liquor license.

- There was a LTC Ministry inspection on February 23<sup>rd</sup> - 27<sup>th</sup> where several issues were addressed. Monique was informed of the inspection at the time and was debriefed by phone on March 3<sup>rd</sup> about the general nature of the complaints by the lead inspector. Once the official written report has been completed and translated into French, it will be posted online on the LTC report page.
- Monique attended the February Board of Management meeting. It was a heated meeting where 2 board members were dismissed. *Bay Today* contacted Monique for a comment on behalf of Family Council. She did not respond as this is not something Family Council should be addressing as our role is to advocate for the residents. If members of Family Council wish to express their opinion publicly about board issues they are free to do so as a private citizen, not as a representative of Family Council. Monique reminded people that minutes from the Board of Management meetings (including operation reports) can be found on the Cassellholme website.  
[Board of Management | Cassellholme](#)

**Board of Management** The next Board of Management meeting is scheduled for March 26<sup>th</sup>, 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 was a new inspection report posted on February 2<sup>nd</sup>, 2026  
[Home Report](#)

**Discussion/ Sharing** There was a brief time for general discussion among Family Council members.

- It was agreed that it was good to have Mel Cross speak with us.
- It is ok to remind staff members to wear their masks if they are working in your resident's room.
- Several people spoke about bringing treats to staff share during their shift.

**Other Business** None

**Next Meeting** The next meeting will be on Tuesday, April 14<sup>th</sup>, 2026 at 2:00 p.m. in the Cassellholme Boardroom.

**Adjournment** The meeting was adjourned at 3:40 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch