

NEWS @ CH

CASSELLHOLME



Wondering what all those construction sounds are all about, check out the live web cam on our website.

www.cassellholme.ca/redevelopment/live-web-camera/



Our unannounced MOLTC inspection was outstanding. Kudos to all staff!

[More on page 02.](#)

Summer BBQs starting in July – [Tuesdays 12–1:30]. Get your tickets early.

[More on page 06 & 12.](#)



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WHAT'S NEW

@ CASSELLHOLME



MOLTC INSPECTION Under the Fixing Long-Term Care Act, 2021 [FLTCA], Ministry of Long-Term Care [MOLTC] inspectors conduct unannounced, on-site inspections.

Cassellholme recently underwent such a proactive inspection.

The comprehensive review focused on key areas such as plans of care, infection prevention and control [IPAC], medication and pain management, dining services and abuse prevention.

We are proud to share that the inspection identified only one area for improvement related to pain management.

Our Clinical Team is already actively reviewing and enhancing our current practices to address this finding.

This outstanding result reflects the dedication, professionalism and commitment demonstrated by staff across all departments. Thank you to everyone who contributed to this success. This finding is testament to the high-quality care and services we provide every day.

Congratulations!
Hats off to all staff
in all departments.



FOOT CARE PROVIDERS are a third-party, outside service that are arranged and paid for directly by Residents, family or friends. We keep a list of foot care certified providers for you to contact.

Many are fully booked throughout the community, but A Step in the Right Direction is a new provider and has availability.

A Step in the Right Direction
Steph Lafleur

705-644-0561
triniden@hotmail.com

Janet Lampkin
226-663-0453
janet.lampkin@me.com

Debra Hatt
705-492-0909
Dhattgrandma@gmail.com

Oxbow Health
Naiomi Kanhai
705-825-0337
info@oxbowhealth.ca

Nurse Next Door [temporarily on hold]
Maria Taylor
289-451-6374
Maria.taylor@nursenextdoor.com





DESIGNATED SMOKING AREAS

We are committed to maintaining a safe, respectful, welcoming environment for all Residents, visitors and staff. We must also comply with the Smoke-Free Ontario Act. Take a moment to review this information and ensure that smoking and vaping are only happening in approved locations.

Your cooperation helps us maintain compliance with legislation, while respecting the comfort and safety of everyone who lives, visits or works in our Home.

Residents may smoke in the fenced-off, designated smoking area accessible through the exit at the end of the Administration Hall.

Staff and Visitors may use the Resident's designated smoking area. The designated smoking area in the rear parking lot is intended for staff and visitors only.



BOOK YOUR TRISHAW RIDE

If you haven't had a chance to enjoy a ride in our trishaw bike, book now. It's a real treat! The seating 'basket' is very easy to get into. The cushions are soft and comfortable with a seatbelt for each passenger. To book your ride, contact Jen Leach in the Activities Department at **705-474-4250 ext. 225** or leachj@cassellholme.on.ca.



SMOKING AND VAPING ARE NOT PERMITTED AT THE ENTRANCE OR OTHER NON-DESIGNATED AREAS.

Under Ontario's Smoke-Free Ontario Act, smoking and vaping are prohibited within nine meters [± 27 ft.] of any entrance or exit of a Long-Term Care Home.

Only use the designated smoking areas and dispose of smoking materials responsibly.

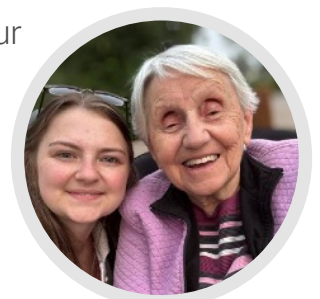
Thank you for helping us maintain a safe, clean and respectful environment for Residents, visitors and staff.



SUMMER CONCERT SERIES

Starting July 8th, the Assante Bus will be available to take Residents to the waterfront summer concert series every Wednesday evening.

If you'd like to meet your loved one for a music-filled summer evening, we'll provide their ride. Sign your Resident up with their unit activity staff.



www.northbay.ca/our-community/events-programs/summer-concert-series/



SPOTLIGHT ON STAFF MENTORS

Cassellholme's **STAFF MENTORS** provide very valuable leadership and guidance to new hires – helping them to feel welcome, supported and confident. They reduce stress, strengthen skills and promote safe, compassionate care. **We're proud to shine a light on how hard our Mentors work to set new employees up for success.**

Jen Leach: Throughout her 21 years at Cassellholme, Jen has been a member of the Activity Department. She creates engagement and connection for Residents and knows how vital activities are to a vibrant and supportive Home.

Julie Green: A Cassellholme staff member since 2015, Julie has served as both PSW and RPN. Julie's wealth of clinical knowledge and hands-on experience, makes her uniquely able as a Mentor. She takes pride in being a reliable resource to the clinical team.

Carole Beaudoin: Part of our Housekeeping team for 9+ years, Carole is very efficient and thorough. She mentors new hires to ensure they know the vital role housekeepers play in maintaining our Residents' Home.

Theresa Dionne: Having worked hard in the Housekeeping and Dietary Departments for 8+ years, Theresa is dedicated to helping others.

The Community Support Services [CSS] Team works together to train new hires. They receive, and deserve, many compliments for their kindness and patience.



Jen Leach



Julie Green, RPN



Carole Beaudoin



Theresa Dionne



Karon Pitt



Sasha Rath

Karon Pitt and Sasha Rath have made a real difference. Their mentorship of new PSWs provide vital training that bridges the gap between the classroom and hands-on work with Residents. Their dedication and guidance helps new PSWs succeed and grow professionally. Their support fosters confidence, competence and a strong foundation for delivering quality Resident care.



SHOUT OUTS TO STAFF WHO EXCEL

CELEBRATING TWO YEARS OF SHOUT OUTS!

Two years ago, we introduced our SHOUT OUT Board as a simple way to recognize the care, compassion and everyday acts of kindness that make our Home so special.

Located in the main hallway across from the copy room, the board has become a wonderful space where staff, Residents, families, friends and volunteers acknowledge one another and celebrate work well done.

Over the past two years, countless notes of appreciation have been shared. These notes highlight the many ways people go above and beyond each day.

Whether it's lending a helping hand, offering comfort, sharing a smile, or making someone's day a little brighter, these moments deserve to be noticed.

Seeing your name on the board can mean more than you might imagine.

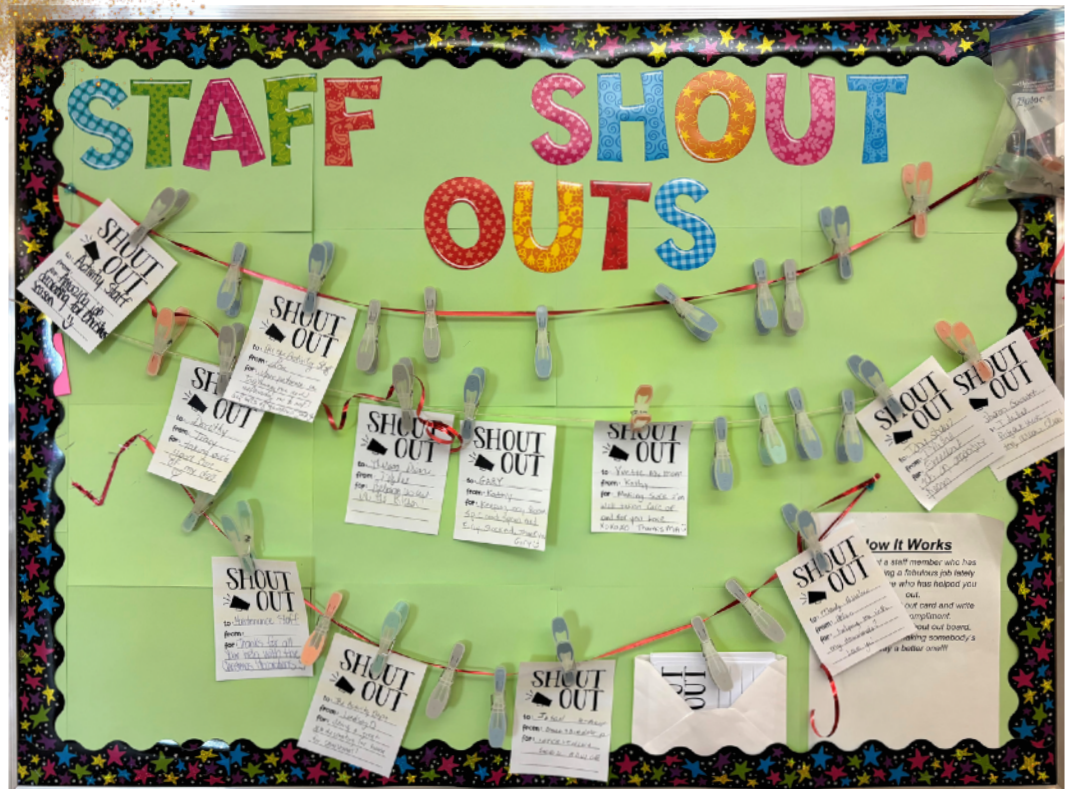


THANK YOU

to everyone who took the time to recognize the goodness around them.

THANK YOU

to all those whose kindness and dedication make this such a caring place to live, work and visit.





UNIT BBQS

TUESDAYS 12:00 – 1:30

WEEKLY RESIDENT UNIT BBQS

Starting in July, we'll host a weekly BBQ for a different unit each Tuesday. Check your unit calendar.

Family and friends of Residents are welcome to come. Decide which meal combo you'd like and purchase a ticket in the General Store before noon on the Monday prior to each BBQ. Staff can also buy tickets.



MENU OPTIONS:

Hamburger Combo \$6.00
hamburger, bun, small chips and a pop

Hot Dog Combo \$5.00
hot dog, bun, small chips and a pop



Tickets can be purchased in the General Store. We encourage you to buy your tickets early to help us plan for these BBQs. Let us know if you'd like a vegetari-





FAMILY/FRIENDS ORIENTATION NIGHT

Moving into LTC is a significant transition for Residents and their families/friends.

Join us for a Family/Friends Orientation Night. Everyone is welcome. This session is especially intended for loved ones of Residents who moved into Cassellholme in April – June 2026.

This informal evening will introduce you to members of our senior leadership team. You'll also learn about the services, programs and people that support Residents every day.

- ✓ the roles of each department and how they support Residents
- ✓ nursing care and services provided by our Nurse Practitioners and medical team
- ✓ how physicians and other healthcare professionals provide care to Residents
- ✓ external services available to support Residents and their loved ones
- ✓ care conferences and how families/friends can participate in care planning
- ✓ recreation and activity programs
- ✓ dining services and the Resident dining experience
- ✓ who to contact when you have questions or concerns
- ✓ what to expect as at Cassellholme

You'll have an opportunity to ask questions, meet other families and gain a better understanding of how to navigate life at Cassellholme.

We want you to feel informed, supported and connected from the start. Our goal is to ensure that every Resident and their family/friends feels welcomed, informed and confident. We want you to know what to expect and where to turn for support throughout your journey with us.





INFECTION PREVENTION & CONTROL

WINDOWS

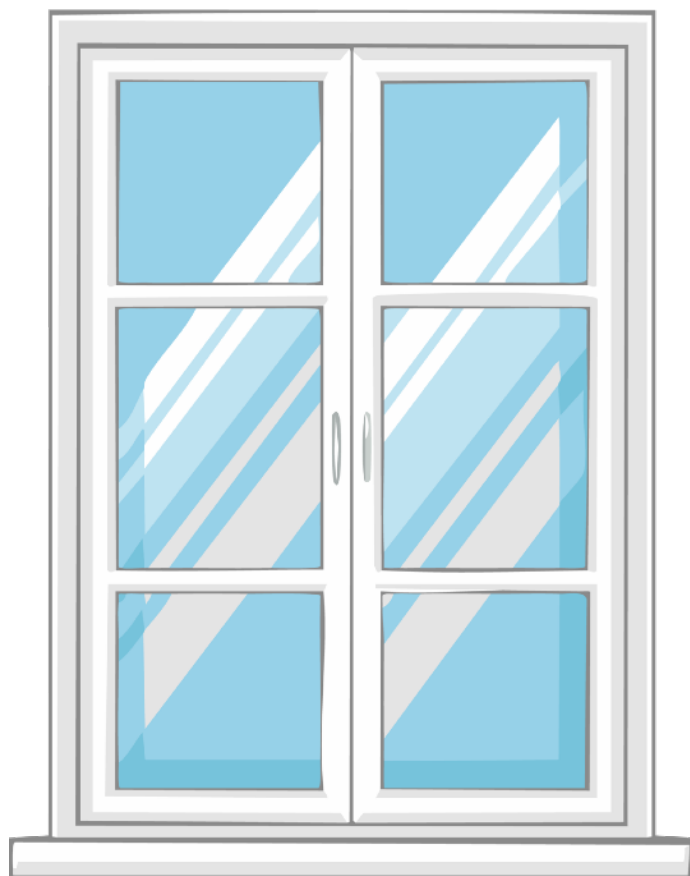
Spring weather has definitely arrived in North Bay. Looking forward to the fresh air, some have asked why certain windows won't open. Simply put, the windows facing the construction have to remain shut and have been rendered inoperable.

Construction activities generate dust, debris and microscopic airborne particles that may carry irritants and microorganisms. These particles can increase the risk of respiratory irritation and infections.

Many Residents have chronic lung disease, weakened immune systems, or other complex medical conditions. Keeping windows closed on the construction side is an important infection prevention and control measure. It helps us maintain indoor air quality and protects the health and safety of Residents and staff.

Also, as a health care facility, we must follow the Canadian Standards Association Z317.13.17 – Infection Control During Construction, Renovation, and Maintenance of Health Care Facilities. This standard provides guidance on performing infection control risk assessments and implementing measures to minimize the spread of dust and airborne contaminants during construction projects in healthcare environments. Compliance with these preventative measures is monitored by the local Health Unit.

“Thank You” for your understanding.



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



END-OF-LIFE SUPPORT MATTERS

DYING WELL means honouring values, preferences and relationships, while providing comfort and support to Residents and their families. Cassellholme is committed to ensuring that every Resident receives compassionate, person-centred care throughout their life journey.

A key initiative supporting this commitment is the introduction of the End-of-Life Passport.

Our aim is to encourage earlier and more meaningful conversations about end-of-life wishes. Rather than waiting until a Resident is actively dying, the Passport tells us what matters most to them before those final days arrive.

The Passport captures a Resident's preferences, including spiritual and cultural practices, music or sounds they find comforting, preferred bed positioning and other personal wishes.

We want to enhance their comfort and dignity. We also hope to create opportunities for legacy work, allowing Residents and families to reflect on memories, accomplishments, values and messages they wish to leave behind. These conversations also solidify advance care planning and goals of care – especially as health conditions change.

By exploring this information sooner, we can reduce uncertainty for families and better align care with each Resident's values and wishes.



End-of-Life Passport

I'm providing this information to help my caregivers know my preferences and needs – especially when I may not be able to express them directly or clearly. Thank you for respecting my wishes.

ABOUT ME, MY BELIEFS AND PREFERENCES

my full name	my preferred name, pronouns, nicknames
languages I speak in order of preference	my spiritual and/or cultural needs at the end of my life
who brings me the most comfort	my sound preferences [type of music, audiobook, quiet]
who would I prefer was not involved in my care	my touch preferences
my preferred position in bed [back, left side, right side]	what else brings me comfort and/or peace
my food preferences	

MY FINAL WISHES AND LEGACY

my final outfit [if any]	would I like an honour guard
things I'm most proud of in my life	what I want to be remembered for

400 Olive Street North Bay ON P1B 6J4 www.cassellholme.ca • 705-474-4250	CASSELLHOLME Compassionate care for life's journey.	THE CASSELLHOLME VISION – DARE Dignity • Accountability • Respect • Excellence
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The Passport is one part of a broader effort to strengthen palliative and end-of-life care at Cassellholme. We're also investing in ongoing staff education to increase knowledge, confidence and skills in providing this care.

Through education, communication and person-centred planning, Cassellholme aims to create a Home where Residents are supported to both live and die well. We want their journey to end with them surrounded by dignity, comfort and compassionate care.



YOUR TEAM

QUALITY IMPROVEMENTS

At Cassellholme, we are committed to providing safe, high-quality and Resident-centred care. As part of Ontario's Long-Term Care requirements, under the Fixing Long-Term Care Act, 2021, **every Home is required to maintain several mandatory clinical programs designed to support the health, safety, comfort and well-being of Residents.**

The key mandatory Quality Improvement Programs [QIP] are:

1. Falls Prevention
2. Pain Management
3. Skin and Wound Care
4. Continence Care

Each program plays an important role in supporting Resident health and quality of life.

They also help us monitor overall trends and outcomes related to care.

The Falls Prevention Program focuses on reducing the risk of falls and related injuries. We do this through regular assessments, safety interventions, restorative approaches, environmental monitoring and personal care strategies.

The Pain Management Program helps ensure that Residents experiencing pain are identified. We assess, monitor and support them with appropriate interventions to improve comfort and quality of life.

The Skin and Wound Care Program focuses on maintaining skin integrity and preventing pressure injuries and other wounds. We do regular skin assessments, treatment monitoring, nutritional support and preventative care.

The Continence Care Program offers individualized toileting and continence plans to Residents. The aim is to promote dignity, comfort, skin health and overall well-being.



In addition to supporting individual Residents, each program is overseen by an interdisciplinary committee. They monitor overall health and quality outcomes within the Home. These committees regularly review Quality Indicators, trends, incidents, audits and areas of increased risk or concern.

Using this information, the teams work together to identify opportunities for improvement, develop quality initiatives and provide ongoing staff education to support best practices in care.

Continuous monitoring, collaboration and quality improvement efforts help ensure Residents receive compassionate, evidence-informed care in a safe and supportive environment.

CASSELLHOLME'S STAFF EXPERTISE AND OBSERVATIONS CONTRIBUTE SIGNIFICANTLY TO IMPROVEMENTS IN THE HOME.



STAFF BUDGETING

Cassellholme is excited to highlight and share more of our increased staff hours – 2019 to 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

Actual staffing levels may vary based on staff availability to work these shifts.

BUDGETED STAFFING COMPLEMENT: DIETARY DEPARTMENT

Position	2020 Budget	2026 Budget
Cook	3,233	5,564
FSW	40,567	43,836
Total	43,800	49,400
FTEs	21	24
Increase, 2020 to 2026:		13%

13% INCREASE

Cassellholme budgeted 21 full-time cooks and food service workers in 2019. That increased to 24 in 2026.

Source: 2020 and 2026 Cassellholme Board approved operating budgets

BUDGETED STAFFING COMPLEMENT: HOUSEKEEPING AND LAUNDRY

Position	2020 Budget	2026 Budget
Housekeeper	27,664	34,112
Laundry	11,263	13,312
Total	38,927	47,424
FTEs	19	23
Increase, 2020 to 2026:		22%

22% INCREASE

Cassellholme budgeted 19 full-time housekeeping and laundry employees in 2019. That increased to 23 in 2026.

Source: 2020 and 2026 Cassellholme Board approved operating budgets



HAMBURGER, COLD SALADS,
\$8.50
 COLD DRINK & DESSERT

HOT DOG, COLD SALADS,
\$7.50
 COLD DRINK & DESSERT

Tickets are available in the General Store. We encourage you to buy your tickets early to help us plan for the BBQs. Let us know if you would like a vegetarian option.

**COMMUNITY
 BBQ SOCIAL**

**TUESDAY
 JULY 21 & AUGUST 18
 12-1:30 P.M. [AUDITORIUM]**

FUNDRAISERS

Help us celebrate our terrific, hardworking staff. All ticket sales will be used to fund staff "THANK YOU" events throughout the year [such as the Holiday party].

EVERYONE IS WELCOME
 RESIDENTS, FAMILIES, FRIENDS & STAFF