OCTOBER, 2026

NEWS @CH

CASSELLHOLME



Phase Two construction is well underway. Check out the live web cam on our website to the activity.

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

We continue to update the entry system with a new doorbell and signage.

More on page 02.

On Friday, October 30, staff are invited to work in Halloween costumes. There'll be treats and prizes.

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WHAT'S NEW @ CASSELLHOLME



ANNUAL SATISFACTION SURVEY!

The Satisfaction Survey is available. Please return your printed copy or complete it online by Monday, November 2nd.

Your feedback goes directly into our Quality Assurance and Performance Improvement Program. We review every result to identify strengths, set priorities, and build action plans that shape the care and experiences we provide every day.

Every response helps us to continue building a safe, welcoming, Resident-centred Home.



THANK YOU FOR COMING OUT TO OUR COMMUNITY SOCIAL BBQS!

We had so much fun getting to know you all – and counting unfortunate ketchup drips.

We're also filled with gratitude for all the kind words and ticket sales that will support various Staff Appreciation Events. We're in the process of planning a really special Holiday Party for the Staff. Your support for our hardworking team is very much appreciated!



THE NEW ENTRY SYSTEM

The new keypad system is in use at the front entrance. It's there for the safety of our Residents and staff, and not as a barrier to visiting.

Guests remain very welcome!

- **Monday to Friday, 8 a.m. to 4 p.m.**
  The entrance will remain open.
- **Monday to Friday, 4 p.m. to 9 p.m.**
  Entry will be available using the keypad.
- **Saturday and Sunday, 8 a.m. to 9 p.m.**
  Entry will be available using the keypad.
- **Every day, after 9 p.m.**
  The door will be locked. Use the doorbell.

The new keypad uses the same code as the exit keypad. If you don't have the code, ring the doorbell and a team member will let you in. We're updating the doorbell and signage to finish the transition.



BALCONY CLOSURES

The balconies will be closed to everyone [staff, Residents and visitors from October 19th, 2026 to May 1st, 2027.

NEW ORIENTATION NIGHT: TUESDAY, NOVEMBER 10TH AT 6:00 P.M.

Moving into LTC is a significant transition for Residents and their families/friends. Join us for a chance to chat with our leadership team.

You'll also learn about the services, programs, and people who support Residents every day. Some of the topics we cover:

- ✓ the roles of each department
- ✓ nursing care
- ✓ external services available to support Residents and their loved ones
- ✓ care conferences
- ✓ recreation and activity programs
- ✓ who to contact when you have questions
- ✓ what to expect from life at Cassellholme



Everyone is welcome.

It's a great opportunity to ask questions and meet other families/friends of Residents.

It's also a great way to gain a better understanding of life at Cassellholme

THE FALL/WINTER MENUS STARTED OCTOBER 5TH

Our Residents seem to be enjoying the new Fall/Winter menu. It's too soon to know which meal is the favourite.

To see what's on the menu on any day, go to our home page or www.cassellholme.ca/services/menus/

ANNUAL FLU VACCINES

Flu [influenza] shots are here! Vaccinations for **Residents** have started.

Staff, watch for clinic dates coming by the end of this week. If you get your flu shot somewhere else, you must show your 'proof of vaccination' to your supervisor.

JOIN OUR TEAM!

We're always looking for good people to join our team.

If you or someone you know is interested in a rewarding job in Long-Term Care, visit our CAREERS page to see current openings. We offer competitive wages and a supportive workplace where you can make a daily difference in the lives of our Residents.

www.cassellholme.ca/careers

Resumes can be sent to: HR@cassellholme.on.ca



SPOTLIGHT ON
THE JOURNEY – PSW TO RPN

JOIN US AS WE CELEBRATE A SPECIAL MILESTONE IN THE CAREERS OF JULIET MUYANGA AND TRIXIE STEVENSON.

Juliet and Trixie are both moving from Personal Support Worker [PSW] to Registered Practical Nurse [RPN] roles at Cassellholme. They're two of four staff members who have recently advanced from PSW to RPN, following in the footsteps of many dedicated team members who have grown their careers within our Home. This achievement shows their dedication and hard work in addition to their love for caring for others.

Supporting Residents with kindness, dignity and respect is at the heart of everything we do. It's wonderful to see our own team members grow into a new professional role.

We believe in learning, growth and career development. Watching a team member take this important step reminds us of the great work our staff do every day and the many chances that come from hard work and determination.

Congratulations, Juliet and Trixie, on this amazing achievement and well-deserved success. We're proud to have you on our team. We also wish you happiness on this next step of your journey and look forward to seeing the positive difference you'll bring to the lives of our Residents and in our Home.



From Juliet Muyanga

In 2021, during the pandemic, my husband lost his job and I had a baby. Finding work was hard. I took the PSW course and a job at Cassellholme. Here, I found my passion for caring for others. Hearing about a government program to train as a nurse, I had to try. My hard work paid off. Becoming a nurse changed me from shy to confident. I couldn't have done it without Cassellholme. They adjusted my work schedule so I could go to school and pay bills. I'm excited to keep learning and give back to our Home and community. Thank you for believing in me.



From Trixie Stevenson

I came to Cassellholme as a PSW student in 2024. I was a nurse in the Philippines, so I enrolled in the Practical Nursing program at Canadore. Balancing school and work was tough, but Cassellholme adjusted my schedule and helped me stay focused. After passing my exam in August, I stepped into my new role as RPN. It's really special to care for the same Residents I once supported as a PSW. I'm proud of my progress and grateful to the entire Cassellholme family.



INFECTION
PREVENTION & CONTROL

The term **'isolation'** is used when a Resident experiences new or worsening symptoms compared to their usual baseline. To help prevent the spread of infection to other Residents and staff, we follow Public Health guidance and put additional precautions in place.

An **isolated Resident** may need to stay in their room for a set time while they are contagious. The length of isolation depends on their illness:

- **Respiratory illness:** 5 days of isolation.
- **COVID-19:** 10 days of isolation.
- **Gastrointestinal illness:** Isolation continues until the Resident has been symptom-free for 48 hours, including no fever.

A negative test result does not automatically mean isolation can end. Required precautions must stay in place until the Resident meets the criteria to end isolation.

Isolation is marked by signage on or near the Resident's door. The sign shows the precautions and personal protective equipment [PPE] required for direct care.

- **Contact precautions – gastrointestinal illness:** Gloves and gowns are required for direct care.
- **Droplet/contact precautions – respiratory illness:** Gloves, gowns, a mask and eye protection are required for direct care.

You might, on occasion, see staff enter a Resident's room without all the PPE on the sign. This usually happens when they are dropping off an item and not providing direct care.

Isolation can be especially hard when a Resident struggles to understand, or remember, they need to stay in their room.

We also know that isolation can affect a Resident's emotional and mental well-being.

When appropriate, and with the required PPE and infection prevention practices in place, Residents may be supported to leave their rooms for walks or to go outside.

Our goal is to keep everyone safe while supporting Resident well-being.

By following isolation signs, using the right PPE and practicing good infection prevention and control [IPAC], we can help stop the spread of infection while continuing to support our Residents' dignity, comfort and quality of life.



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

DENTAL CARE
MOBILE HYGIENIST

Katy Weatherbed, RDH with Nomadic Smiles, is coming to Cassellholme to provide on-site dental hygiene care.

Our Residents will now be able to receive personalized oral health care right in their Home. Services include:

- Dental Hygiene Assessments
- Teeth Cleaning and Polishing
- Fluoride Treatments
- Silver Diamine Fluoride [SDF]
- Temporary Fillings
- Denture and Oral Health Care
- Referral as Needed

Direct billing is available for both private and public dental plans.

To book an appointment, contact Katy directly at 613-602-5403 or info@nomadicsmiles.ca.

You can also reach out to Jillian Marchand, Behavioural Support Transition Manager and Cedar Unit Manager, for more information or to sign up.





NORTH BAY
HAVE YOUR SAY. VOTE NOW.

Your vote matters. Every vote matters.

The 2026 Municipal Election in North Bay will be held online. This means that all ballots will be cast electronically.

FOR CASSELLHOLME RESIDENTS

Online voting is new for most of us and can be challenging. This is especially true for many of our Residents. They can cast their ballots right here at Cassellholme — no travel needed, no need to figure out a device or website.

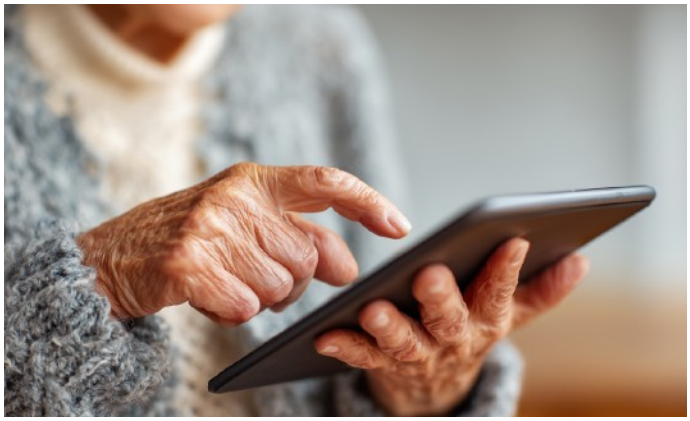
Cassellholme will host a polling station, for RESIDENTS ONLY, on Monday. October 26th, from 10:00 a.m. to 2:00 p.m.

Here's how it'll work:

- ✓ Residents attend in person and receive an individual PIN.
- ✓ The PIN lets the Resident vote privately at the electronic voting stations.
- ✓ Election staff will be available to assist any Resident who needs support.

Administrative Assistant, Sandra Brownlee, has secured all Resident PINs.

If you have any questions or would like to help your Resident with voting, you can contact Sandra at 705-474-4250, ext. 4626.



WHO ARE YOU VOTING FOR?

This election chooses the Mayor, City Councillors and School Board Trustees. Their decisions affect our roads, parks, transit and community services. Voting is your chance to have your say.

To find out more about each candidate, you'll find a list here:
www.northbay.ca/city-government/2026-elections/registered-candidates-and-third-party-advertisers/

FOR NORTH BAY RESIDENTS

North Bay Residents can vote from anywhere using a computer, tablet or smartphone from October 15 to October 26 at 8:00 p.m.

Two Voter Assistance Centres will also be open Monday, October 26, from 10 a.m. to 8 p.m. for anyone who needs a device, internet access or help. www.northbay.ca/city-government/2026-elections/



PHASE TWO
KEY MILESTONES

PILING
Scheduled:
August, 2026

Actual:
August, 2026

BUILDING ENVELOPE
Scheduled:
November, 2027

INTERIOR FINISHES
Scheduled:
May, 2028

COMMISSIONING AND TESTING
Scheduled:
May, 2028

RESIDENTS MOVE IN
Scheduled:
July, 2028

STEEL SUPERSTRUCTURE
Scheduled:
February, 2027

IN PROGRESS



Check out the progress of the build on the live web camera.

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

NORTH WING HANDOVER AND EXTERIOR SITE WORK
Scheduled: January, 2029