

Cassellholme Family Council Meeting

Held by *Zoom*, North Bay, ON

Tuesday February 13th, 2024

Welcome (2:05 p.m.)	The Family Council had planned an in-person meeting but we met using <i>Zoom</i> due to inclement weather. Chair Monique Peters welcomed everyone.
Attendance (6)	Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Blanche-Hélène Tremblay, Brenda Walsh
Guests	Jillian Marchand (Staff Assistant)
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.
Guest Speaker	<p>Jillian Marchand offered an overview of the Satisfaction Survey results based on the presentation that was made at a recent Board of Management meeting. She will also be making the same presentation to the Residents' Council.</p> <ul style="list-style-type: none"> • It is a Ministry of Health and Long-term Care requirement that an annual survey be done at all long-term care facilities. Cassellholme has used the same basic question for the past 6 or 7 years which allows for easy comparison. This presentation provides a summary of the results and comments. • <u>Dietary</u> – There is room for improvement in this area, but there were fewer poor/very poor results. Quite possibly because there was a major change in the cooks in 2022. There were a lot of comments. Generally, it is felt that staff interactions are good, but many find the food unappetizing. • <u>Laundry</u> – Laundry has always been a big issue, as noted by the many negative comments. There is however improvement from last year likely due to the fact that more staff has been hired. One big complaint was that clothes are not always put away properly. In the new building there will be more space for this department which will allow an overhaul of laundry routine. • <u>Housekeeping</u> – A good routine has been established and has resulted in better results. Floors are a big concern, but resources need to be concentrated on keeping touched surfaces clean - floors are not as high a priority. • <u>Daily Care</u> – There was a bit of decline in this area, however the number of excellent results is higher. The staff is generally described as caring, but care is not always completed well and/or in a timely manner – especially on the weekends. The layout of new building should help address some of these issues. • <u>Activities</u> – Before COVID, there were generally very few negative comments about the Activities Department, but this year there were a few. The level of activities is still not back to pre-COVID levels and this is particularly noticeable on the weekends. • <u>Maintenance</u> - This is the first year that maintenance was addressed in the survey, so these are baseline results. The comments indicated that issues are usually addressed in a timely manner. This is a huge job since Cassellholme has a relatively small maintenance staff for a large building.

- Finance/Administration – There were very few negative comments and it was acknowledged that Debbie Pigeon does a good job looking after resident accounts. There has been some more education about how much it costs to live at Cassellholme and there have been fewer complaints once it is known that rates are set by Ministry of Health guidelines.
- Staff – About 2% of the comments were negative with one resident stating that staff don't listen. Education of the residents about the role of staff can play a part in improving this situation.
- Care Plan Communication – There is a need for improvement in this area. Follow-up regarding changes to Care Plans is an ongoing problem and steps are being taken to address this. Communication with front line staff was generally found to be easy, but some found that administration staff is not as approachable. Specific staff members have been spoken to based on some of the feedback.
- General Communication – There are ongoing issues with general communication, but longtime residents and families have noticed an improvement. About 85% of families want email notification from Cassellholme with news about what is going on. The most popular pages on Cassellholme's website are Send-a-card and Who to Call.
- Response Time – There were fewer poor responses about this than in the past and the level of average or excellent responses remained about the same. One of the biggest complaints was the fact that calls are not always returned in a timely manner. This is sometimes due to busyness or the fact that complaints may not make it to the appropriate manager. Residents generally are needing more care and this leads to staff stress.
- Recommendation - Over 90% of survey respondents would recommend Cassellholme to someone else.
- Goals – The following goals have been identified based on survey results:
 - Improved weekend care and activities
 - How to handle incoming phone calls when the General Store is closed
 - Ensure that voicemail messages are updated regularly
 - Improve call bell response time
 - Try to ensure full staffing as much as possible
 - Improved oral care, including staff training about this
 - Improved closet organization and name checking on laundry
 - Improved follow-up, not putting off difficult conversations

Cassellholme Update

Jillian Marchand offered the following Cassellholme update.

- Outbreaks – The recent outbreak of rhino virus affected 8 people and was confined to the second floor. Generally respiratory outbreaks are being better contained and last for a shorter duration than is the past.
- Dental Care –Dental Hygienist Emilie Sagle has started offering her services to Cassellholme residents. She should be contacted directly and will be paid at the time of service. [smiles-with-emilie-v02.pdf \(cassellholme.ca\)](#) Since PSWs do not receive any training in dental hygiene, Cassellholme is making arrangements to pay Emilie to offer training sessions for PSWs in some basic oral hygiene techniques for the residents.

- Construction – The target move-in date for the new building will be sometime in October of 2024. There are very specific ongoing discussions about things such as fixtures and locks. Staff will be consulted about what style of bathtub should be installed. Room assignments discussions will begin in May-June. Families and residents will be asked for input and given information about types of rooms and the rates. New rates are set by the government beginning annually in July. The tear-down of Apple and Maple will begin 5 days after the move is completed. Some of the residents from these floors may have the option of moving to the third floor rather than to the new building.
- Staff – There have been 2 new RNs hired recently. There is a lot of training involved to adapt to the routine with the new doctors and the nurse practitioner.
- Activities – There are still some restrictions on global activities, especially during outbreaks. The number of volunteers is increasing which is good news. Monique Peters thanked Jillian for her report and reminded people that any concerns or question should be brought forward to her or Jillian before the next meeting to allow Jillian a chance to review them beforehand.

Agenda

Motion 004/24

Brenda Walsh/ Karen Gooch moved that the agenda be approved as circulated.

Carried

Minutes of Previous Meeting

Motion 005/24

Karen Gooch/ Elizabeth Henderson moved that the minutes from the January 9th, 2024 meeting be approved with one change on page 24002 that clarifies that rooms currently known as private shared rooms will not be available in the new building.

Carried

Business Arising

None

New Business

Research and Advocacy

The Quality Improvement Council held their January meeting. There was a discussion about the fact there were some important issues raised through the Satisfaction Survey that some staff members were unaware of. People will be encouraged to speak with staff directly if they have a problem rather than waiting and then putting comments in the survey to ensure things can be dealt with in a timely manner.

Chair Report

Monique Peters offered the following.

- Monique shared information about the Ontario North Family Council Network (ONFCN) general meeting that was held recently. There was a discussion about care conferences and based on comments made at the meeting it appears that Cassellholme is doing a much better job with these than many facilities in the north. A fact sheet about care conferences is being prepared for circulation to families.

- There was also a guest speaker who talked about being trespassed from her mother's long-term care home which is contrary to Ontario trespass laws. She told her story and talked about her work to inform families, long-term care facilities and local police forces about the rights of residents and their families to be able to visit each other without restriction. The MPP from Thunder Bay was also at the meeting speaking about her work in this area.
- Monique has received information about the Gerry App which is an app that works in conjunction with Point Click Care to allow POAs to view care information about their resident. Monique circulated information about it to Family Council members for review. While it appears like this may be something we would like Cassellholme to consider, now may not be the right time due to the amount of work that is going on related to the redevelopment project. We will revisit this at a later date.

Discussion/
Sharing There was a brief time of discussion for people to share anything about their experiences at Cassellholme.

- We decided that over the coming months we will work on reviewing the Resident's Bill of Rights. There are 19 rights and we will try to review one item at each meeting in order to understand this important document better.

Inspection Reports There have been no new reports posted since our last meeting. All members are encouraged to review these reports.

[InspectionReportPublic2 \(ltchomes.net\)](#)

Board of Management The next Board of Management meeting is March 28th, 2024.

A *Zoom* link can be found at [Board of Management | Cassellholme](#)

Other Business

None

Next Meeting

It was agreed that the next meeting will be in-person and we will spend time looking at the mock-up room. We will invite Dave Smits who is overseeing the redevelopment project to give us a report.

The next meeting will be on Tuesday, April 9th, 2024 at 2:00 p.m.

Adjournment

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

Chair, Monique Peters

Recorder, Karen Gooch