

Cassellholme Family Council Meeting
Cassellholme Auditorium/Zoom, North Bay, ON
Tuesday March 12th, 2024

- Welcome (2:05 p.m.)** The Family Council held our first hybrid meeting since the COVID pandemic started. Most people attended the meeting in person but one person joined 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 (8)** Dianne Armitage, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Rosie Morelli, Monique Peters (Chair), Blanche-Hélène Tremblay, Brenda Walsh
- Guests Jillian Marchand (Staff Assistant), Dave Smits (Director of Facilities and Capital Projects)
- 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** We welcomed Dave Smits who provided Family Council members with an update on the redevelopment project and we toured the mock-up room that is set up in the auditorium.
- Dave invited everyone to check out the Redevelopment page on Cassellholme's website. There is a photo gallery and a live webcam feed of the construction site. There is also a 360° Walkthrough video that is updated once a month to explore the inside of the building as construction progresses. <https://www.cassellholme.ca/redevelopment/>
 - The plan is to start moving residents into the new building in October 2024. Family Council will be invited to tour the building sometime before the move in date.
 - The mock-up room represents a private room. There will be semi-private rooms that are similar except they will have a shared bathroom. Basic rooms will also be similar with a shared bathroom. The rooms will be T-shaped with the halves being a mirror image of each other.
 - Members gathered in the mock-up and Dave pointed out the features of the room. The building will have central air conditioning, but a small section of the windows will be able to be opened. Every resident will have access to a window. All rooms will have a television on the wall and they are looking into the possibility of providing basic cable TV. All rooms will also have a 4-drawer dresser and a hospital table and a chair for visitors. Residents will be discouraged from bringing in their own furniture (with the exception of a lounging chair.) The roomy closets will have a space to store PPE and other supplies that may be required by the staff. There will be drawers that can be locked in both the closet and the bathroom if desired. The window sills will be made of counter-top material, providing room to display cards and flowers.
 - The staff have been providing feedback and several changes have already been incorporated into the room design. There were suggestions about the

height of the sink and television and the location of the towel racks. The wall-to-wall curtain across the window will be narrowed to the width of the window. Family Council members are invited to contact Jillian Marchand if they have any suggestions about the room.

- Monique Peters thanked Dave for taking the time to speak with family Council.

Cassellholme Update

Jillian Marchand offered the following Cassellholme update.

- Inspection – There was a proactive inspection done by Ministry of Long-Term Care on February 26th to look at the Cassellholme in its entirety. In the recent past, almost all inspections were complaint driven or done as the result of a critical incident. Although a report has not yet been received (Family Council should get a copy of this), it appears as if things went well. Inspectors were at Cassellholme for 4 days which is below the average for an inspection of this type which usually takes place over a 2-week period. It doesn't appear as if any major issues were found, but some minor concerns were identified and have already been remedied. Monique Peters and someone from the Resident's Council were invited to meet with the inspectors. Jillian remarked that this was a much more positive experience than inspections in the past.
- Diagnostic Equipment – Funding has been approved that will allow Cassellholme to purchase some diagnostic equipment that will help reduce the number of hospital visits for the residents. Equipment to be purchased includes a bladder scanner, an ecg and some IV pumps. It will take some time to get things in place, but plans are in the works.
- Dietary – The new spring/summer menu is in place with input provided from the residents. International Waffle Day will be marked on March 24th. A Soup's On event will be held where residents, staff and visitors can try and rank a variety of soups. The winner of the tasting poll will be added to the menu.
- Activities – The quarterly Celebration of Life will return for the first time since the start of the pandemic when those who have died will be remembered.
- Infection Control – It appears as if infection control measures may be working. The recent enteric infection which is highly contagious was confined to the third floor.
- Student – There has been a social work student who has been shadowing Jillian since the fall. Unfortunately, her time is almost over, but it has been a valuable experience.

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 006/24 Brenda Walsh/ Diane Armitage moved that the agenda be approved as circulated.	Carried
Minutes of Previous Meeting	Motion 007/24 Karen Gooch/ Lise Cousineau moved that the minutes from the February 13 th , 2024 meeting be approved with one change – the next meeting should be listed as March 12 th .	Carried
Business Arising	None	
New Business		
Bill of Rights	Over the next few weeks, Family Council members will take some time at each meeting to review the Resident’s Bill of Rights. They are required to be posted on each unit in a spot where they can be easily seen. There are 29 rights and residents can enforce these rights by going to court if necessary. At the next meeting we will discuss the right to be treated with respect. 20220411RBR_English.pdf (ontarc.com)	
Chair Report	Monique Peters offered the following. <ul style="list-style-type: none">• Monique attends the Quality Improvement Council meetings representing Family Council and currently they are looking at developing a quality improvement narrative with the focus on the resident experience, that describes what life is like at Cassellholme. They have requested various departments along with the Family and Residents’ Councils to provide a written report to help with this. Monique will write a narrative on our behalf, but she is interested in any feedback Family Council members have. She circulated the narrative from last year for members to review.	
Inspection Reports	There have been no new reports posted since our last meeting. The last report was on October 25, 2023. All members are encouraged to review these reports. InspectionReportPublic2 (ltchomes.net)	
Discussion/ Sharing	There was a brief time of discussion for people to share anything about their experiences at Cassellholme. <ul style="list-style-type: none">• One member described the experience if being put off by a staff member when expressing a concern relating to their family member due to busyness. Advise was given to speak with the Unit Manager about the treatment by the staff member and/or any unaddressed concerns about resident care.• Several people are looking forward to the return of the trishaw rides once the warmer weather settles in.• Monique has made a donation of a Maude Lewis print to Cassellholme in memory of her mom.• We were reminded about International Women’s Day on March 8th. Since this is an important day for many, it was suggested that perhaps notification could be made at Cassellholme even if no official events are planned.	

- There were questions about the procedure for booking a room for family events. People can speak with Jillian Marchand about this or the staff in the General Store are also able to book rooms.
- We discussed possible quest speakers for future meetings. Suggestions included Activities Manager Mandy Gilchrist, Volunteer Coordinator Derek Callahan, Spiritual & Cultural Engagement Lead Tracy Davis or Mary Pat Sullivan a registered social worker and social gerontologist at Nipissing University.

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 The next meeting will be on Tuesday, April 9th, 2024 at 2:00 p.m. It will be a hybrid meeting with the in-person portion taking place in the Armstrong Room.

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

Chair, Monique Peters

Recorder, Karen Gooch