

Cassellholme Family Council Meeting

Cassellholme Armstrong Room/Zoom, North Bay, ON

Tuesday April 9th, 2024

Welcome (2:05 p.m.)

The Family Council held this in-person meeting in the Armstrong Room at Cassellholme with several people attending using *Zoom*. We will continue providing a *Zoom* link for future meetings for those who cannot attend in person. Chair Monique Peters welcomed everyone. Birthday wishes were offered to Blanche-Hélène Tremblay's mother Mae who joined briefly on Zoom as she celebrated her 96th birthday.

Attendance (8)

Dianne Armitage, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Monique Peters (Chair), Blanche-Hélène Tremblay

Guests Jillian Marchand (Staff Assistant), Mandy Gilchrist (Activities Manager)

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 Activities Manager Mandy Gilchrist, who presented a slide show to give Family Council members with an overview of Cassellholme's activities program. There are 10 staff members supervised by Mandy.

- A monthly calendar is prepared that is customized for each of Cassellholme's units and a copy is posted in every resident's room. There is also a white board in each unit to highlight daily activities.
- There is a goal of 3 direct contacts with activity staff per resident per week. Contacts under 10 minutes in length are not documented. One-to-one contact is prioritized for residents that are considered at risk for social isolation due to non-participation in activities. Students are able to help provide extra contact and contact is reviewed weekly. There is also one-on-one support for BSO residents in the sensory room to provide de-escalation when required.
- Other individual activity programming includes: gentle-touch massage, virtual visits for out-of-town family members, bedside music and reading (including audiobooks), once-a-week pet therapy and travelling treats.
- Currently there are no restrictions on global activities – but this could change if there is an outbreak. There are some events being held in the auditorium and some in the dining rooms on each unit.
- Summer programming will start in May with weekly barbeques and garden parties. Many are looking forward to the return of the trishaw rides using equipment borrowed from the Alzheimer's Society. Cassellholme is considering purchasing their own trishaw. Bus outings to the waterfront are planned for rides on the train and carrousel (which has a ramp).
- Mandy highlighted the Activities online portal where families are able to monitor their resident's activities. People can share photos and messages with each other. Staff members are not part of the portal, but there is a link to send messages to them through the email address for each unit. Mandy can

provide information about how family members can securely login to the portal.

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

Cassellholme Update

Jillian Marchand offered the following Cassellholme update.

- Infection Control – Currently there are a number of outbreaks in the community. Cassellholme staff and visitors are doing a good job of containing infections. Balconies and windows are to remain closed during the ongoing construction by Health Unit orders. This is to reduce the spread of dust which could be carrying possible infectious agents.
- Oval Garden – Access to the Oval Garden will be closed - likely in September - in order to accommodate the construction. A new fenced-in outdoor area will be established near the auditorium.
- Wellness – There will be a focus on staff wellness during the month of April. BINGO cards will be given to the staff with suggestions for wellness activities and there will be prizes for those who fill their card. As well, free staff massages will be available from Some Canadore students.
- Dietary – The *Soup's On* tasting event was a big success and potato bacon soup will be added to the menu. The Food Committee will be meeting for final approval of the summer menu soon. There have been requests to have meal tickets available again so that family members can dine with their residents. There are no plans to resume this largely due to staffing issues but food can be brought in to share. Meals can be shared in the resident's room or one of the rooms downstairs can be booked for larger gatherings. These can be booked through the General Store or by speaking with Jillian. It is possible to arrange for residents to have their meal served on a tray in order to help facilitate a shared meal. Residents are also able to have a small fridge in their room, but the staff will not be responsible for keeping it clean.
- Transportation – The Cassellholme bus or the PARA bus can be booked to transport residents to appointments in North Bay for a \$6.00 charge. The Cassellholme bus is shared with Castle Arms. Unit support staff can help make travel arrangements for out-of-town appointments – even if the appointment was not booked through Cassellholme. The Northern Health Travel Grant can be applied for to offset cost. Virtual appointments through the Ontario Telemedicine Network can be arranged with a referral at Cassellholme with an RN in attendance.
- Staff Appreciation – People are invited to speak with the Unit Manager if you want to do something special for the staff in order to coordinate things and allow staff from all shifts to be recognized. Volunteers may be invited to help with staff appreciation events. Monique Peters helped with the last staff barbeque which was greatly appreciated.
- Redevelopment - The redevelopment is currently 1/3 completed. It is expected that all residents will move to the new building at some point by

2027. About 130 residents from Apple and Maple will move first, beginning in October 2024. The planning for this phase of the move will begin over the summer with Jillian based on predetermined criteria and input from family members. Plans for how the second and third floors will be used in the future are still under consideration.

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 008/24

Diane Armitage/ Blanche-Hélène Tremblay moved that the agenda be approved as circulated. **Carried**

Minutes of Previous Meeting

Motion 009/24

Karen Gooch/ Dianne Armitage moved that the minutes from the March 12th, 2024 meeting with the location of the meeting corrected. **Carried**

Business Arising

None

New Business

Bill of Rights We continued our ongoing review of the Bill of Rights. The *Right to be Treated with Respect* includes the following:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision making respected.

The following discussion took place:

- Residents have the right to use whatever names or pronouns they prefer
- Residents have the right to have their habits respected.
- It is important that residents get a chance to take part in decision making about their lives. They may not have the final say about things but they should be consulted. It is respectful to do what is possible for them.
- Visitors should also be respecting all residents' rights whenever they have encounter with any resident who is not part of their own family.

[20220411RBR_English.pdf \(ontarc.com\)](#)

Chair Report Monique Peters offered the following.

- Monique acknowledged the passing of Voula Sardelis. Voula's daughter Maria, is responsible for encouraging the Ontario government to pass Voula's Law (Motion 129) to send a message about the misuse of the Trespass to Property Act to keep people away from family members who live in long-term care facilities after she was kept from seeing her mom for more than 300 days in 2018.

['Unfair and inhumane': MPPs pass Voula's Law to prevent families being kept out of care homes | Ottawa Citizen](#)

- Monique spoke briefly about the powers of Family Council. Family Councils have a role that is outlined in the Long-term Care Act to work for the betterment of the lives of residents living in long-term care facilities. She read aloud the relevant section of the Act. If we have concerns that affect the general quality of residents' lives, we can address those concerns in writing to Cassellholme's administration and they must respond to us within 10 business days.

Inspection Reports There have been no new reports posted since our last meeting. The last report was on October 25, 2023. A copy of the report concerning the proactive inspection that was done in February 2024 has not been posted as of the date of this meeting. [InspectionReportPublic2 \(Itchomes.net\)](#)

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

- There was a concern shared about the fact that the General Store is not open on the weekend – even for limited hours. It is a place where residents and visitors can easily get coffee and snacks.
- There was a question about the donation of used clothing to Cassellholme. There are residents who are not able to get out to buy clothing and who do not have family members who are available to help. It was suggested that if you have used clothing that may be of use to another resident that you speak with Jillian or one of the Unit Managers to see if a directed donation could be arranged.

Board of Management The next Board of Management meeting is May 23rd, 2024. A Zoom link can be found at [Board of Management | Cassellholme](#)

Other Business None

Next Meeting The next meeting will be on Tuesday, May 14th, 2024 at 2:00 p.m. It will be a hybrid meeting with the in-person portion taking place in the Armstrong Room. Tracy Davis, Spiritual & Cultural Engagement Lead will be our guest and will speak about palliative care at Cassellholme.

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

Chair, Monique Peters

Recorder, Karen Gooch