

## Cassellholme Family Council Meeting

Cassellholme Armstrong Room/Zoom, North Bay, ON

Tuesday May 14<sup>th</sup>, 2024

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- 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.
- Attendance (7)** Dianne Armatage, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Lorraine Ouelette, Monique Peters (Chair), Blanche-Hélène Tremblay
- Guests Jillian Marchand (Staff Assistant), Tracy Davis (Spiritual and Cultural Lead)
- 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 Spiritual and Cultural Lead Tracy Davis, who spoke to Family Council about end-of-life care, changes to her job description and Medical Assistance in Dying (MAiD).
- Residents are now being considered as palliative much earlier in their stay at Cassellholme than in the past. An increasing part of Tracy's work now will focus on how Cassellholme can provide better palliative care for the residents. She has been working with the doctors to develop an updated palliation policy. The main goals will be to help residents and their families be better prepared for death whenever it happens and to respect what the resident and family want during this time. The hope is to meet with all residents (and their families) to produce an end-of-life passport which will include a checklist about how the resident's palliative care will unfold. The process will involve starting a conversation about death at the time of admission.
  - The new palliation policy will also involve working with the staff who often develop strong relationships with the residents and their families. Staff are trained to take care of the physical needs of the residents but now they will learn about palliative etiquette and about how to take care of the spiritual needs of the residents. In order to take care of staff, there is now a notification process to let all staff know about a resident's death in a timely manner and debriefing is offered if needed. Staff (and visitors) are encouraged to take part in an honour guard when a resident is moved from Cassellholme to the funeral home. Cassellholme is also exploring ways to offer support to roommates and tablemates after a resident's death.
  - While Cassellholme's main focus is on keeping residents healthy for longer, there is a growing number of residents requesting MAiD. Currently, two of Cassellholme's doctors are involved in providing MAiD in the wider community. Residents can have MAiD performed at Cassellholme, but it is only considered at a resident's request – there is no attempt to persuade anyone. Staff do not have to be involved in the procedure if they do not want

to. Residents must be assessed by two doctors and must be able to participate in the process. There is no requirement of a terminal diagnosis and no mandatory waiting period after the assessment is complete.

Monique Peters thanked Tracy for taking the time to speak with Family Council.

## Cassellholme Update

Jillian Marchand offered the following Cassellholme update.

- Housekeeping/Laundry – At the last Family Council meeting, the issue of donated clothing came up. While this is very nice in theory, there are a number of practical issues which makes accepting such donations difficult. There is no space to store or sort donated clothing, not all residents will accept donated clothing and there is an issue with bed bug transmission. Residents who are looked after by the Public Guardian do receive money in order to buy essential items and some staff will volunteer to shop for residents under guardianship. Cassellholme is generally moving away from accepting all donated items including used wheel chairs.
- Dietary – The summer menu is in place and it is based in part on resident input. In order to encourage hydration of the residents, new leakproof water cups will be purchased. They are still experimenting to find the right ones. There will now be larger cups placed on the table at mealtimes.
- Activities – BBQ lunches will begin this week, but unfortunately extra meal tickets are not available at this time. The staff will try to meet the dietary texture for those residents that attend. Garden parties will start in June on Wednesdays at 2:00 p.m. in the oval garden with the auditorium used as a backup venue.
- Redevelopment – A meeting will happen soon with the specialists that have been hired to oversee the move into the new building. An update on the move-in date is expected by the end of May. There will be a unit in the building dedicated to exit-seeking residents (location to be determined). There will be more private rooms in the new building, but they are more expensive than in the current building. The semi-private rooms (with a shared bath) will be less than the private rooms in the current building. All residents and families will be consulted for input before any room assignments are made.
- Clinical – The recent COVID outbreak is over and resident cases were confined to the third floor with a few on Maple. Everyone who has consented to receive vaccines will get a COVID booster in the coming days. There will be a heat assessment completed this week to determine residents who at risk of dehydration.
- Coffee – There have been requests to have coffee available for visitors and residents when the General Store is closed. There used to be a number of coffee machines around the building, but they were removed for compliance with safety regulations. In the new building there will likely be a coffee station on the main floor due to the fact that the elevators will be coded so access by the residents will be restricted. In the meantime, they are looking at providing access to a coffee machine in the Armstrong Room.
- There will be recognition of Nurses Week and PSW Day for the staff.

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 010/24

Lorraine Ouelette/ Lise Cousineau moved that the agenda be approved as circulated.

**Carried**

## Minutes of Previous Meeting

### Motion 011/24

Karen Gooch/ Dianne Armatage moved that the minutes from the April 9<sup>th</sup>, 2024 meeting as circulated.

**Carried**

## Business Arising

None

## New Business

Bill of Rights We continued our ongoing review of the Bill of Rights. The *Right Freedom and Abuse* includes the following:

1. Every resident has the right to freedom from abuse.
2. Every resident has the right to freedom from neglect by the licensee and staff.

A short discussion took place:

- People were reminded that it is important to report abuse that we become aware of. This should start with a conversation with one of the Unit Managers.

[20220411RBR\\_English.pdf \(ontarc.com\)](#)

Chair Report Monique Peters offered the following.

- Monique spoke briefly about the work of the Quality Council. She is the Family Council representative on the Council. She suggested that people should check out the Quality Council webpage for details of the group's work. [Quality Council | Cassellholme](#)
- Unfortunately, the Alzheimer's Society has reassessed their programing and the trishaw will not be available for Cassellholme to use this summer. Last summer the trishaw rides were very popular with the residents. The Board is aware of this situation and they are exploring options, including trying to find another trishaw that can be used.

Inspection Reports The report related to the proactive inspection that was done in February 2024 has been posted. There were a few non-compliance issues noted some of which were corrected before the report was completed.

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

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

- No one had any concerns to bring up at this time.

Board of Management The next Board of Management meeting is May 23<sup>rd</sup>, 2024.

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

**Other Business**

None

**Next Meeting**

The next meeting will be on Tuesday, June 11<sup>th</sup>, 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.

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Chair, Monique Peters

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Recorder, Karen Gooch