

Cassellholme Family Council Meeting
Cassellholme Armstrong Room/Zoom, North Bay, ON
Tuesday June 11th, 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.
- Attendance (7)** Lorraine Aspinall, Lise Cousineau, Karen Gooch (Recorder), Elizabeth Henderson, Lorraine Ouelette, Monique Peters (Chair), Blanche-Hélène Tremblay
- Guests Jillian Marchand (Staff Assistant), Derek Callahan (Enrichment 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. She reminded us that June is National Indigenous History Month, Pride Month and Senior's Month in Ontario.
- Guest Speaker** We welcomed Enrichment Lead, who spoke to Family Council about his role at Cassellholme and some of the projects he is involved with.
- Derek informed us that he has been working at Cassellholme for 10 months. He is second to Mandy Gilchrist in the Activities Department. He previously worked at a long-term care facility in Kirkland Lake and before that he ran the fitness programming at the CFB North Bay Rec Centre. He stated that he has a love for senior programming in LTC. He hopes his work will enrich the lives of the residents and staff. Currently, there is a promotion to encourage donations of puzzles, books and unscented personal care products for the residents.
 - Derek oversees the training of volunteers of which there are currently 23. Only 14 of those are actively working at Cassellholme. Long-time volunteer Evelyn Marquette recently received an award for her volunteer work. Members from Calvin Church come on a regular basis to conduct worship services.
 - The Cassellholme Culture Club has been established for the staff. The goal is to encourage the health and happiness of the employees using fun activities. Recently the 'blender bike' was set up where smoothies were made using pedal power. There was also an art contest for family members of the staff.
 - Derek is also working with the Cassellholme Foundation Committee. Foundation money is raised to provide items for Cassellholme that cannot be purchased with money from operational funding sources, to enrich the lives of the residents. Examples would be outdoor furniture or artwork to enhance the environment of the facility. The hope is to expand awareness of the Foundation beyond the Cassellholme community. A gala event is being planned for the fall and cards for the Foundation are being provided to local funeral homes. There is also a move to establish online donations and the ability to make designated donations.

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

Cassellholme Update

Jillian Marchand offered the following Cassellholme update.

- Outbreak – There is a facility-wide COVID outbreak which will be over 7 days after the most recent case is diagnosed. Unit outbreaks are declared by public health when there are 2 linked cases on a floor. Facility-wide outbreaks are declared when one other case is found on a different floor. Currently, there are 5 active cases on 2 floors. Masks must be worn by everyone entering the facility, but may be removed in non-resident areas. Only essential caregivers and those visiting someone receiving end-of-life care may visit. Currently, there are no new admissions and resident activities are being assessed on a daily basis.
- Maintenance – Last year the government mandated that all long-term care facilities must be fully air conditioned. Cassellholme has an exemption for this requirement due to the fact that a new building is under construction and it would be expensive to update the electrical in the old building to air condition all spaces. Resident rooms must be maintained at 22° to 26°C. Those rooms that tend to be warmer have sensors that send a message to the maintenance department if the temperature is outside this range. Residents are assessed by an RN to determine what action may be required to keep them comfortable. There are some portable air conditioners available if needed.
- Activities – Garden parties and unit barbecues are still happening. Plans have been made for Father's Day – including a special menu. Families are encouraged to sign into the Activities online portal to monitor their resident's activity – including pictures. Speak to Mandy about this.
- Clinical – Funding has been provided for some extra equipment with the hope that hospital visits can be reduced. Training has begun to provide IV usage which must be ordered by a doctor.
- Coffee – A coffee machine will be available in the Armstrong Room on the weekends. A fridge will be installed shortly for supplies.
- Quality Improvement – The QI Council has new plans and protocols that were put in place in April and May. There will be follow-up in June to ensure there are no issues with the implementation.
- Construction – There will be an updated timeline for completion. Details will be officially released the day after this meeting.

Monique Peters thanked Jillian for her report and reminded people that any concerns or questions 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 9th, 2024 meeting as circulated.

Carried

Business Arising

Trishaw The popular trishaw rides have not yet started. The administration is working to restore the program which appears to be held up by insurance issues.

New Business

Bill of Rights We continued our ongoing review of the Bill of Rights. The *Right to an Optimal Quality of Life* includes the following:

1. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
2. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
3. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
4. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
5. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
6. Every resident has the right to live in a safe and clean environment.
7. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
8. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
9. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
10. Every resident has the right to exercise the rights of a citizen.

A short discussion took place:

- We talked about spouses who want to live together in long-term care being forced to live apart. Bill 21 (Till Death Do Us Part Act) was introduced in September 2022. It was pointed out that this act still has not passed.
[20220411RBR_English.pdf \(ontarc.com\)](https://www.ontarc.com/20220411RBR_English.pdf)

Chair Report Monique Peters offered the following.

- Monique Peters stated she will continue as Chair until the next elections are held, but asked people to consider taking on the position or approaching someone else who may be willing to do so. Routine elections take place in December of each year.
- There was a discussion about meeting plans for the summer. It was agreed that we will meet as usual in July (with no guest speaker) and that we will not hold a meeting in August. If there is emergent business, a meeting can be called at the Chair's discretion.

Motion 012/24

Karen Gooch/ Lorraine Aspinall moved that the Cassellholme Family Council will not meet in August 2024. The Chair has the discretion to call a meeting if there is emergent business to deal with. **Carried**

Construction Project Monique Peters attended the May Board of Management meeting when the Board was informed that there will be delay in the construction of the new building. She offered the following information:

- The delay will likely be a couple of months. An assessment of the situation is being done to determine a new move-in date. A meeting is being held tomorrow to officially update senior staff about the issue.
- The problem stems from the improper installation of some of the dry wall which does not meet the current fire separation standards resulting in some of the dry wall having to be reinstalled.
- Monique thanked Dave Smits, Director of Facilities and Capital Projects for his work on the project.
- Family Council will take up the offer to have a tour of the new facility some time in the fall. In the meantime, people can view the project progression (including a 360° camera view) on the Cassellholme website.
[Live Web Camera | Cassellholme](#)

Board of Management The next Board of Management meeting is June 27th, 2024.
A *Zoom* link can be found at [Board of Management | Cassellholme](#)

Inspection Reports The report related to the proactive inspection that was done in February 2024 was the last report to be posted.
[InspectionReportPublic2 \(ltchomes.net\)](#)

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

- Some Family Council members who have residents on the second floor have had issues with the cleaning standards – especially during the evening and night shifts. It has been difficult to connect with the Unit Manager to discuss the situation. It was suggested that perhaps this problem could be brought to senior staff for a resolution. If this is not successful, then there is the option of sending a written complaint to the Cassellholme Administrator. Under the Long-term Care Act written complaints must be addressed within ten days.
- Monique Peters pointed out that it is important for POAs to document any situation that needs attention. This could include using written notes or pictures to illustrate what is going on.

Other Business None

Next Meeting The next meeting will be on Tuesday, July 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 3:35 p.m.

Chair, Monique Peters

Recorder, Karen Gooch