

**Cassellholme Family Council Meeting**  
Cassellholme Armstrong Room/Zoom, North Bay, ON  
Tuesday July 9<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)** Lorraine Aspinall, Rosanne Brear-Pelland, Claude Fortier, Karen Gooch (Recorder), Lorraine Ouelette, Monique Peters (Chair), Brenda Walsh
- Guests Em Thielking (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 - Dave Smits** We welcomed Director of Facilities and Capital Projects Dave Smits spoke briefly to Family Council about the redevelopment project.
- Dave informed us that there is a new timeline for the project. Under the previous timeline, the plan was to move residents into the new building in late October. Because of construction delays, the expected move-in date will be in late January 2025. The final date is still to be confirmed as they work to arrange for final ministry inspections and elevator testing.
  - The work of the drywall subcontractor was flagged as being inadequate and the local site team was replaced. Some drywall had to be redone in order to meet the fire code. Each section of the building should contain the fire for at least one hour during a fire and this standard was not met. Most of the required work has now been redone.
  - The focus will now be on meeting the new schedule. The mechanical and electrical trades are doing well. Arrangements are being made for a number of sign-offs that are required before occupation can happen – including by Long-term care representatives.
  - The contractor is now being watched closely with daily on-site supervision in place. The contractor is responsible for any increased costs due to the delay – including higher interest costs.
  - The board will be provided with an update at their July meeting. There will be a review of what went wrong before the next phase of the project proceeds.
- Monique Peters thanked Dave for taking the time to speak with Family Council.
- Cassellholme Update** Em Thielking has taken over as Resident and Family Navigator while Jillian Marchand temporarily takes on the role of Unit Manager for the second floor. She provided a brief introduction.
- Em began working at Cassellholme in September as a student placement, working closely with Jillian. This placement was a requirement for her to graduate from Nipissing University with a Bachelor of Social Work and she

has now completed her studies. Em has previously been involved in research work at the university and has worked at Marina Point.

Monique Peters thanked Em for her introduction and reminded people that any concerns or question should be brought forward to her or Em before the next meeting to allow Em 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**

## Introductions

Since there are a number of new members who have joined Family Council recently, everyone was invited to introduce themselves to the group and provide a bit of background about their involvement with Cassellholme.

## Business Arising

None

## New Business

### Bill of Rights

We continued our ongoing review of the Bill of Rights. The *Right to Quality Care and Self Determination* includes the following:

1. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
2. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
3. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
4. Every resident has the right to,
  - i. participate fully in the development, implementation, review and revision of their plan of care,
  - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
  - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
  - iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
5. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

6. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
7. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
8. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
9. Every resident has the right not to be restrained\*, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
10. Every resident has the right to be provided with care and services based on a palliative care philosophy.
11. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

\*On a day to be named by proclamation of the Lieutenant Governor the Act is amended by striking out “restrained” and substituting “restrained or confined”.

As family and friends of Cassellholme’s residents it is our responsibility to ensure these rights are respected. The Right to Quality Care and Self Determination ensures that proper care and services are provided to all residents. Residents have the right to have the caregivers of their choice.  
[20220411RBR\\_English.pdf \(ontarc.com\)](https://www.ontarc.com/20220411RBR_English.pdf)

Chair Report Monique Peters offered the following.

- Michelle Hur from the dietary department has been providing feeding training to staff and has offered to provide training to family and friends who may be coming in to feed a resident (or those interested in doing so). The training would include how to respond to a choking incident. Monique will follow up with Michelle to see when training could be scheduled.
- Monique played a clip from the movie *Stolen Time* which is a new documentary about for-profit long-term care facilities. A link was sent to Family Council members to register for a screening that will take place on July 10<sup>th</sup>.
- The trishaw rides started again last week. A lot of work went into getting this set up since the Alzheimer’s Society is no longer running this program. Contact Activities Manager Mandy Gilchrist to book a ride for residents on Thursdays. Also contact Mandy if you would like to volunteer to be a pilot. Training and a police record check are required.

Board of Management The next Board of Management meeting is July 25<sup>th</sup>, 2024. All are welcome to attend, but non-board members cannot speak without prior permission. Meetings can be attended in person or 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 \(ltchomes.net\)](https://www.ltchomes.net/InspectionReportPublic2)

- Discussion/ Sharing    There was a brief time of discussion for people to share anything about their experiences at Cassellholme.
- People talked about ongoing issues with cleaning and frequency of changing residents. A big part of the problem continues to be staff shortages. This is very complicated to fix since there are many reasons behind it, including the fact that many experienced staff are burning out. It was noted that staff face a very difficult job and so retention can be a problem. There have been a number of early retirements, and this time of year staff are taking much needed holiday time. There have been some new staff members hired in recent months, but it takes time to train them and some will leave after only a few weeks of working. It is a welcome sight to see students working however there are limitations on what they can do and some full-time staff need to spend time working with them as they learn.
  - Monique Peters reminded us that is important to have an active Family Council. We are able to raise issues that are important to the well-being of all the residents. While not issues are easily solved, it is important that we keep raising awareness that can bring about change.

**Other Business**                          None

**Next Meeting**                          As decided previously, we will not hold a meeting in August. The next meeting will be on Tuesday, September 10<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. An August meeting can be called by the Chair if emergent business arises.

**Adjournment**                          The meeting was adjourned at 3:35 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch