

**Cassellholme Family Council Meeting**  
Cassellholme Armstrong Room/Zoom, North Bay, ON  
Tuesday September 10<sup>th</sup>, 2024

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<b>Welcome (2:05 p.m.)</b>	The Family Council held this in-person meeting in the Armstrong Room at Cassellholme with several people attending using <i>Zoom</i> . We will continue providing a <i>Zoom</i> link for future meetings for those who cannot attend in person. Chair Monique Peters welcomed everyone.
<b>Attendance (10)</b>	Lorraine Aspinall, Rosanne Brear-Pelland, Dianne Cardelli, Lise Cousineau, Claude Fortier, Karen Gooch (Recorder), Lorraine Ouelette, Monique Peters (Chair), Brenda Walsh. Blanche-Hélène Tremblay
<b>Guests</b>	Em Thielking (Staff Assistant)
<b>Territorial Acknowledgement</b>	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.
<b>Guest Speaker</b>	There was no guest speaker for this meeting.
<b>Cassellholme Update</b>	<p>Em Thielking, Resident and Family Navigator offered the following information about what is happening at Cassellholme.</p> <ul style="list-style-type: none"> <li>• Cassellholme will be hiring a second Nurse Practitioner.</li> <li>• Em offered a reminder to visitors to postpone their visit if they are showing signs of a respiratory infection (RSV, COVID, flu or pneumonia)</li> <li>• The annual satisfaction survey preparation has begun. Largely the questions will remain the same as last year as this makes for easier year-over-year comparisons.</li> <li>• Em invited Family Council to consider providing input regarding smoking at Cassellholme. Currently residents are allowed to smoke in the Oval Garden, except during organized events. Residents are encouraged to smoke away from the entrance, but this is sometimes difficult to control. A smoking policy has not yet been established for the new building. There is concern that banning smoking everywhere on the property encourages residents to leave the property to smoke and that this could put resident safety at risk. As construction on the new building moves forward, the Oval Garden will be moved to an area beside the auditorium and this will remain as a smoking area until a new smoking policy is in place.</li> <li>• Em confirmed that her appointment as Resident and Family Navigator is still temporary for the time being.</li> </ul> <p>Monique Peters thanked Em for her report 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.</p>

<b>Agenda</b>	<b>Motion 012/24</b> Rosanne Brear-Pelland/ Lorraine Aspinall moved that the agenda be approved as circulated. <b>Carried</b>
<b>Minutes of Previous Meeting</b>	<b>Motion 013/24</b> Karen Gooch/ Lise Cousineau moved that the minutes from the July 9 <sup>th</sup> , 2024 meeting as circulated. <b>Carried</b>
<b>Business Arising</b>	None
<b>New Business</b>	
Bill of Rights	<p>We continued our ongoing review of the Bill of Rights. The <i>Right To Be Informed, Participate, and Make a Complaint</i> includes the following:</p> <ol style="list-style-type: none"><li>27. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.</li><li>28. Every resident has the right to participate in the Residents' Council.</li><li>29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:<ol style="list-style-type: none"><li>i. the Residents' Council.</li><li>ii. the Family Council.</li><li>iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.</li><li>iv. staff members.</li><li>v. government officials.</li><li>vi. any other person inside or outside the long-term care home.</li></ol></li></ol> <p><a href="#">20220411RBR_English.pdf (ontarc.com)</a></p> <p>As family and friends of Cassellholme's residents it is our responsibility to ensure these rights are respected. These rights are posted on every floor of Cassellholme and everyone is encouraged to familiarized themselves with them. We held a brief discussion about the roles of Family and Residents' Councils.</p> <ul style="list-style-type: none"><li>• Every long-term care facility must have a Residents' Council and every resident has a right to participate. The Residents' Council has a staff assistant assigned to work with the members. At Cassellholme, the Residents' Council offers input to the Food Committee on a regular basis.</li><li>• Some residents may find it difficult to participate on the Council – especially if they have a hearing impairment. It was suggested that if they are able (maybe with the help of family) people could write a letter to the Council if they have any suggestions or concerns they would like addressed.</li><li>• Family Council's role is to advocate about issues that affect the quality of life for all residents. For individual concerns the best place to start is with the</li></ul>

Unit Managers. People are encouraged to learn about the complaint process and should feel free to express any concerns without negative repercussions.

Chair Report Monique Peters offered the following.

- Monique encouraged people to educate themselves about long-term care in Ontario. One way to do that is to sign up for the Family Councils Ontario (FCO) and Ontario Association of Residents' Councils (OARC) newsletters. Both of these resources provide access to webinars and other material relating to long-term care. Both have Facebook pages which are also informative  
[Family Councils Ontario \(fco.ngo\)](http://www.familycouncilsontario.com)  
[www.facebook.com/FamilyCouncilsOntario](https://www.facebook.com/FamilyCouncilsOntario)  
[Ontario Association of Residents' Councils - OARC \(ontarc.com\)](http://www.ontarc.com)  
[www.facebook.com/OARCnews](https://www.facebook.com/OARCnews)
- Monique has had a conversation with Michelle Hur and she is willing to lead several one-hour sessions offering training and advise about feeding residents in long-term care - perhaps one evening and one afternoon session. This could be hosted by Family Council and used as a way to promote the Council. Cassellholme would be willing to make Family Council t-shirts for our members.

Board of Management The next Board of Management meeting is September 26<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 There was an inspection issued on June 14<sup>th</sup>, 2024 related to several incidents that were reported in April. The latest report was issued on August 2, 2024 related to a noncompliance inspection that occurred in July. One of the issues was corrected before the inspection was completed. There were several other written noncompliance notices. Staff are required to report all critical incidents. [InspectionReportPublic2 \(ltchomes.net\)](#)

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

- Staff shortages continue to be a concern for members of Family Council. As discussed previously, this is a multi-faceted problem and very difficult to solve. However, several people expressed concern that sometimes it feels that this is the to go-to excuse when issues arise and they are worried that the residents may not be getting the best possible care at times. It was agreed the care is generally good, but incidents may not always be dealt with in the best way or in a timely manner.
- There was a question about the distribution of the Family Council minutes. Do any of the senior staff get copies of the minutes? After the minutes are approved by Family Council, they are posted on the Cassellholme website and they are also put on the bulletin board near the main elevator. Although, all staff have access to these minutes, it was agreed by consensus that the approved minutes will be emailed directly to Cassellholme Administrator

Angie Punnett and any other appropriate senior staff who should be made aware of the issues that are of concern to Family Council members.

**Other Business**

None

**Next Meeting**

The next meeting will be on Tuesday, October 8<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 3:35 p.m.

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Chair, Monique Peters

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Recorder, Karen Gooch