

Client and Care Partner Council Minutes

Date: November 23, 2023

Time: 10:00am – 11:30am

Location: McCormick Dementia Services Education Room

Attendees:

Staff: Karen Johnson, McCormick Dementia Services Director; Becky Clark, Day Program Manager; Tara Machacek, Social Worker; Natalie Kozinska, Administrative Assistant
 Caregivers: Darlene C., Cheryl M., Marny H., Ann S., Douglas J., Beth F., Jeanne D.

Agenda Item	Discussion Items and Decisions	Actions Required
Introductions and Announcement of New Co-Chair	<ul style="list-style-type: none"> • Introductions and welcome to new members • Congratulations to Beth, who has been appointed as the council's new co-chair 	
New RAI-CHA Assessor and Purpose of Role	<ul style="list-style-type: none"> • Melanie Snell has assumed the role of RAI-CHA Assessor at McCormick Dementia Services • RAI-CHA stands for Resident Assessment Instrument-Community Health Assessment • The purpose of this role is to conduct assessments of day program clients who are not involved with Home and Community Care Support Services (HCCSS). This means they are not receiving any home care services and are not on any long-term care waitlists. • These assessments are conducted every six months and help ensure that these clients do not slip through the cracks and receive support and assistance with system navigation • Discussion was held regarding concerns with HCCSS – all care partners are encouraged to issue complaints to HCCSS management if any concerns arise regarding care coordinators, PSWs, home visits, etc. 	
Review Eligibility and Discharge Document	<ul style="list-style-type: none"> • Natalie has been working on developing a day program eligibility and discharge criteria document to include in the orientation handbook • Key eligibility criteria include: dementia diagnosis, no significant responsive behaviours that would put the client and/or others at a safety risk, no complex medical needs (enteral feeding tube, ventilator support) • Discharge criteria include: moving into a long-term care home, prolonged absence with no plan to return, development of significant responsive behaviours, moving out of the geographical area • Cheryl suggested adding a signature requirement to the orientation handbook 	
McCormick Video Ideas	<ul style="list-style-type: none"> • Funding has been granted to create more professional education videos for care partners • Currently, videos have been created on the topics of de-escalation, changing incontinence products, bathing with dignity, transferring from bed to wheelchair, medication management and mealtimes 	

	<ul style="list-style-type: none"> • Suggestions for new videos were shared, including engaging your person in activities (worksheets, what to say/not to say), how to prepare for paramedics arriving and basic wound care 	
Review Strategic Plan	<ul style="list-style-type: none"> • McCormick Care Group has released their strategic plan for 2022-2025, with an aim to be recognized as one of Canada's leaders in innovative dementia care, embracing exceptional employee experiences, by 2025 • Other key highlights from the strategic plan include: <ul style="list-style-type: none"> ○ Mission of providing relationship-centered care by investing in partnerships, technology, research and employee engagement ○ McCormick Care Group's guiding principles: compassion, accountability, respect, excellence and collaboration ○ Strategic priorities: safety and quality of life, strong teams and robust partnerships • The plan is currently in the <i>Stabilize and Recover</i> phase as the impacts from the COVID-19 pandemic are still felt throughout the organization 	
Round Table	<ul style="list-style-type: none"> • The council is interested in writing letters to advocate for the importance of the day program, requesting a template with key points that they can discuss 	E-mail follow up with template for advocacy letters

Next meeting: January 25, 2023 at 10:00 a.m.