

## Client and Care Partner Council Minutes

Date: September 28, 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; Catherine Robson, Social Worker; Sonja Radoja, Social Worker; Natalie Kozinska, Administrative Assistant

Care Partners: Vickie S., Beth F., Jeanne D., David N., Ann S., Doug J.

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome	<ul style="list-style-type: none"> <li>• Introductions and welcome to new members</li> </ul>	
Terms of Reference Review	<ul style="list-style-type: none"> <li>• Council agreed to remove the mention of virtual programming throughout the terms of reference, as this is not currently offered</li> <li>• Membership eligibility was changed to remove “a day program client and/or caregiver on the waitlist for day program services”</li> <li>• Meeting frequency was discussed - majority vote to change frequency to bi-monthly was achieved</li> <li>• Meetings will henceforth take place in September, November, January, March, May and July</li> </ul>	
Co-Chair	<ul style="list-style-type: none"> <li>• Today marks the beginning of a new term, and a new co-chair needs to be appointed</li> <li>• Any participants who are interested are to e-mail Karen and Becky, if more than one person shows interest, a poll will be created for council members to place votes</li> </ul>	
Staffing Updates	<ul style="list-style-type: none"> <li>• Over the summer, the day program saw some closures due to staffing shortages</li> <li>• A number of new recreation assistant positions have been created, both full-time and part-time               <ul style="list-style-type: none"> <li>○ These are shared lines with the day program and McCormick Home, which adds to the pool of staff who are trained to work in the day program and can cover vacation and sick time</li> <li>○ These roles were also developed to increase staff retention, as past trends show that staff were leaving the organization due to the need for more work hours</li> </ul> </li> <li>• Other staffing news includes the day program’s new social worker Sonja Radoja, and nursing care manager Lindsay Stewart, who both began their roles this past summer</li> </ul>	
Day Program Tours	<ul style="list-style-type: none"> <li>• Two weeks of tours took place in June, which were very well received</li> <li>• Care partners found it very beneficial to see the space, and it created increased awareness around the overnight respite and bathing services</li> </ul>	

Return of Masking	<ul style="list-style-type: none"> <li>• Universal masking resumed at McCormick Home and McCormick Dementia Services on September 26, 2023</li> <li>• This is due to the increase in community cases of COVID-19, and many outbreaks in long-term care homes, retirement homes and hospitals</li> <li>• If a client is a high-risk exposure to COVID-19, the current direction is to monitor for symptoms, but no isolation from the day program is necessary at this time</li> <li>• Staff will also resume cohorting clients in their program rooms, and not mixing together for recreation programs</li> </ul>	
Upcoming Student Projects	<ul style="list-style-type: none"> <li>• The day program has recently welcomed a number of students from a variety of disciplines</li> <li>• Three RN students from the Western-Fanshawe Collaborative BScN program are completing their community placement, which focuses on therapeutic relationships</li> <li>• A fourth year Health Sciences student from Western is currently working towards a project focused on creating leadership opportunities for clients at the day program</li> <li>• Students from Fanshawe College's Health Services Information Technology program will be working on two projects: creating a staff training video for fire emergencies and a care partner communication tool</li> </ul>	
New Staff Positions	<ul style="list-style-type: none"> <li>• McCormick Care Group has created two new roles, which were introduced over the summer <ul style="list-style-type: none"> <li>○ Tori Coleman has assumed the role of Volunteer and Student Experience Coordinator, assisting in recruiting new volunteers and coordinating student placements with local colleges and universities</li> <li>○ Janelle Hanagan has joined the organization in the role of Learning and Development Coordinator, focusing on staff training and education</li> </ul> </li> </ul>	
Fee Increases	<ul style="list-style-type: none"> <li>• McCormick Dementia Services received a 3% base increase to its annual budget, but unfortunately, due to rising costs this increase is not sufficient to maintain the current level of programming</li> <li>• As of September 1, 2023, the extended hours cost was raised from \$9.00 to \$10.00, and the overnight respite cost was raised from \$22.00 to \$25.00</li> </ul>	
Support Groups Update	<ul style="list-style-type: none"> <li>• In July, the care partner support groups switched to a hybrid model, meaning some participants would attend in person, while others would join the group virtually</li> <li>• After receiving feedback from both care partners and staff, the decision was made to split the groups into two separate groups: one in-person and one virtual</li> <li>• The spousal support group, ongoing care partner support group and the Lewy Body/Parkinson's Disease dementia support group have all been split as of September, while the Frontotemporal Dementia Support Group remains virtual only at this time</li> </ul>	

Update on Website Overhaul	<ul style="list-style-type: none"> <li>• The McCormick Care Group website is currently being re-developed to include more up-to-date information and to be more user-friendly</li> <li>• Care Partner’s Corner is a separate website that was developed during the COVID-19 closure, which includes more up-to-date information specific to the day program</li> </ul>	
Stats Review	<ul style="list-style-type: none"> <li>• Karen reviewed quarterly stats: number of falls, suspected health declines, incidents due to significant responsive behaviours, client to staff injury, percentage of discharge surveys indicating “very satisfied” and number of unique clients using overnight respite</li> <li>• Number of falls has increased, although this is not unexpected due to the recent increase in client numbers in the past year</li> <li>• David suggested turning the statistics into percentages to indicate how many clients had a fall in relation to how many clients attend the program</li> <li>• Number of suspected health declines went down, although for this indicator it is better to see a rise, as this demonstrates that the nursing staff are noticing health changes in day program clients – it is possible that these health changes are being noticed, however, not being documented properly so therefore they are not captured in the statistics</li> <li>• Council brought up consideration to include a statistic on how many clients take medication while at the program, to demonstrate the increasing need for registered nursing staff</li> </ul>	

Next meeting: Thursday, November 23, 2023