

## Client and Caregiver Council Minutes

Date: June 30, 2022

Time: 10:00am - 11:30am

Location: Via Zoom

Attendees:

Staff: Karen Johnson, McCormick Dementia Services Director; Becky Clark, Day Program Manager; Tara Machacek, Social Worker; Natalie Kozinska, Administrative Assistant  
 Caregivers: Bob J., Christine T., Douglas J., Judy O., Vickie S.

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome	<ol style="list-style-type: none"> <li>1. Welcome from Karen Johnson, Director of McCormick Dementia Services</li> <li>2. Approval of Agenda                             <ul style="list-style-type: none"> <li>• All participants approve of agenda items, no items to add</li> </ul> </li> <li>3. March 2022 Minutes Review</li> </ol>	
Day Program Expansion Update	<ul style="list-style-type: none"> <li>• Starting on Monday, July 4th, client spaces in the day program will be increasing</li> <li>• The six foot distance will be reduced in order to accommodate more clients in the day program space</li> <li>• Clients have begun being offered second days</li> <li>• The goal is to have 50 client spaces each weekday by the end of August</li> <li>• The afternoon program, which runs from 2:30pm-8pm, will not happen in this fiscal year due to the continued requirement of disinfection and cleaning</li> <li>• The extended hours option, where clients pay a fee to stay until 6:30pm, will resume in July, with five spots each day of the week</li> <li>• There will be no bussing available for weekend or extended hours</li> <li>• The day program is also looking to increase the cost of overnight respite from \$17.00/night to \$22.00/night in August</li> </ul>	
Staffing Update	<ul style="list-style-type: none"> <li>• The idea of consistent staffing came up during our strategic planning meetings</li> <li>• Three full time RPN and PSW lines were created</li> <li>• Nursing Care Manager, Stephanie Garcia, has announced her resignation - her last day will be July 15<sup>th</sup></li> <li>• Question was raised whether or not the primary recreation lead will change every day now that clients can attend multiple days a week - Becky confirmed that yes, the staff member working with clients may differ day to day, but clients will still have one primary worker as their main contact, and information is openly shared between staff</li> </ul>	

Zoom Recreation Update	<ul style="list-style-type: none"> <li>• With the current number of staff needed to work on the floor, challenges with maintaining Zoom programs has arisen</li> <li>• The future of Zoom programming is unknown as we do have to prioritize clients who are here on-site</li> <li>• When support groups resume in person, caregivers will have the option to join virtually</li> <li>• Virtual webinars will also continue to be offered</li> </ul>	
Quality Monitoring Plan	<ul style="list-style-type: none"> <li>• Karen reviewed the Quarter 3 (Oct-Dec 2021) quality monitoring indicators, which are reviewed quarterly</li> <li>• It is anticipated that falls and responsive behaviours may increase as more clients are added to the daily capacity.</li> </ul>	
Client Bill of Rights Updated	<ul style="list-style-type: none"> <li>• Every community support service requires a client bill of rights</li> <li>• New legislation was created in 2020 – “Connecting People to Home and Community Care Act” – which resulted in new rights being added</li> <li>• Council reviewed the updated client bill of rights</li> <li>• The new version has been posted on our website, and will be sent out with our weekly e-newsletter as well as in the September edition of The Advocate</li> </ul>	
Council Membership	<ul style="list-style-type: none"> <li>• Today is Christine’s last meeting.</li> <li>• The day program will put out a call for council members through the weekly newsletter, social workers will also advertise through their support groups</li> </ul>	
McCormick Mobile	<ul style="list-style-type: none"> <li>• The co-design group has met several times to discuss training videos, topics have been decided</li> <li>• A videographer has been hired, and Michael (RPN) and an actor will demonstrate the topics in the videos</li> <li>• There will also be caregivers in the videos to discuss their journey and importance of accessing support</li> <li>• We are hopeful that we can also include someone who has dementia in the video as well</li> </ul>	
Round Table	<ul style="list-style-type: none"> <li>• Judy mentioned that she found the long-term care webinar to be very helpful</li> <li>• Tara and Karen agreed that this is a webinar that should be done minimum annually to support our caregivers with the transition to long-term care</li> </ul>	

Next meeting: Thursday, September 15, 2022 at 10:00a.m. via Zoom