

Client and Caregiver Council Minutes

Date: September 15, 2022

Time: 10:00am – 11:30am

Location: Via Zoom

Attendees:

Staff: Karen Johnson, McCormick Dementia Services Director; Karina Proulx, Nursing Care Manager; Allison McInnis, Social Worker; Natalie Kozinska, Administrative Assistant
 Caregivers: Bob J., Douglas J., Judy O., Vickie S., Gwen O., Beth F., Carol M.

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome	<ol style="list-style-type: none"> 1. Welcome from Karen Johnson, Director of McCormick Dementia Services 2. Approval of Agenda <ul style="list-style-type: none"> • All participants approve of agenda items 3. June 2022 Minutes Review 4. Welcome to new council members Gwen, Beth and Carol 	
Staffing Update	<ul style="list-style-type: none"> • Introduction of Karina Proulx, McCormick Dementia Services' new Nursing Care Manager • Karina began this role on August 31st following Stephanie Garcia's resignation • Recruitment is underway for Part-Time Recreation Specialists • RAI-CHA Assessor Lindsay Wolf will be going on maternity leave at the end of October • Tori Coleman, who currently works as a Recreation Specialist in the day program, is the successful candidate for the RAI-CHA position 	
Terms of Reference Review and Update	<ul style="list-style-type: none"> • The council reviewed the terms of reference • One change was made under the subsection of "Membership Eligibility" to include the terminology of client and/or caregiver to capture members who may not have a client attending the day program 	
Quality Monitoring Plan	<ul style="list-style-type: none"> • Council reviewed quality dimension, indicators and outcomes: <ol style="list-style-type: none"> 1. Safety - Indicator = Number of falls on site, Outcome = Reduced number of falls 2. Population Health - Indicator = Number of clients with suspected health decline, Outcome = Increased number of clients identified with suspected decline in health status, resulting in potential emergency department diversion 3. Effectiveness - Indicator = Number of incidents due to significant responsive behaviours, Outcome = Reduced number of incidents related to significant responsive behaviours 4. Staff Work Life - Indicator = Number of client to staff injuries, Outcome = Reduced number of staff injured as a result of client behaviours 	

	<p>5. Relationship Centered Care - Indicator = Number of discharge surveys with “Very Satisfied”, Outcome = Increased percentage of satisfaction from users of day program</p> <p>6. Population Health - Indicator = Number of waitlist clients attending virtual services, Outcome = Increased percentage of waitlist clients accessing services virtually (recreation and support group)</p>	
McCormick Mobile Update	<ul style="list-style-type: none"> • McCormick Mobile is a pilot project that will offer hands-on training to caregivers in their homes, as well as videos and a workbook • This is still in its planning stages, and over the summer, a group of caregivers (co-design group) met to discuss potential topics for the training videos • These videos have been filmed and are being edited • Next step is to collect a small data sample, with a goal of 10 caregivers taking part - Karen will then present this data to Ontario Health West • Dr. Marie Savundranayagam and one of her graduate students will be working on ethics and data collection • Vickie S. suggested adding information about home safety when leaving those you care for home alone 	Allison will add a “safety checklist” to one of the training modules, as well as a quote from a caregiver on this topic
CARF Preparation	<ul style="list-style-type: none"> • Every three years the day program applies for accreditation through CARF (Commission on Accreditation of Rehabilitation Facilities) • The on-site survey will be taking place later in the year, either at the end of November or beginning of December • Karen may be putting a call out for caregivers to interview to assist with this process 	
Co-Char Selection	<ul style="list-style-type: none"> • Judy’s term as co-chair has come to an end and she will be stepping down from the council • Any members who are interested in this role can e-mail Karen, if there is more than one member interested then a vote will be held 	
COVID Isolation Period	<ul style="list-style-type: none"> • Karen will be sharing a video with caregivers to go over the 10-day isolation period for those exposed to a COVID-positive client • Many clients have been affected by these isolation periods in the past few weeks 	
User Fees	<ul style="list-style-type: none"> • The last time the day program raised fees was in 2020, when the cost went from \$10.00 to \$11.00 per day • This fee will likely be going up again, which will also affect the cost of transportation • The subsidy fund is available to those who need financial support in order to access the day program 	

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