

## Client and Caregiver Council Minutes

Date: September 23, 2021

Time: 10:00am - 11:00am

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., Lillian O., Nikki S., Judy O., Vickie S.

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome/Introductions	<ol style="list-style-type: none"> <li>1. Welcome from Karen Johnson, Director of McCormick Dementia Services <ul style="list-style-type: none"> <li>• Staff and participant introductions</li> </ul> </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> </ol>	
Council Purpose	<ul style="list-style-type: none"> <li>• Karen outlined the purpose of the client and caregiver council, which is to share information, get feedback, work on quality improvement, and to share quality information and indicators</li> </ul>	
Council Terms of Reference	<ul style="list-style-type: none"> <li>• The Council Terms of Reference outline the rules, purpose and structure of the client and caregiver council</li> <li>• Council members reviewed the Terms of Reference together, feedback regarding the membership eligibility was presented surrounding the point that “Clients and caregivers are no longer eligible when a client ceases to access day program services”</li> <li>• Christine T. suggested that if a member’s loved one discharges from the day program, that member can continue serving until the end of the current term, or sooner if they choose – council agreed to this suggestion, no one opposed</li> </ul>	Karen to edit and provide a copy of the terms of reference to each participant of the council
Selection of Council Co-Chair	<ul style="list-style-type: none"> <li>• Council reviewed the roles of the co-chairs, which can be found in the Council Terms of Reference</li> <li>• Council agreed to determine a co-chair at the end of the meeting</li> </ul>	

<p style="text-align: center;">Spa Update</p>	<ul style="list-style-type: none"> <li>• The day program spa renovation has been completed, with baths beginning on September 20<sup>th</sup></li> <li>• The following features were highlighted by Karen and Becky: <ul style="list-style-type: none"> <li>○ Dimmable lights</li> <li>○ Removal of curtain, which has been replaced by a screen that can be more easily cleaned</li> <li>○ Blanket and towel warmer</li> <li>○ Mounted television to display pictures and play music</li> <li>○ Ceiling and chair lifts</li> <li>○ Therapeutic lighting in the tub</li> <li>○ Foldable grab rails around the toilet</li> <li>○ Dark-coloured toilet seat which aids those with visual-spatial difficulty</li> <li>○ Heat lamp</li> <li>○ Toilet has been moved to a more accessible area, which allows staff members to easily stand on either side</li> <li>○ Hair washing station for those who do not wish to have a bath, but would like their hair washed (currently not up and running)</li> </ul> </li> <li>• Bob J. requested more information on what to expect from the spa, and stated that his loved one was quite nervous about the experience</li> <li>• Becky advised that the day program is working on having a team come in to shoot a professional video of the spa, which will then be shared with clients and caregivers</li> <li>• Karen suggested the creation of a Q&amp;A document that can be provided to new users of the spa</li> </ul>	<p style="text-align: center;">Management Team to create spa Q&amp;A document and distribute to council members for feedback and review</p>
<p style="text-align: center;">Day Program and Overnight Respite Capacity Update</p>	<ul style="list-style-type: none"> <li>• Overnight respite capacity to grow from three to four clients beginning the weekend of September 24-26</li> <li>• Planning is currently being done to potentially use the day program's large programming room, Ivy, for daily client use. Currently it is being used as a staff lunch space</li> </ul>	

	<ul style="list-style-type: none"> <li>• This would provide the ability to almost double daily client attendance, and would add an additional respite bed</li> <li>• The implementation goal for this is tentatively set for December 2021</li> <li>• Christine T. inquired about who would be first to receive additional spots at the day program – Karen advised that it would be a tiered system based on need and prior attendance</li> <li>• Bob J. inquired about what the additional respite bed would do to the wait time for respite</li> <li>• Tara advised that this is dependent on how many individuals are using the respite service, the current wait time is approximately 3-5 months, but we are hopeful that this will shorten with the addition of a fourth and potential fifth bed</li> </ul>	
<p style="text-align: center;">Day Program Quality Review</p>	<ul style="list-style-type: none"> <li>• McCormick Dementia Services has determined indicators to ensure that quality objectives are being met</li> <li>• The quality dimensions, indicators and outcomes are as follows: <ol style="list-style-type: none"> <li>1. <u>Safety</u> - Indicator = Number of falls on site, Outcome = Reduced number of falls</li> <li>2. <u>Population Health</u> - 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</li> <li>3. <u>Effectiveness</u> - Indicator = Number of incidents due to significant responsive behaviours, Outcome = Reduced number of incidents related to significant responsive behaviours</li> <li>4. <u>Staff Work Life</u> - Indicator = Number of client to staff injuries, Outcome = Reduced number of staff injured as a result of client behaviours</li> <li>5. <u>Relationship Centered Care</u> - Indicator = Number of discharge surveys with “Very Satisfied”, Outcome = Increased percentage of satisfaction from users of day program</li> </ol> </li> </ul>	

	<p>6. <u>Population Health</u> - Indicator = Number of waitlist clients attending virtual services, Outcome = Increased percentage of waitlist clients accessing services virtually (recreation and support group)</p>	
Fanshawe Information Technology Students Project - Family Portal	<ul style="list-style-type: none"> <li>• Karen and Becky working together with Fanshawe IT students on the beginning stages of creating a family portal</li> <li>• The family portal would be an online platform where clients and caregivers can safely access files from day program (ie. Consent forms), staff can securely share photos, etc.</li> <li>• First meeting with students set for Friday, September 24th</li> </ul>	
Fall Webinar Special Event Guest Speaker	<ul style="list-style-type: none"> <li>• Dr. Finger - Updates on Frontotemporal Dementia, October 20<sup>th</sup> 7-830pm via Zoom - advertising to be sent out shortly</li> <li>• Caregiver Mental Health presentation from August still working on being re-scheduled, no update at time of meeting</li> </ul>	
Round Table	<ul style="list-style-type: none"> <li>• Christine T. volunteered to co-chair the council should nobody else be interested, vote to take place</li> </ul>	<p>Karen to send out email to Council to see if anyone else would like to Co-Chair, as a few people had to leave the meeting before the end.</p>

Next meeting: Thursday, December 16th