

## Client and Caregiver Council Minutes

Date: December 16, 2021

Time: 10:00am – 11:20am

Location: Via Zoom

Attendees:

Staff: Karen Johnson, McCormick Dementia Services Director; Becky Clark, Day Program Manager; Catherine Robson, Social Worker; Natalie Kozinska, Administrative Assistant, Lindsay Goudie, RAI-CHA Assessor

Caregivers: Bob J., Christine T., Douglas J., 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>• Reminder to participants that past council minutes are available on the McCormick Dementia Services Caregiver’s Corner website</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>	
Caregiver Emergency Care Plan	<ul style="list-style-type: none"> <li>• Lindsay presented on this new initiative, which came about due to a caregiver experiencing a medical emergency while their person was staying for respite</li> <li>• The idea is for primary caregivers to develop a care plan that can be given to a substitute caregiver in the event that they cannot care for their person for any length of time</li> <li>• Lindsay is in the early stages of creating a template which includes information about the client such as medication needs, support for activities of daily living, what in-home supports are in place, meaningful activity interests, and more</li> <li>• Feedback from group was that the template should be a manageable length, as the rough copy currently sits at about twenty pages</li> <li>• Judy, Bob and Vickie volunteered to assist Lindsay with editing the care plan from a caregiver’s perspective</li> <li>• Doug J. inquired about how the document would be kept up to date, as he noticed that past information that the day program had was out of date</li> <li>• Karen clarified that the Emergency Care Plan would be kept up to date by the caregiver, and this would not be something that would be kept on file at McCormick Dementia Services</li> </ul>	Lindsay to meet with Judy, Bob and Vickie to edit the emergency care plan template

<p>Day Program Expansion Update</p>	<ul style="list-style-type: none"> <li>• The day program expanded from 16 to 28 clients on November 29th</li> <li>• The largest programming room, Ivy, was previously being used as a staff lunch room</li> <li>• This expansion will allow for up to 50 clients to be taken off the waitlist</li> <li>• Spots will not be filled until approximately March due to the steps required to add clients from the waitlist</li> <li>• Karen addressed questions regarding when clients can attend more than one day a week, which is dependant on when the health unit advises that cohorts can be mixed</li> <li>• Starting Friday, December 17th, all staff are going to be rapid tested daily</li> <li>• Becky has put a blurb in the latest newsletter advising that some clients may need time to adjust to their new rooms/environment, new clients in their cohort and new staff members</li> <li>• Doug J., inquired about whether there is a plan to expand respite into the week, rather than just weekends</li> <li>• Karen advised that since client programming rooms are used for overnight respite clients, this will also depend on when mixing of cohorts is allowed</li> </ul>	
<p>Annual Satisfaction Survey</p>	<ul style="list-style-type: none"> <li>• This year's satisfaction survey had a great return rate of 73% - 153 surveys were sent out and 111 were returned</li> <li>• This is a 19% increase from last year</li> <li>• Surveys were sent out via Survey Monkey and paper copies were also then sent home with return stamped envelopes</li> <li>• New additions to the survey were made this year with regards to virtual programming and client safety</li> </ul>	
<p>Caregiver's Corner Live</p>	<ul style="list-style-type: none"> <li>• Caregiver's Corner was launched when the day program first closed down at the beginning of the pandemic, it was a way for families to stay connected and to learn strategies while caring for their person at home</li> <li>• The day program team is currently working on resuming Caregiver's Corner Live, which are live-streamed videos that caregivers can tune into to learn different care strategies</li> <li>• These videos will also be recorded for those who cannot watch live</li> </ul>	

	<ul style="list-style-type: none"> <li>• A popular topic for these videos is personal care education</li> <li>• Caregivers are invited to send in their own ideas for topics via e-mail to <a href="mailto:community.support@mccormickcare.ca">community.support@mccormickcare.ca</a></li> <li>• The platform for these videos will be the Zoom webinar version, participants can see the presenter but all participant cameras and microphones will be turned off</li> <li>• No start date as of yet, estimate is February 2022, as staff need to be trained on the technology</li> </ul>	
<p>The Ritz Virtual Gala</p>	<ul style="list-style-type: none"> <li>• The Ritz is an annual gala organized by The McCormick Care Foundation to fundraise for grants which both the day program and McCormick Home can apply for</li> <li>• The 2022 Ritz Gala will once again be a virtual event, held on January 27<sup>th</sup></li> <li>• Interested guests can purchase a ticket, and they will then receive a link to watch the event online</li> <li>• Funds from the gala will be used to fund McCormick Mobile, a new pilot education project which will provide hands-on, practical training to caregivers in their homes</li> <li>• Currently, the majority of caregiver support is done virtually through Zoom or phone support, ideally we want a combination of virtual, phone and in-person support, as well as a mobile team</li> <li>• Through McCormick Mobile, a McCormick Dementia Services social worker will do a home visit with a caregiver</li> <li>• Recreation, nursing and social work staff will then provide weekly education (either in-person or telephone/virtual) for up to six weeks, at which point the social worker will re-assess and a discharge plan will be created</li> <li>• Educational videos will also be available on an online video library, and tablets will be available on loan for caregivers who do not have the technology at home to access these videos</li> <li>• Bob J. inquired about whether or not general donations to The Foundation go to the same initiatives as The Ritz</li> <li>• Karen clarified that money donated to The Foundation gets divided up and goes to different areas of need</li> </ul>	

	<ul style="list-style-type: none"> <li>• The Foundation is currently looking for caregivers who would like to volunteer to be interviewed at The Ritz</li> </ul>	
<p>Fanshawe IT Students Family Portal Project</p>	<ul style="list-style-type: none"> <li>• Student group from Fanshawe College recently completed their research project on the idea of a family portal at the day program</li> <li>• Survey was sent out to caregivers via Survey Monkey, with 67 total respondents</li> <li>• Overall, the response was favourable, with many respondents showing interest in the implementation of a family portal</li> <li>• Next steps are to determine if the portal will be feasible, currently there is one option that will work well with the current electronic health records system that is in place at the day program</li> </ul>	

Next meeting: Thursday, March 24, 2022 at 10:00a.m. via Zoom