

Client and Caregiver Forum Minutes

Date: April 18, 2023

Time: 2:00-3:00pm and 6:00-7:00pm

Location: Via Zoom

Attendees:

Staff: Karen Johnson, McCormick Dementia Services Director; Becky Clark, Day Program Manager; Karina Proulx, Nursing Care Manager

Clients and Caregivers:

2:00-3:00pm: Doug J., Linda C., Darla D., Carol M., Adel P., Tom P.

6:00-7:00pm: Marie G., Vickie S., Joan D., Marny H., Ray M., Brian M., Doris A., Jennifer K., Dianne G.

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome	<ul style="list-style-type: none"> • Welcome from Karen Johnson, Director of McCormick Dementia Services 	
Client and Caregiver Council Updates	<ul style="list-style-type: none"> • Michael C., full-time day RPN has resigned, RPN Arlene T. is the successful candidate for this position • The council discussed ideas for quality improvement projects. The two main areas for improvement are increased day-to-day communication to caregivers and updating the Caregiver's Corner website 	
Client Medications	<ul style="list-style-type: none"> • Karina reviewed the medication policy that took effect on January 1, 2023 • Any medications given at the program require a prescription, even those over the counter, in order to maintain client safety • The day program can provide caregivers with a letter to bring to their prescriber which can help with this process – please speak with your social worker or Karina if you would like a copy • Medications are always to be given to staff upon drop off, or to the bus driver if client uses BGC transit • All medications need to come in their original pharmacy labeled bottle or blister pack • Caregivers are encouraged to let the nursing staff know of any medication changes, even if those medications are not administered while the client is at the day program 	
Overnight Respite Paperwork Process Update	<ul style="list-style-type: none"> • Pre-populated overnight care information and medication profile forms are now being sent home with clients prior to their respite stay • Previously, these forms were sent out blank • Caregivers are encouraged to make changes on these forms if necessary • Caregivers were reminded to cover any sharps when packing respite belongings (i.e. Razors) as these can be a hazard to staff and clients 	

<p>Recreation Theme Weeks</p>	<ul style="list-style-type: none"> • Next week is “Club Ritz” week at the day program • Any weekly themes will be communicated to clients and caregivers via the e-newsletter, clients are encouraged to come dressed for the theme 	
<p>Client Care Needs</p>	<ul style="list-style-type: none"> • Staff at the day program realize that the level of care in our clients is changing • More clients are requiring mid-to-late stage support • Prior to COVID, when clients were offered a spot, they were placed in the most appropriate program room, without any capacity limits in place • The day program has now implemented capacity limits due to increased nursing care needs, which means that clients may be on the waitlist longer while waiting for a spot in their appropriate room to come available • Linda C. inquired if the day program will be resuming its afternoon program – at this time, it is not possible due to staffing limitations and lack of transportation availability • Brian M. inquired about the return of Zoom programming – we recognize the value that this had to clients and caregivers, but due to the larger number of clients attending on-site, it is not possible to offer virtual programs at this time 	
<p>On-Site Caregiver Supports Update</p>	<ul style="list-style-type: none"> • Caregivers will once again be able to come to the day program on-site, we are hopeful for an early summer start • Support groups will become hybrid, so caregivers can choose to remain virtual if they wish • In-person counselling and on-site assessments will also resume • Safety will still be the top priority – masking will be required and anyone who feels sick will be asked to stay home 	
<p>Tours of the Day Program</p>	<ul style="list-style-type: none"> • The day program staff recognize the importance of comfort in knowing about our environment • Caregivers will be able to schedule tours of the day program in the coming months • There will be a limit as to how many can be in each tour group • Booking will be done either online or with Natalie 	
<p>McCormick Care Foundation</p>	<ul style="list-style-type: none"> • The annual Ritz Gala is taking place on Thursday, April 20 • Fundraising from this event will go towards the day program’s highest needs 	

<p>Client Drop-Off and Pick-Up Update</p>	<ul style="list-style-type: none"> • Parking and walking up to the building is now allowed for caregivers who provide transportation • This does not mean that caregivers will be able to jump the queue, as it is important to be fair to the vehicles waiting • The lobby still remains a space for clients and staff only 	
<p>McCormick Mobile Update</p>	<ul style="list-style-type: none"> • Pilot project supporting caregivers with intensive in-home education • Training videos are nearing completion, workbook is being developed 	
<p>COVID Protocols Update</p>	<ul style="list-style-type: none"> • Clients with a confirmed case of COVID are required to isolate from the day program for 10 days • Clients who are identified as a high-risk exposure to someone with COVID are required to isolate for 7 days • Overnight respite clients continue to be rapid tested daily during their stay 	
<p>Warmer Weather = Outdoor Fun</p>	<ul style="list-style-type: none"> • The day program staff look forward to the warmer weather and time spent in the garden • Reminder to all caregivers to ensure that clients are wearing proper footwear and hats during the warm months 	