

Purpose

The McCormick Dementia Services Client and Caregiver Council is to improve the quality of life, care, and experiences for clients attending the adult day program on-site and/or virtually. It is also meant to ensure both clients and caregivers have the ability to positively impact the quality of supports provided by McCormick Dementia Services through information sharing, receiving services, providing feedback, and making necessary adjustments.



The Client and Caregiver Council is formed to provide a formal structure and to bring together individuals and day program management for the following goals:

Adult Day Program Performance

- Identify and share issues relating to the provision of day program services at McCormick Dementia Services, so that issues may be supported by joint solution-focused problem-solving
- Allow opportunities for clients and caregivers to ask questions and provide ideas
- Provide a link with other planning tables, initiatives and sectors (i.e. Ontario Health Teams, hospitals, Home and Community Care)

Evaluation, Quality Improvement and Enhancing Client Experience

- Review and provide feedback on quality improvement projects within the adult day program
- Distribute evidence-based best practice information
- Support the implementation of evidence-based best practices within the adult day program

Advocacy

- Advocate on behalf of clients and caregivers to obtain meaningful, appropriate, person-centred, high-quality programs and services within the day program environment

Membership Eligibility

- A current day program client accessing on-site or virtual programs
- A caregiver of a client accessing day program services
- A day program client and/or caregiver on the waitlist for day program services
- Clients and caregivers are no longer eligible when the client and/or caregiver ceases to access McCormick Dementia Services' supports

Each member on the Council will:

- Make a commitment to support the Council's purpose and vision
- Attend Council meetings as frequently as possible
- Be respectful, honest, trusting and supportive of other Council members
- Discuss thoughts openly
- Focus on consensus building
- Be solution-focussed
- Actively support group decisions
- Maintain confidentiality

Nomination and Selection of Co-Chairs

The Co-Chairs will be comprised of the McCormick Dementia Services Director and a Client or Caregiver. The client or caregiver representative will be selected annually in September, and hold a one year term. Individuals interested may be

nominated or nominate themselves, and the Council members will vote anonymously. The individual with the most votes will be the Co-Chair with the Director.

In the event of a Co-Chair withdrawing before the completion of the term, an interim Co-Chair may assume the role until the next designated election in September.

Roles of the Co-Chairs

The Co-Chairs will:

- Develop the agenda based on input from members
- Be voting representatives on the Council
- Attend and facilitate Council meetings
- Be the custodian of all paper, records, correspondence and other documents belonging to the Council
- Provide notice of meetings
- Assign a staff member to take minutes at each meeting
- Ensure distribution of minutes and agendas in a timely manner, including posting minutes on the McCormick Dementia Services website and shared in the Bi-annual Client and Caregiver Forum

COUNCIL MEETINGS

Quorum and Voting

A quorum for a meeting of the Council will be 50% plus one of the voting members

- Each member is entitled to one (1) vote only
- The Council will attempt to make all decisions by consensus. In the event that the Council fails to achieve a consensus decision, a majority decision will govern
- During deliberations, the voting members must declare a conflict of interest and must absent themselves from discussion and voting

Meeting Frequency

The Council will meet quarterly (March, June, September, December) per year or at the call of the Co-Chairs, at a location including video and teleconferencing.

Guests

The Council may invite guests to attend meetings. Sufficient advance notice to the Co-Chairs is required to ensure that the attendance of the guest is included on the agenda circulated for the meeting. Guests will attend Council meetings for a designated portion of the meeting, unless determined by the Co-Chairs.

Terms of Reference Review

The Terms of Reference will be reviewed annually at the September meeting or as required.