

Client and Caregiver Council Minutes

Date: March 23, 2023

Time: 10:00am – 11:45am

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., 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 	
December 2022 Minutes Review	<ul style="list-style-type: none"> • Comparative analysis of annual survey shared with council • Some feedback was provided about recording the Client and Caregiver Forum meetings for those who are unable to attend • Becky had a change to meet with representatives from Gold Care regarding a family portal and found that the current features are not relevant to our day program at this time 	Use of Zoom's webinar feature will be explored for future forum meetings so that they can be shared while maintaining privacy
New LTC Regulations	<ul style="list-style-type: none"> • As of April 1st, COVID-19 screening will no longer be a requirement at long-term care homes, masking will remain in place • This new regulation will assist with the day program's ultimate goal of bringing caregivers back on-site for assessments, tours, support groups, etc., but it is important for us that this is done in the safest manner possible • Bob inquired as to whether this will affect the morning drop-off and pick-up procedures – Karen advised that for now, this process will stay the same, but ultimately it will end up changing 	
Staffing Updates	<ul style="list-style-type: none"> • The day program's full-time day RPN, Michael, has resigned – RPN Arlene is the successful candidate for this role and has begun her orientation • The day program also has recruited a new temporary part-time evening RPN, Purna • Recruitment for part-time recreation assistants continues 	
Recreation Team Meeting	<ul style="list-style-type: none"> • On Tuesday, March 28th, the recreation team will meet for four hours in the evening to discuss a transition in programming • The day program is noticing that current clients are much more progressed in their disease process than we have seen before, which is having an impact on the program rooms 	

	<ul style="list-style-type: none"> Programming in these rooms needs to be shifted to meet client needs, as the rooms designated for those in the middle to late stages of disease are currently at maximum capacity 	
Senior Friendly Care Self-Assessment	<ul style="list-style-type: none"> Senior Friendly Care is an initiative which provides guiding principles in supporting older adults Senior Friendly Care ensures that organizations are implementing best practices when working with this population Organizations can volunteer to complete a self-assessment to see where they stand with these practices McCormick Dementia Services has completed this assessment which revealed that our organization is doing well in a number of areas and has the opportunity to grow in other areas 	
Overnight Respite Stay Documents	<ul style="list-style-type: none"> New respite paperwork has been implemented which eliminates the need for caregivers to complete the same form each respite stay A note type has been created with the most recent information already completed. This note will be printed prior to each respite stay and caregivers are able to make changes as needed The council asked if the same process can be implemented for the medication list 	Natalie to begin sending completed medication profiles home with respite paperwork
McCormick Mobile	<ul style="list-style-type: none"> Pilot project which will provide caregivers with an intensive six-week in-home training program Training videos have been completed and caregiver workbooks are currently being edited and formatted The ethics application is currently being put together and will be submitted to the ethics board at Western University 	
Upcoming Beck Hearing Webinar	<ul style="list-style-type: none"> Beck Hearing will be providing a webinar for caregivers on April 26th They have also offered to provide an education series for staff on the topics of hearing loss in older adults, usage and maintenance of hearing aids, etc. 	
Quality Improvement Projects	<ul style="list-style-type: none"> The day program frequently works with students from Fanshawe's Information Technology program who work on projects that could improve operations at the program - council was asked to provide ideas for future projects Council likes the idea of a family portal, or some way to share 5-10 important pieces of information that happened during their person's day - topics such as activities, medication, food/drink, successes and challenges, and bladder/bowel were discussed Bob also proposed the idea of virtual reality for clients 	

Round Table	<ul style="list-style-type: none">• Council discussed prior conversation regarding care plans and the need for some caregivers to receive feedback more than every six months• Becky assured council that care plans are always being modified whenever staff notice changes within clients, and staff are encouraged to call caregivers if they notice any changes• Bob mentioned the YouTube videos that were created by the day program at the start of the pandemic, e.g. exercise video, and it was agreed that a priority should be to create new videos in the absence of virtual recreation• Council discussed the idea of providing tours to caregivers once they are allowed back on-site, it was agreed that providing “tour days” would be an excellent idea, as many caregivers who have recently been involved with McCormick Dementia Services have never seen the program space	
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Next meeting: Thursday, June 22, 2023 at 10:00a.m. via Zoom