

Client and Care Partner Forum Minutes

Date: October 24, 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; Lindsay Stewart, Nursing Care Manager

Clients and Caregivers:

2:00-3:00pm: Doug J., Darla D., Beth F., Marie R.

6:00-7:00pm: Marny H., Bob J.

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome	<ul style="list-style-type: none"> • Welcome from Karen Johnson, Director of McCormick Dementia Services 	
Current Client Numbers and Waitlist	<ul style="list-style-type: none"> • Current client numbers are as follows: <ul style="list-style-type: none"> ○ 50 client attend each week day, 15 on weekends ○ 5 clients stay for extended hours until 6:30 p.m. each day ○ 5 clients stay for overnight respite each day • Discussion regarding weekend capacity. Currently there are no plans to increase capacity on the weekends as there has not been any additional funding for this. BGC transit is also not available on weekends, which is a barrier for most clients. • 147 unique clients currently attend the day program • 257 clients are currently on the waitlist waiting for their first day in the program • 42 unique clients used respite last month • Clients who attend The Salvation Army Adult Day Program will soon be able to use the overnight respite program at McCormick Dementia Services • The day program is closed on all statutory holidays – the closure calendar for 2024 will be mailed out along with invoices in December 2023 	
Hair Salon	<ul style="list-style-type: none"> • Clients can now access the hair salon in McCormick Home • The salon is open Wednesday, Thursday and Friday mornings • Services and fees are all listed online on Care Partner's Corner • To book a service, care partners can contact Natalie (administrative assistant) • All clients who use the hair salon are required to wear a mask 	
Fee Increases	<ul style="list-style-type: none"> • In September, two program fees were raised: <ul style="list-style-type: none"> ○ The extended hours fee increased from \$9.00 to \$10.00 ○ The overnight respite fee increased from \$22.00 to \$25.00 	

<p>Current Restrictions and Precautions</p>	<ul style="list-style-type: none"> • Staff and visitors are currently required to wear masks • Day program staff have resumed rapid testing of overnight respite clients • All clients have their temperature taken prior to entering the day program • Clients are currently being cohorted by program rooms to reduce close contacts • If a client develops symptoms while at the day program, they are isolated and must be picked up as soon as possible. A COVID-19 rapid test can be administered with consent from the care partner • If a client tests positive for COVID-19, they are unable to attend the day program for 10 days • Clients and staff must stay home if they are showing any symptoms of illness • Recently, the day program had to close the overnight respite program for three nights because of staffing shortages due to illness • A memo was e-mailed and also mailed out to all care partners stressing the importance of keeping clients home if they are ill 	
<p>Support Groups, Education, Webinars</p>	<ul style="list-style-type: none"> • Support groups and education series are now being offered either in-person or virtual, not a hybrid format • Webinars continue to be offered monthly – the next webinar will be presented by Siskinds on the topic of Incapacity, Substitute Decision Making and The Importance of Planning Ahead, this will take place on November 15th from 7:00-8:30 p.m. • A care partner asked if McCormick staff ever provide education to professionals in the community 	<p>Karen will connect with social workers and staff at the Alzheimer’s Society to explore the possibility of community education</p>
<p>Human Resources Update</p>	<ul style="list-style-type: none"> • McCormick Care Group has made investments in staff education and re-training with the creation of the Learning and Development Coordinator position • There has also been a significant increase in volunteer and student hours – in July the day program had five volunteers, as of today there are twelve <ul style="list-style-type: none"> • 55 volunteer hours were logged in August and 61 hours in September • In August and September, nine students provided 151.5 additional hours of support • A care partner inquired if Gentle Persuasive Approaches (GPA) training is ever offered to individuals in the community – currently only for professionals who work with people with dementia, however the McCormick Dementia Services education programs offer many practical tips • The University of Tasmania also offers a free online course called <i>Understanding Dementia</i> 	

<p>McCormick Care Foundation Updates</p>	<ul style="list-style-type: none"> • Fit For Care (Maggie’s Run) was held on September 24th, raising over \$50,000 in support of McCormick Home • The day program team, The Daytrippers, was the top fundraising team! • The next fundraising event is Light Up McCormick, taking place on Wednesday, November 22nd from 5:00-7:00 p.m. • A care partner inquired if funds from the McCormick Care Foundation can be used for staffing costs <ul style="list-style-type: none"> • Foundation funds cannot cover staff or operational costs, in part due to their fluctuating nature • The day program applies for grants from the Foundation each year to access funds to either subsidize or enhance programming, which allows for base funding to focus on staff and operations • Foundation funds could cover some staffing costs when associated with a temporary project 	
<p>Annual Survey</p>	<ul style="list-style-type: none"> • The annual Client Satisfaction and Experience Survey has gone home with all clients who attend the program on-site, along with a self-addressed and stamped envelope • The deadline to return the survey is November 10th 	
<p>Questions and Comments</p>	<ul style="list-style-type: none"> • Inquiry regarding the selection process for long-term care and if day program clients get priority placement in McCormick Home <ul style="list-style-type: none"> ○ Individuals on the waitlist for long-term care have equitable access to McCormick Home ○ At times, home staff may consult the day program to better understand the prospective admission’s needs (i.e. are they are risk for elopement, how are responsive behaviours managed?) • Care partner provided a suggestion of having Dr. J.B. Orange present in an upcoming webinar • Care partners provided positive feedback about the quality of the day program and expressed appreciation of services provided to clients and care partners 	