

Client and Care Partner Council Minutes

Date: September 26th, 2024

Time: 10:00am – 11:30am

Location: McCormick Dementia Services Education Room

Attendees:

Staff: Becky Clark, McCormick Dementia Services Director; Elizabeth Hardy, Day Program Manager;

Natalie Kozinska, Administrative Assistant; Catherine Robson, Social Worker

Caregivers: Donna H., Deb D., Muriel A., Marny H.

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome and Introductions	<ul style="list-style-type: none"> • Welcome to Elizabeth Hardy, who assumed the role of Day Program Manager in July 2024 following Becky’s appointment as Director • Welcome to new council members Donna, Deb and Muriel! 	
Terms of Reference Review	<ul style="list-style-type: none"> • The client and care partner council terms of reference are reviewed on an annual basis at the September meeting • The council has approved the following edits: <ul style="list-style-type: none"> ○ Update the logo at the top of the page to reflect McCormick Care Group’s new logo ○ Change <i>Home and Community Care Support Services</i> to reflect their new name, <i>Ontario Health atHome</i> ○ Updates to membership eligibility: third bullet point changed to <i>Clients and care partners are no longer eligible when the client discharges from the adult day program</i>; Add point which states that the care partner can continue until the end of the term (specify that a new term begins each September) 	Natalie will make edits to the Terms of Reference document
Co-Chair Selection	<ul style="list-style-type: none"> • As it is the start of a new term, the council must elect a new co-chair • Becky will send an e-mail to council members to determine interest, and if necessary, a vote will be held 	
Guest: Riley Cleverdon	<ul style="list-style-type: none"> • The council welcomed Riley, Research Coordinator at McCormick Care Group • Riley has been involved with the McCormick Mobile pilot project and will be sending out communications regarding future research groups and opportunities • The research page on the McCormick Care Group website will also be updated to reflect current research activity, partnerships and information 	
Quality Dashboard Report	<ul style="list-style-type: none"> • Becky reviewed the quality monitoring plan, which is used to measure trends that are happening in the day program, which get reported to the board • Statistics that are measured are: number of falls, number of clients with a suspected health decline, number of incidents due to significant responsive behaviours, client to staff injuries, number of discharge surveys that indicate “very satisfied”, and the number of unique clients accessing overnight respite 	

	<ul style="list-style-type: none"> • Becky has suggested changes to the ranges of unique respite clients, with the red column being <50, yellow being 50-60, and green being >60 • Becky has also proposed that the discharge survey indicator also include those that indicated “satisfied” 	
McCormick Mobile Update	<ul style="list-style-type: none"> • The McCormick Mobile pilot project officially finished on Tuesday, September 24 • The data will now go to the research team to generate results • McCormick is also the successful recipient of Petro Canada’s Care Maker’s Grant – these funds will support us to continue McCormick Mobile, the details of which are currently being sorted out 	
Annual Survey	<ul style="list-style-type: none"> • Council members were given the first draft of the Client and Care Partner annual survey to review • The goal is to send this survey out with all clients attending on site on the week of October 7th • Council members are welcome to e-mail Becky any edits or additions they would like to see in the survey 	
Round Table	<ul style="list-style-type: none"> • Muriel inquired about knowing what kind of activities take place at the day program, not necessarily a calendar, but a description of the different games/programs – Elizabeth to explore providing this to care partners • Becky and Elizabeth discussed enhanced recreation programming – each full time recreation specialist is asked to create two enhanced programs per week, programs that go beyond the everyday programming that takes place. Materials and supplies for these programs are funded by the Foundation • Marny inquired about parking and has observed that at times the busses are pulling up too far, creating more congestion for those picking up clients in their vehicles <ul style="list-style-type: none"> ○ Strategies were discussed including staggering pick-up times with families and busses, signage for “car one” and “car two” in order to fit two vehicles in front of the bus, education for bus drivers, educational videos demonstrating the bussing process • Discussion on whether a client can attend more than one day program at a time – they cannot, unless it is a private pay day program such as Diversified Dynamic Care in Arva. Clients can be on more than one waitlist, and can choose to switch programs once they reach the top of our waitlist. 	

Next meeting: Thursday, November 28th, 2024 at 10:00 a.m.