

Client and Care Partner Council Minutes

Date: November 27, 2025

Time: 10:00am – 11:30am

Location: McCormick Dementia Services Education Room

Attendees:

Staff: Elizabeth Hardy, Day Program Manager, Becky Clark, Director, Tara Machacek, Social Worker, Natalie Kozinska, Administrative Assistant

Caregivers: Bob M., Doug M., Marny H., Donna H., Claire D., Ellen M.

| Agenda Item | Discussion Items and Decisions | Actions Required |
|-----------------------------------|--|------------------|
| Client-Focused Brochure | <ul style="list-style-type: none">Elizabeth shared the first draft of a new day program brochure that is written for clientsThe brochure answers frequently asked questions about topics such as meals, transportation, daily activities, and the benefits of attending The ClubDoug inquired about having contact information in the brochure – concerns around clients obtaining phone numbers/emails and then calling to cancel | |
| McCormick Mobile Update from Tara | <ul style="list-style-type: none">McCormick Mobile (in-home caregiver education project) is currently in its second phase thanks to a grant from the Petro Canada CareMakers grantThis phase, which started in May 2025 and will run until March/April 2026, will support 46 families. 29 of these will have completed the education before ChristmasMcCormick Mobile is a research project that is developed in collaboration with Western UniversityThe preliminary feedback shows positive changes in the following areas: emotional change, communication, relationship quality, responsive behaviours, meaningful activities, knowledge and confidence, and self careThe next phase of McCormick Mobile will be funded by the Alzheimer SocietyThe ultimate goal is to offer McCormick Mobile as an ongoing initiative, without the research component | |
| Budget Forecasting 2026/27 | <ul style="list-style-type: none">The current fiscal year deficits have led to fee increases, service cuts, and staff layoffs. November 29th is the last day for the afternoon program (2:30-8:00pm)Reducing respite to 6 nights/week has been proposed to balance the upcoming balanceBecky has submitted three expressions of interest for additional funding from Ontario Health: to keep overnight respite at 7 nights/week, to maintain current day program capacity, and to fund McCormick MobileResponses to these will be delivered in JanuaryCouncil discussed utilizing Western University and Fanshawe College students to assist with marketingCouncil also discussed the future of AI and the ways that it is currently being used to save costs in other fields | |

| | | |
|---|--|--|
| Grant Application Updates | <ul style="list-style-type: none"> Elizabeth has facilitated two sessions of the photobook project that is being funded by the Senior's Community Grant This year, McCormick Dementia Services is asking for funding to hire a temporary educator position. This individual would work in a temporary contact for 2 days/week and assist with the "behind the scenes" that goes into the education programs offered at McCormick Council also suggested the Ontario Trillium Foundation | |
| Annual Survey Results | <ul style="list-style-type: none"> The preliminary results of the 2025 Client and Care Partner Annual Satisfaction Survey were shared with council 80 of 170 survey were returned – challenging year as the Canada Post strike impacted the ability for pre-paid envelopes to be included with the survey New question asking for age demographics was included, as well as questions about meal satisfaction and assessing interest in McCormick hosting activities for clients and care partners to participate in together The official results will be shared with all clients and care partners in the coming weeks | |
| Financial Agreement | <ul style="list-style-type: none"> Council was given a copy of the new financial agreement to review New agreement more clearly outlines the costs for all services, describes the refund policy (which was a CARF recommendation), and outlines the late pick-up policy | |
| Tour of Learning and Development Centre | <ul style="list-style-type: none"> Council was given a tour of the Learning and Development Centre | |

Next meeting: Thursday January 22nd, 2026 at 10:00am