

Client and Care Partner Forum Minutes

Date: April 21, 2026

Time: 2:00-3:00pm and 6:00-7:00pm

Location: Via Zoom

Agenda Item	Discussion Items and Decisions
Welcome and Introductions	<ul style="list-style-type: none"> • Welcome from Becky Clark, Director • Introductions of Lindsay Stewart, Nursing Care Manager and Elizabeth Hardy, Day Program Manager
Ways to Stay Connected	<ul style="list-style-type: none"> • Client and Care Partner Forum <ul style="list-style-type: none"> • The Forum was discussed as an opportunity for participants to provide input and feedback, hear the latest updates and information, and engage in open discussion and communication • Client and Care Partner Council <ul style="list-style-type: none"> • The Client and Care Partner Council meets every other month. • Participation is limited to individuals whose family member/person attends the day program. • The purpose of the council is to improve the overall participant and caregiver experience, serve as a sounding board for upcoming ideas and initiatives, and ensure programs and changes have a positive impact • The next council meeting is scheduled for May 28. • Weekly E-News Registration <ul style="list-style-type: none"> • Weekly E-news updates are distributed every Thursday morning. • Individuals can register by visiting the McCormick Dementia page on the website.
Dementia Services Updates	<ul style="list-style-type: none"> • Funding <ul style="list-style-type: none"> • Ontario Health has provided a 0% funding increase for the 2025/26 and 2026/27 fiscal years. • McCormick is funded through Ontario Health as a Community Support Service (CSS), which differs from Long-Term Care (LTC) and hospital funding models. • There has been no funding increase over the past two fiscal years. • An announcement has suggested potential future funding for community services, though no details have been shared to date. • Program Capacity Changes <ul style="list-style-type: none"> • Changes are occurring due to staffing changes. • As of the end of November 2025, the afternoon program was closed • Beginning April 2026, weekend program capacity will be reduced to 7 clients, plus 5 who are attending respite • Approximately 65 clients continue to attend per weekday

<p>Dementia Services Updates</p>	<ul style="list-style-type: none"> • Fee Changes Effective April 1, 2026 <ul style="list-style-type: none"> • Day program and transportation fees will increase by \$2 per service, to \$15. • Bath fees will increase to \$30. • Shower fees will increase to \$20.
<p>Advocacy Updates</p>	<ul style="list-style-type: none"> • Over the past 4-6 months, efforts to increase advocacy have expanded. • Peggy Sattler and Terence Kernaghan visited the program. • Caregivers and staff shared information about the organization's services and the impact on families. • Individuals interested in writing advocacy letters are encouraged to reach out for templates and guidance on where to send letters. • Terence Kernaghan will be attending the Ritz Gala.
<p>Dementia Services Surveys</p>	<ul style="list-style-type: none"> • Annual Client (Day Program) Satisfaction Survey – Fall <ul style="list-style-type: none"> • Paper-based survey • Focused on the day program experience • Social Work Survey – Winter <ul style="list-style-type: none"> • Electronic survey • Focused on counselling, education, support groups, and webinars • Education Series & Webinar Surveys <ul style="list-style-type: none"> • Electronic surveys • Distributed after each session • Discharge Survey <ul style="list-style-type: none"> • Completed upon conclusion of day program access
<p>Annual Statistics</p>	<ul style="list-style-type: none"> • 353 new clients referred in the past year • 269 individuals currently on the waitlist • Current wait time is approximately 12 months • 68 new people referred to overnight respite • 401 care partners referred for support and education • 369 clients served • 15,706 visits completed
<p>Respite Updates</p>	<ul style="list-style-type: none"> • Respite services have been expanded to include other day programs and individuals on the waitlist • Importance of emergency contacts was emphasized: <ul style="list-style-type: none"> • Respite rooms are used as program rooms during the day • Staff cannot continue caring for ill clients in respite • Emergency contacts must be available to provide care if needed • Efforts are being made to make respite more welcoming and engaging for new participants • A YouTube video on the McCormick page demonstrates what respite looks like • Staff are willing to pair compatible clients during respite stays

<p>Recreation Updates</p>	<ul style="list-style-type: none"> • Calendar Trials <ul style="list-style-type: none"> • Trial calendars are being introduced to show some daily activities. • Calendars are intended to serve as conversation starters, focus on feelings and engagement rather than factual recall, and encourage yes/no style conversations • The recreation team will continue providing bi-annual team care reviews. • Pickleball Court <ul style="list-style-type: none"> • Astroturf has been installed in the back garden, and can be used for a variety of programming such as modified pickleball, putting, and bocce ball • Summer/Winter Open Houses <ul style="list-style-type: none"> • Open houses for families of current day program attendees are currently being planned. Tentative dates are June 8-12 and December 7-11 • Potential Care Partner Retreat <ul style="list-style-type: none"> • Another care partner appreciation retreat is currently being considered • Last year’s event included laughter yoga, gardening and clay activities, a catered lunch, and harpist performance • Client Brochures <ul style="list-style-type: none"> • MDS is currently developing brochures specifically for clients attending the day program.
<p>Nursing Updates</p>	<ul style="list-style-type: none"> • The day program can now collect urine samples and test for UTIs using a urinalysis machine. • Respite recap notes have returned and will be placed in client luggage upon discharge home. • Doctor’s orders must accompany all medications clients receive, and original pill bottles or blister packs are required • Families are reminded to send extra supplies, including incontinence products, change of clothes, and other necessary personal items
<p>McCormick Mobile Update</p>	<ul style="list-style-type: none"> • The in-home education program includes visits from social work, recreation, and nursing staff • The “2.0” version of the program occurred in partnership with Western University and through a grant from the Petro Canada CareMakers Foundation. • 46 participants took part in the program. • Future funding for a third round will come through the Alzheimer Society.
<p>Grant Projects</p>	<ul style="list-style-type: none"> • Funding through the McCormick Care Foundation supports subsidies, client enhancements, and special projects, including the shower room • External grants supported the “My Life Journey” project, creating personalized photo books. • Upcoming events include the Ritz Gala, Maggie’s Run (September), and Light Up McCormick (November)

Learning and Development Centre Updates	<ul style="list-style-type: none">• The Learning and Development Centre is operational.• Current initiatives include in-person annual staff education and IV training for nursing staff
Reminders for Day Program Attendees	<ul style="list-style-type: none">• A parking lot survey will be distributed regarding drop-off routines and parking concerns.• Families are reminded that all snacks sent with clients must be nut free.