

## Client and Care Partner Council Minutes

Date: September 24, 2026

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

Care Partners: Doug M., Marny H., Shelley M., Todd G., Tara J., Ellen M.

| Agenda Item                            | Discussion Items and Decisions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Actions Required |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Terms of Reference Review              | <ul style="list-style-type: none"><li>• Council reviewed Terms of Reference document</li><li>• Proposed changes include updating the graphic to reflect the three sub-categories identified in the Terms of Reference:<ul style="list-style-type: none"><li>◦ Adult Day Program Performance</li><li>◦ Evaluation, Quality Improvement and Enhancing Client Experience</li><li>◦ Advocacy</li></ul></li><li>• Discussion also included adding education into the terms of reference</li><li>• Council discussed revising the current definition of advocacy to more accurately reflect the work and role of Council</li></ul>                                      |                  |
| Co-Chair Selection                     | <ul style="list-style-type: none"><li>• Marny has completed her term as co-chair</li><li>• Doug was selected as co-chair for the current term through September 2027</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                  |
| Truth and Reconciliation: Turtle Tours | <ul style="list-style-type: none"><li>• September 30<sup>th</sup> is National day for Truth and Reconciliation</li><li>• Melanie Snell (Student and Volunteer Experience Co-Ordinator) will be offering tours to the Turtle on the McCormick property which marks the resting place of Indigenous ancestors whose remains were discovered during the development of McCormick Home</li><li>• See Appendix A for the full story and meaning behind the Turtle</li></ul>                                                                                                                                                                                            |                  |
| New Quality Indicators                 | <ul style="list-style-type: none"><li>• Three new indicators have been added to the Quality Monitor Plan which are reported quarterly:<ul style="list-style-type: none"><li>◦ Increased care partner competence through enhanced education</li><li>◦ Increased length of stay for Priority 1 referrals</li><li>◦ Increased peer led learning opportunities</li></ul></li><li>• Examples of peer led learning opportunities include educating team about the Turtle/Truth and Reconciliation, recreation sharing tips with nursing staff for times of day when recreation is not available, staff sharing workshop learnings with rest of the team, etc.</li></ul> |                  |

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| Culturally Diverse Programming    | <ul style="list-style-type: none"> <li>• One of the priorities under the new strategic plan is to “Advance high-quality, forward-thinking care that is responsive to a changing community”</li> <li>• Part of this is to culturally responsive and inclusive programming</li> <li>• Discussion focused on how to gather information from day program clients to better understand their cultural needs, interests, and preferences</li> </ul>                                                                     | Council members can connect with Elizabeth with ideas on how to gather this information |
| Annual Satisfaction Survey Review | <ul style="list-style-type: none"> <li>• Care partners will be given the option to complete this year’s survey online</li> <li>• Council gave suggestions for updates to the survey</li> <li>• Survey will be finalized next week and distributed the week of October 5<sup>th</sup></li> </ul>                                                                                                                                                                                                                   | Natalie to update survey based on Council’s feedback                                    |
| Client Specific Brochure          | <ul style="list-style-type: none"> <li>• Becky shared the new client-specific brochure with Council</li> <li>• This brochure is designed for clients of the day program and does not use dementia-specific language</li> <li>• Question was raised about when the brochure will be shared with clients. If it is provided at admission, there is a concern that it may get lost among other paperwork.</li> </ul>                                                                                                 |                                                                                         |
| Round Table                       | <ul style="list-style-type: none"> <li>• Maggie’s Run was a success, with team Daytrippers being the top fundraising team!</li> <li>• Funds from Maggie’s Run will support construction of new shower room in the Day Program</li> <li>• Team is planning the December Open House for the week of December 7<sup>th</sup> – Elizabeth is open to feedback regarding what kinds of activities open house guests would like to see and participate in, as not everybody enjoys the musical entertainment</li> </ul> |                                                                                         |

Next meeting: Thursday, November 26<sup>th</sup>, 2026 at 10:00 a.m.

## **Appendix A**

### **National Day for Truth and Reconciliation Reflection**

The Turtle marks the resting place of Indigenous ancestors whose remains were discovered during development of McCormick on this site more than 20 years ago and were respectfully re-interred.

While we are reflecting on Truth and Reconciliation, it is important to understand that this site is not connected to residential schools or the children who attended them.

An Oneida Elder shared that, traditionally, people were often buried in places of great beauty and significance. We all have places where we feel deeply connected and at peace. For some, that might be overlooking mountains. For others, it may be a beach, a forest, or rolling hills surrounded by nature. At one time, someone felt that same deep connection to these grounds and chose this place as their final resting place.

Because of that, the Turtle is not intended to be a place of sadness or despair. It is a place of honour, remembrance, gathering, and connection. It is a place where we can appreciate the beauty of the land and reflect on our relationship to it and to one another.

One way we can show respect for this space is by caring for it. Our Relationship Centred Care Action Team has committed to spending a few minutes during each monthly meeting helping keep the area clean and free of litter. Residents, volunteers, and team members are also welcome to help care for the site by removing weeds from between the stones that make up the Turtle. Small acts of stewardship help ensure this space remains a place of beauty and respect for future generations.

When we think about why a Turtle was chosen for this site, it helps to understand the important role the Turtle plays in Indigenous teachings and Creation Stories.

The story begins in the Creator's World. There was a great tree, and one day it became uprooted, creating a hole. A woman looked into that opening and fell through it toward the world below. As she fell, she tried to slow her descent by grasping strawberry plants and other medicines, but she could not stop herself from falling. The birds saw her and came together to help. They caught her and gently carried her downward. Below them was a world covered entirely by water. The animals knew they needed a place for the woman to rest, they needed to bring the earth up from the bottom of the water, so Turtle offered his back for the dirt to be placed upon. One by one the animals tried to reach the bottom of the water. Beaver tried but was unable to make it. Others tried as well, but they too were unsuccessful. Then the Muskrat, the smallest of them all, offered to help. When Muskrat returned, he carried only a tiny bit of earth beneath his claws. It did not seem like much, but it was enough. That small amount of earth was spread across Turtle's back, and it began to grow and spread until it became Turtle Island. What we now call North America.

Sometimes we don't realize the difference one person can make, especially when something feels bigger than ourselves. The story of Muskrat reminds us that meaningful change often begins with small actions. The lesson is that everyone has gifts to offer and that no act of kindness, courage, or responsibility is too small to matter. Learning, listening, reflecting, asking questions, and showing respect help create understanding and build stronger relationships.

Just as Muskrat's small contribution helped create Turtle Island, our individual actions, however small they may seem, can help create positive change. Together, those actions can make a difference.