



McCormick Dementia Services

Advancing community
outreach and support

McCormick Day Program Orientation Handbook



McCormick Dementia Services

Advancing community
outreach and support

TABLE OF CONTENTS

Welcome to McCormick Dementia Services _____	4
Our Vision, Mission and Values _____	5
Our Team _____	6
MCCORMICK DEMENTIA SERVICES _____	8
Day Program	
Overnight Respite	
Family Support Programs	
Day Program Facts _____	9
Spaces Available	
Hours of Operation	
Fee Schedule	
Absence from the Day Program	
Late Pick-up	
Billing	
Receipts	
Meals	
Transportation	
Communication	
Care Plan Reviews	
Additional Services	
Newsletter	
Overdue payments	
Admissions to McCormick Dementia Services _____	12
SWLHIN Referral	
Visit to McCormick Dementia Services	
Orientation	
Adding or Dropping Services	

Discharges _____	14
Overnight Respite Care _____	15
Emergencies and Safety _____	16
Safety Considerations	
Responding to Health Emergencies	
Restraint Policy	
Emergency Contacts	
Concerns/Complaints _____	20
McCormick Care Foundation _____	23



McCormick Dementia Services

Advancing community
outreach and support

Welcome to McCormick Dementia Services

It is our privilege to serve you through our programs at McCormick Dementia Services.

Our team has a strong commitment to delivering the highest quality services to clients in our day, respite and family support programs. Our history in this area of service delivery extends back to our beginnings in 1986 as a small pilot project in Parkwood Hospital. Our journey over the years not only expanded our numbers but also our commitment to quality improvement, innovation, and being a leader in dementia care and support.

We have learned a tremendous amount from our clients and caregivers and continue to have openness to new learning. Currently, there is a momentum and excitement in the area of research, and we are active in a number of studies that have the potential to positively impact the lives of individuals living with dementia and caregivers. We firmly believe there is a life to live after a dementia diagnosis, and it can be lived well.

We will persist in working hard at McCormick Dementia Services on our mission to provide our clients and caregivers with relationship-centered care and an enhanced quality of life.

Sincerely,

Karen Johnson
Director
McCormick Dementia Services



Aim

By 2022, McCormick Care Group will be recognized as one of Canada's leaders in innovative dementia care through robust staff development and a strategic research program.

Vision

To create a caring community in which clients, residents, family members and caregivers – especially those challenged by dementia – feel a sense of safety, belonging and purpose.

Mission

To champion care that enables people with dementia to lead meaningful lives; to strategically invest in innovative programs, staff development, knowledge sharing, best practice applications, and research projects that focus on improving care.

Values

Compassion

We listen to understand the hopes and needs of those we serve, and do our best to respond. We treat each other with kindness and dignity.

Accountability

We earn the trust of those we serve, our teams and our partners by honouring our commitments. We carefully and responsibly manage our resources.

Respect

We value diverse cultures and perspectives. We communicate honestly and politely. We nurture relationships with our clients, residents, and families and advocate passionately on their behalf.

Excellence

We bring our best to work every day and lead by example. We use current research evidence and best practice guidelines to continuously improve the care we provide. We celebrate our successes.

Collaboration

We strengthen our teams, learn from each other and contribute to enhancing the health care system through respectful cooperation, knowledge sharing, and mutually beneficial partnerships.





Our McCormick Dementia Services Team

McCormick Dementia Services is governed by the **McCormick Care Group**. It is funded largely (~80%) by the Ontario Ministry of Health and Home and Community Care Support Services South West (HCCSS) and partially (~20%) by client user fees. The McCormick Care Foundation also provides funds to enhance our programs.

We are a dedicated group of professionals working closely with family, caregivers and other service providers to form a care team that is focused on client and caregiver needs.

The **Director** reports to the CEO of the McCormick Care Group. She/he works with the McCormick Dementia Services nursing and recreation managers to oversee the day-to-day functioning of the day program, and with the social workers to support the delivery of family support programs. Program development, evaluation, and performance and financial management are part of the role.

The **Day Program Manager** reports to the Director, and is responsible in supporting the operations of the day program, and is the leader for the Recreation staff.

The **Recreation Program Specialists** are responsible for the development of specialized recreational programs to meet the individual needs of the 175 to 200 clients registered in the day program at any one time. This requires detailed knowledge of the day program client, including their interests and levels of ability. Each recreation staff member has a university degree or a college diploma in recreational programming. Each day program client has a "primary worker" assigned to them from the recreation group, who is responsible for monitoring the client's changing needs, updating their care plans and providing feedback to the care team and caregivers as needed.

The **Nursing** group includes two levels of nursing. The **Nursing Care Manager** is a registered practical nurse (RPN) and supervises our team of RPN's. RPN's can administer medication and provide foot care. Personal Support Workers (PSW's) assist with meals, personal care and bathing as needed. All nursing staff work together to meet the clients' social/emotional needs and to monitor changes in their health status. Concerns are promptly reported to caregivers.

The **Social Workers** are university-trained (at a bachelor or masters level) professionals who are registered with the Ontario College of Social Workers and Social Service Workers. They work closely with the day program staff to integrate the clients into the program and then monitor their functioning throughout their stay. Another important social work role is to assist the caregivers in a variety of ways, such as through education, counseling, referrals and planning for the future. Their services are not restricted to day program users.

The **Administrative Assistant** not only provides many supportive secretarial functions to the team, but also works closely with families in areas such as arranging transportation for day program clients, billing, booking overnight respite and welcoming and directing visitors at the reception desk.



McCormick Dementia Services

The **McCormick Day Program** (or as we like to refer to “The Club”) operates seven days a week from 9:30 a.m. to 6:30 p.m.

Every day of the week, 5 clients have the option of staying until 6:30 p.m. during our **extended hours program**. This option must be prearranged.

Clients are divided into smaller groups during the day, based on their interests and abilities. One-on-one programs can be offered. The range of activities offered includes regular physical exercise, cognitive stimulation geared to the client’s level of ability, Montessori programs, games adapted to various levels of functioning, crafts for those interested, music, singalongs, dancing, baking, gardening, walks indoors and outdoors, theme days, and more. The goal is always to have clients succeed in whatever activity they engage.

Overnight respite care offers space seven nights a week. Clients can choose from three night stays, Monday at 9:30am until Thursday at 3:00pm, or four night stays, Thursday at 9:30am until Monday at 3:00pm.

Caregiver support programs are designed to assist caregivers in their role. Social workers provide a variety of support group sessions during the day and evening. McCormick Dementia Services offers enhanced caregiver education multiple times throughout the year, which build necessary skills and reduce caregiver stress. Social workers also provide an early stage support group for individuals living with dementia. All of these groups can be an excellent source of current and relevant information as well as a strong source of support.

(Please refer to our brochures outlining the various group programs available.) Social workers are also available to speak with caregivers individually or as a family to assist them with their particular situation.



Day Program Facts

Spaces Available

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9:30am -3:00pm Core Day	50	50	50	50	50	15	15
3:00pm-6:30pm Extended Hours	5	5	5	5	5	5	5
6:30pm - 9:30am Overnight	5	5	5	5	5	5	5

Hours of Operation

McCormick Dementia Services is open seven days per week. (Please refer to the chart above for availability of spaces at various times.)

During the week, the day program operates Monday through Friday from 9:30am to 6:30pm. Participants are scheduled to attend weekly on the same day(s) for which they have registered.

McCormick Dementia Services offers both day and overnight services.

Overnight respite is available seven nights a week. Three night stays begin Monday at 9:30am and conclude Thursday at 3:00pm, while four night stays begin Thursday at 9:30am and conclude Monday at 9:30am.

Day program fees are based on the hours of service utilized:

Hours	Fee
9:30am to 3:00pm	\$13.00
3:00pm to 6:30pm	\$9.00
Three Night Respite Stay	\$145.00
Four Night Respite Stay	\$189.00

Bus transportation is available for respite stay.

Bus transportation is not available for pick-up during extended hours or on weekends.

Absence - Please make sure to inform both the McCormick Dementia Services staff and the transportation company when a client is going to be absent. Fees will be charged for all scheduled days whether or not the client attends the program.

COVID-19 – Screening for illness during the pandemic is the first line of defense to stop the spread of COVID-19 and other illnesses (such as influenza). We ask that all clients and caregivers do a self-screening assessment prior to attending the day program (please refer to the Screening Process package included). If you answer yes to one or more of the screening questions, please refer to the “Guidance in the event a client gets sick” information page for details (attached).

Illness - *It is essential that ill clients are kept at home until they are well.* We cannot provide care for clients who are medically unstable. When a client experiences flu-like symptoms he/she must stay at home until he/she is no longer contagious. After experiencing enteric (diarrhea and/or vomiting) symptoms, clients must be symptom-free for a minimum of 48 hours before returning to the program, and a minimum of five days after experiencing respiratory and other influenza-related symptoms.

Late pick up - It is important to note that if a client is not picked up at the pre-arranged time or if there is no one at home to receive the client when the bus attempts to drop them off, the client will be returned to McCormick Dementia Services, and a fee of \$30 an hour will be charged to the client’s bill. (This policy does not apply to those clients where the written permission allows the drivers to leave the client at his/her address without a caregiver.)

Billing - We process our billings at the end of every month. The user fee applies from the day of registration to the day of discharge. If you have questions regarding fees, please call the administrative assistant at 519-439-9336, ext. 2347. For overdue payments, please refer to the section below.

Receipts - Please note that a separate receipt for payments will not be provided. Each month following a payment, an invoice is generated and the payment is recorded on this invoice. *Please retain all invoices for your records and income tax purposes.*

Meals - A full lunch is provided for all participants on a daily basis. Snacks and refreshments are served in the morning, late afternoon and early evening. Breakfast is provided for overnight guests. Meeting special dietary requirements may be possible, but in some cases the family may need to supply the food required.

Transportation - We have partnered with the Boys’ and Girls’ Club of London to provide transportation to and from the day program between the hours of 9:30 a.m. and 3:00 p.m. *We will arrange the transportation service initially; however, it is your responsibility to contact transit each time the client cannot attend the program. Also, please contact McCormick Dementia Services to inform staff of the absence.*

To cancel transportation, please call Boys' and Girls' Club Senior Transit at 519-434-9119.

If you are providing the transportation, please drive up to the day program entrance and pull your vehicle up to the physical marker posted on the pillar furthest from the front door. It is a happy face. The nursing staff will be out in the parking lot greeting everyone wearing full Personal Protective Equipment (PPE) and directing the flow of traffic. Please remain in your vehicle until a nursing staff comes to you.

Communication with staff - Please feel free to contact McCormick Dementia Services staff with inquiries, information and feedback about our services. A current staff list is included in your orientation package.

Team care plan reviews are scheduled for each participant periodically. A package of information is sent to the client and/or caregiver after the meeting with brief feedback on the client's engagement in the program. Also, clients and/or caregivers are asked to update specific information on the client at that time (e.g., medication, current needs) and communicate any other relevant information.

Additional services of bathing or showering are also available. Fees for these pre-arranged services will be added to your monthly bill and are as follows:

Bath	\$25.00
Shower	\$10.00

Please contact the nursing staff for more information.

A **quarterly newsletter** is sent out for your information. Please make special note of day program closures due to any statutory holidays.

Overdue payments - Because we are a registered charity and partially depend on user fees for our day-to-day operations, it is essential that bills are paid fully after the receipt of the monthly invoices. In absence of payment, progressive steps for obtaining payment will be instituted. (For a more detailed policy on the handling of overdue accounts, please ask the McCormick Dementia Services administrative assistant or one of our social workers.)



Admission to the McCormick Dementia Services Day Program

All admissions to the day program must go through Home and Community Care Support Services South West (HCCSS). Anyone can contact HCCSS and specify their interest in the day program. An HCCSS care coordinator will meet with the client and their caregiver and complete a standardized assessment form (Resident Assessment Instrument or RAI). The HCCSS care coordinator is responsible for determining eligibility for the day program and will make the referral by sending the RAI document to McCormick Dementia Services. To be considered eligible to attend the day program, the applicant must have some form of dementia diagnosis.

Once the referral is received, our social worker will contact the family/and or applicant to identify what the days of interest are to attend the program and to confirm placement on the waiting list. A confirmation letter will then be sent out to the family to confirm the days that the client is on the waitlist. Once a client is close to the top of the waitlist the social worker will contact the family and/or applicant and will arrange an appointment for the applicant and their caregiver(s) to visit the day program. While visiting, the applicant will have the opportunity to spend at least one hour in the day program while the caregiver(s) provide psychological/social/recreational information to the social worker and completes all required documentation. Our social worker determines the appropriateness of the program for the applicant. Please note that this process can take up to two hours.

At the time of departure, the applicant is asked about his/her experience and is invited to join the day program. If the client has some concern or anxiety regarding attending, our social workers can often give useful suggestions on approaches that can help reduce the applicant's anxiety and/or reluctance.

Once a space becomes available, the social worker will contact the family to set a start date. Our administrative assistant arranges transportation. If the caregiver prefers to manage their own transportation, they can arrive at 9:30 a.m. (there is no restriction on the lateness of arrival) and at departure time, caregivers should pick up their client by 3:00 p.m. or earlier. Please drive slowly and always be mindful of others arriving at the same time.

Please contact the social worker (or the administrative assistant in their absence) to add or discontinue days of attendance. ***Please note that the client is registered in our program and the user fee applies until the intent to discontinue is clearly communicated to McCormick Dementia Services.***

Documents needing completion during the visit at McCormick Dementia Services are:

- Financial Agreement
- Transportation Release of Responsibility
- Confidentiality and Consent for the Release of Information
- Resident/Client Identification Consent for Photos and Videos
- McCormick Dementia Services Exercise Program
- Consent Directive to View Healthcare Records
- Emergency Contacts
- Duet Bicycle Participation (Optional)
- Pre-Authorized Payment (Optional)
- Mailings from the McCormick Care Foundation (Optional)
- Recreation and Leisure Information



Discharges from the McCormick Dementia Services Day Program

When reducing the number of days in the program or discharging from the program, it is very important to make this intent clear to the McCormick Dementia Services social worker or the administrative assistant. If the message is left with another staff member, we will follow up with a call to ensure that other appropriate services are in place for the client.

We do not recommend leaving a message about discharge on voice mail to avoid any miscommunication. *The day program user fees stop on the day we receive a clear request for discharge from the program.*

Generally, families prefer that staff do not discuss program discharge with the client to avoid possible anxiety or confusion. We proceed in this manner unless we are specifically advised that staff may openly acknowledge that a client is leaving the program.

If the client is going to be away for a period of less than 4 missed visits, *his/her space may be reserved but the user fee will still apply.* If the absence is going to be longer than 4 visits, the client must be discharged from the program. If the client plans to return in the future, his/her name will be placed on the waiting list, and she/he will be offered re-entry into the program when a space becomes available.

If the discharge from the day program is a result of moving into long-term care, the family may request to have the client's care plans, social history, and other relevant documents sent to the long-term care home, as a means of supporting the transition. If this service is requested, a social worker will have to receive consent from the family before the information is shared.

Within two months, caregivers of clients discharged from the program will receive a discharge survey so that they can provide feedback on their experience at McCormick Dementia Services. The completion and return of this survey is greatly appreciated and all suggestions are seriously considered.



Overnight Respite Care

For clients already enrolled in the McCormick Dementia Services day program:

1. Overnight spaces will be booked and once booked, the client is responsible for the user fee.
2. Families cancelling overnight respite will be financially responsible for the user fee unless the respite space can be filled by another client.
3. A "Respite Information Package" will be provided to the caregivers with information on what needs to be provided for the client (e.g., clothing, medication) and to obtain information on the client's normal evening/night routines.

It is the caregiver's responsibility to inform our staff of any changes in the client's functioning level and health status between visits. If a period of time has elapsed from the last visit, our nurse may contact the caregiver to get an update on the client's status.

Safety Considerations

Participant safety in the day program is a high priority at McCormick Dementia Services. We have instituted the following practices and procedures to achieve the highest possible level of safety for those in our program:

Falls and Fall Prevention:

- We ask that day program clients arrive wearing comfortable shoes (preferably no high heels) with a solid, non-slip sole and closed toe and heel.
- Clients should arrive with their mobility aids (e.g., cane, walker, wheelchair), glasses and functioning hearing aids.
- Ceiling lifts are available to assist clients with loss of mobility but the client must arrive with the appropriate sling positioned under them in the wheelchair. Slings can be borrowed from McCormick Dementia Services with a \$50 refundable deposit.

Medication:

Having Registered Practical Nurses allows us to administer medications to clients while on-site at the day program. Our medication policy ensures the utmost safety for our clients. In order to administer medications, we have a number of safeguards that must be followed. We prefer medications to come in blister packaging by the pharmacy. Otherwise, we can only accept medication in the original pharmacy bottle, with the client's name, the name of the drug, and the dosage instructions clearly listed. This requirement also includes over-the-counter drugs, such as Tylenol. The client must be prescribed the medication by a physician for us to administer it. Upon arrival at the day program, the medication must be given to a nursing staff member. Please do not send it with the client. If your person takes the bus, please give the medication to the bus driver, who will ensure the nursing staff safely receive the medication. Our registered nursing staff administer the medication but on some occasions a personal support worker (PSW) who has successfully completed the Pharmacology for Personal Support Workers course can be instructed by registered staff to administer a specific drug at a specific time. Injection medications (e.g., insulin) must arrive with safety engineered needles, which can be obtained at any pharmacy.

Incontinence:

Incontinence can be managed in the day program, but clients are responsible for providing the appropriate type and an adequate supply of the incontinence products

Safety while on our Property:

Although our environment is a secured area, no system is totally infallible. Medical alert bracelets for clients with a risk of wandering are highly recommended.

When dropping off a client at the day program please wait in your car until the staff can do a Covid-19 screening of the client, take their temperature and take them into the program.

Relatives or volunteers assisting with transportation must be educated by the caregiver on this safety policy.

Restraint Policy:

McCormick Dementia Services is a least-restraint use day program. A restraint is any alteration to the person whether physically, mechanically or chemically that is for the purpose of restricting/altering a person's movements, behaviours or actions. Personal Assistance Service Devices (PASD) with Restrictive Properties are also considered restraints as the client is unable to mobilize or change their position independently while using these devices.

Examples of Personal Assistive Service Devices with Restrictive Properties include:

- Tilt wheelchairs and Broda chairs, where the client cannot change the tilt position
- Buddy rolls and foams that restrict the movement of the client, but are required for activities of daily living
- Laptop trays that are buckled behind the client, cannot be removed by the client, and used for positioning in a wheelchair

The use of PASD in the day program requires staff to monitor the device(s) hourly, reposition the client every two hours, and document any monitoring and repositioning.

Emergency Contacts:

Access by our staff to an emergency contact at any time the client is at the day program is extremely important. Please refer to the Emergency Contacts section of this booklet for more detail.

Responding to Health Emergencies in the Day Program

If a client experiences any type of emergency, such as injury, sudden physical deterioration, loss of consciousness, or cardiac or respiratory arrest, staff will automatically initiate the following procedure:

- a) call 911
- b) initiate resuscitation (CPR) if appropriate – compressions only
- c) send person to hospital via ambulance
- d) contact the substitute decision maker and/or primary caregiver
- e) forward appropriate medical/personal information to emergency department, e.g., name, address, phone, health card number, medications, diagnosis, next of kin and substitute decision maker (SDM) if different than the identified next of kin

Since it is of utmost importance to act quickly in emergency situations, it is essential that our records contain accurate information at all times. We ask that you keep this in mind and share with us important changes of information such as the client's physician's name, current list of medications and phone numbers.

If the client is capable of making health care decisions, the health care provider must obtain their permission for any treatment. Once the person is no longer capable of making health care decisions for themselves, their SDM takes on the responsibility of providing or denying consent for treatment.

The SDM is the person or persons identified in the Power of Attorney (POA) for Personal Care. If such a document does not exist, the SDM becomes the person ranked in the provincial legislation as the closest kin. It is important for our staff to have on file the name of the legal decision maker, especially if it is not the same person who is the client's primary care provider.

The SDM does not have the authority to make advance directives on behalf of the person they are acting for. Their power is to make the necessary health care decisions at the time when those decisions need to be made and all the appropriate legal requirements are met.

If you have any further questions, please contact our office or consult your lawyer.



Emergency Contacts

We ask for an emergency contact number at the time of the client's admission into the day program, in addition to the phone number of the primary caregiver and the substitute decision maker. (The latter two may or may not be the same individual.)

The primary caregiver or the emergency contact is *expected to be available to respond to a call from McCormick Dementia Services anytime the client is attending the day program and becomes ill*. The registered nursing staff determine if the situation is an emergency and warrants a transfer to hospital. If not, the *family may be asked to take the client home* if his/her needs surpass what our staff is able provide for him/her in the day program. Our aim is to protect all day program clients from potentially transmittable illnesses. Also, we do not have the staffing resources in the day program to provide the individualized care that an acutely ill client needs and deserves.

An alternate phone number should be provided to our office whenever the primary caregiver and the emergency contact person are both going to be inaccessible. This applies to both the daytime and overnight respite programs, but is especially important during the respite stay.

If the staff is unable to reach any of the client's contacts or if the caregivers are unable or unwilling to pick the client up, we may need to bring in an additional staff to care for the ill client. The cost of the extra staff will be charged to the person financially responsible for the client.

We are happy and eager to provide the much-deserved respite care to you. Unfortunately, we can only do so within the boundaries of what a day program can safely accommodate.



Client Complaints

We are dedicated to providing the highest quality of service and care possible to our clients and caregivers. When we have not met expectations, it is important for us to be aware for safety and quality improvement purposes. We always encourage clients and/or their caregivers to communicate with us if there are any concerns or questions regarding our services provided.

As such, our McCormick Care Group policy DP-200-03 (attached) outlines the purpose, guidelines, and procedures for making a formal complaint. We treat concerns and complaints seriously, and endeavor to investigate, find a resolution, and follow up with clients and/or families in a timely manner. Accountability is one of our organization's values, and we believe it to be fundamental in ensuring we are providing leading dementia care.

	Policy Number: DP-200-03	
	Last Reviewed: September 2018	
	Last Revised: December 2014	
Manual: Adult Day Program	Approved by: ELT	
Subject: Client Complaints	Division: Administration	Page 21 of 23

Policy:

In keeping with McCormick Dementia Services’ commitment to provide personalized care of the highest professional standard, this policy procedure has been developed to assist the agency in addressing concerns or complaints lodged by clients and/or family representatives pertaining to the services provided by the day program.

This policy has been developed in compliance with the client complaints policy protocol established by the Ministry of Health and Long Term Care.

Definition:

For this purpose, a complaint is defined by the Ministry of Health as negative feedback to an agency or service provider, whether it is written or verbal. Requests for information are not considered complaints. However, a statement of concern or a statement of a problem would be considered a complaint for purposes of this policy.

Guidelines:

1. All McCormick Dementia Services day program clients will receive a copy of this policy at the time of admission.
2. All persons are encouraged to voice their complaint either verbally or in writing directly to any day program staff member.
3. All concerns will be attempted to be responded to within a 7 day time period.
4. The person launching the complaint shall be kept informed of the steps taken to address the complaint and the anticipated time required for resolution.
5. The person launching the complaint shall not experience any retaliation from staff or the organization.
6. Any complaints received by the organization will be thoroughly investigated by management, and all parties involved will participate in the investigation process.
7. If any of the parties involved require support, management will endeavor to find the most suitable form of assistance possible.
8. A written account of all complaints will be kept by the director of McCormick Dementia Services for a two-year period of time.
9. If a complaint is not resolved at the organization level, the person launching the complaint will be referred to the Southwest Local Health Integration Network consultant at 201 Queens Ave., London, ON.

	Policy Number: DP-200-03	
	Last Reviewed: September 2018	
	Last Revised: December 2014	
Manual: Adult Day Program	Approved by: ELT	
Subject: Client Complaints	Division: Administration	Page 22 of 23

Procedure:

1. Upon receipt of either a verbal or written complaint, the day program staff member will initiate the completion of a Registry of Complaint form.
2. After completion of the first 5 sections of the form, the staff member will determine their ability to appropriately proceed with responding to the complaint and will A) either determine and follow through with an action plan or B) forward the complaint to the Day Program Manager or Nursing Care Manager.
3. After the completion of points 6 and 7 on the form, the staff member will automatically forward the form to their Manager.
4. The Manager will review the form with the Director of McCormick Dementia Services, and will take any additional action that is required. After completion of point 8 on the form, the Director will forward a copy of the form to the CEO.
5. On a bi-monthly basis, the director will summarize and report the findings of all complaints recorded in the registry to the Quality Committee.

Education:

All employees will be orientated to this policy upon hire and annually thereafter.

Outcome:

To provide clear direction to all staff about the guidelines and procedures in the event of a customer complaint, and to provide reassurance to clients and their caregivers that any complaints will be investigated and appropriate follow up will occur.

Accountability:

All staff of McCormick Dementia Services are responsible for compliance to this policy.



McCormick Care Foundation

Established in 1984, the McCormick Care Foundation is a charitable organization that is dedicated to raising funds for programming, innovation and research to benefit the current and future residents and clients of McCormick Home and McCormick Dementia Services and enhance their quality of life.

The Foundation supports enhanced life enrichment programs and therapeutic recreational activities, such as art and music therapy, additional social work support, country drives, the annual Strawberry Social, musical entertainment, special event dinners, our Celebration of Life memorial event, barbecues, and staff education initiatives.

Through a variety of fundraising initiatives, the Foundation has contributed a cumulative total of more than \$1 million in support of McCormick Home and McCormick Dementia Services.

The Foundation raises funds through:

- Individuals, including tribute and memorial donations
- Direct mail appeals
- Major gifts and corporate sponsorships
- Planned gifts, such as gifts of stock/securities/life insurance/bequests
- The Ritz, a gala fundraising dinner and silent auction held each January
- Third party community events, e.g. Tonda Construction Golf Tournament

Through tax deductible donations, the community plays an important role in helping the Foundation to meet the needs of the residents and clients we serve. For memorial gifts, we advise the family of gifts made in their loved one's name. Donations to the Foundation can be made by phone, fax or online (mccormickcarefoundation.ca). We accept cheques, cash, MasterCard and Visa, and in person by debit. Tax receipts are issued for donations of \$20.00 or more, or upon request.

**If you would like more information on the McCormick Care Foundation,
or if you wish to make a donation, please contact:**

Michelle Hancock, Director of Development
McCormick Care Foundation
2022 Kains Rd., London, ON N6K 0A8
Tel: (519) 432-2648 ext. 2318 Fax: (519) 645-6982
E-mail: mhancock@mccormickcarefoundation.ca