

## Client and Caregiver Forum Summary Notes Tuesday May 11, 2021, 1pm and 6pm

Facilitated by:

Karen Johnson- Director  
Stephanie Garcia- Nursing Care Manager  
Becky Clark- Day Program Manager

### Day Program Capacity

- Why hasn't there been any changes to capacity?
  - o We must continue to cohort and physically distance. Once this is lifted, our capacity will likely be able to change.
  - o The vaccine is not the "silver bullet" but it is a significant part of our defense.
  - o We are hopeful to increase numbers in the fall depending on vaccination rates, local case numbers, and Health Unit direction.
- When can clients come more days per week?
  - o We are following Health Unit guidelines in terms of capacity.
  - o Working on admitting some clients from our waitlist- the waitlist currently has 205 clients waiting for their very first day in the program.
- Are we recording vaccinated individuals within the day program?
  - o Yes, we are recording when clients share they have received the vaccine.
  - o 84% of day program staff have received vaccine.
  - o The day program cannot force staff or clients to get the vaccine but we strongly encourage it as another line of defense against COVID-19.

### Changes to drop-off and pick-up process

- Changes were reviewed
  - o Staff are directing traffic wearing an orange safety vest.
  - o There are designated areas for buses and cars to park.
- Participant feedback
  - o Staff directing have been helpful to the process.
  - o With the designated parking spots drivers have felt less rushed.
  - o Overall satisfaction with the process was expressed.

### Team Care

- Team Care is an interdisciplinary team meeting held within three months of a new client admission to the day program, and every six months afterwards to review the client's needs. Social Workers will call the caregiver prior to the team care meeting and a Recreation staff will follow up with a phone call after the meeting. Lastly, a letter is sent home which includes updates to consent, medication profile and any comments from the client/caregiver.
- Caregivers are encouraged to reach out with questions or concerns at any time- there is no need to wait for the scheduled team care meeting.

### Respite Video Consent

- Updates to the policy to use video monitoring for safety during overnight respite
  - o Video is not streamed online or recorded

- Video does not capture any audio
- Allows for staff to see movement and be able to respond as quickly as possible
- Previous consent for video monitoring was verbal but now it is written consent.
- Review of overnight respite staffing and safety measures
  - Two nursing staff overnight
  - Hourly checks
  - Assistance and reminders to use the washroom
  - Lamps available for increased lighting
  - Use of video monitoring system

### **Art Therapy Maternity Leave**

- Art Therapist Emily will be going on maternity leave. A contract replacement has not been hired yet but we are hopeful to hire a specialized professional to cover her maternity leave.

### **Space Improvements**

- Shared photos and updates of improvements and investments being made in the day program
  - Virtual learning hub- completed and currently being used for Zoom recreation. There are plans to use this space for other functions such as education series, support groups and more.
  - Spa- renovations are in progress. Hoping to have the spa finished by mid-July.
  - Flooring- new flooring in office and day program spaces to ensure best infection prevention and control and safety.

### **Client and Caregiver Council**

- Seven individuals have volunteered to join the council
- Meetings will take place virtually bi-monthly
- Council meetings will be more real-time to discuss current issues and to provide feedback.

### **GIP Research Project**

- Student placement research project with Fanshawe College Gerontology Interprofessional Practice (GIP) Certificate program
- Six students will be developing a virtual training module reviewing 6 different types of dementia. They plan to test staff, implement the training program, and then re-test the staff to determine if the training module is effective.
- This can be used with staff, future students, and volunteers.
- Clients and caregivers may have an opportunity to contribute by sharing their lived experience with dementia. If you are interested in participating please contact Becky Clark at [bclark@mccormickcare.ca](mailto:bclark@mccormickcare.ca) or 519-439-9336 x 2344

### **Guest Speakers for Summer/Fall Virtual Events**

- To be confirmed
  - Q&A with Andy (Pharmacist)
  - Caregiver Mental Health (Geriatric Psychiatrist)

- Frontotemporal Dementia (Dr. Finger)
- Participant suggestions
  - Processing skills and understanding
  - Lewy body dementia and Parkinson's
  - Bereavement
  - Spirituality
  - Transitions as a caregiver
  - Communication

### **Caregiver's Corner Live**

- Looking at an informal, ongoing education style meeting hosted live on our Caregiver's Corner website was discussed. Goal would be to help reduce caregiver burden by providing easy to access resources and supports.
- Looking for feedback for topics that would be helpful. If you have any suggestions please reach Becky Clark at [bclark@mccormickcare.ca](mailto:bclark@mccormickcare.ca) or 519-439-9336 x2344
- Topics might include
  - Personal care, medications, meal time challenges, recreation
- Would the sessions be recorded?
  - To be determined depending on privacy and which platform is used.
- Participant suggestions
  - Use modern platforms to engage all demographics: YouTube, Tiktok
  - Could there be a McCormick TV Channel where content is constantly being streamed?
  - Topic of the week could be combined with other resources and professionals