

Client and Caregiver Forum Minutes

Date: February 1, 2022

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

Location: Via Zoom

Agenda Item	Discussion Items and Decisions	Actions Required
Expansion Updates	<ul style="list-style-type: none"> • The day program expanded to allow 28 clients per day starting on November 29th, 2021, up from 16 per day • Overnight respite increased to five clients first weekend of December • Weekly spaces were offered to clients who were attending onsite prior to COVID • When a weekly spot opens up, it will be offered to a biweekly client • Currently, there are 144 unique clients onsite at the day program – 84 weekly on Mondays, Thursdays and Fridays and 60 biweekly on Tuesdays and Wednesdays • There is room for 110 biweekly clients on Tuesdays and Wednesdays, however it is taking time to fill those spaces due to the limitations in being able to offer onsite recreation assessments • If a client regularly attends Zoom recreation and staff know them well, they have the opportunity to skip the onsite recreation assessment 	
New Website Content	<p>Several new items are now available to view on our Caregiver’s Corner website:</p> <ul style="list-style-type: none"> • Monthly menus are available to view as a point of reference and discussion topic • Minutes from past Client and Caregiver Council meetings • The annual satisfaction survey results • Client and Caregiver Orientation Handbook 	Becky to e-mail links to Caregiver’s Corner and YouTube channel to forum members
Staff/Student/Volunteer Mandatory Vaccination Policy	<ul style="list-style-type: none"> • Mandatory COVID-19 vaccination policy was put in place starting October 31, 2021 • Mandatory booster policy is also in effect, staff have until March 14, 2022 to provide proof of third dose • Nan B. inquired why clients were not required to be vaccinated, Karen advised that the day program is considered an essential service and therefore cannot implement a mandatory vaccination policy for clients 	

<p>Client Rapid Antigen Testing</p>	<ul style="list-style-type: none"> • The Adult Day Program is in the process of implementing daily rapid antigen testing of clients • In order to implement this, consent from the client and/or their POA is required • If a client tests positive, they will be taken to an isolation area, and the caregiver will be contacted for consent to perform a PCR nasopharyngeal swab • The client will then be sent home, and the day program will arrange transportation if the caregiver is unable to pick the client up • The testing is only intended for clients on the day that they attend, and they are asked to remain home if they have any symptoms 	
<p>Client and Caregiver Council Update</p>	<ul style="list-style-type: none"> • Lindsay Wolf, RAI-CHA assessor, has been working with a group of caregivers in the development of an Emergency Care Plan, a document that can be filled out and provided to a secondary caregiver should a client's primary caregiver encounter an emergency • Discussion about the creation of a family portal, a way that staff and caregivers can communicate and share information, photos, documents, etc. – survey was sent out and a vast majority of caregivers would like to see this implemented • The day program is currently advocating for a ten-bed overnight respite unit to be added onto the day program due to increasing need for this service • Discussed ideas for “Caregiver’s Corner Live” Facebook videos, where day program staff can discuss and demonstrate various topics on caring for someone living with dementia 	
<p>Virtual Services Update</p>	<ul style="list-style-type: none"> • Some clients who are on the day program waitlist and cannot access Zoom recreation receive a recreation phone call • Due to the program expansion, and more staff being required for onsite clients, these calls have changed from a scheduled time in the week, to spontaneous • Zoom recreation has also been gradually pared down so that there are no overlapping programs • In January there were 55 unique Zoom recreation clients who amounted to an attendance total of 485 	

<p>Art Therapy Update</p>	<ul style="list-style-type: none"> • Our current art therapist, Emily, has announced her resignation • The day program is currently in the process of recruiting a new art therapist, who will again offer virtual art therapy until it is safe to do so in person again 	
<p>Research Update</p>	<p>There are two research projects that McCormick Dementia Services will be taking part in in the near future:</p> <ul style="list-style-type: none"> • DELIGHT is an exercise program that is being developed by The University of Waterloo and The Canadian Centre for Activity and Aging <ul style="list-style-type: none"> ○ This program is intended for clients who are not currently accessing the “Daily Social and Exercises” Zoom program ○ DELIGHT is designed for both the client and caregiver to take part in ○ The program will be facilitated by a McCormick Dementia Services recreation specialist, as well as a student from the Canadian Centre for Activity and Aging, who will demonstrate more advanced exercises ○ Bob J. inquired as to why clients could not participate in DELIGHT as well as the Zoom exercises program, Becky clarified that the research team needs to control all possible variables, and it would be difficult to analyze any changes when participating in both programs • Fanshawe College Gerontology Interprofessional Practice (GIP) students are currently working with the day program on their capstone project which focuses on safety in a virtual environment 	
<p>McCormick Mobile</p>	<ul style="list-style-type: none"> • Pilot project developed by McCormick Dementia Services with a focus on providing hands-on support to caregivers in their homes • The Ritz Gala, which took place on January 27th, raised \$160,000 for this initiative • This program would see social workers, recreation specialists, PSWs and nurses going into the homes of clients to teach hands on skills for up to six weeks • Caregivers would have access to an online video library to review the skills learned 	

<p>Annual Satisfaction Survey Highlights</p>	<ul style="list-style-type: none">• Karen shared a few highlights from the annual satisfaction survey that was conducted in the Fall• Discussion was had to the question which asked “Were you involved as much as you wanted to be in decisions?” – 80% answered yes, 17% no answered somewhat and 3% answered no<ul style="list-style-type: none">○ Forum members discussed potential reasons why caregivers may not feel involved in decisions, such as not being asked when quick decisions have to be made, and not enough involvement in support groups (no chance to be involved in decisions)○ Bob J. suggested adding a comment box to this question to allow caregivers and clients the opportunity to answer why they answered the way that they did• The full satisfaction survey results can be found on the Caregiver’s Corner website	
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Next Meeting: TBD