

**Date: March 12, 2020**

**Follow up from last month:**

- Deep dive on Burdock CI's
  - With a large volume of Critical Incident reports
    - People using 911 as a transport for health care i.e. I have been feeling bad so staff called 911
    - What's actually a CI report and what's just better suited for case notes
    - Training needs to be increased.
    - More of a warning before calling 911 in hopes that will de-escalate
    - Comfort planning/triggers a la Juniper house
    - Going to the RCMP too quickly
    - Table to conversation until later when the client has calmed down. Take a night out of the building to cool down. 12 to 24 hour cool down.
    - Need to build confidence in staff
    - Over reporting for loud arguments, people being upset, etc.
    - Staff investigating to create the potential for a CI
    - Continuous discussion of what is and isn't a CI
    - More case notes/ case management and fewer CI's
    - How many CI's constitute an exit? Only issues with other clients, but how many?
    - Have something with excessive CI's that brings in people from other departments to case manage. Somebody to talk to that person one to one
    - Are we meeting with RCMP regularly?
    - Do staff get to spend quality time with clients? Game nights, music nights, etc.

**Monthly Mandatory Task's (refer to PQI Activity Schedule):**

- Critical Incident Review

| <b>December</b>  | <b>January</b>   | <b>February</b>   | <b>Fourth Quarter</b>  |
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| <u>Total Incidents Reported:</u> 55  | <u>Total Incidents Reported:</u> 76  | <u>Total Incidents Reported:</u> 65   | <u>Total Incidents Reported:</u> 196   |
| <u>Programs Reporting Incidents:</u><br>Burdock (12), Crossroads (11), Spero (8), Fairhaven (8), Panorama (4), AASH/MHASH (3), Juniper (2), AAA (1), Housing Kamloops (1), CLBC (1), Mission Flats (1) | <u>Programs Reporting Incidents:</u><br>Burdock (25), Spero (14), Crossroads (10), Fairhaven (7), Juniper (6), Mission Flats (4), Kamloops Outreach (2), Kamloops Housing (2), Merritt Housing (2), SHOP (1), Merritt Outreach (1) | <u>Programs Reporting Incidents:</u><br>Burdock (27), Spero (12), Fairhaven (10), Crossroads (8), Housing Kamloops (3), Maverick (2), Mission Flats (1), Panorama (1), SHOP (1) | <u>Programs Reporting Incidents:</u><br>Burdock (63), Spero (34), Crossroads (29), Fairhaven (25), Juniper (8), Mission Flats (6), Kamloops Housing (6), Panorama (5), AASH/MHASH (3), Maverick (2), Kamloops Outreach (2), SHOP (2), Merritt Housing (2), CLBC (1), AAA (1), Merritt Outreach (1) |
| <u>Sites Reporting Incidents:</u>  | <u>Sites Reporting Incidents:</u>  | <u>Sites Reporting Incidents:</u>   |  |

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| <p>Burdock (12), Crossroads (11), Spero (8), Fairhaven (8), Panorama (4), 433 Tranquille (3), HLH (2), Juniper (2), Columbia Motel (1), Mission Flats (1), In Community (1)<br/> <u>LOS Requests:</u> 6<br/> <u>Naloxone Administered By Staff:</u> 4<br/> <u>911 Called:</u> 42<br/> <u>Fire Alarm Set Off:</u> 2<br/> <u>False Alarms:</u> 2<br/> <u>Client Injuries:</u> 18<br/> <u>Staff Injuries:</u> 0<br/> <u>Threats of Violence Towards Staff:</u> 1<br/> <u>Actual Violence Towards Staff:</u> 0<br/> <u>Threats of Violence Towards Clients:</u> 2<br/> <u>Actual Violence Towards Clients:</u> 4<br/> <u>Client Deaths:</u> 0<br/> <u>Incident Caught On Camera:</u> 38<br/> <u>Likely Did Not Need To Be Reported:</u> 9</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 9<br/> 4AM-8AM: 3<br/> 8AM-12PM: 12<br/> 12PM-4PM: 8<br/> 4PM-8PM: 11<br/> 8PM-12AM: 11</p> | <p>Burdock (25), Spero (14), Crossroads (9), Fairhaven (7), Juniper (6), Mission Flats (4), 433 Tranquille (4), 2196 Quilchena (3), In Community (2)<br/> <u>LOS Requests:</u> 5<br/> <u>Naloxone Administered By Staff:</u> 8<br/> <u>911 Called:</u> 62<br/> <u>Fire Alarm Set Off:</u> 2<br/> <u>False Alarms:</u> 3<br/> <u>Client Injuries:</u> 25<br/> <u>Staff Injuries:</u> 0<br/> <u>Threats of Violence Towards Staff:</u> 4<br/> <u>Actual Violence Towards Staff:</u> 1<br/> <u>Threats of Violence Towards Clients:</u> 3<br/> <u>Actual Violence Towards Clients:</u> 2<br/> <u>Client Deaths:</u> 0<br/> <u>Incident Caught On Camera:</u> 48<br/> <u>Likely Did Not Need To Be Reported:</u> 13</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 12<br/> 4AM-8AM: 9<br/> 8AM-12PM: 8<br/> 12PM-4PM: 11<br/> 4PM-8PM: 14<br/> 8PM-12AM: 22</p> | <p>Burdock (27), Spero (12), Fairhaven (10), Crossroads (8), 433 Tranquille (3), Maverick (2), Mission Flats (1), Panorama (1), In Community (1)<br/> <u>LOS Requests:</u> 2<br/> <u>Naloxone Administered By Staff:</u> 2<br/> <u>911 Called:</u> 39<br/> <u>Fire Alarm Set Off:</u> 0<br/> <u>False Alarms:</u> 2<br/> <u>Client Injuries:</u> 24<br/> <u>Staff Injuries:</u> 0<br/> <u>Threats of Violence Towards Staff:</u> 5<br/> <u>Actual Violence Towards Staff:</u> 1<br/> <u>Threats of Violence Towards Clients:</u> 3<br/> <u>Actual Violence Towards Clients:</u> 6<br/> <u>Client Deaths:</u> 0<br/> <u>Incident Caught On Camera:</u> 41<br/> <u>Likely Did Not Need To Be Reported:</u> 17</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 11<br/> 4AM-8AM: 4<br/> 8AM-12PM: 9<br/> 12PM-4PM: 10<br/> 4PM-8PM: 16<br/> 8PM-12AM: 15</p> | <p><u>Sites Reporting Incidents:</u> Burdock (63), Spero (34), Crossroads (28), Fairhaven (25), 433 Tranquille (10), Juniper (8), Mission Flats (6), Panorama (5), In Community (4), 2196 Quilchena (3), Maverick (2), HLH (2), Columbia Motel (1)<br/> <u>LOS Requests:</u> 13<br/> <u>Naloxone Administered By Staff:</u> 14<br/> <u>911 Called:</u> 147<br/> <u>Fire Alarm Set Off:</u> 5<br/> <u>False Alarms:</u> 7<br/> <u>Client Injuries:</u> 57<br/> <u>Staff Injuries:</u> 0<br/> <u>Threats of Violence Towards Staff:</u> 9<br/> <u>Actual Violence Towards Staff:</u> 2<br/> <u>Threats of Violence Towards Clients:</u> 8<br/> <u>Actual Violence Towards Clients:</u> 12<br/> <u>Client Deaths:</u> 0<br/> <u>Incident Caught On Camera:</u> 97<br/> <u>Likely Did Not Need To Be Reported:</u> 39</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 32<br/> 4AM-8AM: 16<br/> 8AM-12PM: 29<br/> 12PM-4PM: 29<br/> 4PM-8PM: 41<br/> 8PM-12AM: 48</p> |
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**Additional Agenda Items**

- Breakout group for file audit (Group One: CLBC, Health Navigation Kamloops, Health Navigation Merritt, Powell House)

**Next Meeting**

**Date & Time:** April 9/2020