

PQI Minutes

Date: May 14, 2020

1) Check Ins

2) Follow up from last month

- March Report and Feedback from CEO
 - Board received the report on Burdock house as well as Bob's report from front line
 - Told our stats were able to provide some clarity around what some of the issues are and we are thanked for our input
- Grievance Policy
 - Take a look as it is currently
 - How many of our clients likely know this?
 - How many would take part in this process?
 - What can we do?

Moving to website wouldn't be a bad idea and would make it easier for all to access without. A good start.

Mel – step she has the most issue with is step 2 – notify the team lead before the grievance is heard from by the client. Sets it up for the employee to be heard first.

3) New Business

- Committee Departures
 - Judy no longer with ASK due to not receiving Health Nav funding
 - Rachel on a leave of absence
 - Scott had his last meeting
- Updating PQI Committee
 - Currently our make-up is:
 - Transitional/Supportive Housing: 2
 - Merritt: 1
 - CLBC: 2
 - SHOP/Outreach: 1
 - Missing: **Penticton**, Health Nav, Admin (**HR**, Finance), Property Services, Mattress Recycling, Kitchen Staff, Maintenance, **Housing Outreach**,
 - Nuno in ODP

7 people total. I would like to see 10-12 people with us now over 200 employees.

- Uses For Website
 - In the process of redoing the website (go check it out)
 - What uses for you as an employee and your clients could we be using the website for?
 - What type of content should we be producing?
 - Angela would like to see it a bit less of a Kamloops focus and bring more focus to other community

- For Merritt Clients: limits on the content. More information about the programming we offer.
- Mel – Shows how we go from streets to homes to health to employment. Show how it works and not just a slogan.
-

- PQI For Now

- Because we can't meet in large groups we will assign somebody to each task and I will work with them to complete it.

4) For Next Meeting

- **Exit Reports** (Kelsey)
- **File Audits**
 - CLBC, Health Navigation, Health Navigation Merritt, Powell House, ACT/ICM – Christine
 - Surge, BBI Health Navigation, Crossroads, Mission Flats Manor - Leah
- **PQI Annual Plan** (Angela)
- **Community Partner Survey** (Lorin)
- **Update PQI Manual** (Melissa)

5) Next Meeting

Date & Time: June 11/2020