

POI Meeting Minutes

Date: October 15, 2020

Time: 2:00pm – 3:30pm

Attendees: Mike, Tillia, Puneet, Melissa, Amy, Angela, Megan, Andrea

Agenda:

1. **Check Ins**
 - a. New member: Megan Nelson-Smith (Merritt Housing Outreach)

2. **Follow up from last month**
 - a. CI Stats discussion with Bob
 - b. “Pop-Up” Program Files
 - c. Case Note Access

3. **New Business**
 - a. Community Feedback Survey Results
 - b. Final Meeting For Leah

4. **For Next Meeting**
 - a. Client Feedback Survey Results
 - b. File Audits (Need to assign members for Crossroads, Mission Flats, Henry Leland, Maverick, Juniper, Spero, and AAA)

Discussion:

Last Month Follow Up

CI Reports

There is a massive amount of CI reports. They are important but not all of them are considered a CI which skews the amount of CI reports. There are changes to the CI reports and I sent an email about the changes last week. The three new issues. Anyone can get an CI report – issue with this is that the people that need to respond to the CI’s are getting 3 or 4 a day. While they will still receive all the CI reports, hopefully the different types of CI reports will save time. Will make it so that if you are deemed in charge of client safety, who it should go to.

I will be meeting with Jeremy to discuss how to document that when staff do a CI, when they asked for support and when they got support. We will now be calling staff when any kind of violence is done, even if it is just a threat and the staff says they are okay.

“Pop-Up” Program Files

I have put together what a program will need to work off of. I have created a baseline file for pop-up programs for them to use for filing.

Case Note Access

I met with Cher and chatted about what has been observed. This one is still in progress. It would make sense for all notes to take place in one place but because of some programs like Housing, they are not allowed to disregard Hyphis. We do not have a solution to this yet, the conversation is still happening. The issue is that BC Housing wants to know who has access to Hyphis and everyone has to have a day of training in it. This has been brought to Directors.

New Business

Client Confidentiality in ShareVision

This has been brought in by Bob. In Kamloops, one of the workers last name's last name is the same as the workers. BC Housing flagged this in the system. The two people are not related, they just have the same last name. Bob wants me to look into how we make sure that we aren't looking up confidential information with staff family members.

How big of an issue do you think this is?

What I was told is that in ShareVision you can look through each person's account and see what information they have searched. Maybe we tell staff that we have random audits.

Cher and Mike are meeting with a representative of ShareVision this week.

AP: Add it in staff training. Add in something around “Ethical Boundaries”

MM: This has never been something that we have not been told to do.

AM: When I worked in the hospital, if we were seen looking up someone that was not in our direct care then we were flagged for looking up other clients.

MNS: Could ShareVision have something pop up that asks if we are meaning to look up this person that isn't in our system. Will remind people that they should or shouldn't be looking up this person.

Community Survey Feedback Results

This is the first Community Survey that we have done. We knew there would be a lot of negative feedback, which is not always a bad thing.

MM: For example, the first thing we asked, “tell us what you think we do?”. This plays a large part on my role in communications.

Common: the idea that because we provide harm reduction, we feel like rehabilitation facilities do not work or are not needed. We do not want people to get better.

Apart of my role will be to communicate this. I.e. the Maverick. It is true, we do keep people safe until they are ready. The community feels like we do not think that the people should go through treatment.

I would love to create a little project where we try to find out where our clients have come from in the last six months. There is this idea that we go around collecting people from other communities to come here. One thing that I have seen, is that it might be worth finding out where the people we serve have come from. People think that we make more money from having more homeless people in Kamloops. What are your thoughts?

- PM: I think it is a great idea. Some of the people at Fairhaven have been here for a couple of years. The idea intrigues me.
- MM: We may find out that we are trying to do good and people are coming here to get help. We may find out that there is some validity to this idea.
- AM: Penticton is the only place in the South Okanagan that has supportive housing, so they come from the entire South Okanagan.

AP: One of our comments is that we are the reason for the drug use and homelessness in Merritt. We do have some people come in for our AASH program, but the mass majority are from here.

MM: There are a lot of comments regarding us “enabling” the clients. 25-40% of the comments have the idea that we are enabling people.

Leah: Kamloops Core Values (page 22-28)

I was not able to read all the pages. There was some good and bad. A lot about enabling, lack of engagement. Some good ones about great core values, sounds nice but no long-term results. There was both negative and positive comments.

Mike: Professionalism

There were tones about professionalism. Basically saying, we can look nice, be on time, be professional but it does not matter. In our other survey they said we needed to work on professionalism. This one basically just says we need to solve the problem.

Puneet: Penticton (page 1-5)

Couple things about safety. Not enough qualified staff. Members did not feel like staff were supported during Covid. Lock up the people. Too understaffed and a safety hazard for the public. They feel like we are housing people that are a safety hazard to the community. Expected comments like this but did not think there would be so much.

There are some positions that are hard to fill and there has been a little bit of turnover but that is known for the end of summer. Would like to have us connect with the schools in Penticton to bring in students to build a greater candidate pool.

There was a time that the school connected with Kenneth and Kenneth turned them away because Burdock was struggling.

Melissa: Kamloops Knowledge (page 48-52)

Comments: People in recovery being hired and not being ready. Training. Personally, knowing people that have been hired and not having proper training – assumption to large turnover. Engaging with clients in housing and resources. No consistency between workers. ASK Wellness Workers seem stressed and do not have enough support. Always posting employment.

Take away: not appropriate training; no consistency; staff put into positions that they are not adequate for.

MM: Asked Bob to create a training committee. Has been brought up. Slow moving. Difficulty is that we grow so much and that is what we focus on. Hopefully in the next six to twelve months we can put more focus on training.

MC: Maybe look into having supports put into place for clients before we bring clients into housing.

Angela: Merritt & Cultural Safety (page 5-7 and page 52-56)

Not a lot of responses. There was a comment about how we house crack heads. Sounds like the community understands what we do though. Staff are seen as generally helpful.

Couple of decent comments about professionalism. I think we do a good job with trying to connect with all community partners.

Cultural Safety: I am not surprised. I don't think people really know what it means. Answers were diverse. Some positive. Example about immigrants. There is a politically correct comment. Overall people were looking at community safety and that they were not feeling safe in the neighbourhood.

Amy: Kamloops Safety (page 28-34)

Spoke a lot of areas that they feel unsafe around. A lot about the Pregnancy Care Clinic. A lot about 433, Crossroads, behind Spero. Nice to have added security in West Victoria but it shouldn't be there. Feel like client's loader around their buildings. In the last 15 years Kamloops has gone down in safety.

Positives: the office is a safe place. Like that clients have a safe place to rest. Homelessness isn't ASK's fault. Staff give good education.

Comments about calling RCMP too much and not calling them enough. ASK should fund the RCMP.

Lots of things that don't have anything to do with safety.

MM: Kamloops safety scored the lowest. Is this something that we could provide education on?

Overview: There is this idea that we are enabling people and pocketing money from bringing people in from out of the community.

There may be some validity to enabling but there is a healthy and unhealthy way to enabling.

Next meeting:

- Trying to add another member by our next meeting from Health Navigation.
- Going over client feedback survey results.
- File audits that need to be done.
 - o Megan Nelson-Smith - Juniper.
 - o Melissa - Crossroads

- Andrea - Mission Flats
- Christine - Maverick
- Tilia - Spero
- Michael McDonald – AAA