

PQI Meeting Minutes
September 24, 2020

Present (online):

- Michael McDonald (Kamloops Communications/Accreditation)
- Leah Pascoe (Kamloops CLBC)
- Tilia White (Kamloops Human Resources)
- Mellissa Collick (Kamloops SHOP)
- Puneet Malhi (Penticton Fairhaven)
- Amy MacDonald (Penticton Burdock House)
- Andrea Terakita (Kamloops CLBC)

Regrets:

- Angela Papou (Merritt Supportive Housing)
- Christine Leicester (Kamloops Crossroads)

Meeting called to order at 1:15

1) **Check Ins**

2) **Follow up from last month**

- a. None

3) **New Business**

- a. CI Stats

- Some of the things noticed by the Committee:
 - o Good decrease in overall CI's, Burdock continuing to show a decline in overall CI's, and despite reports of more overdoses in media, our staff attending to fewer overdoses. More clients taking Narcan home with them.
 - Staff working in housing and out programs note more overdose reversals are happening by clients
- There has been an increase in the percentage of CI's not needing to be reported. This coincides with increase in the percentage of CI's with 911 called. Committee also notices that similar to last Q3, more LOS requests seen with fewer overall CI's.
- Client on client violence has gone up
 - o Discussion:
 - More follow up on first instance could have reduced future issues
 - a. Could have resulted in avoiding an exit
 - b. Proposed recommendation: Mandatory follow up when there is a threat or actual violence directly with the staff member or at least with the supervisor.

- b. Community Feedback Survey

- o Committee discusses some ideas to add to the general questions asked on all surveys:

- Do we provide education on harm reduction to the general community?
 - When we do go to provide info they are taken aback by how it works. Do they feel we give them enough information on why?
 - Penticton: What is the process? How do people actually get the housing?
 - Highlight how people actually get connected with ASK housing
 - Haven't been involved in a lot of community projects in Penticton. Monthly neighbourhood meetings are seeing all homeless issues are an ASK issue.
 - Community cleanup. A lot of people call and ask us to come and clean up needles.
 - Groups to contact: locals helping locals, crime watch.
 - What area do you live/work in?
 - Do it through LinkedIn.
- c. "Pop-Up" Housing Program File Audits
 - Michael notes that he attempted to audit the files for Acadian and Panorama but they were so unorganized he couldn't. PQI to recommend (and Michael to execute) that a mock "Pop-up" program file be created for programs like these to follow.
- d. Sharevision and Medical Information Confidentiality
 - Committee has been asked by the CEO to discuss any issues with the idea of making health information only accessible to certain staff member. No concerns from the Committee and all agree it would be a good move for the agency.
- e. Additional item from Melissa
 - Sharevision – lack of communication program to program. In sharevision we will have a client who has been in multiple programs and we don't know where they landed or what's going on. Is there some way in sharevision where it can be tweaked and if you search a client you can immediately know where they are at now?
 - Example: Client working with housing outreach, then in a program, then in hospital, no communication among teams.
 - Could we have a centralized intake? Not crisis based so no need for certain kinds of consent?
 - Michael to investigate and connect with Cher (Sharevision admin) as well as COO to brainstorm better alternatives.

4) For Next Meeting

- a. Results of Community Feedback Survey
- b. Membership Turnover

5) **Next Meeting**

Date & Time: September 17/2020

Meeting adjourned at 2:35