

PQI Meeting Minutes

Date: November 19, 2020

Attendees: Michael, Melissa, Puneet, Angela, Amy, Tilia, Andrea

Regrets: Christine

1) Check Ins

2) Follow up from last month

a. Community History Survey Results

- 89% of respondents have been in Kamloops for two years or longer
- 33% said they were born in Kamloops or brought here as a child
- There has been a rumor that ASK Wellness buses homeless people to Kamloops. Turns out Vision Quest in Logan Lake, drives homeless people to Kamloops to join the homeless population in Kamloops.

3) New Business

a. Employee Feedback Survey Results

- Staff and other stakeholders appear to be content with what is happening.
- Shocked with the rate for “knowledge”. People will talk about how they want more training, but it appears that people are okay with the training. We do a good job on the supervision side. CEO has expressed that it is a good idea to look at our training.
- Need a simplified document to see how to continuum works and how their role contributes to ASK Wellness’s goals. Even a page or two that talks about the programs and how they work and what they do.
- Would be good to know about all the programs and how they work – especially in Penticton.
 - o While Andrea was in her practicum, she created a document that show what every program does – she is going to share it with PQI.
- There is this idea that the survey is not actually anonymous. The idea that leadership or HR can see who is saying what.
 - o Maybe the survey should come from another committee like PQI.
- The number scale on the survey was confusing.

b. Results of File Audits

- They were all good. In general, the files are looking like the mock files.
- Crossroads: seemed like older files were not updated to look like the mock file. I do not know if they changed their document along the way, so I was confused.
- Program agreements will change over the years, but we do not get clients to resign them when they change unless there is a drastic change.

c. Review Questions for Client Survey

- Cultural Safety addition: When I/we visit an ASK Wellness site, I/we feel that the environment is welcoming and inclusive, and services are provided in such a way that I/we feel respected and free from discrimination.
- Is there a way to put what the rating means in the question? Sometimes people do not read the instructions.
- Some clients are illiterate. Make it clear that staff can sit down with them to do the survey with them.
- Collaboration: there are some things that prevent collaboration that are out of our reach.
- Prompting question: If you answered poor, how can we improve? Could open a conversation that we did not know there was an issue
 - o Maybe: Do you believe that your worker in ASK Wellness is working in collaboration with other service providers to give wrap around supports?
- Safety: How effective are we in de-escalating problems or and making sure that the other clients still feel safe?
- Add a question specific to Covid-19 to gain clients' feedback.
- How would you rate the ASK Wellness Society's response to the Covid-19 crisis? This includes our safety protocols, visitor policies, or anything else that has been impacted.

d. Is there anything else you would like to discuss?

- Do we have anything in place to help our clients with their mental health with COVID-19?
 - o Trying to increase connection with clients.

4) For Next Meeting

- a. Review Client Feedback Results
- b. Critical Incident Data Review

5) Next Meeting

Date & Time: January 14/2021