



Wellness Society
ASKWELLNESS.CA

Streets → Homes → Health → Employment

PQI Meeting Minutes

Date: March 25th, 2021 1:15pm

Present: Megan, Michael, Andrina, Puneet, Angela, Melissa, Geyna, Robyn, Amy, Andrea

Absent: Tilia, Christine

1) Introduction of New Team Member: Robyn Sigalit

2) Follow Up from Last Month

a. Client Feedback Sub-Committee: Confirm First Meeting Date/Time

- Sub-Committee members: Melissa, Angela, Andrina, Geyna, Robyn, and Amy
- Scheduling the first meeting: Thursday April 8th @ 1:30 PM
- **ACTION:** Andrina to send out Zoom link

3) New Business

a. Critical Incident Q4 Review (December, January, February)

- February saw a 50% increase in overall CI's being reported
- Largest increase was in client injuries
 - ✦ Puneet: At Fairhaven we have noticed an increase of client-on-client violence but seems to be attributed to clients owing each other money. Since the vaccine started to be rolled out, some people have been elevated.
 - ✦ Amy: With shelter being threatened to be closed, many clients have been concerned for their friends. This has upset a lot of clients. Interior Health has been burnt out as well. External supports outside of ASK have decreased.
 - ✦ Michael: Transfer from Burdock to Fairhaven after physical altercation?
 - Amy: Escalation over the last couple of weeks which lead to a client pepper spraying another. He had been successful until mental health had taken over, so Kenneth felt a transfer was appropriate because he was admitting he was unwell
- Upcoming policy around restorative exit prevention
 - ✦ Angela: Have had some success with site specific LOS's when other interventions aren't effective. One case where a client was out for 4 days. Has since come back and has been engaging more.
 - ✦ Amy: Had a week-long break for a client in the past and since he has returned, it has put things in perspective and created a behavioural contract. Since then, his drinking has decreased and other improvements.
 - ✦ Andrina: Noticed a lot of mental health crises where clients with suicidal ideation and resulted in people in hospital or requiring more staff interactions. Suggests to add Suicidal Ideation to Critical Incident Form
 - Puneet: Agree we should be tracking this. Other committee members all agree



Wellness Society

ASKWELLNESS.CA

Streets → Homes → Health → Employment

b. Housing Outcomes Exit Data Review (January, February, March)

- Recommendations: Categorize the housing data based on what kind of housing they are providing, i.e. supportive, transitional, etc.
- Look at demographics to see the gender parity in who we are exiting.
- Re-rating things like retention vs success i.e. at surge 25% retention is 75% who have been moved on.

4) For Next Meeting

- a. Community Partner Organization Preparation
- b. Review of Streets and Health Data

5) Next Meeting

Date & Time: April 29th, 2021 @ 1:15 pm

ACTION: Need to get Geyna's computer mic working. Andrina will connect with Geyna.