

PQI Meeting Minutes

April 29, 2021, 1:15pm – 2:30pm

Attendees: Michael McDonald, Puneet Malhi, Andrina Tenisci, Angela Papou, Geyna Diachuk, Amy MacDonald, Megan Nelson-Smith, Tilia White, Robyn Sigalit, Andrea Terakita

Absent: Christine Leicester, Melissa Collick

Board Guest Member: Stan Fike

Introduction

- Stan Fike, Chair of the Board of Directors who has worked with ASK Wellness Society in various capacities for 20 years. If found to be helpful, various board members will sit in on PQI Committee meetings.

Follow Up from Last Month

Update on Program Participant Sub-Committee

- Sub-Committee has had two meetings & will meet on the Monday prior to each PQI meeting
- Looking for ways to improve upon our residents and program participants' voices being heard. The purpose of the committee is to increase engagement and the feeling of safe, accessible feedback on service

New Business

Community Partner Survey

- Primary focus today: review of community partners list and survey questions

Kamloops

- Reach out to Karla in CLBC for People in Motion contact
- Manchettes and pharmacies that Payton H. has been in contact with
- Interior Health – Tara M. has been replaced by Rae Sampson (confirm primary contact)
- Which thrift store are we referring to?
- Add Urban Native Health and Storage Space (Robyn Sigalit)
- Add CLBC – Andrea T looking into who the contact is
- Add Pharmasave
- Add IHA Home Health

Merritt

- Community Policing and WorkBC – Megan gave contacts to Andrina
- Endeavor to be Better – **Action:** Angela P giving the contact to Andrina
- Pharmasave from downtown – **Action:** Angela P giving contact to Andrina
- Add Interior Health, Interior Community Services, MCFD Merritt
- Add Property Management Teams – Century 21, Royal LePage, Merritt Property Management, Columbia Property Management (same contact as Kamloops)

Penticton

- Add Substance Use Connections
- Add Overdose Prevention Nurse, Health Outreach Nurse, and Nurse Prescriber
- Add Knights Pharmacy
- Churches: Oasis United Church – we do not do a lot of work with anymore, can be removed. Saints Saviors' Church and Victory Church to be added
 - **Action:** Amy to send Andrina contact information for Penticton

Survey Questions

- Review of previous year's survey questions. While we try to make it unified to all advocacy groups, there may be questions that are important to ask one demographic that we might not ask other groups.
 - For all questions, replace 'client' with 'program participant' or 'service recipient'
 - For all questions, replace 'she/he' with 'they' - wherever noted
 - Question 6: Adding information around Covid regarding safety
 - Question 14: Decision to remove the first line that defines 'integrity' as it references moral values. How do we define moral values?
 - Changing to "Integrity to ASK Wellness in essence means accountability"
 - Question 16: Question arose as to whether our community partners need to know all the things that we do with the staff onboarding/training because they cannot confirm or verify
 - They might not be able to verify but they would learn something about what ASK does for the staff and make them feel more reassured and comfortable. The more community partners know, the better – this information acts as education to our partners.
 - Question 18: Discussion as to whether it is appropriate to include that we have mandatory cultural safety training during onboarding?
 - Decision to state that we have created a Cultural Advisory Committee
 - Review of questions the committee would like to suggest adding in
 - Decision to have a questions specific to COVID safety; question examples:
 - List some of the things that we do to be COVID safe, follow up with 'based on your interactions with ASK, how do you think ASK does with Covid Safety?'
 - 'How do you feel ASK has maintained connections with community partnerships with the boundaries of Covid?'
 - 'How do you feel ASK has provided services through Covid?'
- **Action:** Andrina to send list of Community Partners and Survey questions to Coordinators and Senior Leadership on Friday
- **Action:** Andrina to send out survey on Wednesday, May 5th
- Survey will be open for month. **Action:** Andrina to schedule a follow-up after two weeks of survey release.

Review of Streets and Health Data

- Committee chairs not finished with confirming and measuring the outcomes. The data is incomplete, so it is not the right time to present.
- Are individuals finding that their needs are being met from our services? How do we measure that? It is challenging to get this information. What is it that we can actually measure to show that we are making an impact?
 - Committee members to put forth any suggestions

For Next Meeting

- a) Group Two File Audits: ACT/ICM, AASH Merritt, Housing Outreach Merritt, Health Nav Merritt, Juniper
 - Megan and Angela
- b) Partner Organization Feedback Survey Review
- c) Review outcome data from all Employment and CLBC Programs

Next Meeting Date

Date & Time: May 27th @ 1:15pm