

PQI Meeting Minutes

May 27, 2021, 1:15pm – 3:00pm

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

Absent: Christina Leicester

Introduction

- Keith Girard, Tenant Support Worker from Fairhaven.

Follow Up from Last Month

Update on Program Participant Sub-Committee

- Subcommittee for cultural community – insurance on development of program participant joint committee with inclusive safe spaces

New Business

Community Partner Organization Survey Results

- Primary focus today: review of community partner survey results

Survey Discussion

- Discussion on low participation from community partner organizations – it slowly keeps on declining every year.
- Discussion on PQI creating the survey, but we have Directors send out the surveys to get more participation. Discussion on giving community partners more notice about the survey coming out.
- **Action:** Andrina is going to connect with Keri, Kenneth, and Lisa to see if there is a better person to be sending the survey to then who it got sent to.
- Discussion on lowest scores being ‘knowledge’ and ‘cultural safety’ between all cities. What is going well in those areas and where can we improve; what are we doing to improve; how can we improve. Discussion on rephrasing survey questions: Instead of are we meeting the standards but instead what are we doing.
 - These are the areas that we are working to improve on, so it aligns with what ASK is currently doing. What we see in the agency is aligning with what others think we need to improve on.
 - Discussion on the questions being too broad.
- Discussion on follow up emails after we receive the survey results. Share the results with the stakeholder group; thank them for your participation; here is the areas we scored low in; can you give us some feedback on how to improve in these areas.
- Our recommendation last year was to make a training or education committee. Burdock has created a Burdock Survival Guide and we are looking to make this for every location. We do not have a training or education committee in place right now.

- **Action:** Getting a group together to put in a better proposal for a training or education committee. Example: When nasal naloxone was presented, we didn't know how to distribute the knowledge/training.
 - Tilia, Amy, Melissa, Robyn, Alison, Andrina
- The streets-home-health-education continuum would be better if there was more training on this continuum for new employees to really understand. It is not just training in your role but knowledge of the industry.
 - Discussion on making training easier. Who do I reach out to when someone needs housing?
 - Giving the numbers that are needed to connect between different sites. Something that gets people going.
 - Can we put all of the information together in one welcome package (training manual, OHS, training manual)? Reference point for people to get stuff.
- There are some clients that we are unable to support. We do not always have the tools or resources to help everyone, and this is what the province is looking at. Trying to figure out as a province on how we can support individuals who have such complex issues.
- Comments about staff not being respectful to the clients. This is a concern. Where do we need to help to make sure these things are not happening? What is missing? Is it apart of the training? Maybe a staff is not aware this is how they are coming across.
- Is there a way for community members to reach out to provide feedback when they want? Is there a portal for community members to use to be able to provide feedback. If we got feedback in real time it would be more effective as appose to trying to find where we messed up.
- This is not your only opportunity to provide feedback. Remind people there is a way to provide feedback. Creating a dialogue on our webpage for feedback with auto response.
- Surveys every six months. A lot can happen if we only do a survey once a year.

Review of Merritt File Audits

- Audits went well.
- Housing: note on mock files – income assistance docs will only be signed if applicable
- Writing non-applicable in sections that don't obtain to the individual
- Signing/initialing missed on consent boxes

Any other topics we would like to discuss today?

- Discussion on when someone overdoses, why do we not take the substance and take it to get tested.
 - If we take the paraphernalia, there would be enough to test for fentanyl
 - Implement where testing is done on site during certain days
 - Drop boxes where samples can be put in a drop box to be tested for higher traffic sites. Only Kyle and the Coordinator would have a key for the box. Some people want the substance tested right away and some people have already used it and just want to know. More awareness on a community, provincial, and national level on how toxic the drug supply is. Drug testing holds value for the whole province.
 - Some residents feel stigmatized to bring their substance to get tested.

- Looking to having information sessions on our platforms or QA. Important information that should be included.
 - Stats on what it costs to have someone in jail, hospital, or being housed
 - How harm reduction improves the community as a whole
 - List of places to get Narcan and where you can get Narcan
 - Youtube link to what overdosing looks like

For Next Meeting

- a) Q1 Data Review (March, April, May)
- b) Housing Data Review

Next Meeting

Date & Time: June 24th @ 1:15pm