

2021-2022 ANNUAL REPORT

Saint Brigid's Home Residents' Committee

Establishment: CHSLD Saint Brigid's Home (SBH)
Address: 1645, chemin Saint-Louis, Québec, Québec G1S 4M3

Committee members

Kerry Ann King, President	Beulah Smith Evans (as of September 2020)
Karen Lachapelle, Vice-president	Frances Emond (as of January 2021)
Maureen Watt (resigned April 14, 2022)	Daniela Marcolin (as of February 2021)
Edeltraut Kroger	Mary Bignell (joined March 16, 2022)
Colleen Bilodeau (resigned Dec. 15, 2021)	Helene Doyon (joined May 18, 2022)
Isabel Sullivan (as of March 2021)	Chris Ludgate, Administrative Assistant

Acknowledgments

I wish to sincerely thank all committee members for their time and commitment this past year. Thank you to our vice-president Karen Lachapelle, for her continued wise counsel. Since coming into this position last February, I have turned to Karen on numerous occasions for her advice. I would also like to thank Gail Cox, Senior Advisor for the Living Environment and more recently Veronique Demers (Fall 2021), Manager of the Living Environment at SBH for diligently attending our meetings, listening to our concerns, and providing us with information and answers to our questions, despite having extremely busy schedules. I would also like to extend my gratitude to Mary Robertson, President of the JHSB Users' Committee, for her ongoing dedication and strength of purpose and for keeping us informed about issues or complaints and CIUSSS-CN-related affairs. Mary has also been a great help to me in this job with her encouragement and support. She will be "retiring" from her position as of the end of June, one that she has held and so competently performed her duties, for 7 years. Lastly, I would like to thank Chris Ludgate, our administrative assistant for the work he does for our committee, including setting up zoom meetings, sending out agendas and taking meeting minutes.

Residents' Committee roles and responsibilities

According to the MSSS reference framework, the roles and responsibilities of a Residents' Committee are to:

1. Inform users of their rights and obligations.
2. Help improve the quality of living conditions and evaluate the degree of satisfaction with the services at the institution.
3. Defend the collective rights and interests of users or, upon request, the rights, and interests of an individual user, before the institution or any competent authority.

Introduction

This past year continued to be a trying time at St. Brigid's due to the sixth wave of COVID-19. Thanks to vaccinations, this wave was not as severe as the second, which hit our residents hard with over 40 deaths. Thanks to the diligent work of management and all employees, our residents were relatively safe from the omicron variant, with a small outbreak causing a shorter shut down in some activities. Luckily, during this outbreak, residents were still allowed visits from their loved ones and caregivers. Currently, St. Brigid's is COVID free and activities have now resumed. The participation, concerns and solutions of committee members were that much more important this year.

Resident Committee meetings

Committee meetings were held all year and continue to be held via Zoom. Since the last annual report dated May 10, 2021, the following meetings were held June 16, 2021, September 15, 2021, October 20, 2021, November 17, 2021, December 15, 2021, January 12, 2022, February 16, 2022, March 16, 2022, April 13, 2022, May 18, 2022. Between these official meetings, regular contact was maintained with Veronique Demers and Gail Cox to address concerns that came up.

Other meetings:

Users' Committee Meetings: Since the SBH Residents' Committee is overseen by the JHSB Users' Committee, as president I attended its monthly meetings to report on our activities. Our vice-president Karen is also a member of this Users' Committee. Both committees strive to work closely with administrators at SBH (and the Jeffrey Hale) to ensure our concerns translate into quality services for residents.

Residents' Committees' Advisory Committee (also known as SAPA – *Soutien à l'autonomie des personnes âgées*), composed of all presidents of Residents Committees in CIUSSS – Capitale-Nationale. Meetings were held frequently during the pandemic via Zoom up until June 2021 in order to keep the members informed. From September 2021 meetings resumed at their normal frequency, 5 per year. Slowly, concerns other than those related to COVID started to be addressed (regular care, food, staffing, etc.).

Overview of Committee priorities and concerns during the year (brought up during or between meetings):

- Covid 19 and the ongoing updates depending on the state of the pandemic and variants, including vaccinations, caregiver visits, protocols (masks, handwashing, distancing, confinement, etc.)
- Communication with families, including updating families regarding outbreaks, Clinibase communication system to be implemented, Kildare Chronicles,
- Stimulation of residents, including psychosocial care, cognitive stimulation (especially residents confined to their rooms) and reintroduction of activities
- Sufficient staff – PABs, nurses, nursing assistants, etc.
- Workplan adherence and the Communication Trajectory with regards to Nursing staff and PABs
- Change in management, of which was considerable
- Hygiene (oral and other), regular cleaning, Ruby bath, Bathing Without a Battle video for PABs
- Security in Memory Garden, including improving the entrance from the garden and emergency devices for signaling difficulties (panic button)
- Scheduling of cleaning and maintenance of wheelchairs
- Setting up appointments for the Mobility Clinic and hearing tests
- Welcoming new residents, including the new, bilingual pamphlet, list of items to accompany new residents, and other documents for the Welcome Package, prompt presentation of the package and other gestures related to welcoming new residents.

We also brought up other concerns, including:

- Staff shortages, particularly on weekends and during meal times, and outdated ratios of staff to residents
- Agency employees and their lack of English, unfamiliar with residents and routines, etc.
- Embellishment budget: Picture/name door number signs, other items.
- New telephone system at St. Brigid's
- Ensuring English is spoken to English residents
- Implementation of the *PAB accompagnateur* program and the name of the PAB (Care Companion)
- Program at EQLC for PABs and admin assistants on the floors
- Cafeteria services, nutritionist, menus for special occasions, food quality and variety; help and stimulation for eating, application of the 15 Golden Rules of Mealtime Assistance
- Security in parking, as well as request for more parking allotted to families and volunteers
- Aquarium project (Phases 1 and 2) and Soundbeam project
- Spiritual care

Communications

- Information sent to families, when necessary, through management
- Special Christmas greetings were sent to all families
- A message of support and gratitude was also sent to staff members at Christmas.
- The communication subcommittee completed their task of producing a new, bilingual pamphlet.
- The Kildare Chronicles came out 3 times. The Residents' Committee's pictures were featured in the fall edition.
- Contents of new resident's welcome package were examined and suggestions made

- Information on rights, code of ethics and other issues are available at SBH entrance and also in welcome package and on screens.
- A federal accreditation survey was sent to families and residents, to be completed between May 1 and June 30, 2022.

Because of the pandemic, there was and still is, to a certain extent, a considerable amount of information from CIUSSS-CN, often arriving through the JHSB Users' Committee president or at SAPA meetings. It was sometimes a challenge to make sure that not only committee members were always up to speed, but also caregivers and families.

Complaints and advocacy for residents:

- The few complaints received from some family members were promptly referred to the administration at SBH to be addressed.

Aquarium Project: Phase 1 of the Aquarium Project has finally been completed. Four aquariums have been installed and the fish are now in all of them. Phase 2 has been accepted and 4 more aquariums will be purchased this coming year. The activities group at SBH will take care of related logistics.

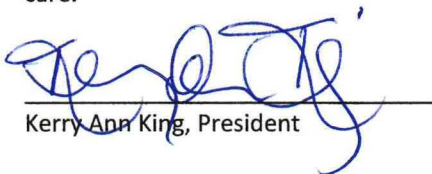
Objectives for 2022-2023

In addition to our general concerns, the Committee objectives are to:

- Ensure recommendations from the last ministerial visit continue to be addressed
- Work with and continue to get information from the management team regarding issues and concerns brought to the committee's attention by families and caregivers.
- Ensure the best interests and rights of residents are respected
- Continue to promote the values of SBH that make it a community of care
- Advocate for lower ratios of PAB to Resident
- Continue to work with the JHSB Users' Committee to coordinate activities and actions
- Organize, in conjunction with the activities group at SBH, talks on subjects of interest to family members (e.g., Alzheimer's Society, JHSB Wellness Centre)

CONCLUSION

Rest assured that the Saint Brigid's Residents' Committee will continue to advocate for a happy, stimulating, and safe environment for the residents, with consistent quality care for both mind and body. It will also continue to work in conjunction with management to promote the core values of St. Brigid's that make it a compassionate community of care.



Kerry Ann King, President

June 1, 2022