

Annual Report, 2021/22:

The Jeffery Hale-St. Brigid's Users' Committee met **ten** times from April 2021 to March, 2022 plus at the Annual Meeting on June 7, 2021. There were no in-person meetings held because of the Public Health constraints imposed by the COVID 19 worldwide pandemic so all meetings were held through Zoom.

Some of the main challenges this public health situation has presented to the Committee have been the difficulty of meaningfully supporting staff in both residences, limited in-person access to Residents and their families, recruiting new members, and the complications in planning and implementing programmes.

Despite the constraints imposed by the pandemic, the work of the Committee has continued to be multifaceted. The Committee has continued to sustain the constructive, ongoing communication in both establishments among the Residents, their families, the Users, other Committees and the Administration. This focus has also included directly supporting the Administration and personnel as they have worked during this difficult, demanding pandemic period.

To facilitate the information /communication process, Madame Brigitte Paquette (Adjoint au président-directeur général adjoint du CIUSSS) or her delegate has attended all the meetings of the Users' Committee. Madame Paquette has provided monthly updates on the state of affairs for all services as well as an explanation of the progress of the implementation of the recommendations from the Ministerial Evaluation Committee's visits in 2016 and 2019.

The Committee has also allowed information about COVID 19 and the various associated protocols to be posted on their closed-circuit screens at the Jeffery Hale Hospital, Saint Brigid's Home and the Jeffery Hale Pavillion.

As well, the Committee has designed and produced a new bilingual updated information pamphlet which has been and will continue to be distributed to all Users.

At Saint Brigid's Home, the Users' Committee has encouraged and enabled concerned Residents and their families to discuss their issues about the quality of care and other problems with the Residents' Committee and the appropriate personnel. At the Jeffery Hale, the Residents' Committee has successfully facilitated the rapport between Residents, their families and the personnel and the Users' Committee has not been as directly involved in the process.

In general, complaints in both establishments have focused on:

- the problems in receiving frequent and accurate updates about the health status of Residents, especially those who had COVID 19,
- confusing information about visitation protocols,
- lack of personnel,
- lack of supervision of PABs and Residents,
- fluctuating food quality and service,
- inadequate hand and foot care,
- the loss of hearing aids and dentures, and the ensuing negative consequences.

All of these complaints were handled by the designated managers, and many are still ongoing challenges.

In order to keep updated about changes in various aspects of the health care system the committee had presentations from:

Marie-Josée Desmarais and Julie Migneault from the Palliative Care Unit of the Jeffery Hale Hospital and Madame Caroline Vallée from the Office of the Commissionaire of Complaints.

In February 2022, the Committee met with representatives from CUCI at which time the Committee was able to report about their various activities and concerns and explore ways in which CUCI could be of help to them in fulfilling their mandate.

Members of the Users' committee participated in:

- Comité consultative du Jeffery Hale-Saint Brigid's
- Comité des usagers du centre intégré (CUCI) de la Capitale-Nationale
- Le programme de soutien à l'autonomie des personnes âgées (SAPA)
- Comité des services communautaires de langue anglaise

The Members of the Users' Committee are:

Mary Murphy Robertson – President, *services généraux*

Annalisa Turner, Vice President, *toute provenance*

Christiane Ruggiero - Treasurer, *toute provenance*

Patricia Odgers – Membre, *toute provenance*

James Harold Lambert - *Membre, toute provenance*

Karen Lachapelle -*Membre toute provenance*

Jeanne Chambers - *Membre toute provenance*

Robert Cloutier, Jeffery Hale Residents' Committee

Kerry Anne King, Saint Brigid's Residents' Committee

The Members of the St-Brigid's Residents Committee are:

Kerry Anne King – President

Karen Lachapelle – Vice-President

Mary Bignell

Helen Doyon

Francis Emond

Beulah Evans

Edeltraut Kroger

Daniela Marcolin

Isabelle Sullivan

The Members of the Jeffrey hale Residents Committee are:

Robert Cloutier – President

Alain Côté

Lyse Ferland

Linda Turbide

Directions for 2022/23:

Despite the constraints imposed by the pandemic, the Committee will endeavour to fulfill its responsibilities as completely as possible by using various platforms.

The Committee will continue to inform users, residents and their families about their rights and responsibilities. The Committee will also continue to support the work of the Jeffery Hale and St. Brigid's Residents' Committees and the services offered at the Jeffery Hale Hospital and Pavillion.

As well, the Committee will focus on:

1. Maintaining effective communication among the Users' Committee, Residents' Committees, the Administration, Staff, Residents their families and the Users of the Jeffery Hale Hospital services.
2. Directly and indirectly supporting and encouraging the Administration and all personnel as they work during this extraordinary COVID 19 pandemic.
3. Supporting the Users' Committee's Signage Subcommittee's research so that appropriate signage may be installed in the entries, on the elevators and on the floors at both the Jeffery Hale Hospital and Saint Brigid's Home to identify the location of administrative and other staff offices. This signage would be useful in helping Users' keep appointments with Administrators and provide an overall climate of accessibility. The subcommittee is planning to also explore the efficacy of signage in Residents' rooms to monitor and record the daily activities of the Residents.

4. Monitoring and encouraging the measures that will be taken to satisfy the recommendations generated by the Ministerial Team which evaluated the quality of life environment at St. Brigid's and the Jeffery Hale on December 9,10, and 11, 2019.
4. Promoting and monitoring the hiring of more PABS for each residence so that there may be more consistency and quality in the physical and psycho-social care of Residents. The Committee will also advocate for a re-examination of the current ratios of PABS to Residents. It will continue to work on identifying the objective criteria used for the care of Residents and how that care may be monitored and supervised effectively for the benefit of Residents and PABs.
5. Exploring the possibility of changing the title of the PAB position so that it better reflects the important role PABs play in the healthcare system.
7. Encouraging and monitoring the implementation of the Préposés Accompagnateur and Aides de Service programmes.
8. Promoting daily ongoing programmes for Residents such as walking, feeding and therapeutic recreational activities.
9. Monitoring the maintenance and cleaning of wheelchairs.
10. Promoting and supporting the volunteer programmes in each establishment when the COVID19 constraints are removed.
11. Promoting the establishment of a recycling programme for plastic Products.
12. Continuing the Committee's Participation in other relevant Committees.

13. Investigating and determining the Users' levels of satisfaction with the services they receive.

14. Continuing to recruit members for the Users' and Residents' Committees.

15. Working to maintain the unique and celebrated culture of both institutions especially the pleasant and positive environments for staff, Residents, families and friends where there is adherence to the Jeffery Hale-Saint Brigid's Code of Ethics at all times.

16. Continuing to promote and support excellence in all non-residential and CLSC-type services offered by the Jeffery Hale-Saint Brigid's organization such as Public Health, the Refugee Clinic and the new medical services at the Jeffery Hale Hospital.

17. Continuing to advocate for and support programmes and services that enhance the quality of life of the Anglophone community in Québec such as medical care, pre-school programmes and the Senior's Day Centre.

The Committee remains vigilant and proactive in the promotion and protection of the Rights of Users. It will continue to work towards improving the quality of life of the Residents and Users in each area of its responsibility and supporting the Administration and Staff in doing so. It will continue to advertise and disseminate information about the COVID19 protocols as needed.

Mary R. M. Robertson – President – June 2022