

2019-2020 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

Valerie Leger, President	Agathe Jean, Resident (Passed away))
Karen Lachapelle, Vice-president	Audrey O’Reilly, Resident
Lynn Magee (Resigned in January 2020 after parent passed away)	Russell Allan, Resident (As of December 2019)
Claudette Bégin (Resigned in October 2019 after parent passed away)	Frank Scardina
Linda Boucher	Rosemary Gell
David Shaw (Passed away)	Barbara Neville, Resident (Resigned in October 2019)
Kerry Ann King (As of December 2019)	Lise Proulx
Tracey-Lee Batsford (As of January 2020)	Céline Vachon (Resigned in December 2019)
Maureen Watt (As of May 2020)	Edeltraut Kroger (As of May 2020)

Acknowledgments

I would like to sincerely thank all committee members for their time and commitment in ensuring the well-being and safety of Saint Brigid’s Home residents, especially with the unwelcome arrival of COVID-19, so dangerous for our elderly. We still have to be vigilant since the pandemic is not over and there is still the threat of a second wave. Everyone’s participation, ideas and input are always important since our committee members are often the eyes and ears of our residents who cannot speak for themselves. The past year was very busy. Our work is ongoing and the information received is sometimes overwhelming but it is important to continue to advocate for the residents and I should add caregivers since they are an integral part of the overall care of residents. I would like to thank Gail Cox, senior advisor for the living environment at SBH for diligently attending our meetings, listening to our concerns and bringing them to management, and providing us with information. I would also like to thank Mary Robertson, President of the JHSB Users’ Committee, for her unwavering enthusiasm and dedication, for always keeping informed about issues or complaints and CIUSSS-CN affairs. Lastly, I would like to thank Hiyam Hamaed and her replacement Chris Ludgate, our administrative assistants for their work in the past year, including sending out our agendas and taking meeting minutes. You are all much appreciated.

Our roles and responsibilities

The roles and responsibilities of our Residents’ Committee (shared with the Users’ 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.

The SBH Residents’ Committee is overseen by the JHSB Users’ Committee. As president, I therefore attended its meetings to receive and give information of interest to SBH. As committees we strive to work closely with administrators at SBH to ensure our concerns translate into quality services for residents.

Committee meetings

Our committee met 12 times since the last report dated May 2, 2019:

May 6, 2019 (with joint meeting with JHSB Users’ Committee at 11 a.m.), June 17, 2019 (end-of-year meeting), September 23, 2019, October 21, 2019, November 25, 2019, December 16, 2019, January 20, 2020, February 24, 2020, April 28, 2020 (zoom), May 13, 2020 (special zoom), May 27, 2020 (zoom), June 10, 2020 (special zoom). The March 23 meeting was cancelled due to COVID-19,

Meetings were held at St. Brigid's until COVID-19 prevented access. We then had virtual meetings using the Zoom platform.

Highlights

- Communication to families on our e-mail list for special activities, CIUSSS resident experience survey, SBH activities survey, Wellness Centre talk, Advisory Committee information session on Oct. 19, 2019, etc. Information on rights, code of ethics and other issues is on display at entrance, in welcome package and TV screens.
- Advocacy for residents: Various complaints from family members taken promptly and referred to the right people to be addressed (lack of communication with family members, food issues, baths, air conditioning, icy parking lot, etc.)
- Ministerial visit on December 9-10, 2019, answered questions about communication and attended summary meeting by CIUSSS-CN to listen to SBH results and recommendations.
- Guest speakers at our meetings: Jennifer Hobbs-Robert (on our role as a residents' committee) , Marie-Christine Beaulieu (on SBH activities and survey), Chantal Dubois (on admission process), Sherry Craig (SBH intake nurse); Anaïs-M. McKay (beehive project)
- Invitation to Brigitte Brousseau (Logistics service head) to several meetings to talk about food issues and other logistics such as new laundry service (Partagec)
- Endorsement of initiatives by the Users' Committees such as preferential meal rate for caregivers in JHSB long-term care
- Bistro furniture project: To complement the tables and chairs received last year, the committee applied to the JHSB Partners for two new armchairs to replace the decrepit and unhygienic ones in the Bistro. The request was approved and the armchairs were ordered and delivered in the spring of 2020.
- Aquarium project: A comprehensive document was presented to JHSB Friends Foundation in March 2020 for aquariums on all floors – we are waiting for a response.
- Update to the bilingual authorization sheet to receive e-mails from our committee was prepared and a new cover letter outlining our roles and responsibilities. This letter is now part of the welcome package for new arrivals at SBH.
- Recruitment: Ongoing recruitment sign posted in elevators and on closed-circuit screens. Information given at booth during Christmas lunch
- Committee president now informed of new arrivals at St. Brigid's and deaths
- Messages to employees to support them during COVID-19

Committee concerns during the year:

- Staff shortage is an ongoing concern, particularly PABs to ensure consistent and quality care for our residents.
- Food (quality and quantity and variety), extra menu options, proper delivery, reduction of noise on 2nd floor semi eating area, making sure extra food available at Christmas and New Year's for family members, help with feeding during meals
- Safety and security of residents (all floors and special units)
- Regular statistical reports on incidents at SBH (falls, medication errors, etc.)
- Regular wheelchair washing; systematic checking of residents during electricity shutdowns
- Hand-washing before and after meals and in general (residents and staff)
- Hand and foot care, regular baths; Lack of towels and facecloths
- Phone hotline with information in case of an outbreak
- Information during COVID-19 pandemic, staff and resident testing and caregiver access (iPads and visits in person)

Member(s) of the Residents' Committee participate in:

JHSB Users' Committee (10 meetings per year)

SAPA (*soutien à l'autonomie des personnes âgées*) meetings at the CIUSSS-CN (extra meeting this year because of COVID)

SBH Living environment (Milieu de vie) committee

Additional representation during the year:

- Advisory Committee information session, October 29, 2019
- Christmas lunch for residents, Summer BBQ – Staff appreciation food truck

Sources of information to residents and families:

- On two screens at St. Brigid's (entrance and cafeteria)
- Pamphlets at entry on various topics (rights, complaint procedure, ethics, etc.)
- E-mails for special events (talks, and posters of events in elevators and in entrance)

For 2020-2021

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

- Enhance committee communications with families – creation of subcommittee
- Update Residents' Committee pamphlet
- Ensure ministerial visit recommendations are addressed (e.g. 2nd floor semi chaotic mealtimes)
- Continue to get information from management team and raise concerns brought to our committee from families and caregivers. We strive to act in the best interests of our residents to make sure they are informed, feel at home and safe, and ensure they get consistent and quality care (oral hygiene, clean hands, better bathing experience, psychosocial needs, etc.)
- 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
- Stress the importance of integrating a maximum number of new student PABs in September 2020
- Ensure that caregivers have continued access to their loved ones in the event of a second COVID-19 wave

Valerie Leger
President, SBH Residents' Committee
June 29, 2020