

2020-2021 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 (until February 17, 2021)	Kerry Ann King (President as of February 17, 2021)
Karen Lachapelle, Vice-president	Tracey-Lee Batsford
Maureen Watt	Beulah Smith Evans (as of September 2020)
Edeltraut Kroger	Frances Emond (as of January 2021)
Colleen Bilodeau (as of February 2021)	Daniela Marcolin (as of February 2021)
Isabel Sullivan (as of March 2021)	
Frank Scardina (resigned during year)	Linda Boucher (resigned during year)
Rosemary Gell (resigned during year)	Lise Proulx (resigned during year)
Russell Allen (resigned due to absence)	Audrey O'Reilly (resigned due to absence)

Special thought for residents who passed away from COVID-19, their family members and SBH staff.

To start, I would like to express my deepest sympathy to all those who lost loved ones during this ongoing and devastating pandemic. My heart goes out to all of you. I would also like to express my profound appreciation of all staff at St. Brigid's.

Acknowledgments

I sincerely thank all committee members for their time and commitment this past year, particularly Kerry Ann King, who has recently and graciously taken on the role of president, and very capably so I might add. Thank you to our vice-president Karen Lachapelle, for her continued wise counsel. I would also like to thank Gail Cox, senior advisor for the living environment and more recently (since November) Virginie Sabourin, 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. 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. Let me say that it has been a privilege for me to serve as the Committee president for almost three years.

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 has been a particularly difficult and trying time at St. Brigid's. The home was able to make it through the pandemic's first wave without loss of life due to COVID. However, it was hard hit during the second wave, despite continued and valiant efforts made and safety measures taken by those managing, working at, and visiting St. Brigid's. 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 on Zoom, a bit more difficult to hold, but successful, nonetheless. Since the last annual report dated June 29, 2020, the following meetings were held: July 7, 2020, October 7, 2020, November 25, 2020, December 16, 2020, January 13, 2021, February 17, 2021, March 17,

2021, April 14, 2021, and May 12, 2021. The official September 2020 meeting had to be postponed, but a smaller meeting was held with Gail and Karen our VP. Between these official meetings, regular contact was maintained with Gail Cox and then Virginie Sabourin 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 (Kerry Ann attended as of March 2019) 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 Jeff) 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. Due to the pandemic, frequent phone meetings, and later virtual meetings, were held (and continue to be held every second Thursday morning - 45 to 90 minutes in duration) to give information. 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):

Understandably, many of the topics discussed and the concerns raised during the past year were connected in some way to the COVID-19 pandemic, including:

- Caregiver access, call back to family members after leaving phone message, up-to-date information to families, access for paid caregivers, etc.
- Safety measures, precautions, and protocols (masks, handwashing, disinfection, etc.), additional help in hot zones (Red Cross or other outside help); face masks with window to see the wearer's mouth, especially for residents with cognitive issues.
- Attitude of staff toward visitors, use of iPads for family contact, psychosocial care and cognitive stimulation (especially residents confined to their rooms)
- Sufficient staff – PABs, nurses, nursing assistants, etc. Psychological assistance to staff, if needed
- Vaccination (residents and staff and certain family members)
- Hygiene (oral and other) and regular baths for positive-testing residents
- Use of first floor for COVID-infected SBH residents and moving of residents between zones.
- Lost items (even those identified) belonging to residents (several cases reported); proper identification of belongings

We also brought up other concerns, including:

- Staff shortages, particularly on weekends, outdated ratios of staff to residents
- Inconsistency of basic hygiene, residents' hair not washed for example
- Waiting time for call bells to be answered
- Ensuring English is spoken to English residents
- Implementation of the *PAB accompagnateur* program
- Content of PAB program at EQLC
- Menus for special occasions, food quality and variety; help and stimulation for eating, application of the 15 Golden Rules of Mealtime Assistance
- Continued use of Snoezelen room, activities for residents since no volunteers allowed, etc.
- Lack of awning in front of St. Brigid's (for safety purposes during winter – icy entrance, etc.)
- Information should be given promptly to newly admitted residents and their family

Communications

- Information sent to families when necessary, through the e-mail list kept up to date by Chris.
- Special Christmas greetings were sent to all families with a reminder of our committee's role and responsibilities and the authorization form to get more e-mail addresses. A recruitment message for new members was also added.
- A message of support and gratitude was also sent to staff members at Christmas.

- A communication subcommittee is now in place since January to enhance communication to residents and family. It is composed of four members, headed by Tracey-Lee Batsford. A new pamphlet is currently in the works.
- Information will also be provided to the new quarterly Kildare News (first issue in June), which is being put together by the activities group at SBH.
- Contents of new resident's welcome package were examined and suggestions made again this year including an updated bilingual authorization sheet for the e-mail of a new resident's family member.
- Information on rights, code of ethics and other issues are available at SBH entrance and also in welcome package and on screens.
- A CIUSSS survey was sent to families in November 2020 to see how they experienced the first COVID wave in the spring.

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: Good news was received in February 2021 since an amount of \$18,200 was granted by the Friends Foundation to start the project, consisting in adding smaller aquariums to the floors (in addition to the large one in the Kildare lounge). The activities group at SBH will take care of related logistics.

Objectives for 2021-2022

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)
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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.

Valerie Leger, President
Until February 17, 2021

Kerry Ann King, President
As of February 17, 2021

May 10, 2021