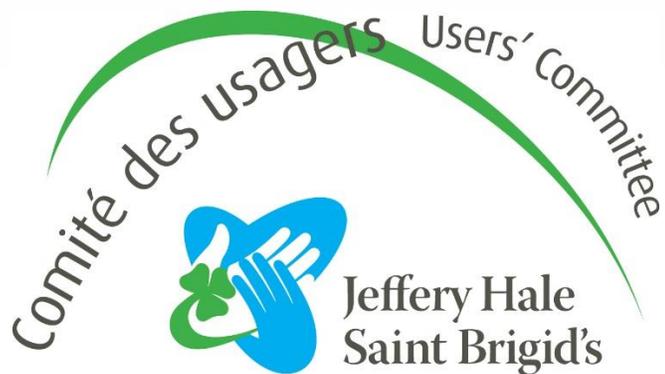


Annual Report

2019-2020



Adopted by the Jeffery Hale – Saint Brigid's Users' Committee on
May 25th, 2020

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Regroupé au
CIUSSS de la Capitale-Nationale

The Jeffery Hale – Saint Brigid’s Users’ Committee met nine times from April 2019 to February 2020 in addition to its Annual Meeting on May 8, 2019. The Annual Meeting was held in conjunction with an Information Meeting by the Administration for Saint Brigid’s Residents and families and was well attended. The March 2020 meeting was cancelled because of the Covid19 virus pandemic. Throughout the year the Committee’s meetings were held in the Saint Brigid’s Boardroom because of renovations to the Jeffery Hale Pavilion.

The work of the Committee has been multifaceted as seen in the following information:

1. The Committee has focused on sustaining the constructive, ongoing communication in both establishments between the Residents, their families, the Users, and other Committees. In order to do so, the Users’ Committee:
 - a. has continued to post information on the closed-circuit television screens at the Jeffery Hale Hospital, the Jeffery Hale Pavilion and Saint Brigid’s Home;
 - b. ordered and distributed copies of the CIUSSS’ Code of Ethics and booklets informing Users of their rights and obligations;
 - c. continued the funding of *Entre-Nous*, a newsletter about the Jeffery Hale Hospital, which has been published five times per year. Madame Monique Brisson has chaired the dedicated editorial team. We thank them for their

contribution to the quality of life at the Jeffery Hale Hospital. In April 2019, Madame Brisson resigned from *Entre-Nous* and since that time publication has been suspended;

- d. provided tote bags and pens for the information packages given to incoming Residents. These articles had the Users' Committee logos printed on them;
- e. had one or more representatives attend all social gatherings for Residents and their families as well as attending other committees' social events. On some of these occasions, Users' and Residents' Committees' information kiosks were installed and booklets informing people of their rights and obligations were distributed;
- f. on September 10, 2019 at the Wellness Centre's kiosk at the Voice of English-speaking Quebec's Fall Fest, information about the Users' and Residents' Committees was distributed.

2. On-going, positive communication in both establishments between the Users' Committee, the Residents' Committees and the Administration has been maintained. New administrative personnel have been invited to Committee meetings in order for them to learn about the work of the committees and to provide them with the opportunity to outline the plans they have for their positions. As well, Madame Brigitte Paquette (*Adjointe au*

- president-directeur general adjoint du CIUSSS*) has attended all the meetings of the Users' Committee.
3. When Residents and their families have concerns about the quality of care received, the committee has encouraged and enabled them to discuss their concerns with the appropriate personnel so that the problems may be resolved. When the Residents and their families have been dissatisfied with their efforts, they have been referred to the Residents' Committees and also, have been assisted in making complaints to the Commissioner of Complaints and the *Centre d'assistance et d'accompagnement de la Capitale-Nationale* (CAAP). The complaints have been focused on the lack of personnel, lack of supervision of residents, food quality and service, foot care, the loss of hearing aides and dentures, and the ensuing negative consequences.
 4. The Committee has worked with the Residents' Committees at Saint Brigid's and the Jeffery Hale Hospital on a project to install aquariums on each floor in both establishments. Hopefully, the aquariums will be financed by various foundations and installed in the near future.
 5. The committee provided the appropriate documents to the members of the Ministerial committee that visited Saint Brigid's and the Jeffery Hale Hospital on December 9, 10, and 11, 2019. The Users' Committees' President was also present at the concluding evaluation session.

6. The Committee supported the President of the Jeffery Hale Residents' Committee, Mr. Robert Cloutier, in his successful submission to the CIUSSS regarding reduced prices for meals for family members who are regular caregivers to Residents. The Jeffery Hale Hospital and Saint Brigid's will be a pilot project in this regard.

7. The Committee has endeavoured to keep informed about the caregiving services at the two establishments and the resources available to Users' and their families. To do so in addition to the regular updates from Madame Brigitte Paquette, and an examination and discussion of the results of the Evaluation study done by the CIUSSS, the committee had presentations from:
 - a. Monsieur Lauzé, *le directeur de Centre d'assistance et d'accompagnement aux plaintes de la Capitale National*. He described the services offered by CAAP and outlined how those services coordinated with the role of the Users' Committee.
 - b. Madame Brigitte Paquette presented the Communication project at Saint Brigid's. The goal of this project was to improve communication among staff by implementing daily team meetings, using communication boards to ensure a positive impact on team work and the response to the Residents' needs, to facilitate the transfer of information between the nurses and the PABs (*Préposées aux Bénéficiaires*) to help them coordinate and prioritize their daily tasks. She also explained the *Préposés aux bénéficiaires accompagnateur* project and its implementation at

both establishments. Madame Paquette updated the information about the *Micro-Milieux* project and how it was going to be implemented at Saint Brigid's. from May 16 to 28. It was already instituted at the Jeffery Hale and appears to have been a success.

- c. Madame Anne Duchesne, agente de planifications de programmation et de recherche consulted the Committee on the project *programme d'accès aux services de santé et services sociaux en langue anglaise du CIUSSS de la Capitale-Nationale*. The object of this project is to improve the quality of medical services in English.
- d. Monsieur Frédéric Vandois, Chef de service des installations matérielles, discussed the system that is used for cleaning wheelchairs in the two establishments and the improvements that would be made at Saint Brigid's. He also answered questions about increased recycling, his important projects and the snow clearance at Saint Brigid's.
- e. Madame Manon Vallières, chef de services des urgencies Québec-Metro in which she described the Emergency department at the Jeffery Hale Hospital the composition of the health care teams, the organization of the work, the different triage levels, waiting times and the possibility of integrating auxiliary nurses into the teams.
- f. Madame Marie-France Allen, *conseillère cadre du Bureau du partenariat avec l'utilisateur et de l'éthique* and Madame Sandrine Saint-Pierre-Gagné, *agente de planification, de programmation et de recherché*, visited the Committee to better understand the Committee's concerns and issues so that they could continue to provide appropriate support to the Committee.

Members of the Users' Committee participate in:

- *Comité consultative du Jeffery Hale – Saint Brigid's*
- *Comité des usagers du centre intégré (CUCI) de la Capitale-Nationale*
- *Comité des services communautaires de langue anglaise*
- *le Partenariat avec l'utilisateur et de l'éthique*
- *le Comité de travail sur les mesures d'évaluation*
- *Programme de soutien à l'autonomie des personnes âgées (SAPA)*

In January, Ms. Hiyam Hamaed, the Committee's Administrative Resource Person, resigned her position. The position was advertised, a selection committee was formed and in February 2020, Mr. Christopher Ludgate was hired.

The Members of the Users' Committee are:

*Mary Murphy Robertson – President, *services généraux*
Annalisa Turner, Vice President, *toute provenance*
Philip Almaguer, Treasurer, *toute provenance*
*Robert Cloutier, Jeffery Hale Residents' Committee
*Valerie Léger- Saint Brigid's Residents' Committee
Alain Fortin – Member, *toute provenance*
*Patricia Odgers – Membre, *toute provenance*
Christian Ruggiero - Membre, *toute provenance*
Guy Lemieux, *service aux personnes âgées*, Saint Brigid's Home
resigned November, 2019

note: the members with asterisks next to their names (*) no longer have family members in the residence. Their continued involvement is greatly appreciated

The Residents' Committee of the Jeffery Hale – Saint Brigid's is

composed of the following members:

*Robert Cloutier, President
Julie Cormier, resident
Alain Côté, resident
Céline Hamel, resident
Linda Turbide, Family member
*Juliette Bruneau, Family member
Lyse Ferland, Family member (deceased)
Hélène Lefebvre, Family member (deceased)
Jean-Paul Marcoux, Family member (deceased)

note: the members with asterisks next to their names (*) no longer have family members in the residence. Their continued involvement is greatly appreciated

The Residents' Committee of Saint Brigid's Home is composed

of the following members:

*Valerie Leger, President
*Karen Lachapelle, Vice-President
Russell Allan, Resident,
Tracey-Lee Batsford, Member
*Linda Boucher, Family member
*Rose-Mary Gell, Member
Kerry Ann King, Member
Audrey O'Reilly, Resident
Lise Proulx, Member
*Frank Scardina, Family member
Maureen Watt, Potential Member
Agathe Jean, Vice-President (deceased)

note: the members with asterisks next to their names (*) no longer have family members in the residence. Their continued involvement is greatly appreciated

Directions for 2020-2021:

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

The principal focus will be 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. supporting the Residents' committees in the two establishments.
3. 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;
4. encouraging and supporting the volunteer programmes in each establishment;
5. 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 Saint Brigid's and the Jeffery Hale on December 9,10, and 11, 2019;
6. promoting and monitoring the hiring of more PABS for each residence so that there may be more consistency and quality in the care of Residents.

7. monitoring the implementation of the *Micro-Milieux, Préposés d'accompagnement, Aides de Service*, Centralized menus and LEAN management programmes and their impacts on the Residents and personnel;
8. distributing information in both French and English to Residents, their families and staff about the Users' Committee as well as distributing the CIUSSS' Code of Ethics and the booklet about Users' rights. This involves clarifying the rights and responsibilities of Residents and their families about their access to, and involvement in the care programmes that are established for each Resident
9. promoting walking and feeding programmes for Residents;
10. monitoring the maintenance and cleaning of equipment in the two establishments, especially the washing of wheelchairs;
11. continuing to be updated about the plans for changes to the Receptionists' positions;
12. promoting the establishment of a recycling programme for plastic products;
13. continuing the Committee's Participation in other relevant Committees;
14. investigating and determining the Users' level of satisfaction with the services they receive;
15. continuing to recruit members for the Users' and Residents' Committees.
16. developing ways to recognize the contributions of staff, especially when they retire.

17. 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 Emergency Room at the Jeffery Hale Hospital;
18. continuing to support programmes that enhance the quality of life of the Anglophone community in Québec such as pre-school programmes and the Senior’s Day Centre.
19. promoting the installation of Signage in the entries, on the elevators and on the floors at both the Jeffery Hale Hospital and Saint Brigid’s which would identify the location of Administrative offices. This information would be useful in helping Users’ keep appointments with Administrators and provide an overall climate of accessibility.

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.

Mary R. M. Robertson

May 2020