

**Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal**

Québec 

MIRIAM HOMES USERS' COMMITTEE Annual report 2021-2022

Comité des usagers
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2. MOT DE LA PRÉSIDENTE

As President of the Users' Committee of the Miriam Home and Services Centre of the CIUSSS du Centre-Ouest-de-l'Île-de-Montréal, I am pleased to present our annual activity report for the year 2021-2022.

This year, like the last one, has been mainly marked by the variant's states of COVID-19 and their impact on individuals and their families. In this regard, we have worked hard to keep you quickly informed of the various guidelines and recommendations from the government or the national or regional public health directorate, and this through our Facebook page or our website. We have also demanded the prioritization of vaccination for our users as well as the implementation of a specific corridor to facilitate the vaccination of users according to their needs.

Despite these difficulties, the executive of the users' committee is proud of its achievements in collaboration with the CIUSSS rehabilitation directorate, among others, the implementation of a document indicating the particularities and the needs of the users to facilitate their hospitalizations as well as the implementation of a protocol of accompaniment during hospitalization according to the needs of each user.

During this year, we were able to complete the satisfaction survey with 40 users or their representatives. We are waiting for the presentation of the final report, which we will be pleased to present to you as soon as possible.

We are also very proud of our participation in the shooting of the documentary: Just as I am, the Shira Choir. This documentary shows in a human and concrete way the reality of what was lived by the members of the choir during the first year of the pandemic. This documentary also demonstrates the great resilience and capacity to adapt of the users as well as the importance of social integration for their well-being and personal development.

During this year, the executive of the Users' Committee was also busy pursuing its work in collaboration with Dr. Tara Flanagan concerning research on the self-determination of users.

Several other files were brought to our attention and were dealt with during the year, in addition to responding to the personal situations of certain users and caregivers, the users' committee wanted to offer you a workshop given by psychologist Dr. Harriet Greenstone entitled "Reflect. Relax. Reconnect", a self-care workshop for caregivers.

It is with great pleasure that we hired a resource person last January to provide support to the users' committee. This hiring, although very part-time, will allow the members of the executive to catch their breath after the last two years which were very demanding in terms of time and involvement.

We continue to network with our care delivery partners to ensure that our concerns are heard, respected and considered in any planning or transformation of services, and insist on actively

participating in our institutions' working committees and Kaizen sessions, which we believe provides a solid foundation for communication and transparency of relationships with our leadership.

As we look forward to the coming year, we remain steadfast in our commitment to serve the users of Miriam Home and Services.

Debbie Schichtman, Chair, Miriam Homes and Services User Committee

3. PRIORITÉS ET RÉALISATIONS DE L'ANNÉE 2020-2021

CURRENT ISSUE: THE PANDEMIC AT COVID-19

Objective: In the context of the pandemic at COVID-19, to represent the users and to be the voice of their concerns and their rights to the institution.

Achievements:

- Informed and supported individuals and families of the various directives and instructions issued by the MSSS concerning them.
- Informed and supported individuals and families of the various directives and guidelines issued by the Institut nationale de la santé publique du Québec (INSPQ) and the Montreal Public Health Department.
- Discussion with the Direction for the implementation of a protocol of accompaniment during hospitalization
- Implementation of a document presenting the particularities and needs of the person during hospitalization.
- To demand, in collaboration with advocacy groups, the prioritization of vaccination for people with ID or ASD
- Prioritization obtained for all individuals
- Implementation of vaccination trajectories adapted to the needs of individuals

Objective: Provide real-time updates on pandemic health care issues to inform our clients and their families of changes to departmental orders and provide helpful links to follow.

Achievements:

- Posting on the Facebook page of the Users' Committee the directives and instructions from the Quebec government, the Ministry of Health and Social Services, the Quebec National Institute of Public Health and the Regional Public Health Directorate concerning all spheres of life of individuals and their families.

ISSUE 1: OPTIMIZE UC STAFFING AND MOBILITY

Objective: Hire a resource person

Accomplishment :

- Hired a part-time resource person in January.
- Establishment of collaborative links with the Comité Régional pour l'Autisme et la Déficience Intellectuelle (CRADI), the Association Québécoise des Comités des Usagers en Déficience Intellectuelle et Trouble du Spectre de l'Autisme (AQCUDITSA), the Conseil pour la protection des malades (CPM) and the International Network on the Disability Creation Process (INDCP)

Objective: To recruit two committee members to represent all electoral colleges of the Miriam Center Users' Committee;

Achievement :

- Despite the efforts of the UC and due to the current health situation, recruitment did not meet its goals and in addition, we lost two committee members along the way

ISSUE 2: KNOW THE LEVEL OF USER SATISFACTION

Objective: To have a complete overview of the level of satisfaction of individuals and their families with the services obtained by the CIUSSS du Centre-Ouest de l'Île de Montréal

Achievement :

- Hiring of the Médaillon firm to carry out the design, the meetings with 40 individuals and families, the analysis of the survey and the writing of the final report.
- Discussed with the Directorate to obtain the contact information of 40 people who could participate in the survey.
- Draft report received, awaiting final version and presentation to Miriam User Committee Board.

ISSUE 3: ENSURING QUALITY OF SERVICE TO PEOPLE AND THEIR FAMILIES

Objective: To advocate for rigorous due diligence on the hiring policies and qualification requirements of Residential Resource Facility (RRF) Centre managers and staff;

Accomplishment:

Objective: Advocate for a transparent complaint's procedure, where the Users' Committee would play an active role to ensure the rights and anonymity of users and their caregivers;

Achievement:

Objective: Advocate for needed changes to improve the consumer experience and protect their rights and integrity.

Achievement:

ISSUE 6: INFORMING PEOPLE AND THEIR FAMILIES

Objective: Promote webinars on topics of public interest.

Accomplishment :

ISSUE 7: PROMOTE COMMUNICATION BETWEEN THE EXECUTIVE AND ITS MEMBERS.

Objective: Continually increase our computer and technology skills to facilitate interactions;

Accomplishments:

4. COMPOSITION ET PORTRAIT DES MEMBRES

	Collèges électoraux / Electoral Colleges	Élu(e)s par acclamation	Type de membre		Rôle
			Usager (famille)	Usager	
1	Ressources accompagnement continue (RAC)	Debbie Schichtman	X		Présidente
2	Services de réadaptation 0-6 ans	Vacant			Vacant
3	Services de réadaptation 7-21 ans	Carrie Markin	X		Secrétaire

4	Services de réadaptation 22 ans et plus	Helene Donath	X		Membre (congé)
5	Programme de jour pour adultes au Centre communautaire Lori Black	Electra Dalamagas (Resign March 2022)			Vacant
6	Programme de jour pour adultes – autre sites	Toby Benlolo	X		Trésorière, Représentante au CUCI
7	Services résidentiels RI-RTF	Rosanne Superstein (Resign March 2022)			Vacant
8	Appartements supervisés	Andrea Leibovitch		X	Membre
9	Enclaves, programmes pré-emploi et soutien à l’emploi	Judy Zimlichman (démission Nov 2020)	X		Vacant
10	Usagers résidant avec leur famille naturelle	Jeff Wagen	X		Membre

5. COORDONNÉES DES MEMBRES

The representatives of the Miriam Home and Services Users’ Committee can be contacted at the following:

Email : userscommittee.miriam@ssss.gouv.qc.ca

Telephone: **514-345-0210 poste 236**

Facebook: www.facebook.com/centremiriam

Adress:

Miriam Home and Services

8160 Chemin Royden

Mont-Royal QC H4P 2T2

6. BILAN DES ACTIVITÉS Du COMITÉ DES USAGERS

1. Renseigner les usagers sur leurs droits et leurs obligations

- **Awareness campaign**

- Series of postcards were sent to approximately 800 users.

- **Increased presence on social media** (Facebook, webpage), to inform users and provide them with relevant information. Currently, 166 people follow us on Facebook.

- **All Board of Directors meetings are open to the public.** Notices of meetings are posted on our Facebook page.
- **Miriam Home Center Users Committee Virtual Annual General Meeting (2022-03-22).**
 - We informed users of the following:
 - Mandate of the Committee
 - Users' rights
 - Annual action plan and budget
 - Question period from members: With the presence of the management and the assistant directors of the Rehabilitation and multidisciplinary services Directorate
 - Screening of the documentary: Just as I am: The Shira Choir

2. (a) Promouvoir l'amélioration de la qualité des conditions de vie des usagers.

- Creation of a document (passport) containing important information on the user's particularities and needs, to be used during hospitalization
- Establishment of a protocol of accompaniment according to the needs of the user during a hospitalization
- Advocacy and monitoring of the implementation of medical and dental services corresponding to the complex needs of users requiring them

2. (b) Évaluer le degré de satisfaction des usagers à l'égard des services obtenus.

- Survey of 40 users or respondents.
- Preliminary submission of the report completed. Waiting for the presentation of the final report

3. Défendre les droits et les intérêts collectifs ou individuels des usagers.

- Collaboration to establish vaccination protocols and corridors that meet the needs of users
- Involvement in certain personal files of users in connection with the residential and day services.

4. Accompagner et assister, sur demande, un usager dans toute démarche qu'il entreprend y compris lorsqu'il désire porter une plainte.

7. TENUE DES RENCONTRES

a) Meetings of the Committee in 2021-2022: 12

The meetings were held virtually on: April 21, May 6, June 30, September 2, September 30, October 26, ..., January 25, January 27, February 14, February 18, March 10, March 21.

b) Annual general assembly

On Dec 17, the AGM was held via Zoom, with 35 registrants. A recording of the AGA is available through links on our Facebook page and website.

c) Other meetings

- Committee meetings (bi-weekly or monthly, total of 11) with Miriam Home and Services management to address COVID 19 issues and client concerns
- Sub-committee assigned to the hiring and supervision of the resource person (4 meetings)
- Sub-committee assigned to the awareness campaign
- Sub-committee assigned to user information requests
- Monthly meetings of the CUCI
- Meetings on special projects of the CUCI
- Considering the COVID-19 crisis, the Miriam Home and Services Committee and the CUCI communicated regularly, either by text, email or virtually, to keep abreast of changes.

8. COLLABORATION AVEC LES AUTRES ACTEURS DU RÉGIME D'EXAMEN DES PLAINTES

9. RÉALISATIONS ET PROJETS PRÉVUS POUR 2022-2023

- Collaborate on the relocation of the services located at the Lori Black Community Center;
- Collaborate in the development of the quality of housing services.
- Follow up on the displacement of users housed following the closure of RI and RTF;
- Set up a working committee to follow up on the recommendations and conclusions included in the final report of the client satisfaction survey.
- Continue to collaborate with Dr. Tara Flanagan's research on user self-determination and disseminate the tools resulting from this research.
- Collaborate on the implementation of the new MSSS service line
- Provide families with the User's Committee brochure upon registration.

10.CONCLUSION (ENJEUX ET RECOMMANDATIONS)

The following are our Users' Committee recommendations:

Rehabilitation and Multidisciplinary Services Directorate:

1. Overall:

- Provide service stability despite departures and service reorganizations
- Ensure the transfer of essential and relevant information when there is a change of staff.
- Ensure the continuity of services or a break of no more than one month in services.
- Develop respite services for all clients and according to their age group.
- Take into consideration the realities of parents' lives and schedules to avoid work/family logistical complications
- Ensure that a member of the Users' Committee participates in all working committees dealing with the planning, implementation and evaluation of services.

3. Access, Assessment and Referral Service:

- Upon first contact, provide individuals and their families with written information about the programs and services offered by the Branch in the language of their choice (French or English),
- To keep individuals and families on the waiting list informed of the expected timeframe for obtaining the service every three months.

4. Residential Services:

- Strengthen monitoring and control measures to ensure quality services and respect for the safety, integrity and dignity of residents.
- Reinforce the implementation of stimulating activities in the living environments and according to the interests of the residents.
- To promote self-determination of the residents in the living environments.
- To allow a member of the Users' Committee to accompany the quality agents during visits in the living environments under his responsibility,
- To offer a housing service in the language desired by the family and the person (French or English);
- Promote the application of the establishment's policy to counter abuse:
- Provide ongoing training on the policy to promoters, RI-RTF-RAC employees and rehabilitation management employees.
 - Include in this training tools for detecting signs of abuse.
 - Ensure understanding of and compliance with the facility's policy by all stakeholders
 - Support promoters and employees in their efforts to prevent abuse;

5. Service 0-6 years:

- To provide information and discussion meetings to parents awaiting service and being served regarding:

- Programs and services
- Support for parents of children living with ID or ASD
- Developmental milestones and transitions

6. Service 7-21 years:

- Provide information transfer and support to the school setting during transitions and thereafter as needed;
- Maintain professional services with the child until the school environment can take over;
- To offer information and exchange meetings to parents waiting for services and being served regarding
 - o School transition
 - o Adolescence and puberty
 - o Emotional life
 - o Need for self-determination

7. Service 21 and up:

- Community Living Service:
 - o Develop new services based on the needs of individuals to eliminate long wait times
 - o Implement skill development and interest discovery activities
 - o Maintain services according to the needs and interests of users
- Work integration services:
 - o Develop new services based on the needs of individuals to eliminate long wait times
 - o Maintain services according to the needs and interests of users
 - o Promote access to paid employment through collaboration with employment integration agencies