

Co-Chair: *Ms. Margaret Melanson*
V.P. Quality & Patient Centred Care
Co-Chair: *Dr. Wayne MacDonald*

Meeting Location:
Zoom

Date: Tuesday, November 9, 2021

Meeting Time: 12:00-12:30

REQUIRED ATTENDEES

Present (✓) Regrets (R) Absent (A)

PATIENT EXPERIENCE ADVISORS							
A	Shirley Renouf	✓	Shirley Young	✓	Siobhan Laskey	✓	Debra Craig
✓	Wayne MacDonald	✓	Terry Clark	✓	Roger Stoddard	✓	Jean Castonguay
HORIZON STAFF							
✓	Margaret Melanson, VP Quality & Patient Centered Care	R	Sonya Green-Hache, Regional Director, Volunteers Auxiliaries & Patient Engagement	R	Lauza Saulnier, Regional Director, Quality & Patient Safety Services	✓	Monica Landry, Executive Assistant to Margaret Melanson
R	Gail Lebel, Chief Human Resources Officer	R	Jeff Carter, Corporate Director, Capital Assets and Infrastructure	R	Jacquelin Gordon, Director of Nursing Professional Practice	R	Dr. Timothy Christie, Director of Ethics
EX-OFFICIO							
R	Dr. John Dornan, Interim President and CEO						
GUESTS							

1.0 Call to Order

- 1.1 Welcome W. MacDonald/
M. Melanson
- The Co-Chair, Wayne MacDonald, welcomed the members of the committee, declared a quorum present and called the meeting to order.

2.0 New Business

- 2.1 CUPE Strike and its Impact M. Melanson
- M. Melanson provided a chronological overview of the recent CUPE strike action.
 - On Friday, October 29, 2021 Horizon was notified that the CUPE strike would commence at 12:01 a.m. Saturday, October 30, 2021 in certain facilities across Horizon.
 - Due to the designations being established prior to the COVID pandemic, no staff associated with the COVID-19 response were designated. This included screeners and registration clerks at the COVID-19 testing assessment centres. Operating rooms were at reduced capacity to only allow urgent and emergent surgeries.
 - Due to reduced testing capacity, DSPs were limited to vaccinated DSPs.
 - On Friday, November 5, 2021 the government instated a mandatory order for essential healthcare workers due to the severity of high-risk situations to patients and lack of important services to outpatients. The back-to-work mandatory order included staff that were involved in direct patient care, the supply chain and the COVID-19 response
 - Services have resumed, including screening and unvaccinated DSPs are permitted with proof of a negative COVID-19 test
 - Ambulatory clinic and surgery appointment back logs are not caught up yet due to the thousands of appointments that were cancelled. This will take weeks to catch up.

- The COVID-19 testing assessment centers have caught up on required tests.
- It is noted that there have been linen shortages for the last month leading up to the strike due to CUPE. This has been addressed with government. SNB has contracted service from other suppliers including those outside of the province to meet needs.
- W. MacDonald inquired why PFAC and /or PFAC PEA representatives were not included in the process of discussions and meetings about patient care and safety caused by the strike.

Provincial Health Plan

- It was noted the Provincial Healthcare Plan will be released by government in the coming weeks.
- Council members discussed inclusion of its members in the review of the Provincial Healthcare Plan if the opportunity arises and to be included in any emergency management meetings and discussion moving forward regarding the CUPE strike or similar situation

Action: Margaret and Sonya will discuss including PEAs and/or the Council in these emergency management meetings and follow-up discussion moving forward.

2.3	Discussion / Questions	All
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3.0	Adjournment	
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31	Next Meeting	All
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