

## Intervention report (excerpts)

Intervention at Carrefour d'alimentation et de partage Saint-Barnabé

### The intervention

In the context of examining a complaint from an individual regarding Maison l'Espérance, information was brought to the Québec Ombudsman's attention concerning the living conditions of the occupants of two other social housing units (Maison Viau and Maison Sainte-Catherine) managed by Carrefour d'alimentation et de partage Saint-Barnabé (CAP), a community organization. The information concerned deficient pest management, as well as lack of resident supervision, resident meetings, janitorial services and disciplinary procedure.

### Conclusion

On its own initiative, the Québec Ombudsman carried out an intervention further to information to which it had access while handling a complaint from an individual.

After looking into the situation at Carrefour d'alimentation et de partage Saint-Barnabé shelters, serious shortcomings were indeed found concerning:

- ▶ Lack of laundry access for residents dealing with bedbugs;
- ▶ Inconsistent supervision of the residents;
- ▶ No updated building bylaws to better reflect daily life at the residences;
- ▶ No clear and objective disciplinary procedure;
- ▶ No follow-up on maintenance requests.

Recommendations were made to rectify the various flaws.

### Recommendations

Given the preceding, the Québec Ombudsman recommended that Carrefour d'alimentation et de partage Saint-Barnabé:

- R-1 Comply** immediately with the recommendations made by the Direction régionale de la santé publique concerning pest management, notably by reinstating laundry access to social housing residents dealing with bedbugs.
- R-2 Review** the bylaws for all three residences by October 2, 2017, so that the bylaws reflect the everyday reality of the community interventions which the organization intends to integrate within its practices, notably:
- ▶ Establishing a standard advance-notice time for apartment visits and providing clear explanations for them;
  - ▶ Including in the bylaws for the Viau and Sainte-Catherine locations a clause concerning community monitoring of residents which will become mandatory;
  - ▶ Including in the bylaws for the Viau and Sainte-Catherine locations a clause concerning resident meetings and the taking of minutes (attendance and the agenda).
  - ▶ Ensuring compliance with these bylaws.

- R-3** **Ensure**, by October 2, 2017, that follow-up on residents is carried out as specified in the Maison l'Espérance bylaws.
- R-4** **Organize**, by September 15, 2017, a meeting of the CAP authorities with all the residents to discuss past difficulties and the perceptions of all, with a view to arriving at a mutual agreement based on respect. Consultants must be present and assist the personnel.
- R-5** **Ensure**, by December 1, 2017, that the personnel who interact with the residents, including the coordinators, receive training adapted to the client population, including mental health training.
- R-6** **Produce**, as soon as possible, a disciplinary procedure providing for:
- ▶ graduated sanctions for residents found at fault based on the behaviours involved;
  - ▶ a mechanism whereby residents at fault can express their opinion and the decisions concerning them are impartial (and not a unilateral decision by a member of the personnel);
  - ▶ a timeline and a procedure for the person's reintegration within the residence, if the situation is such as to allow it.
- R-7** **Resolve**, by September 15, 2017, problems related to building upkeep, both for requests for repairs and for the tenant-responder system, so that the residents obtain a satisfactory response to their requests.

By August 7, 2017, inform the Québec Ombudsman about the action taken further to the seven recommendations and the means employed to implement them.

#### **Expected follow-up**

As provided for in the *Act respecting the Health and Social Services Ombudsman* (CQLR, c. P-31.1), within 30 days of receiving this report, the institution must inform the Québec Ombudsman that it agrees to implement the recommendations made to it, or if the institution has decided not to act on them, of the reasons for it.