



OUR MISSION

To provide exceptional residential and respite care to help families whose children have complex physical and developmental disabilities.

MINUTES **BOARD OF DIRECTORS MEETING**

November 10th, 2016

6:30 PM – 9:10 PM

DIRECTORS

Lombardi, Connie

Lazarus, Shavonne

Fowler, Noela

Borenstein, Howard

Zingaro, Tony

Blatchford, Christie

Peterson, Mary

Henry, Avril

Singh, Gaurav

Marques, Ana Cristina

PRESENT

✓

✓

✓

✓

✓

✓

✓

✓

Teleconference

Teleconference

ABSENT

Ionescu, Daniel

CEO

Susan Bisailon

GUESTS:

Kathryn Burbridge – Project Manager – Governance, Strategy and Special Projects

Lorraine Tkadletz – Administrative Assistant

1. Call Meeting to Order:

Meeting called to order at 6:42 pm by Connie Lombardi.

2. Declarations of Conflicts/Reading of Mission Statement

There were no declared conflicts of interest.

Connie Lombardi provided details, and pictures were put up on the screen about Wayne's memorial and the planting of a tree and placement of a plaque to memorialize Wayne. Information shared at the October Town Hall with staff concerning the experience of respite family was also shared with the Board. The family, along with their child who has special needs

came for respite and did not feel comfortable at the intake and welcome. This led to the family re-thinking the visit and eventually they decided to not use respite for that week-end. The use of agency was a contributing factor in their decision for the week-end respite.

3. Agenda

Motion: Mary Peterson

Second: Noela Fowler

Carried: To approve the board agenda for the November 10th Board meeting of Safehaven.

4. Meeting Minutes

Motion: Christie Blatchford

Second: Shavone Lazarus

Carried: To accept the minutes of the meeting from September 13, 2016 as read.

5. Quality Report

Accreditation

Governance Self-Assessment Results

Kathryn reviewed with the Board the results of the assessment, which included 44 items that were green flagged, 26 that were yellow flagged and 21 red flags. It was noted that the organization will have to sort out the processes around granting privileges. The relationship between the doctors and the organizations will require further clarification as they are not employed by Safehaven.

Governance Functioning Tool Results

This tool has been completed with 19 green flags, 9 yellow flags and 6 red flags. The results form a roadmap for the Board of Directors on gaps in meeting the standards. The Governance Committee is leading the work to ensure the Board completes the work related to Governance Standards.

The Board will meet at a retreat on December 10th and we anticipate that by then there will be information from stakeholders to inform the Strategic Plan. Noela suggested that the Board should have a teleconference prior to the Strategic Plan retreat to answer any questions Board members may have about the stakeholder information, as preparation is critical to the success of the Board retreat. It was suggested that a hard copy of the documentation be provided to Board members and Susan advised that the consultants will be asked to produce hard copies for all Board members.

Score Card

Susan reviewed the new version of the Score Card which essentially contains the indicator information, but is a more visual presentation of our metrics and indicators. After the completion of the Strategic Plan we anticipate having between 5 and 10 indicators. We have been looking at safety issues and have completed mandatory training. Hand hygiene audits have commenced and agency staff are trained and included in the audits. The targets are based on comparison with other organization, however, 80% is the standard in most organizations utilize. A target of 20% for turnover rate is good for this sector as we have turnover given the lower salaries, shift work and many individuals leave to assume jobs that they are interested in based on their career with no shifts and higher pay.

Risk Assessment MCYS/MCSS 2016 Finalized Version

The Risk Assessment has been finalized and submitted to the Ministry who are satisfied that it has been done.

HR Exit Interview Policy & Procedure

We did not have an exit interview process in place and therefore received a score of 3 in this area; however, we have since developed an exit interview policy.

Flu Campaign

We will be getting a vaccine refrigerator shortly in order to be able to conduct flu clinics in house. The flu shots will be administered by Collette and Susan.

Hand Hygiene Audits

These audits are now being conducted and the results will be available for inclusion in the next quarter score card report to the board.

Client & Family Feedback

Respite Feedback Survey Q2 – Action Items

Susan reviewed the Q2 Respite Feedback Survey results with the Board. The results of the survey are reviewed at the leadership meeting and an action plan is developed based on the results.

Complaints/Compliments

Compliments and complaints are a part of the Respite Feedback Survey and are regularly presented and discussed with the Board.

Quality & Patient Safety

A video of Dr. Ross Baker speaking on quality and patient safety was viewed by the Board and they found it to be informative.

Conference Discussion Points

Noela and Susan attended a conference on Quality and Patient Safety which focused on governance, quality planning and patient safety and have a reference binder which will be a helpful tool. We have one vacant Board position which the Board agreed should be filled by someone who has quality expertise. Susan knows some people who have quality experience and will try to recruit them.

6. Committee Reports

1. Governance Planning Committee

The Bylaws were finalized and the final copy is included in the Board package material.

The following policies were reviewed and edited by the Governance Planning Committee and the final copies are in the Board package material:

Governance Recruitment and Selection Policy

Governance Orientation Policy

Governance Conflict of Interest Policy

Governance CEO Job Roles and Responsibilities
Governance CEO Selection and Succession Planning Policy

A master package of Governance Policies and Procedures will be put together by Kathryn once they are all completed. The Governance Planning Committee recommends that the Board approve of the above policies and a vote will be taken later during the meeting.

2. Strategic Planning Report

Susan reviewed the Strategic Planning Project Update Summary and advised that the tasks are all on target to achieve the deliverables as planned.

Environmental Scan

We have provided the consultants with numerous research documents and information that they will be scanning to look at the political and economic environment and where we currently are in these areas. We will have an update once the consultants have this information compiled for us.

Engagement Strategy

Kathryn provided a brief overview of the various elements of the engagement strategy which include 20 sessions with our external partners – specifically similar agencies, government, Children’s Aid Societies, and hospitals. Additionally, surveys are being completed by staff and families of our residents and respite clients.

3. Finance Committee

Susan, Tony and Gaurav attended the Finance Committee meeting and Susan advised that following discussion, we have updated our investment policy. There was discussion around the cash target which is 10%. The financial advisor had invested a higher percentage in cash resulting in a lower rate of return and this will be reviewed with Daniel. Susan will speak with the financial advisor to ask him for the allocation of our investment for discussion with Daniel. Noela requested that an email be sent to the Board following the discussion with the advisor and/or Daniel.

Board Policies and Procedures for Approval

Motion: Christie Blatchford

Second: Tony Zingaro

Carried: To accept the following Policies and Procedures

Changes to the Bylaws

Finance Investment Policy

Governance Recruitment and Selection Policy

Governance Orientation Policy

Governance CEO Job Roles and Responsibilities Policy

Governance CEO Selection and Succession Planning Policy

7. Future Directions

Transitional Age Youth (TAY) Funding Proposal to Ministry Response

This proposal was submitted in June 2016 and Susan met with the Ministry in September, however, they were not supportive of our plan to use five unfunded beds for TAY. Instead they require that we have a separate location in order to provide service to adults. We want to be able to provide service to those over 18 and will need to acquire another property, along with licensing and funding in order to do so. The Board discussed the potential costs for a new home to serve this population and this needs to be part of our direction. Discussion centred on possibly retaining lobbyists and it was pointed out that we will have community support once the strategic plan comes out.

Toronto District School Board Update – Letter

A letter was sent to the Trustee and Director to let them know we are not interested in leasing but only in purchasing the property being discussed. The TDSB are in contact with their Ministry but have not had a response as yet based on our letter to purchase the property.

8. Board Election

Ballots were distributed to Board members and instructions provided for positions. Each member will vote on the names of individuals for President, Vice-President, Secretary and Treasurer.

Board Meeting Dates for 2017

The Board schedule was discussed at the Governance Committee meeting and it was proposed that we increase the number of Board meetings due to the volume of work being done at the Board level. Following discussion, the Board agreed to nine in person meetings, with teleconference meetings in July, August and December to be set up.

Following is the schedule of Board meetings for the next year:

January 17, 2017*	May 9, 2017
February 14, 2017	June 13, 2017
March 14, 2017	September 12, 2017
April 11, 2017	October 17, 2017 (AGM)
	November 14, 2017

The meetings over the summer will be teleconference format and utilized if needed.

9. Redevelopment Projects

Clayland

Susan reported that the work being done at Clayland is going very well, with everything renovated and the home is cleaned throughout. We have applied for a \$50,000 grant to assist with the renovation and further requests have come forward from the government for clarification on our application. We are hopeful that this grant will be received. We have already received Federal funding of \$35,000 for the kitchen renovation. The scope of work for the Glenaden project is currently being done.

Glenaden

Renovation/Repairs related to the flood.

The exterior work has been done and the carpets, basement window, and interior are being work on. It was suggested that we have annual inspections to prevent another flood going forward.

Bloor – MMM Group Report – Quotes for Renovation in progress as we had companies come for a review however pull out in the end and not submit quotes.

10. Fundraising/Donations

Gala Debrief

The Gala was a huge success and we are finalizing our event for costs and overall revenue. This will be provided at the next board meeting.

Donation Update

Aurora Mayor's Charity Golf Classic \$5,000

Susan reviewed the various donations, including the Aurora Mayor's Charity Golf Classic which we received a few weeks ago.

Brookfield Residential

The Mayor of Aurora gave our name to this donor, and as a result we received a cheque in the amount of \$6, 000 from Brookfield Residential.

11. CEO Report

Susan Bisailon submitted a written report to the board of activities over the fall and highlighted several key areas including (see attached):

Susan had the opportunity to attend the Toronto Housing Summit that involved input into shaping a National Housing Strategy involving new partnerships to tackle homelessness and affordable housing. Safehaven's involvement is important as many individuals with complex medical needs and care live in poverty and obtaining accessible, affordable and supportive housing is critical.

The Accreditation Canada Patient Safety Tool results were presented to the staff at the Town Hall on October 12. The movement to a just culture will take time and staff still expressed that they think they will be disciplined for reporting a serious error (63%). There were presentations at the town hall of lessons learned from mistakes made and in each instance the employee was congratulated for coming forward.

12. Date of Next Board Meeting:

Tuesday January 17, 2017, 6:30 PM. 1173 Bloor St. W. Toronto

13. Adjournment

Motion: Connie Lombardi

Second: Howard Borenstein

Carried: That the November 10th, 2016 meeting was adjourned at 9:10 pm.

Recorder: Lorraine Tkadletz, Administrative Assistant

Connie Lombardi, President

Shavone Lazarus, Secretary