

Board of Directors Meeting Minutes

Tuesday, November 23, 2021 – 5:30 p.m.

Virtual Meeting Via Zoom

| | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | Aug |
|----------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|
| James, David | X | X | X | | | | | | | | |
| Heyland, Geoff | X | X | X | | | | | | | | |
| Ford, Jennifer | X | X | X | | | | | | | | |
| Wells, Nick | X | X | X | | | | | | | | |
| Massé Ciparis, Merle | X | X | X | | | | | | | | |
| Long, Linda | X | X | X | | | | | | | | |
| Drouillard, Amarilis | X | X | X | | | | | | | | |
| Wiehle, Bernie | X | | | | | | | | | | |
| Haehnel, Kathy | X | X | X | | | | | | | | |
| Martin, Ruth | X | X | X | | | | | | | | |

Present: David James, Chair
 Geoff Heyland, Vice-Chair
 Jennifer Ford, Secretary/Treasurer
 Kathy Haehnel, Director
 Nick Wells, Director
 Merle Massé Ciparis, Director
 Linda Long, Director
 Amarilis Drouillard, Director
 Ruth Martin, Director

Staff: Andy Kroeker, Executive Director Debra Auterhoff, HROEA, Recorder

Guest: Maria Sanchez-Keane, Strategic Planning Consultant

Regrets: Bernie Wiehle, Director

1.0 Call to Order - Welcome and Introductions

The Board Chair called the meeting to order at 5:32 p.m.

2.0 Land Acknowledgement

David James read a land acknowledgement. A general discussion about the Doctrine of Discovery and self-reflection followed. Kathy Haehnel has volunteered to prepare the January land acknowledgement and Ruth Martin for the meeting thereafter.

3.0 Declaration of Conflict of Interest

None.

4.0 Approval of November 23, 2021 Meeting Agenda

MOVED BY: Nick Wells
SECONDED BY: Geoff Heyland

That the Board of Directors meeting agenda for November 23, 2021 be approved as presented. **CARRIED**

5.0 Approval of November 23, 2021 Meeting Consent Agenda

MOVED BY: Ruth Martin
SECONDED BY: Merle Massé Ciparis

That the Board of Directors Consent Agenda for November 23, 2021 be approved as presented. **CARRIED**

Kathy Haehnel inquired about the November 10th housing meeting, Nick Wells commented about funding and David James discussed his recent interview with the London Free Press regarding homelessness or at risk of homelessness in Elgin County.

6.0 Actions Arising from Previous Minutes

None.

7.0 Monitoring / Reporting

7.1 Strategic Plan with Maria Sanchez-Keane

Maria led a conversation about the purpose of strategic planning. She reviewed a presentation with the Board. Maria engaged the Board in a series of questions using an online poll. A discussion about the outcomes of the self-reflection exercise followed.

7.2 Elgin Ontario Health Team (EOHT)

No funding has been received to-date, however, two groups are active including one recruiting for the Executive Director. The second group is moving forward with four (4) subcommittees and seeking committee members at this time.

David James inquired about the quarterly Elgin OHT funding model. These details are still being finalized and St Thomas Elgin General Hospital (STEGH) will be acting as the transfer payment agency.

David James asked about the participation status of independent primary care providers. There have been no changes to their participation in the process.

Kathy Haehnel raised a concern that the indicators are hospital focused and not necessarily representative of all members of the EOHT. She also inquired about the EOHT and impact on the Centre's strategic planning efforts.

7.3 COVID-19

An update was provided on the STEGH capacity challenges due to COVID-19 and low vaccination rates in East Elgin. The local area should brace for restrictions to be announced by the Chief Medical Officer of Health this week. There may be an impact to services and programs with this announcement. Vaccinations for children aged 5 to 11 are available as of November 29th, the Province is bracing for an increase in reported COVID cases into the new year and the Centre's staff levels on site will remain at 75% likely into March 2022. The Centre will also remain closed in the evenings.

Kathy Haehnel inquired about vaccination rollout for "hot spots" including Elgin County. A vaccine bus will be brought in to assist, however, unvaccinated people may be less likely to pursue vaccination due to the announcement about stopping the use of vaccine passports in January 2022. The Board engaged in a conversation about COVID-19 vaccination 3rd doses / booster shots.

7.4 Multi-Sectoral Accountability Agreement (M-SAA) Q2 2021-22

The Q2 results are better than both the previous year and the Q1 numbers. It is likely that Q3 and Q4 will not see much improvement as the Centre is still seeing fewer people during the pandemic. Next fiscal year M-SAA targets are not known at this time.

7.5 Operational Plan Q2 Updates

The Operational Plan Q2 results were reviewed and included an update of projects in service excellence, communications, access and organizational culture.

Meeting break commenced at 7:03 p.m. with meeting reconvened at 7:09 p.m.

7.6 Alliance Updates

The Board talked about employee retention, post COVID client long-term needs due to "long-COVID", challenges with mental health needs and impact, addictions, Christmas stressors and health human resources.

The Executive Director also spoke about the challenges with the Telus PS Suite Electronic Medical Record, internet connectivity, and email challenges causing staff frustration with not having the electronic tools to do their job.

David James confirmed that the next Alliance meeting is on January 19, 2022. He also talked about the Alliance Annual General Meeting (AGM) typically held in June. The Board will look to send 2-3 Board Directors if the AGM is in person. For Board succession planning the focus should be on supporting the future Board executive to attend. Nick Wells talked about his positive experience with the virtual AGM held in June 2021 and Ruth Martin reflected on the in-person 2019 AGM in Ottawa.

8.0 Governance

8.1 Governance Committee

8.1.1 Board Accreditation Standards

Geoff Heyland encouraged all Board Directors to be available for the December 1, 2021, 6 p.m. virtual Accreditation interview. Each Board Director was assigned a category in preparation for the interview. If any Director has any concerns or questions, they are to contact Geoff, David or Andy.

Kathy Haehnel asked for clarification on acronyms and available reports.

Nick Wells may have a scheduling conflict and it was agreed that Geoff Heyland will cover for Bernie Wiehle if required.

Geoff Heyland asked that the narrative document be re-issued to the Board via email. Andy also confirmed that all policies are on the Board Portal.

Action: Andy Kroeker will re-issue the narrative via email as requested.

8.1.2 Membership Secretary

Amarilis will confirm her decision about this position in January 2022.

8.1.3 ED Performance Review

Geoff Heyland will take the lead with the upcoming Executive Director review and will be seeking input from staff and the Board. Historically, the process is finished in January as it is to be completed based on the Executive Director's anniversary date of December 1.

Action: Jen Ford will forward the previous year's performance review file to Geoff Heyland and set up a virtual meeting with Geoff for information sharing purposes.

8.2 Finance Committee

Jen Ford referenced the briefing note prepared by the Finance and Operations Director. Items discussed included the potential year end surplus and possible budget reallocations. Some of the surplus funds are restricted and cannot be reallocated.

8.3 Client and Family Advisory Council

David James acknowledged the update of the terms of reference championed by one of the council members. No client or community issues were identified during the November 2, 2021 meeting.

With only four client representatives, this Council continues to seek additional members.

8.4 New Business

Nick Wells discussed a “Little Food Pantry” initiative and a newsletter will be sent out to the community to determine interest. The community will stock and take items from the pantry as needed. David James suggested that the high school be approached about the design of the pantries and that one pantry may be managed by students on school property.

There are a series of upcoming events in the community in which the Board is asked to consider participating – West Lorne Santa Claus Parade on November 29, 2021 (walking alongside the van – contact Shelly), December 4th Rodney Night Market, December 15th Holiday Dinner and assistance to deliver dinners, December 16th – staff door decorating contest (Board Director judging).

Geoff Heyland voiced a concern about opening the Board package documents.

9.0 Closed In-Camera Session

None.

10.0 Next Meeting

Tuesday, January 25, 2022 5:30 p.m.

11.0 Adjournment

MOVED BY: Nick Wells
SECONDED BY: Ruth Martin

That the Board meeting is adjourned at 8:13 p.m.

CARRIED

APPROVED: _____ DATE: _____
David James, Chair

APPROVED: _____ DATE: _____
Geoff Heyland, Vice-Chair