



OUR MISSION

**To provide high quality, family centred
and community-based residential
and respite care for individuals with
complex care needs.**

MINUTES
BOARD OF DIRECTORS MEETING
November 14, 2017
6:30 PM – 8:30 PM

DIRECTORS

Clarke, Eric
Fowler, Noela
Ionescu, Daniel
Kennedy, Sacha
Kulik, Dina
Lazarus, Shavone
Litwack-Goldman, Judy
Lombardi, Connie
Peterson, Mary
Singh, Gaurav
Stelmacovich, Kim
Zingaro, Tony

PRESENT

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Telephone

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ABSENT

Marques, Ana Cristina

STAFF

Bisaillon, Susan, CEO
Kathryn Burbridge, Lead, Safety, Quality and Strategic Directions
Tkadletz, Lorraine - Recorder

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1. Call Meeting to Order:

Meeting called to order at 6:35 pm by Connie Lombardi.

1.1 Quorum and Welcome New Members

A quorum was declared and four new Board members were introduced.

1.2 Declarations of Conflicts

No conflicts were declared.

1.3 Client Stories

Connie provided the following two stories focused on our clients. In September the Aurora home moved to Bloor to allow for the renovations that are being completed in preparation for adult services. Since arriving, the children and young adults have thrived with increased stimulation, outings and more contact with individuals. The staff have also adjusted well. Feedback has been positive as parents are seeing their children participate in Air Canada concerts, hockey games, movies, operas and walks to the local mall. Overall, the transition has been positive and staff from the homes – Bloor and Aurora are working together well.

Profiling A.C. in the Annual Report and AGM has been a highlight for her – she has gained confidence and is proud of participating in Safehaven in this way. A.C. has made many gains in her social development and developed strong relationships with staff and other peers.

1.4 Approval of Agenda

Approval of Agenda

Motion: Gaurav Singh

Second: Mary Peterson

Carried: To approve the Agenda for the November 14, 2017 Board meeting of Safehaven.

2. Consent Agenda Matters

2.1 Approval of previous meeting minutes September 12, 2017 Board Meeting Minutes

2.2 Approval Governance Policies and Procedures

2.3 Approval of Recruitment Committee Terms of Reference

2.4 Approval of Governance Committee Terms of Reference

2.5 Approval of Quality Committee Terms of Reference

2.6 Approval of CEO Succession Plan 2018/2019

Motion: Mary Peterson

Second: Tony Zingaro

Carried: To approve the Consent Agenda Matters

3. Board Business

2017 – 2018 Board Committee Structure

The Board Committee structure was reviewed and Susan explained that there has been a review of the Committee chairs with the addition of the new Board members and their areas of expertise. Gaurav Singh has agreed to chair the Strategic Planning Committee; Kim Stelmacovich will chair the Quality, Safety and Risk Committee and Judy Litwack-Goldman will chair the Fundraising and Communications Committee. (see attached structure)

Election of Board Executive

The Executive Committee consists of Noela Fowler, President; Tony Zingaro, Vice President; Daniel Ionescu, Treasurer; Shavone Lazarus, Secretary.

Motion: Gaurav Singh

Second: Eric Clarke

Carried: To approve the election of the Board Executive for Safehaven for the 2017/2018 year.

Education

Kathryn provided a presentation of our new Board education and orientation process and advised that we have signed up for monthly videos which we hope that all Board members will take the time to view. The Board agreed to view one video per month prior to each Board meeting which will then be discussed for a few minutes during the Board meeting. Susan provides an overview with each new Board member of module one of the Board orientation manual and will schedule the newest Board members as a group for their orientation and site tours if possible. Another goal is to provide mentorship to new Board members and to establish a community for them.

Staff orientation has also become a much more structured process than it was in the past and an over view was provided of the new orientation process for the organization that includes all staff and members of the Board of Directors.

4. Board Governance

Board Retreat – December 2, 2017

The Board retreat will be held at the Deloitte building in Vaughan and the focus will be on quality and accreditation for the morning and a visioning session in the afternoon. We have guest speakers who will focus on Children’s Licensing and QAM, highlighting the similarities and differences. Also in the morning, a surveyor with Accreditation Canada, Judy Costello will help prepare the Board for the accreditation by going through a mock survey. Another presentation, Innovative Housing Designs, will be provided by an architect to educate members for our strategy discussion. There will be a visioning exercise afterwards, “Designing our Future with Spaces that Support Children and Adults”, and will provide an opportunity to discuss our future strategies with regard to space and align to the strategic plan.

Board Meeting Dates and Locations

The Board discussed holding Board meetings at various locations and will consider which location to hold the January 9, 2018 Board meeting.

CEO Performance Appraisal 2017/18

Key priorities have been identified along with indicators, criteria and a bonus has been settled on. The Governance Committee will begin the CEO performance appraisal process and will bring their recommendations to the Board of Directors.

5. Quality Report

Safehaven Scorecard 2017-2018 Q2

In August of Q2, a new resident moved into the Clayland location. Two (2) beds are still being held at the Glenaden location for the chronic vent project with Holland Bloorview. In the meantime, those beds are being used for respite while the project is being completed. Over the summer months, the demand for respite services increased while staffing compliments decreased with several full-time and part-time staff leaving Safehaven. Therefore, in order to accommodate the increased demand for services with the decreased permanent staff, agency staffing was required to augment our staff contingent. In order to reduce agency usage, the Director of Programs and Professional Practice and Client Care Coordinators have been working to increase Safehaven's current staffing compliment (RPN and RSW). Kim noted that there is a difference between voluntary and involuntary turnover and pointed out that voluntary turnover can be positive. Susan agreed and we will build this into the scorecard.

Accreditation Dashboard Update

The dashboard was reviewed at the QSR Committee and the Accreditation standards are 97% completed.

Governance Standards

Kathryn provided the Governance Standards to each Board member and informed them that all policies and procedures as well as each standard have been addressed and all standards have been in the green since October 2017. Susan posed a few sample questions that the accreditation surveyors might ask and the Board asked Susan to provide a summary of potential questions to prepare for the mock accreditation.

6. Strategic Plan

Toronto Central LHIN – Chronic Vent Program Submission Update

Two beds are being held at the Glenaden location for the chronic ventilation project with Holland Bloorview. In working with the Toronto LHIN, there is a verbal agreement that has been reached to share the costs associated with the transfer of chronic ventilated children with the CCAC covering the additional cost needed for nursing.

Admissions Process

Gaurav offered to introduce Susan to an IT person who can potentially assist Safehaven with streamlining the admissions process electronically.

Feedback from Transitional Service Plan

The Adult Transitional Service Plan was submitted in August 2017 as requested and we are awaiting feedback from MCSS. There has been a change over in staff with MCSS with a new ADM,

Regional Director and this can be part of the rationale for the response time. We have been approached by families who are inquiring on the avenue to advocate increasing the attention and focusing on this needed funding for respite.

Ministry Letters

Susan has met with MPP Cristina Martins office to obtain support in our efforts to purchase land from TDSB behind the Bloor St. building. Susan has sent letters to Ministers for MCYS, MCSS, Health and Education based on feedback and guidance from our local MPP. Feedback to date has been supportative of our efforts from the different ministries however we have not received feedback from TDSB. In addition, Susan has met with our local MPP Peter Milczyn for Etobicoke to discuss our Glenaden renovation and housing opportunities.

7. Committee Updates

Finance Committee Update

Daniel reported on the statement of operations and noted that the operating fund is over budget by (\$17,915). Annual budget has been divided equally in each quarter for the year 2017-18. The variances are due to the following: overall staffing costs are higher by \$74,549 including costs for position changes, education and staffing to support complexity. In relation to investments, performance is impacted by the interest rates and the foreign exchange rate given our weaker Canadian dollar. The Finance committee has been reviewing the investment portfolio, ensuring alignment with the investment policy. Daniel advised that it is right where it should be to be in line with the policy and there are no issues at this time. Stan Wong has agreed to come to the January Board meeting to review the results of the investment portfolio with the Board. Connie's foundation Angels from Heaven has given us a donation of \$30,000 which is designated for recreational activities. The charitable fund activity was reviewed and funds have been utilized as approved for our renovations. In Q2, our revenues were lower and this is expected as the majority of our gains are made in Q3. The MCYS / MCSS provided Safehaven with \$181,000 this year to apply to our Glenaden renovations that include the fire system.

Recruitment Committee Update

There are four new Board members present at this meeting, namely Eric Clarke, Kim Stelmacovich, Judy Litwack-Goldman and Sacha Kennedy. An additional individual is being considered for the board and will attend the December 2nd retreat. These new Board members have skill sets that align with the requirements of the organization and we now have a full Board, with 14 members.

Property Committee Update

The Clayland and Glenaden renovations have been completed and we have now commenced the Aurora project. To date, the renovations are progressing well with the electrical, plumbing, drywall work all being done and completion date is December 31st 2017. We encountered an issue with water at Timber Lane related to the roof which is being reviewed and we are currently working on our Bloor project.

Fundraising and Communications Committee Update

The gala was a success again this year despite our attendance being slightly lower. A review of the gala is being completed to look at our success and opportunities for next year.

8. CEO Report

The CEO report provides an overview of the sector and Susan will send the new Board members the previous year's CEO reports to help familiarize them with activities and contribute to their orientation.

9. Date of Next Board Meeting: January 9, 2018, Location to be decided.

10. Adjournment

Motion: Tony Zingaro

Second: Shavone Lazarus

Carried: That the November 14, 2017 meeting was adjourned at 8:40 pm.

Recorder: Lorraine Tkadletz, Administrative Assistant



Noela Fowler, President



Shavone Lazarus, Secretary