



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
September 12, 2017
6:30 PM – 8:30 PM

DIRECTORS

Blatchford, Christie

Ionescu, Daniel

Kulik, Dina

Lazarus, Shavone

Lombardi, Connie

Peterson, Mary

Singh, Gaurav

Zingaro, Tony

ABSENT

Marques, Ana Cristina

Fowler, Noela

STAFF

Bisaillon, Susan, CEO

Kathryn Burbridge, Lead, Safety, Quality and Strategic Directions

Tkadletz, Lorraine - Recorder

PRESENT

✓

✓

Telephone

✓

✓

✓

Telephone

✓

1. Call Meeting to Order:

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

1.1 Quorum

A quorum was declared.

1.2 Declarations of Conflicts

Connie declared that she did not attend the August 29, 2017 Property Committee meeting due to a conflict of interest as she bid on the Aurora project.

1.3 Client Stories

Connie provided two stories, one was about M. B., our newest resident at Clayland, who moved in August 17th, 2017. She is a very energetic 6 year old and is excited to celebrate her 7th birthday next week! M. is diagnosed with Dandy Walker Syndrome and hydrocephalus.

She enjoys interacting with others, singing “Twinkle, Twinkle” and giggling with others. She loves to play with her toys with buttons and lights! She is a crown ward with Children’s Aid Society. Safehaven welcomes visits from the family and her case worker at the Clayland residence.

The other story is about T. a 9 year old girl who has been coming for respite at Safehaven since 2014. She lives with her relative, who is her primary caregiver. T. has experienced trauma in her life and it was brought to the attention of respite staff while she was at Safehaven. T. was away from Safehaven receiving the appropriate support and counselling and we are pleased that she has returned for respite care. T. and her family are very excited to be back and involved with Safehaven.

1.4 Approval of Agenda

Approval of Agenda

Motion: Christie Blatchford

Second: Tony Zingaro

Carried: To approve the Agenda for the September 12, 2017 Board meeting of Safehaven.

2. Consent Agenda Matters

2.1 Approval of previous meeting minutes August 8, 2017 Board Meeting Minutes

2.2 Approval of Finance Committee ToR

Motion: Shavone Lazarus

Second: Tony Zingaro

Carried: To approve the Consent Agenda Matters

3. Quality Report

Safehaven Quality Scorecard Q1

Kathryn reviewed the revised scorecard with a focus on the Strategic Objectives and indicated that the Quarterly and Annual Indicators are moving along well. Hand Hygiene continues to be a work in progress and agency utilization has been added to the quarterly indicators. An action plan for all indicators which have not met their targets has been added to the scorecard with notes that we continue to progress towards meeting our goals. Daniel indicated that the balanced budget indicator should be measured on the economic cycle since expenditures are annual and therefore we should not be focused on one quarter that is off target. The focus is on the overall annual budget versus one quarter and we need not be concerned about the quarter. Gaurav advised that we should measure the balanced budget indicator as a percentage, rather than a dollar amount. We will put this measure in for information only going forward. The staff replacement with agency utilization indicator is a new one that we are still working out and have set an aggressive target of 0% staff replacement as this is an industry standard with the focus of providing high quality and continuity of care.

Quality & Client Safety Plan 2017-2018 Progress Report

The progress report outlines Safehaven’s progress from June to September 2017 and the driver diagram has changed with input from the Board Quality, Safety and Risk Committee. There has

been significant work within the organization with the development of the report and the focus will continue to be on implementation and sustainability of the outlined initiatives. As from the progress report we are extremely pleased with our focus and the progress to date on our projects and initiatives.

Accreditation Update

Kathryn provided this update and indicated that as of June there were two outstanding standards in the Governance Standards, Risk Management and Finance. Vandana is currently working on the finance policies and procedures and they are expected to be completed shortly. All remaining standards organization-wide are in progress. Susan has been in contact with a surveyor colleague who will conduct a mock interview with the Board during the December Board retreat to prepare for the survey. Staff will also have mock interviews and practice tracer exercises in 2018 in preparation for the survey.

Toronto Central LHIN – Chronic Vent Program Submission Update

Susan reported that there were two meetings during the summer, with another meeting scheduled for October and the decision at this point is focused on the funding and where it will come from. The Toronto Central LHIN / CCAC will provide funding for the additional nursing component and the initial phase we will use agency staff as they specialize in chronic vent care and build our capacity internally. There is agreement among the TCLHIN, the CCAC, Holland Bloorview and Safehaven that the right thing to do is to place these two children in a residential setting with Safehaven, it will just take some time to solidify the funding. Daniel noted that administratively it would be challenging to fund the children, rather than funding the beds and it was emphasized that the focus is on individualized funding versus global funding for complex individuals.

Serious Occurrence

Susan reported that we are compliant with reporting requirements and did submit the SOR for a recent passing of one of our residents.

4. Strategic Plan

Q1 Operational Plan Update

The Operational Plan is derived from the Strategic Plan and was prepared by the Leadership Team during the leadership team's July retreat. This plan will be reported on to the Board every quarter. It was noted that item numbers 1.1 and 1.2 do not actually link back to the Strategic Plan and Kathryn explained that the template for the plan comes from the Optimus SBR consultants, but she will align these items with the Strategic Plan going forward.

Approval of the Operational Plan

Motion: Tony Zingaro

Second: Christie Blatchford

Carried: To approve the Operational Plan

Partner Engagement

Susan reported on having had productive discussions with MPP Cristina Martin and she was impressed with the Strategic Plan saying that it is really well thought out and pertinent as it addresses problems within the system. In addition, she was very supportive of our focus on accreditation with Accreditation Canada.

5. Adult Program

Transitional Service Plan for Adult Services

Across all homes, there are 8 unfunded beds with two of these funded by private agencies (CAS and Catulpa). Susan has been in discussions and negotiating with the MCSS / MCYS to grandfather individuals however this has yet to be approved by the MCSS / MCYS. The transition plan for Adult Services was submitted at the end of August 2017 and our official letter came on August 2nd, 2017. Once Safehaven is QAM compliant, the funding will shift from children's to adult funding with MCSS. There was discussion regarding the challenge and need to have two separate funding streams for paediatric and adult services and we will continue to work with the ministry and advance our finance strategy as we work through this change. The board members were given a copy of the transition plan and there was positive feedback on the comprehensiveness of the plan.

6. Recruitment

Safehaven is in the process of hiring an experienced fundraising professional full time that will fill the vacancy we currently have. Additionally, for our board recruitment Judy Litwack-Goldman will join the Board in October and she bring expertise in fundraising and communication. Another candidate is Kim Stelmacovich, who brings a quality and Safety focus that will be welcomed both at the board and committee level. Joining the Finance Committee is Jennifer Lovric and Eric Clarke will be joining the main Board, as this is Daniel's last year on the Board. Daniel has expressed an interest in staying on the Finance Committee once his final term is up in 2018 which is positive. There will be many shifts in our financing and our Finance Manager will need support to learn about the changes for implementation. Shavone advised that we will keep looking for another Board candidate with corporate law experience as it would be beneficial for Susan to be able to discuss legal issues with a member who has expertise in this area. Christie agreed to ask Howard if he knows of a suitable candidate that can be considered in 2018.

7. Ethics

Susan spoke with the ethicist, Kevin Reel from the Toronto Central LHIN over the summer and he provided the names of two ethicists at Holland Bloorview. Susan spoke with members of the leadership team at Holland Bloorview who are supportive of having their Ethicist participate in our Ethics Committee at Safehaven. To this end, Dolly Menna-Dack will commence participation in our Ethics Committee in December. Also, another Ethicist with Holland Bloorview, Alison Williams, is interested in working with Safehaven and has an expertise in many areas including ethical decision making. Alison would be interested in providing board education on ethics and ethic related issues.

8. Committee Updates

Property Committee

Glenaden's Open House is tomorrow from 5:30 to 7:00 pm. Susan offered to take Board members who are unable to attend the open house, to Glenaden at another time.

At Bloor, the basement looks great, but we are struggling with office space and are considering using some of the open area in the basement as office space. We could close off the board room area either with folding walls, or glass doors. Further work will need to be done in this areas as we are planning for adult services.

At Aurora, there has been significant support and engagement with families given the short time line to discuss the plan for renovations and adult services. The Board gave Susan their full support to deal any issues that arise as we are in a period of uncertainty with aspects of the information provided while other areas are still in progress with the ministry.

10. CEO Report

Susan reminded the Board that the Gala is on Nov. 3rd for members who want to purchase tickets. The CEO report was provided and several areas were highlighted such as the work completed on the website and the Annual Report by Andrew Tidwell. Susan has met with MPP Cristina Martin and received her support for the acquisition of the parking lots at the back of the building. The TDSB Board will meet next month to make a decision and Susan will be sending a letter to the Minister of Education detailing our request for the land purchase on Brock Crescent. Members of the Property Committee met over the summer with the leadership at TDSB to discuss the current situation and we expect there will be a decision shortly.


6. Adjournment

Motion: Tony Zingaro


Second: Connie Lombardi

Carried: That the September 12, 2017 meeting was adjourned at 8:00 pm.

Recorder: Lorraine Tkadletz, Administrative Assistant



Connie Lombardi, President



Shavone Lazarus, Secretary