



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**

June 13, 2017
6:30 PM – 8:30 PM

DIRECTORS

Blatchford, Christie

Borenstein, Howard

Fowler, Noela

Ionescu, Daniel

Kulik, Dina

Lazarus, Shavone

Marques, Ana Cristina

Singh, Gaurav

Zingaro, Tony

ABSENT

Lombardi, Connie

Peterson, Mary

STAFF

Susan Bisailon, CEO

Burbridge, Kathryn—Lead—Safety, Quality and Strategic Directions

Tkadletz, Lorraine – Administrative Assistant

McCann, Barry – HR Coordinator

Brem Mullen, Toni – Fund Development and Communications Associate

Tidswell, Andrew – Development Officer

GUESTS

Dr. Reel, Kevin

Notini, Lauren

PRESENT

✓

✓

✓

Teleconference

Teleconference

✓

✓

Teleconference

✓

1. Call Meeting to Order:

Meeting called to order at 6:30 pm by Susan Bisailon.

1.1 Quorum

A quorum was declared. Susan Bisailon advised the Board that Board member Avril Henry has resigned from the Board effective this meeting.

1.2 Declaration of Conflicts

There were no declared conflicts of interest.

1.3 Reading of Stories

Susan provided the following story. Since the time K. came into Safehaven's residential program, the staff instantly fell in love with her. Over time Children's Aid (CAS) Society became more involved to support the family as it was challenging to meet all the demands and appointments. Recently, we have successfully transitioned her positively to full service at Safehaven with CAS support. With the involvement of CAS we will work together to obtain the necessary equipment and care for K. and ensure all her needs are met.

1.4 Approval of Agenda

Motion: Howard Borenstein

Second: Shavone Lazarus

Carried: To approve the board agenda for the June 13, 2017 Board meeting of Safehaven.

2. **Consent Agenda Matters**

2.1 Approval of Previous Meeting Minutes

2.2 Approval of Emergency Management Plan

Motion: Tony Zingaro

Second: Noela Fowler

Carried: To approve the Consent Agenda Matters

3. **Quality Report**

Safehaven Quality Scorecard 2017/2018

The scorecard has been reorganized around the five strategic objectives. Kathryn reviewed the scorecard and pointed out that there are several new indicators. An action plan will be added to the scorecard for any indicators that are in the red. We are working on the composition of the new Board Quality Committee. Dina isn't able to chair the committee, but she will participate on an adhoc basis.

Toronto Central LHIN – Chronic Vent Program Submission Update

Susan has met with the LHIN and Holland Bloorview to discuss the proposal and it was positively received, with the issue coming down to funding. The funding has been revised and Susan expects to meet again with the LHIN as a result.

Susan discussed with the Board an article in the Toronto Star about a fire at a foster home and the entrapment that resulted in the loss of two lives. Susan assured the Board that the windows and sprinklers at all of our homes are operational.

4. Communication and Fundraising

Communication and Fundraising Update

Andrew introduced himself and talked about some of the work he has done since joining the organization, which includes two successful grant submissions and cleaning up our database. There is a Ferrari Club event being held in Woodbridge and Tony Zingaro will send the information to Toni Brem and Andrew, along with the contacts, which number approximately 4000.

Communication Plan Presentation

Toni provided her Communications Plan, which builds on the Strategic Plan. Lists will be updated on a monthly basis. The plan is a guide to communicating with families, staff and other stakeholders to enhance two-way communication. At Safehaven, there are many channels of communication, including town hall meetings, house meetings and staff orientation and the plan is to use the same language, messages and visuals, regardless of the channel. One of the objectives is to increase the percentage of employees who consider themselves well-informed about Safehaven's issues, initiatives and accomplishments. The plan will also support the accreditation process, with a monthly newsletter that will include regular accreditation and staff sections. Gaurav asked what metrics we will use to measure the success of the communication plan and asked if we are using our values and vision along with the promises. Toni advised that we have gone from no responses on about 100 staff to between 10 and 15 responses to internal communications, along with increased numbers of social media hits, tweets and retweets. We are having posters made for each house outlining the promises and we will forward copies of these to the Board. We will shift the language to reflect our promises. Around social media sharing, Christie asked whether or not she should share and wondered if other Board members can share information and Toni will work with members to support them with social media.

5. Talent Management Plan Presentation

Barry outlined for the Board our expanded and revised recruitment process and stream along with the Talent Management Plan. Presently, the process takes 6 to 8 weeks from first contact due in large part to the police checks that are required and employees cannot start work until they have the vulnerable sector clearance. Several former staff have returned to the organization having heard of positive changes in the organization. A new role has been created, the Client Care Educator to develop and implement increased staff education and training. A new orientation program is in development, which consists of a 3 module system designed to better orient incoming employees on Safehaven. Additionally, we are expanding the use of RPN's at all locations in order to take in clients with increasing medical complexities, and we are revamping the performance review process. Colleague interaction is a part of staff performance and in this way we are addressing the issue of gossip. Gaurav asked if there are two to four metrics to measure our success on and Susan advised we are trying to limit the number of measures, so there will be two or three. There will be awards during the AGM in October for staff who live our values.

Approval of the Safehaven Talent Management Plan

Motion: Noela Fowler

Second: Tony Zingaro

Carried: To approve the Talent Management Plan of Safehaven.

6. Ethics

Susan advised that Isabelle Zonenberg - Manager, Client Quality and Safety is the chair of our newly created Ethics Consultation Team which met for the first time this week. The Board were joined by Lauren Notini, a bioethics fellow at University of Toronto and Kevin Reel, Ethicist, Client Experience and Outcomes, formerly with the Toronto CCAC, currently with the Toronto Central LHIN. They provided a presentation on Ethics which included a hypothetical case and they demonstrated how to use the IDEA Ethics Decision Making Toolkit to assist with decisions involving ethical dilemmas. The toolkit is a structured approach to work through ethical situations and the worksheet will likely only be filled out in exceptional cases not on an everyday basis. There is an electronic form of the worksheet on the LHIN website that can be added to the client file.

Approval of the Safehaven Ethics Policy

Motion: Howard Borenstein

Second: Shavone Lazarus

Carried: To approve the Ethics Policy of Safehaven

7. Committee Updates

Finance Committee

The Finance Committee will meet next week to finalize the audit, following which there will be a Board meeting via teleconference during the last week in June to approve and submit the audited financial statements.

Vandana Jagga – Finance Manager

The new Finance Manager was introduced to the Board.

Strategic Planning Committee

Susan reported that the Stakeholder Engagement is going really well. She has met over the last few weeks with both the adult and children's ministries requesting funding to support our 6 additional beds. The plans include 1 year, 3 year and 5 year plans with homes for those who are over 18 years old. Susan has had good discussions with the Central East LHIN and she recently completed an accreditation survey at Grandview Children's Centre, who were very interested in Susan's role at Safehaven and asked if we would have an interest to expand into Whitby. Susan has met with the Executive team at Sick Kids and there was positive feedback on their desire to work with us. There will be a vision session in July with Sick Kids leadership and Safehaven leadership. There is interest in sharing the aspects of care along the continuum with Safehaven working with families especially in the area of teaching regarding medically complex treatments. Susan will be meeting with Montage, an organization that is looking to divest six homes they own and this may benefit us going forward with the adult programming. Ana Cristina has a contact at the Social Housing program in Peel and they have expressed interest in working with Susan.

8. Date of Next Board Meeting: July 11, 2017

The Board meetings over the summer will be teleconference calls and will proceed if needed. The dates are Tues. July 11, 2017 and Tues. August 8, 2017.

9. **Adjournment**

Motion: Noela Fowler

Second: Shavone Lazarus

Carried: That the June 13, 2017 meeting was adjourned at 9:10 pm.

Recorder: Lorraine Tkadletz, Administrative Assistant



Connie Lombardi, President



Shavone Lazarus, Secretary