



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
May 9, 2017
6:30 PM – 8:30 PM

DIRECTORS

Lombardi, Connie

Lazarus, Shavone

Fowler, Noela

Borenstein, Howard

Zingaro, Tony

Dina Kulik

Singh, Gaurav

Ionescu, Daniel

Peterson, Mary

ABSENT

Christie Blatchford

Henry, Avril

Marques, Ana Cristina

Susan Bisailon, CEO

Kathryn Burbridge–Lead–Safety, Quality and Strategic Directions

Lorraine Tkadletz – Administrative Assistant

PRESENT

✓

✓

Teleconference

✓

✓

Teleconference

✓

Teleconference

✓

1. Call Meeting to Order:

Meeting called to order at 6:40 pm by Connie Lombardi.

1.1 Quorum

A quorum was declared.

1.2 Declaration of Conflicts

There were no declared conflicts of interest.

1.3 Reading of Stories

Connie provided a story about supporting a family with their respite needs for years. The mom is very particular regarding the care of her son and had issues regarding the care in the past. Despite the issues that came forward, she continued to bring her son to Safehaven and both the frontline team and the leadership team would work through the issues. With the continuous follow up on the strategies in place to improve the care, this mom has been positive with the improvements and care at Safehaven. Recently, she arrived for her son's discharge with boxes of pizza for the staff. She said that she is grateful for the service as Safehaven has been able to support last-minute emergency requests for the family. She said she sees the improvements and will still communicate her concerns as they arise but wanted the team to know that she is very grateful.

1.4 Approval of Agenda

Motion: Shavone Lazarus

Second: Mary Peterson

Carried: To approve the board agenda for the May 9, 2017 Board meeting of Safehaven.

2. Consent Agenda Matters

2.1 Approval of Previous Meeting Minutes

Motion: Tony Zingaro

Second: Shavone Lazarus

Carried: To approve the Consent Agenda Matters

3. Quality Report

Safehaven Quality and Safety Plan

Susan thanked Kathryn for her work on the Quality and Safety Plan. Kathryn provided a high level overview of the plan that covers 2017-2018 period. The plan is aligned with our Strategic Plan and Accreditation and it covers 10 of the 17 accreditation Required Operational Practices in the areas of Governance; Leadership; Engaged Staff and Clients; Improving Methods to Advance Care Delivery and Measuring Quality.

Susan discussed the positive feedback we are receiving and noted that referrals have been coming in more frequently and with higher volume than in the past. This includes Children's Aid Society referrals which have increased based on discussion in the past 2016/2017 year. Our new staff education programs are designed to be modular in nature and completed annually. The Quality Dashboard will be revamped and aligned with the Quality and Safety report.

Approval of Safehaven's Integrated Quality and Client Safety Plan 2017-2018

Motion: Mary Peterson

Second: Gaurav Singh

Carried: To approve Safehaven's Integrated Quality and Client Safety Plan 2017-2018

Safehaven Quality Dashboard Update

We call families after each respite visit to obtain their feedback and there are questionnaires for the residential families as well as the General Service Plan which is another opportunity to

obtain feedback. Hand hygiene has been in the red zone for two quarters and there was discussion around this indicator. The Board asked about their role around the quality dashboard and were advised that discussion is important and a suggestion was made to add a section on the dashboard for the management response / action plan to the red indicators.

Emergency Preparedness Plan

Since January 2017, we have been working with a consultant to develop a comprehensive Emergency Management Plan. The Plan is a large document, therefore the Board will have a month to review it and it will be included on the consent agenda at the June Board meeting.

Licensing 2017/18

This year the process went very well and we were able to provide leadership opportunities for staff across the homes to participate and gain expertise in the process. The Licensing Officers were complimentary on the detail and preparation that Safehaven took this year and also acknowledged the work that was done to revise and update our policies and procedures.

4. Committee Updates

Finance Committee

The Finance Committee met last week with the topic of discussion being the 2016-17 Audit. Daniel advised that we will allow a bit more time for the audit this year since we have a new person in the role of Finance Manager and he expects to schedule a phone call in June to provide the Board with a review of the audit prior to submission. The auditors began their audit this week and we are on track. The early indications are that the transition is going well and the new Finance Manager plans to meet the Board in June.

There are several maturing GIC's in our portfolio and we are insufficiently invested in the managed funds. There are between \$3.5 m and \$4 m in GIC's that will mature over the next few weeks. Our portfolio manager, Stan Wong recommends that we move \$2.0 to \$2.5 million of the maturing GICs to the Managed Portfolio (Capital Preservation; 85% fixed income & cash /15% equities) and renew \$1.5 million to \$2.0 million in short-term GICs. The decision was made by the board to move \$3.0 million of the maturing GICs to the Managed Portfolio and invest \$1.0 million into GICs.

Toronto Central LHIN Chronic Vent Program Update

The LHIN will meet with Holland Bloorview first and afterwards will meet with Safehaven. The team from Holland Bloorview visited Glenaden last week to review the construction requirements related to the electrical, space and they provided suggestions that will support the transition of the two individuals requiring chronic ventilation. Overall, good progress is being made on the proposal.

Strategic Planning Committee

Stakeholder Outreach Plan Update

With the completion of the strategic plan, meetings are being booked to discuss our final plan with external partners. To date, meeting are being booked with all the key areas in the ministry, LHIN, CCAC, hospitals and other individuals and agencies.

TDSB

Susan spoke with Trustee Stiles recently when they both attended a breakfast held by MPP Cristina Martins. Susan advised the Trustee that we are looking for a response on the parking space and that we would like to create new housing for the over 18 age group on the site. A meeting will be scheduled shortly with TDSB leadership and Safehaven to discuss the spaces and opportunities for partnership with TDSB on programming for the over 18 years of age.

Ethics Update

An ethicist will be attending the June Board meeting and there will be a presentation of our new policy and procedure that includes the IDEAS Framework.

Conflict of Interest Policy

Susan reviewed our conflict of interest policy with a lawyer with the discussion that many aspects of our work and activities are completed in part due to relationship and connections with our board members. The lawyer from BLG reviewed and added in a few suggestions for our policies, however, overall felt they were good. From a language perspective the key changes included the notion of conflicts that were either potential, perceived or actual and that all board members must declare conflicts of this nature at our meeting. Board members with a conflict of interest will excuse themselves during the vote that involves the conflict and this will be documented and declared. There is a need to be open and transparent in declaring conflicts. The relationships and networks of the Board help us and that is alright as long as we do our due diligence and declare the conflict. It is noted that board members or their contacts who do work for us result in substantial funding for Safehaven annually.

Recruitment Committee

Skills Matrix

There is one Board seat that will become vacant this year and it is evident from the Board skills matrix that we need support in fundraising. We have reached out to Judy Litwack-Goldman and she is interested in joining our Board. Other areas of expertise which would be of benefit to our Board and Board Committees are: Government Relations; IT; Communication and PR; Redevelopment. Susan is aware of someone who is interested in contributing to a Transitional Age Committee that will be formed.

Executive Committee Positions

Susan thanked Connie for her hard work as Board chair. The new Executive Committee for the coming year 2017/18 will be voted at the AGM in October 2017. The following names will be on the slate based on our voting process:

President and Board Chair – Noela Fowler

Vice Chair – Tony Zingaro

Secretary – Shavone Lazarus

Treasurer – Daniel Ionescu

Property Committee

The Glenaden project is well under way and we are on schedule with our June target date for completion. The decks have been completed at Bloor and Aurora thanks to support from

Cristina, local contractors and lumber supply companies. The Bloor Infrastructure project continues in the basement with final changes over the next month.

5. New Board Committees

Quality Committee

This committee will commence in June and the date is to be confirmed

Fundraising and Communications Committee

We are pleased with the hire of our new Development Officer, Andrew Tidswell in April. Andrew and Toni are working on a number of initiatives including data cleanup and selecting a funder database among others.

6. CEO Report

Susan advised the Board that we have had issues with IT system as it is inadequate and lacks the necessary robustness to support the organization. Solutions are being explored that would see Safehaven moving to a cloud based system with enhanced data back up and storage to fully support the organization's needs. Full CEO report attached.

7. Date of Next Board Meeting: June 13, 2017

8. Adjournment

Motion: Connie Lombardi

Second: Shavone Lazarus

Carried: That the May 9, 2017 meeting was adjourned at 8:40 pm.

Recorder: Lorraine Tkadletz, Administrative Assistant



Connie Lombardi, President



Shavone Lazarus, Secretary