



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**

April 4, 2017
6:30 PM – 8:30 PM

DIRECTORS

Lombardi, Connie

Lazarus, Shavone

Fowler, Noela

Blatchford, Christie

Zingaro, Tony

Dina Kulik

Singh, Gaurav

Henry, Avril

PRESENT

✓

✓

✓

✓

✓

Teleconference

✓

Teleconference

ABSENT

Borenstein, Howard

Peterson, Mary

Ionescu, Daniel

Marques, Ana Cristina

CEO

Susan Bisailon

*Kathryn Burbridge – Project Manager – Governance, Strategy and
Special Projects*

Lorraine Tkadletz – Administrative Assistant

GUESTS:

1. Call Meeting to Order:

Meeting called to order at 6:30 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 Abraham, who was originally assessed five years ago and is finally coming in for a respite visit.

1.4 Approval of Agenda

Motion: Shavone Lazarus

Second: Tony Zingaro

Carried: To approve the board agenda for the April 4, 2017 Board meeting of Safehaven.

2. Consent Agenda Matters

2.1 Approval of Previous Meeting Minutes

Motion: Christie Blatchford

Second: Noela Fowler

Carried: To approve the Consent Agenda Matters

3. Quality Report

- Licensing Update

Susan advised that the licensing experience was very positive, with one area flagged being staff training in Non Violent Crisis Intervention. We have had external trainers come in to train all staff in NVCI techniques and have two staff members who are being trained as trainers.

- Quality Reporting

Deferred to May and Kathryn will bring forward with the Quality and Safety Plan for Safehaven.

- Toronto Central LHIN Submission – Chronic Vent Program

This initiative has been in the works since last May and is in partnership with Sick Kids, the CCAC and Holland Bloorview. The operational budget is under \$600,000 with a one-time cost of \$80,000 to support two brothers with neurological disorders. We have submitted the proposal and are awaiting LHIN approval. The CCAC will assist us with case management. Tony Zingaro asked about the children's physical requirements and Susan Bisailon advised that we have been working on this and have ensured that Glenaden will be able to accommodate their needs. Tony expressed that there is an opportunity to re-confirm any requirement that could be done during the Glenaden renovation. Susan agreed to bring in the Holland Bloorview team during the renovation to ensure everything is covered.

Susan recently visited Dina Kulik's new clinic, Kidcrew which will increase access to medical care and paediatric care in the community. This clinic includes many specialists and there is the potential for Safehaven to partner with Kidcrew. We anticipate using the clinic to provide faster care closer to home for our kids. Noela Fowler asked if this clinic could replace the three doctors we currently use to provide medical care. In the longer term, this

may be the case as two of the three doctors are becoming more aged and we can start to have conversations with the families of our kids about using the clinic.

4. Committee Updates

Finance Committee

The budget information has been completed and submitted. Susan asked for and received additional funds including \$145,000 for Toronto, \$12,000 for Clayland and \$7,000 for Timberlane. We have a child requiring nursing care at Timberlane and have put in 1 shift to support three children with higher care needs for an interim period for two weeks. The goal is to provide the right level of care, not to over care or under care with respect to Nursing. We will complete three (3) nursing assessments of our children at Timber Lane to ensure we have the right model of care.

We are currently interviewing individuals to support our finance needs at Safehaven. Susan has been working with Daniel and key board members on this.

Strategic Planning Committee

An action plan has been developed with staff and Optimus and the leadership team that was shared with the members of the Board of Directors. Susan is continuing to be involved in activities to explore opportunities regarding site re-development and / or acquiring new property. Given the amount of staff it will be important to balance out the strategic priorities and recognize that we will have to adjust responsibilities and priorities based on emerging operational needs and leadership capacity. Susan has been completing the work on site redevelopment / refresh and will re-assess if this can be incorporated or shared with another members of the team. Previously, there were many priority areas that fell within the responsibility of Collette, however this has been re-adjusted to balance the workload. Susan will report on the action plan to the Board every quarter. Susan recently presented Safehaven's Strategic Plan and Vision to the Board of Directors of the Canadian Association of Pediatric Health Centres and has received very positive feedback.

Governance Committee

The Board peer assessments are being reviewed one on one. The Governance committee met the previous day and reviewed the Ethics Framework with some minor changes being made. Susan plans to bring in an ethicist to speak to the Board, in May or June. Marija will attend the mandatory house meetings to review the Ethics Framework with staff. The Board Annual Workplan will be reviewed at the next Governance Committee Meeting.

Recruitment Committee

Connie's term is coming to an end this year and we will therefore be recruiting for another Board member although Connie will stay on for an additional year to provide support. The committee intends to align the new recruit with the Strategic Plan, and use the Skills Matrix to inform the skills needed for the new Board member. Also, Susan asked the members to think about what skills we might need in a new Board member and to let the committee know if they know of any candidates. Dina suggested someone with previous respite experience or quality expertise. The committee has asked that the Executive committee think about who their replacements could be and Daniel has suggested Eric Clarke, who sits on the Finance committee as Treasurer when Daniel's term is over.

Property Committee

Tony has agreed to chair the Property Committee and reported that a contractor has been decided on for the Glenaden replacement based on the decision from the March 2017 board vote. Tony has met with the contractor who advised that a concrete ramp would only be guaranteed for two years; therefore Tony will look at another solution that involves interlocking stone. At Glenaden, the family room is being converted into a large bedroom with upgraded heating system as necessary. The goal is to bring all facilities up to a higher standard.

The decks at Bloor and Aurora will be replaced thanks to Ana Cristina Marques who has recruited a colleague to do the work pro bono and the lumber will be donated at cost for the Bloor deck. Susan has a quote of \$120,000 for the Aurora deck which Ana Cristina will arrange to have completed at a fraction of the cost. Noela suggested that we arrange to have plaques made to thank the people working on the decks for donating their time and expertise as well as recognising them on our website. We will have a celebration once the deck is completed over the summer period and invite the individuals who donated their time and material at reduced cost.

The work at Clayland is almost complete, just a few cabinets to be installed over the next month and the site will be completed. An open house is being planned for May 2017 with families, staff and community members.

The Smilezone celebration in March was wonderful and there was acknowledgment from community members and the ministry on the work that Safehaven is doing to partner with others.

New Board Committees

Quality Committee

Kathryn Burbridge reviewed the terms of reference which are based on the Guide for Good Governance and information from other agencies. There will be a quarterly performance scorecard, quality improvement, accreditation, policy implementation, OHS, etc. Three voting Board members are needed for this committee, along with Susan, Collette, one manager and one lead staff. The operational committee will include one front line staff and one family member. Not everyone will be at the full committee meetings, and we will formalize the ad hoc quality operational committee. Susan has spoken with Dina about co-chairing this committee and we will have to work with Dina's schedule. We hope to have the first meeting of the Quality Committee in June, and Kathryn has already started doing some of the planning work.

Fundraising and Communications Committee

We have determined the terms of reference, but they were not included in the Board material. Avril and Christie would be good candidates for this committee along with our Fundraising and Communication staff Toni Brem. Gaurav will connect with Toni on IT and our RFP for the website.

5. CEO Report

Susan advised the Board that there will be two public engagements for the new Hub that is being planned for the site at Dufferin and Bloor. A meeting on April 13th with the developers is

an open house format and a second Community meeting will be held on May 15th, and will be attended by Ana Bailao, Cristina Martins and other officials. The theme for the site is focused on accessibility and inclusion, with protected spaces in the new structures. Any Board member interested in attending either meeting, should let Susan know. Tony expressed interest in attending the two public engagements. The Emergency Preparedness Plan is almost complete and Susan plans to bring it to the Board meeting in May.

The CEO report was discussed and submitted as part of the package for the meeting.

6. Date of Next Board Meeting: May 9, 2017

7. Adjournment

Motion: Connie Lombardi

Second: Shavone Lazarus

Carried: That the April 4, 2017 meeting was adjourned at 8:10 pm.

Recorder: Lorraine Tkadletz, Administrative Assistant



Connie Lombardi, President



Shavone Lazarus, Secretary