



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 10, 2018

90 Glenaden Ave. E. Boardroom, 6:30 PM – 8:30 PM

DIRECTORS	PRESENT
<i>Clarke, Eric</i>	✓
<i>Fowler, Noela</i>	✓
<i>Ionescu, Daniel</i>	Telephone
<i>Kulik, Dina</i>	Telephone
<i>Lazarus, Shavone</i>	Telephone
<i>Litwack-Goldman, Judy</i>	✓
<i>Lombardi, Connie</i>	✓
<i>Marques, Ana Cristina</i>	✓
<i>Peterson, Mary</i>	✓
<i>Singh, Gaurav</i>	✓
<i>Zingaro, Tony</i>	✓
ABSENT	
<i>Kennedy, Sacha</i>	
<i>Stelmacovich, Kim</i>	
STAFF	
<i>Bisaillon, Susan, CEO</i>	✓
<i>Burbridge, Kathryn, Lead, Safety, Quality and Strategic Directions</i>	✓
<i>Tkadletz, Lorraine - Recorder</i>	✓

1. Call Meeting to Order:

Meeting called to order at 6:38 pm by Noela Fowler.

1.1 Quorum and Welcome

A quorum was declared.



1.2 Declarations of Conflicts

No conflicts were declared.

1.3 Client Stories

Noela provided several client stories, including one about the Bloor renovation and some metal hospital bed frames we were going to dispose of. A long time respite user's family, who struggles financially reached out to us and asked if they could have one of the beds. We were able to give one of the beds to this family who were overjoyed to receive it. The client's mother was excited to have her living room back and the father had tears in his eyes as he thanked Safehaven profusely.

A second story involves a boy who has been at Clayland for about a year and recently his family took him to the dentist, who commented on how the child's teeth looked amazing and to continue doing whatever they had been doing since his last checkup. The father let the dentist know that Safehaven has been caring for his son and the dentist said for Safehaven to continue the great oral hygiene.

1.4 Approval of Agenda

Approval of Agenda

Motion: Mary Peterson

Second: Tony Zingaro

Carried: To approve the Agenda for the April 10, 2018 Board meeting of Safehaven.

2. **Consent Agenda Matters**

2.1 Approval of March 13, 2017 Board meeting minutes.

Motion: Mary Peterson

Second: Noela Fowler

Carried: To approve the Consent Agenda Matters

3. **Board Governance**

Annual Board Peer Assessment Results

We will go ahead with the peer assessment for the next Board meeting. The Accreditation Governance Survey will be sent to Board members in a few weeks and Mary asked that Board members ensure that they complete the survey.

Board Education

Board members discussed the board education videos and it was noted that Board members are learning from the videos. We have purchased these videos and intend to use them as part of the new Board member orientation.



4. Committee Updates

Board Succession and Acquisition Committee

Shavone advised that the revised Board acquisition process will focus on recruitment and succession. We will be looking for members with Legal and Human Resources expertise and we currently have two good candidates. We have a new interview process whereby Mary and Shavone will screen candidates and Susan will participate in the final interview. We will also look at professional associations when recruiting. Eric indicated he may be able to assist through his connection with The University of Toronto, Institute of Corporate Directors. The postings should be resent to Board members for them to circulate.

Finance Committee

We have recently hired individuals to support our financial management with Finance Manager, Ella Gershon as well as a Junior Finance person, Kanchana Wickrama. Ella has a broad range of experience and has the potential to become a Chief Financial Officer. She will be able to provide strategic insight into separating the Adult programming from Pediatric programming.

The 2018/2019 budget has been submitted without any additional costs associated with Bill 148.

Fundraising and Communications Committee

There have been staffing changes in this area, with Andrea Annis departing the organization and Debbie MacKay, a new Communications staff starting this week. Susan recommended that the Board authorize hiring a senior fundraising person who will report to Susan. Judy has introduced an individual to Susan who she knows well and has a strong background in larger fundraising campaigns. Susan noted that there will be a difference in the compensation for this position compared to Andrea. The Board agreed that with increased compensation, we will get the right individual required to build a strong fundraising foundation which we anticipate will take up to two years to build. The timeline for this new hire to start is 3-4 weeks. Daniel noted that the salary for this position will be coming out of both the operations and charitable funds at an equal percentage. The new Communications position will be coming entirely out of the operational budget. The Board agreed that ROI needs to be included in the goals of the new senior fundraising role. Before the next meeting, the Finance committee is to look at the costs of fundraising and do an ROI to present at the next Board meeting.

The 1st and 2nd rollout of the website has been completed in April 2018.



Property Committee

New Property Selection

The Property Committee recommends we put in an offer to hold the property in Weston with a 45-60 day condition to allow due diligence to ensure Safehaven can use it for our purpose and understand the potential cost of renovations and heritage restrictions. The committee feels we should not pay more than \$2M given the extensive renovations required. The committee will come back to the Board with more information as details emerge.

Bloor Re-Development Update

Discussions are ongoing with MPP Cristina Martins and TDSB regarding the two parking lots behind the Bloor location. Councillor Ana Bailao has said there is no precedent for a long term lease to be revoked if there is a building built, but we want to be sure if leasing is the only option. We anticipate hearing soon regarding the TDSB's recommendation on the property.

5. Quality Report

Integrated Quality & Client Safety Plan

Much of the information in the 2018/2019 Integrated Quality & Client Safety Plan remains the same as the previous year's version. The main changes to the plan include leadership and governance and the work on QAM, as well as licensing.

Motion: Tony Zingaro

Second: Judy Litwack-Goldman

Carried: To approve the 2018/2019 Integrated Quality & Client Safety Plan.

Accreditation Update – Planning June 2018

There is a lot of education being done at all of the homes on Accreditation to ensure that all staff are well prepared for the Accreditation Survey in June. The Board Mock Interview is scheduled for Mon. June 4, 2018 at 6 pm in the Bloor Boardroom.

Susan advised the Board of a situation that started about a year ago with a family that is very challenging. The situation has been difficult for the staff as the family have been very derogatory towards them and boundaries have been put in place so that staff will not continue to be disrespected by the family. Susan has been working with the agencies required given our concerns such as CAS, the ministry and our legal team at BLG.



6. Strategic Plan

Strategy Meeting March 22, 2018 Update

The Client Empathy Research will be facilitated by a Tangerine Client Experience team, and at this time we have 12 families who have accepted to attend an in person session and another 6-7 who will provide feedback by phone. There are three objectives of the research:

- To understand the needs of respite clients and residents;
- To understand how Safehaven can design a space that can accommodate more residents across different life stages (children, teenagers, young adults and adults)
- To improve community partnerships and opportunities for the residents who are approaching teenage hood and adulthood to have more opportunities for independence

A small sub-team consisting of Susan, Sacha, Kathryn and Gaurav will look at industry leading practices related to program design and will look at partnering with academic institutions such as OCAD. From this, a framework will be developed encompassing innovative programming and services that will help support more complex and medically fragile individuals.

MCYS/MCSS Meeting March 29, 2018 Update

The meeting with Kevin Pal, Regional Director for MCYS / MCSS and his team on March 29, 2018 provided an opportunity to discuss our progress over the last year, and discuss funding for adults. The meeting was inconclusive regarding timing of the funding flow to Safehaven however we anticipate that further news and updates will follow over the next few months.

TDSB Update

Susan has been working with Marit Stiles, a TDSB Board Trustee, to determine the progress on the land behind Safehaven for potential sale or lease. The parking study has determined that there is insufficient space to build an additional 40 parking spaces for TDSB in addition to our parking needs. In our discussion, Trustee Stiles indicated that discussions are ongoing with the Deputy Mayor of Toronto who has requested that we work to obtain a resolution on this issue. In addition, our local MPP, Cristina Martins, is advocating with our Deputy Mayor to advance decision making on the land for Safehaven.

CEO Report

There will be expanded direct funding to the Passports Program to assist families with the transition from Children's services to Adult services. More than 40,000 eligible people are currently on the waitlist and will receive a minimum of \$5,000 annually. Going forward this funding will flow to people deemed eligible and upon their 18th birthday. This is a very positive move towards a proactive system and away from a crisis driven model. Funding will flow by May 7th. Tony advised that if a letter is sent to ODSP requesting an increase in the monthly payment, they will increase the eligible amount of the payment by \$240 per month.



6. Board Meeting Evaluation

The Board agreed that this meeting was very informative.

7. Date of Next Board Meeting: May 8, 2018 at 1173 Bloor St. W.

8. Adjournment

Motion: Mary Peterson

Second: Judy Litwack-Goldman

Carried: That the April 10, 2018 meeting was adjourned at 8:30 pm.

Recorder: Lorraine Tkadletz, Administrative Assistant

Noela Fowler, President

Shavone Lazarus, Secretary