



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 11, 2018

1173 Bloor St. W. Boardroom, 6:30 PM – 8:30 PM

DIRECTORS	PRESENT
<i>Fowler, Noela</i>	✓
<i>Ionescu, Daniel</i>	Telephone
<i>Jagtoo, Frances</i>	✓
<i>Kennedy, Sacha</i>	✓
<i>Lazarus, Shavone</i>	✓
<i>Litwack-Goldman, Judy</i>	Telephone
<i>Lombardi, Connie</i>	✓
<i>Peterson, Mary</i>	✓
<i>Singh, Gaurav</i>	Telephone
<i>Smith, Sandra</i>	✓
<i>Stelmacovich, Kim</i>	Telephone
<i>Zingaro, Tony</i>	✓
REGRETS	
<i>Clarke, Eric</i>	
<i>Kulik, Dina</i>	
<i>Marques, Ana Cristina</i>	
STAFF	
<i>Bisailon, Susan, CEO</i>	✓
<i>Tkadletz, Lorraine - Recorder</i>	✓

1. Call Meeting to Order:

Meeting called to order at 6:40 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 shared a client story about a 9 month old boy who is on a ventilator and came to the Bloor location for one night of respite. His parents seemed reluctant to leave, as they had never spent a night apart from their son. After spending a couple of hours here with him, they did leave and the respite visit went very well. The Director of Programs and Professional Practice, who is also a very experienced nurse, stayed with him for the night, to ensure that all went well. This was therefore a very successful first respite visit for an infant who has a tracheotomy.

1.4 Approval of Agenda

Approval of Agenda

Motion: Sacha Kennedy

Second: Tony Zingaro

Carried: To approve the Agenda for the September 11, 2018 Board meeting of Safehaven.

1.5 Welcome Sandra Smith and Frances Jagtoo

Board members introduced themselves to the two newest members, and welcomed them to the Safehaven Board of Directors.

2. Consent Agenda Matters

2.1 Approval of June 12, 2018 Board Meeting Minutes

2.2 Q1 Operational Plan Update

Motion: Gaurav Singh

Second: Noela Fowler

Carried: To approve the Consent Agenda Matters

3. CEO Report

Susan has been working to establish relationships with government partners in the wake of the June provincial election, with many MPPs still working to organize their offices and teams. In preparation for future engagement with the new government, Susan met with a couple of government relations firms to discuss strategies given the changes in leadership at the provincial government. Also, Susan has met with Marit Stiles, the NDP MPP for Davenport to brainstorm with her and they agreed that it is important that Susan speak with the opposition. To this end, she plans to have lunch with Marit and the Healthcare critic. One of our special advisors for communications with government relations expertise, Carol Kotacha, will provide support to Safehaven as we commence the work ahead in this area.

Susan requested that Accreditation Canada reconsider the outcome and change our status to Accreditation with Exemplary, however, Accreditation Canada has determined that they



will leave our status at Accreditation with Commendation. This is considered a very good outcome particularly in light of the fact that for our first attempt at Accreditation, we opted to go for the full accreditation, not the usual partial accreditation that most organizations opt for on their first attempt to attain Accreditation.

The renovations at all homes have been completed and we have received funding for Snoezelen rooms including \$20,000 from the Harold Ballard Foundation; \$10,000 from OMERS, and a government grant for \$30,000 from MCYS. As a result, all of our homes now have Snoezelen components and these are very relaxing and soothing for our clients, as well as providing an added level of stimulation for them.

The changes to staff compensation as a result of Bill 148 have impacted us heavily. In April we adopted the equal pay for equal work, which means that all staff including casual and part time will earn the same hourly rate as the full time staff. We also provided a 2% increase for all staff retroactive to April. The ministry has provided some funding for stabilization and some for base, but have yet to provide the balance of the funding.

The pool program was very successful this year and we were fortunate to receive a grant from GoodLife Fitness to provide upgrades to the pool at Clayland.

We have established partnerships with numerous students from a variety of colleges and universities this fall. We will be working with the University of Toronto and will have students from both the nursing and medicine faculties. As well, we will have four (4) Masters of Health Design students from Ontario College of Arts and Design (OCAD) and Rotman Master of Business students whose focus will be on system design for transitional age youth. As well, staff from Tangerine have assisted us with empathic research.

There is anticipation within the sector that changes will be forthcoming with the new provincial leadership. Strategies that were introduced with the 2018 Liberal budget supporting individuals with special needs are being reviewed or have been reduced. To date, the increases in ODSP have been reduced from 3% to 1.5% and the Low Income Pilot Project is winding down.

4. Board Governance

Board Education

The Board found the learning for leaders series Module 6 to be presented in a straightforward and easily relatable way. The author of the training series also has a blog that Noela recommended Board members review for the tips they contain.

Board Executive Elections

Noela advised the Board that Lorraine will send out ballots so that Board members can elect the Board Executive to the following positions: Board President; Board Vice President; Board Treasurer; Board Secretary. Mary offered to follow up if need be to ensure that the Executive are duly elected following the AGM in October.



By-law Updates

Susan advised that with the process of accreditation, we realized that the By-law relating to Board Succession Planning requires some clarification and some of the other By-laws are now outdated. The By-laws are being reviewed by Victoria at BLG and they may or may not be ready in time for the AGM. There will need to be a dialogue before changes are implemented to the By-laws and we can ask Victoria to attend a Board meeting to explain the changes.

5. Quality Report

Q1 Scorecard Update

Kim reviewed the Q1 Scorecard with the Board. The Occupancy Rate and Days of Care for Bloor Respite are both below target in Q1 and this is due in part to the renovations that were taking place and the fact that we were basically closed for more than a month.

The Agency Utilization to replace staff was 3% in Q1 and although the target is 0%, this is still an exceptional outcome and a vast improvement of the over 30% agency usage that was the norm a few years ago. Sandra suggested that a number below 5% would be an acceptable target.

Immunization rates were low for Q4 and not applicable in Q1 as the flu vaccine was not available. Compliance with immunization is an ongoing struggle and Sandra advised that just recently the vaccinate or mask policy at the hospital level has been defeated by unions as there is not enough science to prove its validity. This was a policy we were considering, but will now have to try a different strategy. Sandra will email the decision to Susan for review. Kim also agreed to research and share with the Board at the next Board meeting.

Kim will have a conversation at the next Board Quality Committee meeting around Medication Management and what we want to include on the scorecard for Med. Management. Kim would like to fine tune the scorecard with a high level version for the Board and an expanded version for the Leadership team.

Accreditation Canada Final Decision Report

Kim intends to address the remaining unmet standards at the next Quality Committee meeting.

6. Committee Updates

Finance Committee

Daniel did not have much of an update since the Finance Committee meeting that will review the Q1 results has been scheduled for tomorrow. If there is an update following the meeting, Daniel and Susan will decide whether to send the update to Board members. In general, the story hasn't changed with the investment fund holding steady; good liquidity; a small operating fund surplus.



Property Committee

The committee has been looking for a suitable property to purchase, and have a couple of real estate agents searching as well. Committee members have looked at a number of locations and put an offer in on one of them which was not successful. There is a commitment for the longer term to re-develop the Bloor site and an interim plan to house between 10 and 15 clients at a location close to transit. Under consideration for the interim solution is a property that is owned by Montage Support Services which is licensed for a group home. Tony and Susan will view the property, which is located at 504 Oakwood Ave. and report back to the Board.

Fundraising & Communications Committee

Communications

Work has begun on the Annual Report, and we plan to start to execute on the communication plan.

Fundraising

The Fundraising committee has been looking for a Director of Fundraising and has hired Sonya Dupre from Trillium who will be starting in early October. We are also recruiting for a Development Officer and have a leading candidate who will be vetted by the new Director of Fundraising.

The Fundraising Committee has been adding members and Susan has met with someone from a great public relations firm who is interested in doing pro bono work with us.

We are close to securing the Scotia Centre for the Art Auction Gala and are looking for sponsors. Oxford Properties has donated the art for the auction and we will use this as a means to partner with a sponsor. Daniel is exploring if Oxford Properties could partner with us. Laura Colella, a member of the Fundraising Committee and her daughter and friends (Band of Hearts) arranged to have an art day with the respite clients and the art produced by the children will be included in the art auction.

Board members were asked to sell lottery tickets and Sacha provided them with books of tickets and advised that they would need to be sold by Nov. 2nd. Due to the large number of Gala's during November in Vaughan, the committee decided to forego the Gala this year. We will have to let the venue know that the Gala will not be held and will have to plan a smaller event for the lottery draw.

Tony has a contact who is a VP with the Toronto Dominion bank and they have committed to give us a donation of \$5,000. Tony advised that local bank branches have money to donate and we should consider nurturing relationships with them.



Strategic Planning Committee

Gaurav reported that we have four (4) Masters of Health Design students from Ontario College of Arts and Design (OCAD), as well as Rotman Master of Business students. The newly formed partnerships will be focusing on system design for transitional age youth and young adults.

Another project is the Client Empathy Research which is being conducted by a team from Tangerine. This has been a little bit delayed but will involve workshops that will be held with Respite families.

7. Board Meeting Evaluation

The board agreed that the meeting kept on track really well and was informative and well run.

8. Date of Next Board Meeting: November 13, 2018 at 37 Timberlane, Woodbridge

9. Adjournment

Motion: Mary Peterson

Second: Tony Zingaro

Carried: That the September 11 , 2018 meeting was adjourned at 8:25 pm.

Recorder: Lorraine Tkadletz, Executive Administrative Assistant

Noela Fowler, President

Shavone Lazarus, Secretary