



**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**

**February 5, 2019**

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

<b>DIRECTORS</b>	<b>PRESENT</b>
<i>Clarke, Eric</i>	<i>Telephone</i>
<i>Fowler, Noela</i>	✓
<i>Kennedy, Sacha</i>	✓
<i>Lombardi, Connie</i>	✓
<i>Peterson, Mary</i>	✓
<i>Singh, Gaurav</i>	<i>Telephone</i>
<i>Smith, Sandra</i>	✓
<i>Stelmacovich, Kim</i>	✓
<i>Zingaro, Tony</i>	<i>Telephone</i>
<b>REGRETS</b>	
<i>Litwack-Goldman, Judy</i>	
<i>Marques, Ana Cristina</i>	
<b>STAFF and GUESTS</b>	
<i>Bisaillon, Susan, CEO</i>	✓
<i>Tkadletz, Lorraine – Recorder</i>	✓

**1. Call Meeting to Order:**

Meeting called to order at 6:35 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

KR is a 10 month old child who was born with an undiagnosed genetic disorder that affects his ability to breath independently necessitating mechanical ventilation support for life. During the holiday period it came to our attention that the family was struggling as they have limited nursing support at home and respite. The family has night nursing support and 3 hours of nursing per week from the LHIN. Their application for Special Services at Home has been placed on hold from the Ministry of Children, Community and Social Services. The parents are stressed and challenged with their new role as parents of a child who is medically complex and Safehaven is the only source of respite for them outside of the home. On January 25th, Safehaven was able to attend a meeting with the parents at the MPP office of Peter Tabuns to discuss the situation regarding funding and the lack of support in the system for families who have medically complex children. The MPP indicated that he is hearing from families regarding situations such as this and will work with the family and bring together other MPPs to provide education and awareness as this needs focus with our current government.

Over the past months, Safehaven has been contacted several times by families who express concern and frustration with their funding and care being reduced or changed by the LHIN. As part of our efforts to support these families we have identified families who are fraying and calling them to offer extra respite where possible even those who need nursing care.

### 1.4 Approval of Agenda

Approval of Agenda

Motion: Mary Peterson

Second: Sandra Smith

Carried: To approve the Agenda for the February 5, 2019 Board meeting of Safehaven.

## 2. Consent Agenda Matters

2.1 Approval of November 14, 2018 Board Meeting Minutes

2.2 Approval of January 8, 2019 Board Meeting Minutes

Motion: Kim Stelmacovick

Second: Sandra Smith

Carried: To approve the Consent Agenda Matters

## 3. Board Session In Camera

## 4. Quality Report

Q3 Scorecard



At the last meeting, the Quality committee reviewed the scorecard and came up with some new indicators and decided that we could use two scorecards, one higher level for the Board and another operational scorecard.

For the Board scorecard the following changes were proposed:

- Report high alert medications only, remove medication errors to the operational scorecard.
- Add medication reconciliation as we do have respite clients who take numerous medications, some of which may interact. This will take the scorecard to a different level as a way to identify potential risks.
- Add exit interviews was a recommendation however, the Board suggested a better practice would be to implement retention interviews every quarter or biannually as this is more proactive and will help to identify root causes for voluntary turnover.
- Measure all complaints against a target which Susan and Kathryn will work on.
- To create a highly effective organization, the Board suggested we pull measures from Accreditation Canada; QAM compliance and/or WSIB sick time, and include any critical issues for staff and apply the same high risk lens as we apply to clients. We will need to comply with QAM for any of our homes where there is a client over age 18 and are developing the process for adult QAM compliance. Susan has reached out to Bozena as there is an annual requirement for Board education on QAM which she can provide. Susan has called the MPP to find out how transfer payments may be affected as we have 8 individuals who recently aged out which represents a loss of 8 pediatric beds. All of the children will eventually age out and we do not want to become an adult only facility.

### Respite Visit Follow up

Communication is a key part of the feedback and the most common complaint from families is lost clothing. Because we provide laundry services for respite clients, and it is difficult to keep the clothing separate, socks and other items of clothing may be lost during the child's stay with us. We may need to rethink laundering clients' clothes, and this is something that we will ask Kathryn to bring to the Family Partnership Council. There were two compliments from families who appreciate the revamped person centred care plan. Parents are learning a different side of their child and Sacha suggested this is something we should include on the website and newsletter. Kim is happy to work offline on the communication work.

### HIROC Risk Register Program

Several Board members and the Leadership team attended a site tour and demonstration of the risk register program recently. We have signed up for this centralized electronic way to categorize and manage risk. Among other benefits, this will allow us to compare our risks with those of other peer groups. The program is a fulsome enterprise risk management tool, but it unfortunately does not generate a heat map, but does use common vocabulary and is a way for us to rate what our risks are. It is aligned with our acute care partners and is something that the Quality committee and HR committee will work on together.



## **5. Board Governance**

### Review and Approve Draft Bylaws

The bylaws were reviewed at the January 8, 2019 Board meeting and the Board questions were captured and addressed.

A motion to approve the Draft Bylaws was made:

Approval of the Draft Bylaws

Motion: Sandra Smith

Second: Noela Fowler

Carried: To approve the Draft Bylaws of Safehaven.

### BLG Responses to Revised Bylaws

The Board reviewed the responses to their questions and were satisfied with the outcome. A question the Board had was how much Directors insurance do we have and they were informed that there is \$15 million to cover potential litigation.

Mary advised that we will be sending out the annual Peer Assessments very soon.

## **6. Committee Updates**

### Finance Committee

Eric advised the Board that the Finance committee is looking forward to more robust financial forecasting going forward. There will be more time and funds spent to upgrade the finance software to better support the organization and Finance committee member, Jennifer Lovrics has volunteered to meet with Ella to provide support. With new regulations and adult programming it will be important to have software to manage all the different revenue streams. The Finance committee also plans to meet with Judy and the Fundraising committee to review the charitable fund. Ella is close to closing January in the next few days. The elevator at Bloor is in need of an upgrade, which we anticipate will cost up to \$100,000 whereas a new elevator would cost between \$400,000 and \$500,000.

Susan discussed the Star article concerning Autism funding and it seems that the government is considering pulling funding from agencies and instead putting the funds in the hands of parents. If something similar happens with respite funding, we could conceivably lose our funding with the result that families may be able to receive payment from the government directly.



### Human Resources Committee

A Director candidate has been interviewed and he is being recommended to the Board. His name is Khalil Alfar and he came to Safehaven through a connection Kathryn made with his boss at a conference – his boss encouraged him to apply to become a Board member. Susan has had a conversation with him and through his work at Microsoft, he is working on AI and developing technology to benefit people with disabilities. The Board has approved the next step to check his references and invite him to attend the next Board meeting to determine his interest.

The committee is still looking for a Board candidate with legal expertise and to this end Susan will reach out to Daniel and Judy, who may have leads.

### Property Committee

Susan shared with the Board that the Globe and Mail has done an article on the TDSB's two parking lots located behind our building on Bloor and we will see if this helps open up talks with the TDSB. The new TDSB Trustee is much more open to potentially partner with us.

The Property committee is considering the acquisition of property in both Vaughan and Toronto but are finding it difficult to obtain a good size building that will work for our purposes. There is a potential donor with a large amount of land who has made donations of land before and may be willing to do so again to Safehaven. The committee has met with the potential donor and his representative and there was discussion about setting aside for Safehaven a lot of 3 to 5 acres on Kirby Road in Kleinberg and he advised us to get the licensing in place. Members of the committee will be meeting shortly with the Mayor of Vaughan to discuss the possibility of building a larger facility in Vaughan, which is potentially a five year project. In the meantime, Susan had a call from the CEO of the Children's Treatment Centre in Oshawa who advised that there is a potential donor with 3 to 5 acres of land in Whitby (part of which is a bird sanctuary). A family whose daughter attended the Children's Treatment Centre and who has since passed away, are interested in fundraising and Susan will provide another presentation to their board of directors and will report back to the Property Committee on the outcome.

## **7. CEO Report**

Susan has been meeting with all levels of government recently and has been gleaning information from various meetings. We are still attempting to get a meeting with Lisa MacLeod, the Minister of Children's, Community and Social Services. Susan has met with the previous Minister, Michael Coteau and he was very helpful. We will be able to take advantage of the gaps and are well positioned to be part of the solution. Tony Sorbero and James Maloney were supportive, as is Adam Vaughan and Susan has had productive meetings with the mayors of Aurora and Vaughan.

Sick Kids may not necessarily like the idea of a partnership with Safehaven, but they do feel obligated to work with us. We are looking at doing skills training for families. There is not enough nursing respite and Sick Kids is supportive in this regard, as there is a need for good



nursing programs in the community. Safehaven is the only community agency involved in the Connected Care pilot program.

Sonia is doing a great job with Philanthropy and Communications. She has been working on a communication plan and streamlining the philanthropy behind the scenes. We have extended an offer to a candidate for Development Officer and she has accepted.

The Retro Dance flyer came out today for this March 2nd event and Susan has purchased a table and asked that Board members let her know if they would like to attend.

Susan asked Board members to save the date for the May 2nd Sensations Event. The event space is being donated along with the refreshments by Scotia Bank, and it is being held at the Scotia Bank Centre. The idea came about because we had some art donations and this would allow us to tap into an audience we hadn't touched yet, this being an urban downtown audience. The event is not intended to be a heavy hit, and will be a cocktail party type of event from 5:30 to 7:30. David Rosenberg, the Economist will give a brief speech and the evening is meant to be very low key. We are working with a firm to fill the room, which is quite large and will require at least 250 people to feel like it is a full house. We do not anticipate raising a lot of donations, but rather will take the time to nurture relationships. Sponsors include: Scotia Bank; Snoezelen, Cheese Boutique among others. The flyer for the event will need to be revamped as the visual doesn't really represent our kids, most of whom are in wheelchairs.

**9. Date of Next Board Meeting: March 5, 2019 at 37 Timber Lane, Woodbridge**

**10. Adjournment**

Motion: Sandra Smith  
Second: Sacha Kennedy

Carried: That the February 5, 2019 meeting was adjourned at 8:37 pm.

Recorder: Lorraine Tkadletz, Executive Administrative Assistant

---

Noela Fowler, President

---

Connie Lombardi, Secretary