



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

January 8, 2019

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

DIRECTORS	PRESENT
<i>Clarke, Eric</i>	<i>Telephone</i>
<i>Fowler, Noela</i>	✓
<i>Kennedy, Sacha</i>	✓
<i>Lombardi, Connie</i>	✓
<i>Litwack-Goldman, Judy</i>	✓
<i>Marques, Ana Cristina</i>	✓
<i>Singh, Gaurav</i>	<i>Telephone</i>
<i>Stelmacovich, Kim</i>	<i>Telephone</i>
<i>Zingaro, Tony</i>	✓
REGRETS	
<i>Lazarus, Shavone</i>	
<i>Peterson, Mary</i>	
<i>Smith, Sandra</i>	
STAFF and GUESTS	
<i>Bisailon, Susan, CEO</i>	✓
<i>Tkadletz, Lorraine – Recorder</i>	✓
<i>Rutgers, Job – OCAD Presentation</i>	✓
<i>Prince, Victoria – BLG Attorney</i>	✓
<i>Dupte, Sonia – Philanthropy Update</i>	✓

1. Call Meeting to Order:

Meeting called to order at 6:30 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

The board members were provided with stories that occurred over the 2018 holiday period that recognized the celebrations as well as the challenges at Safehaven. Safehaven was pleased to host our first Christmas party by the Woodbridge branch of the Knights of Columbus. The event was very successful with close to 200 individuals in attendance, including children and their families, along with Santa, Mrs. Claus and all the elves. In addition to brunch with Santa, there were many other activities and music along with a photo booth for taking family picture. Overall, the event was very positive, extremely well received, and we are hoping to continue this next year.

Over the holidays we had a serious occurrence at the Bloor location involving a client who exited the building unnoticed. The client was being cared for by one of the staff and during a phone call to his mother to clarify his medication he managed to enter the elevator and exit out the back door of the building. The building was searched and a 911 call was placed regarding the incident. The police arrived on Brock Crescent within five minutes and located the client in the adjacent parking lot. The client was safely returned to respite centre without incident and family were informed of the event. In speaking to the mother of the client, it was indicated by her that this was a recurring issue with her son however this information was not shared during intake.

As follow-up to this situation, we are reviewing potential opportunities to improve our security measures with the elevator or doors to avoid issues with individuals who have exit seeking behaviours. In addition, enhancing the questioning with families during the intake will be reviewed to ensure key information is obtained on intake.

1.4 Approval of Agenda

Approval of Agenda

Motion: Sacha Kennedy

Second: Connie Lombardi

Carried: To approve the Agenda for the January 8, 2019 Board meeting of Safehaven.

2. Consent Agenda Matters

2.1 Approval of November 14, 2018 Board Meeting Minutes

Eric offered to re-write a portion of the Finance Committee Update in the November 14, 2018 Board meeting minutes.

3. Committee Updates



Philanthropy and Communications Committee

Sonia reported that the goals of the Holiday campaign involving social media during December were met by engaging with the broader community, with new followers on LinkedIn and Instagram. We also have 5 new volunteers and a 30% open rate for the newsletters, which is an improvement.

The focus over the next three months will include data management and we will be integrating Salesforce data to create a more effective end to end donation process.

Over the next months we will completed a series of stakeholder meetings with various Members of Parliament (MP) and Members of Provincial Parliament (MPP). This will give us the opportunity to discuss our priorities and seek support for our plans as we move forward.

The Sensations Event will take place on May 2, 2019 at the Scotia Bank Centre from 5:30 to 7:30 pm. There is a target of 250 people attending and target of \$50,000 for the event to raise. The primary goal is to acquire and build a robust pipeline of donors, both corporate and individual. We plan to recreate a snoezelen room at this event and there will be a silent auction. Sonia asked the Board to help with developing the donor list by mobilizing their networks, as well as actively recruiting for a Board Events Committee of about 8 to 10 people to help secure in kind donations of big ticket items. A package will be created to provide information for Board members who are reaching out to their networks regarding the event.

4. Board Governance

2019 By-Law Revision

Victoria Prince from BLG was in attendance and supported the board discussion on the updating to our by-laws. The goal of this work is to update and modernize our by-laws to support the work of the board as we move forward. Victoria advised the Board that there was nothing controversial or problematic about the changes and it was good to revisit the by-laws on a semi-annual basis to ensure they are current and based on best practices.

The changes to the by-laws will need to be approved by the Board and then at the AGM by the larger membership. The red line version of the by-laws will be emailed to all Board members for their review prior to the February 2019 Board meeting. Any concerns about the by-laws should be raised with Mary Peterson, the Chair of the Governance Committee and Noela Fowler, President of the Board.

Review Conflict of Interest Policy

Victoria advised the Board that the Conflict of Interest Policy is based on the fiduciary responsibilities of the Directors and the level of trust that is owed to the corporation by those Directors. The standard of care is the same for all Directors – it is in the best interests of the corporation. The duty of confidentiality of the Directors ensures that the Board as a group decides what it will share and all Board members must adhere to the group decision, once it



is made. As Directors, Board members have a duty to disclose if they have information that is useful to the organization. If there is a conflict involving a Board member, that conflict must be disclosed and the member then must excuse themselves from involvement in any vote or discussion and must appear to be beyond repute. It is always the best practice for Board members to mention if there is any potential conflict.

The Conflict of Interest Policy was reviewed by Victoria overall and provided members with the ability to ask questions and learn more regarding the policy and procedure for Safehaven.

5. Quality Report

OCAD Study: Transition Experience for Clients and Families

Job Rutger presented his students' work which received praise from the Board members.

The OCAD students will be making a 3 minute video for Safehaven and this will be presented to the Board once it is completed.

Serious Occurrence December 2018

The serious occurrence from December was reviewed during the Client Stories 1.3 of the Agenda and the Board found that the organization did its due diligence in this circumstance.

6. Committee Updates

Property Committee

New Property Acquisition Update

There have been on going meetings with board members, ministry and key individuals regarding the need to obtain property in Vaughan to build a facility for our clients both under and over 18 years of age.

In addition, Susan met with the new Board Trustee, Stephanie Donaldson, from TDSB to continue the discussion regarding the parking lots and potential for expanding the building at Bloor. The meeting was productive and suggestions were raised on how we could partner for the future to achieve goals of both organizations.

The Property committee will continue to investigate opportunities for surplus land in both Vaughan and Toronto and anticipates a busy month ahead.

7. CEO Report

Susan reported that Safehaven had an amazing Holiday Season, with the Knights of



Columbus hosting a spectacular holiday breakfast party with Santa, Mrs. Claus, “Doo-doo the Clown”, Frosty the Snowman, and the elves. Each child received a personalized gift from their list while each family left with a sack full of goodies. The Knights of Columbus enjoyed the event almost as much as the kids and thanked us for allowing them to hold the event.

Safehaven and Holland-Bloorview have a proposed Memorandum of Understanding for a partnership and the LHIN has asked Susan to write a proposal for funding to present to the Ministry of Health and the Ministry of Child and Youth Services.

8. Date of AGM

The Board discussed moving the date of the Annual General Meeting from October to June as it is disruptive to the work of the Board to hold the AGM in October.

9. Date of Next Board Meeting: February 5, 2019 at 1173 Bloor St. W.

10. Adjournment

Motion: Judy Litwack-Goldman

Second: Tony Zingaro

Carried: That the January 8, 2019 meeting was adjourned at 9:05 pm.

Recorder: Lorraine Tkadletz, Executive Administrative Assistant

Noela Fowler, President

Connie Lombardi, Secretary