



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

March 5, 2019

37 Timber Lane 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>Marques, Ana Cristina</i>	✓
<i>Singh, Gaurav</i>	<i>Telephone</i>
<i>Smith, Sandra</i>	✓
<i>Zingaro, Tony</i>	✓
REGRETS	
<i>Litwack-Goldman, Judy</i>	
<i>Peterson, Mary</i>	
<i>Stelmacovich, Kim</i>	
STAFF and GUESTS	
<i>Bisaillon, Susan, CEO</i>	<i>Telephone</i>
<i>Tkadletz, Lorraine – Recorder</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

Noela provided the Board with the story of L.D. who came to Safehaven when he was very ill a few years ago who is now thriving thanks in large part to the staff at Timberlane.

L.D. is doing so well that he is up for adoption and there is a family who is very interested in adopting him. The family have been in and all is going well with the adoption.

1.4 Approval of Agenda

Approval of Agenda

Motion: Connie Lombardi

Second: Sacha Kennedy

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

2. Consent Agenda Matters

2.1 Approval of February 5, 2019 Board Meeting Minutes

Motion: Noela Fowler

Second: Sandra Smith

Carried: To approve the Consent Agenda Matters

3. Quality Report

Quality Update

The Quality Committee is still working on updating the Board scorecard indicators.

QAM Review

Susan provided a review of QAM including the requirement that all homes that have clients aged 18 and over will need to be QAM compliant. A government representative for QAM has visited each of our locations and will start the education on QAM in March. There are nine governance standards and we will arrange for the ministry to speak with the Board about QAM. Documentation for adults is very different from that required for pediatric. Licensing for QAM will be as early as June and the Board will be interviewed. We may look at doing a special Board teleconference call on QAM education. Susan has not received any information on the 2019-2020 budget at this point.



4. Board Governance

Peer Assessment

The deadline for submission of the 2019 Board Peer Assessment is March 8th, with only a few that have not been submitted to date. Board members were reminded to send their completed questionnaires to Lorraine.

Committee Assessment

This evaluation consists of three questions on how well the committees are working. Lorraine distributed hard copies to Board members that were present and will email the evaluation forms to Board members.

Annual Forms

The Annual Director Declaration and Consent Form along with the Safehaven Mission, Vision and Services Principles must be signed by all Board members on an annual basis. The forms were distributed to members that were present and the forms were emailed to the rest of the Board members.

Board Process for Governance Policy Review and Update

The annual review of policies and procedures for Board Governance involves Kathryn and Mary putting together a schedule for review by the Governance committee who reviews each of the Governance policies, makes changes as required and will then bring them forward to the boarder Board for discussion if needed. Following this, the policies will be placed on the consent agenda following discussion or if there are no changes, directly after Governance committee review for approval at the Board level.

For the financial planning and budget process, one of the Finance committee members, Jennifer, will assist with the review our Finance policies and procedures.

Other policies that are specific to other committees will also be reviewed by those committees.

5. Canada Israel Inclusion Mission 2019

Susan and Noela joined a group of 29 people from various organizations, including Reena, March of Dimes and Holland Bloorview in this mission to Israel. The most valuable partnership formed was with an Occupational Therapist from Holland Bloorview and getting her view on the places and innovations they saw in Israel.

One of the innovations Susan and Noela saw in Israel was how they used the Snoezelen technology to project on to the floor and it was then used as a motion censored Wii. We have invested a lot in our Snoezelen rooms but it is not used as therapy here and the view is that we should have an Occupational Therapist come in to train our staff to provide therapy.



They did not see any medically complex children but did get to visit a school and a rehab hospital who allowed the group to watch the vent therapy. It was noted that they do not have the same infection control or privacy policies that we have here in Canada.

In Israel, the interventions start very early, when a child is six months old they will be provided with occupational and other therapies, whereas in Canada it can take until a child is two to four years old before they are placed in a program. The mission was able to visit an integrated play ground in the community that allows both disabled and able bodied children to play together.

Another innovation the mission had a chance to see is an exoskeleton with a battery pack that enables people whose legs are paralyzed to walk, including upstairs. The exoskeleton costs about \$90,000 but has allowed people to complete a 5 km marathon. It is apparently undergoing FDA approval for stroke victims. Other innovations involves something for the hands of people with Parkinsons to allow them to function better, including machine learning to allow people whose hands don't work to use technology.

Noela shared pictures of the trip including at a kibbutz that integrates nature to facilitate healing. There are 5 vertical modules that allows light to come in to all the modules and utilizes simple inexpensive ways to incorporate colour. This facility wants to bring people in to their environment and offers a restaurant, gift shop, beauty salon and dining room for visitors. They also have various ways to recognize donors, with lots of pictures of donors and various classifications of donors. They do a lot of research, education and self advocacy teaching individuals to be change leaders and they share with other organizations as well. There is an accessible nature walk, nature workshops, even an olive press. They build customized tools based on individual needs. They also have a volunteer ambulance service with donated ambulances which have a plaque on the driver's door acknowledging the donor.

Noela encouraged Board members to take a look at the links she provided as the pictures don't really do them justice.

Susan would like to join a consortium of intentional communities. She attended a housing and developmental issues conference in Ottawa and has learned so much.

6. Government Relations

Susan was invited to a roundtable with local MPPs concerning the significant changes to autism funding. There is a lot of uncertainty with the changes being made by the provincial government and Susan advised that we will definitely be impacted, either directly or indirectly. Sandra verified that there are a lot of conversations going on behind closed doors related to strategizing and there is a lack of clarity as so much is still unknown, but there is a lot of talk about partnerships. We will be looking at health teams who we can work with. We've been getting calls from organizations who are interested in partnering with us and the Central LHIN is interested in working with us for medically complex children. Erin Oaks may want to partner with us and have called Susan to come for a visit. Also, Reena's CEO spoke with Susan this week around a potential partnership. It seems like a lot of organizations are open to partnerships due in large part to the changes in government relations. We will need



to be cautious as we are able to deal with medically complex individuals well beyond what other organizations are doing. This makes us very attractive to other organizations because we specialize in something that no one else does and we need to remain committed to our strategic plan including working with increasingly complex medical care and adult programming.

7. Committee Updates

Property Committee

Noela reported that we have heard from the Mayor about the Kleinberg property and the intended land donation and we could get an exemption but will need to speak to the Province about building on the Greenbelt.

We have been told about a convent near the Meta centre that may be available. The property is on provincial land and the last remaining nun has moved out and the Catholic church wants their land to go to the kind of organization that they support. We are trying to find out if there is an opportunity for us to take over the lease with the province.

Noela and Susan have met with the Mayor of Vaughan and the senior planners. They are totally committed to Safehaven and gave us their full support to build in Vaughan. Susan has met with the Minister for Family and Children and he was extremely positive about our work. The message Susan has been getting from MPP's is to be innovative and to think big.

Bloor Elevator

The elevator at Bloor is in dire need of repair and Susan invited four companies to quote on the job. Schindler did not put much into their initial quote but we did have presentations from the other three elevator companies. Thyssen Krupp have a really good product but the issue for Susan is their service, which has not been great in our experience. Another quote was provided by a newer company called Elevation who don't have their own parts and we have some concern about how new the company is. Thyssen came in to see Susan after the RFP process to turn the bad impression around. They came back with a quote that was \$20,000 lower than their original quote and a better maintenance package; but, it is not the lowest price by \$1,000. Susan is leaning towards the Thyssen quote as they make the parts and there is some concern about the start up company being able to provide parts. The work will take about two to three months to complete, but the elevator won't be out of commission during this time. Sandra advised that she has some experience with elevators at the hospitals where she has worked and she found that Thyssen and Otis are known for around the clock service reliability for health care.

Noela pointed out that the Thyssen Krupp quote is just under \$90,000 but we would need to add \$20,000 if an interior renovation is needed, whereas the quote from Elevation includes the interior renovation and the Otis quote includes \$5,000 for interior work but Otis won't warranty the work.

There is an exit issue that will be addressed with flight technology that will be put in to cover elopement issues and the alarm monitoring company will be involved with this aspect.



Approval of Elevator Project

Motion: Tony Zingaro

Second: Connie Lombardi

Carried: To approve the vendor Thyssen Krupp to revitalize the elevator located at 1173 Bloor St. W.

Finance Committee

Eric advised that we will be improving our forecasting and modelling and will need better information to do so. We have met with someone from Grant Thornton who was the CFO of another organization similar to ours and he will be assisting us with improving our processes. Forecasting will be improved and we will be able to start to do some modelling to assist with decision making. He advised we don't need to replace Quick Books as he is able to help us with the system as we begin to provide individual budgets and forecasting. He has a package of services that will help us to customize our system. Additionally, he also understands hospital systems. His proposal of \$18,000 is very reasonable for back end support, as we have complex clients and need a system to work out costs. This is an operations amount and does not require a Board motion.

As far as the year end goes, we potentially have an excess, so have worked on things that we need, including covering the cost of the recent bylaw changes as well as things that are needed at the homes.

Strategic Planning Committee

Branding Introduction

Gaurav reported to the Board that he will be sending them a branding primer as the brand must be grounded in the strategy. The objective is to ensure that we capture the measures and goals of sponsorship. The next step for Sonia will be to capture what the brief would look like and to share the brief with the Board, since this is a whole rebrand. Gaurav knows a couple of people who can help with this exercise and hopes to be able to engage them on either a cost base or pro bono basis. We may be able to leverage one of the schools in Gaurav's network, similar to OCAD. Gaurav is happy to walk the Board members through the rebranding primer and will bring it to the next Board meeting. Susan pointed out that there is a lot of confusion around our name and it is important that we address this if we are going to be promoting Safehaven. There is confusion around the name as people think it is a women's shelter and Sacha pointed out that people don't use the full name of the organization. Gaurav agreed to send out the primer to Board members

The flyer for the Illumination Event on May 2, 2019 will have a link to our website and contact information and we anticipate it will be ready to go out in the next couple of days.

Mary and her family along with Noela and her family will be attending the Woodbridge Soccer Club Retro Dance. This event raised \$10,000 for Safehaven last year and we are hoping to double that this year.



8. CEO Report

Susan has had an outward focus and has met with Ana Bailao around the parking lot issue which we anticipate will be decided in the next two weeks due in part to the new TDSB trustee.

We were asked by the National Children's Network to provide a talk on who we are and what we do. Susan spoke to 300 people who were on line and this has generated more inquiries.

Susan thanked the Board for approving the Israel trip as there will be partnerships as a result.

The Knights of Columbus "Christmas for Kids" book was shown to Board members, and chronicles the 2018 Christmas party held at Bloor. The Knights of Columbus have already committed to doing another Christmas party and have scheduled it for December 15, 2019. Noela stressed that Board members try to be there as it is a really great event.

9. Date of Next Board Meeting: April 9, 2019 at 90 Glenaden Ave. E. Toronto

10. Adjournment

Motion: Sandra Smith
Second: Sacha Kennedy

Carried: That the March 5, 2019 meeting was adjourned at 8:26 pm.

Recorder: Lorraine Tkadletz, Executive Administrative Assistant

Noela Fowler, President

Connie Lombardi, Secretary