

BOARD OF DIRECTORS MEETING MINUTES

Thursday, May 27, 2021 at 5:30 p.m.

Zoom - Virtual Meeting

CALL TO ORDER

Christopher Yendt called the meeting to order at 5:35 p.m.

ESTABLISHMENT OF QUORUM

Present: Sarah Cacilhas, Matthew Mahler, Lindsey Marois (left at 6:11 p.m.), Rajesh Ravisankar (left at 7:22 p.m.), Chris Ventura, Christopher Yendt, Tara McKendrick (ex officio)

Regrets: Andrew Bassingthwaighte, Dawn Shickluna

Guest: Heather Gillespie (left meeting at 6:53 p.m.)

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

Moved by: Lindsay Marois

Seconded by: Chris Ventura

That the Agenda for the Board Meeting of May 27, 2021 be adopted as circulated.

Carried.

PRESENTATION

The Executive Director invited Heather Gillespie, Director of Service Quality and Capacity, to provide a presentation about the programs and services offered at CMHA Niagara. Heather shared a PowerPoint. Service changes during COVID were mentioned briefly and there was a review of the decision matrix for face-to-face visits. Heather then provided a lot of information about the services as they were available prior to COVID and will be again post-COVID.

Sarah Cacilhas thanked Heather for the comprehensive presentation and asked what would happen if Safe Beds was full and a bed was not available. Heather stated that the staff are very good at problem-solving in these situations. A client may be ready for discharge or an arrangement could be made with a shelter. An assessment of risk would be done and there would be follow up by COAST if Safe Beds support could not be made available.

Sarah also asked about the staff response to the matrix. Heather stated that a lot of time was spent introducing the matrix to the staff. The goal is to ensure the safety of both them and the clients. Staff have done well in meeting public health guidelines at Glendale and Safe Beds and they have generally felt well-supported.

Rajesh Ravisankar enquired about the catchment areas, particularly those of Beamsville and Lincoln. Heather responded that there are currently sites at Niagara Falls, Welland, Fort Erie and St. Catharines, but service is provided to all of the other areas in the region. The Executive Director stated that referrals are taken from across Niagara. COAST and Community Support staff, for example, go to all areas. She agreed that physical locations may result in some barriers, but transportation is provided. Heather added that the pivots made due to COVID have resulted in more services being made available to outlying areas.

Rajesh noted the Brock partnership and enquired about Niagara College and the secondary schools. Heather responded that Niagara College was less interested in the walk-in model because they have their own services. The connection to the secondary school students who are age 16 and up would be through the Youth Navigator program.

The President thanked Heather for her informative presentation. He added that the incredible staff make the organization what it is. Rajesh asked how the staff efforts are being rewarded and the Executive Director responded that this will be addressed with the Guarding Minds at Work presentation later in the meeting. Heather left the meeting at 6:53 p.m.

MINUTES OF THE PREVIOUS MEETING

Moved by: Matthew Mahler

Seconded by: Chris Ventura

That the Minutes of the Board Meeting held Thursday April 22, 2021 be adopted as circulated.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

- **May 27, 2021 ED Report**

The Executive Director's report was pre-circulated and a few items were highlighted at the meeting. There have been no internal COVID positive test results since January. Work with the Canadian Centre for Diversity and Inclusion has begun. It was reported that a long-term employee, Kelly Falconer, has resigned. Kelly is the Program Manager for Immediate and Brief Services.

The Treasurer asked whether a presentation could be provided by the Manager of People and Wellness. He would be interested in knowing more about, for example, how staff have dealt with COVID, as well as their comfort levels around vaccinations. The Executive Director said that she will arrange for information about staff wellness to be presented by Bruno Lizzotti at the September Board meeting.

Moved by: Chris Ventura
Seconded by: Sarah Cacilhas

That the ED Report of May 27, 2021 be accepted.

Carried.

CONSENT AGENDA

Q4 2021-03-31 Client Safety Report
Q4 2021-03-31 Client Experience Report
2021-22 Budget
Q4 2021-03-31 Consolidated Income Statement by Funder
Q4 2021-03-31 Statement of Financial Position
Q4 2021-03-31 LHIN Administrative Performance Indicators
Q4 2021-03-31 LHIN Funded Programs Income Statement
Climate Survey #2 Results
Revised Draft Board President Performance Evaluation Survey
Policy - Generative Discussion
Minutes from the 2021-05-11 Committee of the Whole Meeting
Notes from the 2021-05-11 Executive Committee Meeting

There was a request to remove the Policy - Generative Discussion item from the Consent Agenda.

Moved by: Matthew Mahler
Seconded by: Sarah Cacilhas

That the Consent Agenda information, except for the Policy - Generative Discussion, be received.

Carried.

NEW BUSINESS

- **Board Recruitment**

Moved by: Sarah Cacilhas

Seconded by: Chris Ventura

That Leah Jeffery be invited to join the CMHA Niagara Board, with a June 2021 membership term start date.

Carried.

- **Guarding Minds at Work - Survey Results**

The Executive Director stated that she was grateful for the Board's attention to, and questions about, staff wellness. She provided some background about the Guarding Minds at Work survey. The survey aligns with Accreditation Canada requirements as well as with the strategic goal of organizational wellness to support quality services. Chris Ventura asked what the targets are and the Executive Director stated that, rather than specific targets, Accreditation Canada wants to see that any existing concerns are being addressed.

Individual results are not shared and each manager will see only their own team's results. The Executive Director also cautioned that individual teams can skew the results. The thirteen factors of psychological health and safety in the workplace were individually reviewed and areas of potential or significant concern were highlighted.

Chris Ventura commented on how positive the overall results were, particularly given COVID. The Executive Director noted that a quality improvement goal had been made about accountability and the results moved from 48% to 77%. She added that there can be unintended consequences, though. When trying to improve one factor, there can be trade-offs in others.

The plan for next steps was reviewed. Some actions, such as the work with the Canadian Centre for Cultural Diversity and Inclusion, will be taken regardless of the high scores. Opportunities also exist at the individual team level. The staff will be resurveyed in 2023.

There were requests for comparison graphs of 2015, 2017 and 2021 for trends. Sarah Cacilhas asked whether an opportunity to provide anonymous comments existed. The Executive Director responded no, but that this would be noted for the future. The President commented that some of the concerns, such as burnout, are prevalent across the health care sector. The Manager of People and Wellness will be asked to elaborate on actions that have come from these survey results at his September presentation.

Moved by: Matthew Mahler
Seconded by: Chris Ventura

That the Guarding Minds at Work survey information be received.

Carried.

OTHER BUSINESS

Chris Ventura announced that he would be presenting at the NEXTNiagara Engage Conference on June 3rd. He will circulate the Eventbrite invitation.

ADJOURNMENT

Sarah Cacilhas moved to adjourn the meeting at 7:47 p.m.

Recorder Margaret Rankin

President Christopher Yendt