
DATE: September 26, 2019

LOCATION: 6760 Morrison Street, Niagara Falls

TIME: 6:00 p.m.

PRESENT: Andrew Bassingthwaighte, Stuart Dorricott, Jennifer Fisk, Nauman Islam, Matthew Mahler (arrived at 6:27 p.m.), Lindsey Marois, Susan Mifsud, Dawn Shickluna, Christopher Yendt, Tara McKendrick (ex-officio)

GUESTS: K.W., Heather Gillespie, Brandy Sand

PRESIDING: Christopher Yendt

1.0 GENERAL

1.1 Call to Order

The directors agreed by unanimous consent and declaration by the Chair that the meeting be called to order at 6:05 p.m.

1.2 Welcome

The Chair welcomed attendees to the meeting.

1.3 Client Presentation

The Executive Director introduced a client, K.E., who spoke about his experience with Dialectical Behaviour Therapy (DBT).

1.4 Introductions - Heather Gillespie and Brandy Sand

Heather Gillespie, Director of Service Quality & Capacity and Brandy Sand, Clinical Supervisor, were introduced as the newest leadership members of the redesigned organizational structure. Heather and Brandy each shared information about their academic and professional experience.

1.5 Conflict of Interest

No conflict of interest was declared.

1.4 Roundtable Discussion

- Susan received certification as a Peer Support Worker through Peer Support Canada and CMHA Alberta. Congratulations were extended.
- Jennifer picked up a cheque on July 1st from The Support Pack Women's mental health group.
- Nauman went to New York City to lobby for more mental health funding. The event was sponsored by Patrick Kennedy.

2.0 APPROVALS

2.1 Consent Agenda

2.1.1 Executive (*P - Minutes of 2019-09-23 Executive Committee Meeting*)

2.1.2 Committee of the Whole (*P - Annual Calendar of Meetings; P - Minutes of 2019-09-10 Committee of the Whole Meeting*)

2.1.3 Finance Q1 (*P - Consolidated Income Statement by Funder; P - Statement of Financial Position; P - Forecast to Q4 Using Budgets; P - LHIN Programs Income Statement; P - Administrative Percentage Report; P - Report from Business Operations Manager; P - Minutes of 2019-09-10 Finance Meeting*)

2.1.4 Governance (*P - Minutes of 2019-09-10 Governance Meeting*)

Moved by Andrew Bassingthwaighte, seconded by Dawn Shickluna, to accept the Consent Agenda of September 26, 2019. Carried.

2.2 Regular Agenda

Moved by Jennifer Fisk, seconded by Susan Mifsud, to accept the Agenda of September 26, 2019. Carried.

2.3 Minutes of June 27, 2019 Board Meeting

Moved by Andrew Bassingthwaighte, seconded by Jennifer Fisk, to accept the minutes of the June 27, 2019 meeting. Carried.

3.0 BUSINESS ARISING FROM THE MINUTES

3.1 Update from Board Member

The President asked for a motion to go in camera.

Moved by Jennifer Fisk, seconded by Lindsey Marois, to go in camera. Carried.

The Board went in camera at 7:14 p.m.

Moved by Jennifer Fisk, seconded by Andrew Bassingthwaighte, to go out of in camera. Carried.

The Board went out of in camera at 7:18 p.m.

4.0 NEW BUSINESS

4.1 N-OHT - Update/Draft Application

The Executive Director presented a PowerPoint Board briefing note that will be reviewed concurrently by all potential partners to the Niagara Ontario Health Team. She noted that neither Grimsby nor West Lincoln were included in the Niagara population, although CMHA Niagara currently provides services in these areas. One of the biggest challenges has been obtaining the commitment of primary care providers. Another significant area involves the digital sharing of health information across the group. Jennifer Fisk emphasized that adherence by forty-five organizations to the Year 1 targets was very ambitious. The Executive Director stated that she didn't see significant impact in Year 1, since coordinated care plans, for example, are already in place. Subsequent discussions about funding and governance, however, will be challenging. Jennifer enquired about available resources for legal and governance expertise. The response was that there are no Ministry resources, but that multiple skillsets exist within the coordinating group.

Moved by Jennifer Fisk, seconded by Andrew Basingthwaighte, that the CMHA Niagara Board of Directors approves CMHA Niagara to be a Member Partner of the Niagara-Ontario Health Team's Full Application to the Ministry of Health. Carried.

4.2 Organizational Design - Update

The Executive Director presented an Organization Chart that went into effect on August 10, 2019. She stated that it is the appropriate structure and that its introduction is very timely.

4.3 Report on CMHA National Conference

The President attended the national conference earlier in the week. He noted that the sessions were well-facilitated and he will circulate the slide decks when they are received. While he developed some meaningful relationships, he indicated that there was some general dissatisfaction with the national structure.

4.4 CMHA Ontario AGM

The 2019 CMHA Ontario Division AGM will be held in November. Each CMHA branch in Ontario is entitled to one vote. If a Board Member is attending, then their name is to be sent to Ontario Division by October 15th. If not, then the Executive Director can be appointed by proxy. The President was unsure about his availability, but will confirm at, or before, the committee meetings scheduled for October 8th.

Moved by Jennifer Fisk, seconded by Nauman Islam, that in the event that a Board Member cannot attend, that Tara McKendrick be appointed by proxy as

the voting representative for CMHA Niagara at the 2019 AGM of CMHA, Ontario Division. Carried.

4.5 ED Report

The ED Report was pre-circulated prior to the meeting and three items were highlighted. (1) The N-OHT application was addressed earlier in the meeting. (2) The LHIN has appointed a Project Manager for Mental Health and Addictions Transformation. This is a two-year project, where the system is theoretically being blown up and then a “who does it best” approach will be applied. (3) The LHIN has responded to the service delivery change request for the police costs associated with COAST. This request was not approved and will be resubmitted in December after work with the Mental Health and Addictions Project Manager. A deficit is anticipated for this program.

The Executive Director announced a partnership with the Schizophrenia Society of Ontario to deliver a workshop for family and caregivers in November.

There was also a reminder to RSVP if Board Members intend to participate in the Grape and Wine parade, because of the stricter requirements to wear special t-shirts.

Moved by Andrew Bassingthwaighte, seconded by Lindsey Marois, to accept the ED Report for September 26, 2019. Carried.

5.0 CONCLUSION

5.1 Next Meeting

The next regularly scheduled Board Meeting will be held on Thursday October 24, 2019 at 6760 Morrison Street, Niagara Falls.

5.2 Adjournment

Jennifer Fisk moved to adjourn the meeting at 8:44 p.m.



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BOARD OF DIRECTORS MEETING

Minutes

Thursday, October 24, 2019 at 6:00 p.m.
6760 Morrison Street, Niagara Falls

CALL TO ORDER

Andrew Bassingthwaighte called the meeting to order at 6:00 p.m.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Stuart Dorricott, Jennifer Fisk, Matthew Mahler, Lindsey Marois, Dawn Shickluna, Tara McKendrick (ex officio)

Regrets: Susan Mifsud, Christopher Yendt

Absent: Nauman Islam

Guest: Jenny Reid-Gregory

PRESENTATION

Jenny Reid-Gregory presented two client stories. One, in particular, highlighted the importance of family involvement in a client's recovery. Jenny left the meeting at 6:16 p.m.

The Executive Director provided a rationale for the modification to the presentation format. It is difficult to arrange for a client to make a presentation without it affecting their wellness. She and the President discussed this recently, and it was determined that asking the worker to relay their client's story is preferable. Jennifer Fisk indicated that she would still like to hear from clients and be able to ask them about their experience. She recognizes that this can't happen every month but doesn't want to lose the client connection. The Executive Director noted that there may be times when a client will want to share their story, but the impact on their wellness must be foremost in the consideration. She added that if a natural opportunity arises, then it will be considered.

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

It was noted that the agenda revisions were based on the Executive Director's experience with the Police Services Board. She finds the format to be clearer but welcomed suggestions for further revisions.

Andrew Bassingthwaighte requested that a new agenda item be added, namely the October 29th meeting with CMHA Ontario.

Moved by: Matthew Mahler

Seconded by: Lindsey Marois

That the Agenda for the Board Meeting of October 24, 2019 be adopted as circulated with the addition of one item, CMHA Ontario Roundtable Meeting.

Carried.

MINUTES OF THE PREVIOUS MEETING

It was noted that the presenting client's initials were K.E., not K.W.

Moved by: Jennifer Fisk

Seconded by: Dawn Shickluna

That the Minutes of the Board Meeting held Thursday, September 26, 2019 be adopted as circulated with the correction of the Guest initials to K.E.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

Moved by: Dawn Shickluna

Seconded by: Stuart Dorricott

That the ED Report of October 24, 2019 be accepted.

Carried.

CONSENT AGENDA

Q1 Client Safety Report

Q1 Client Experience Report

Minutes of 2019-09-10 Committee of the Whole Meeting

Minutes of 2019-09-10 Service Outcomes/Quality Committee Meeting

Minutes of 2019-09-10 Finance Committee Meeting

Minutes of 2019-09-10 Governance Committee Meeting

Minutes of 2019-09-10 Executive Committee Meeting

It was noted that Christopher Yendt adjourned the Committee of the Whole meeting.

Moved by: Lindsey Marois

Seconded by: Jennifer Fisk

That the information be received and that all reports be accepted as amended.

Carried.

NEW BUSINESS

- **December Board Meeting Date**

Jennifer Fisk enquired about consolidating the December Committee and Board Meetings into one, since it may be challenging to meet twice in December.

Moved by: Jennifer Fisk

Seconded by: Lindsey Marois

That the December 2019 Board Meeting be held on Tuesday December 10th.

Carried.

Jennifer Fisk asked that the Governance Committee explore whether some housekeeping issues, such as revising meeting dates, could be made at the committee meeting.

- **CMHA Ontario AGM**

The Board President will be attending the Ontario Division Annual General Meeting. The Vice-President had concerns about one of their proposed by-law revisions, specifically the receipt, rather than approval, of minutes of the previous meeting. The Board requested a rationale for the decision. Margaret was asked to follow up and report back.

The Executive Committee will meet after the November Committee meeting to make a motion. It was determined that a motion to receive information about the 2019 CMHA Ontario AGM would be deleted.

- **CMHA Ontario Roundtable Meeting**

The Board is no longer being asked to attend the October 29th CMHA regional roundtable meeting. The Executive Director has determined, through discussion with Camille Quenneville, CEO of CMHA Ontario, that there is no new OHT information from the Board's perspective. Instead, the two will meet together with the Executive Director of CMHA Hamilton. The Board was asked to let Tara know about anything that CMHA Ontario can do to support them through the OHT process.

ADJOURNMENT

Jennifer Fisk moved to adjourn the meeting at 7:00 p.m.

Recorder Margaret Rankin

Vice President Andrew Bassingthwaite



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BOARD OF DIRECTORS MEETING MINUTES

Thursday, November 28, 2019 at 6:00 p.m.
6760 Morrison Street, Niagara Falls

CALL TO ORDER

Christopher Yendt called the meeting to order at 6:02 p.m.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Jennifer Fisk, Susan Mifsud, Dawn Shickluna, Christopher Yendt, Tara McKendrick (ex officio)
Regrets: Stuart Dorricott, Matthew Mahler, Lindsey Marois
Absent: Nauman Islam
Guest: Cyndy Fretz, Mental Health Counsellor, Longer Term Services

PRESENTATION

The Executive Director welcomed Cyndy Fretz to the meeting. Cyndy spoke about Dialectical Behaviour Therapy (or DBT). This service started about five years ago at CMHA, and Cyndy described it as a treatment for “getting your life worth living”. She presented about its successful outcomes, citing one client in particular. Cyndy left the meeting at 6:21.

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

Moved by: Andrew Bassingthwaighte
Seconded by: Jennifer Fisk

That the Agenda for the Board Meeting of November 28, 2019 be adopted as circulated.

Carried.

MINUTES OF THE PREVIOUS MEETING

Moved by: Susan Mifsud
Seconded by: Dawn Shickluna

That the Minutes of the Board Meeting held Thursday, October 24, 2019 be adopted as circulated.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

The Executive Director apologized for the delay in the ED Report upload and therefore highlighted several items. She has been appointed by the Niagara Regional Police Services Board to the Advisory Committee for the development of the Community Safety and Well Being Plan for Niagara.

The Client and Family Advisory Committee met on November 20th. A recruitment strategy is being developed. Andrew Bassingthwaighte asked whether there were plans to have joint meetings with this Committee and the Board. It was stated that this may happen but the meetings will need to be better structured.

Results have begun to be announced about successful Ontario Health Team applications. The Executive Director received an update on November 26th, but the news is under embargo. A follow-up call has been scheduled with the Health Minister on December 2nd.

The Executive Director also spoke about a transformation that is underway with Employment Ontario which could impact the Employment Program. Heather Gillespie is in regular contact with our partners.

The strategic plan was another item discussed. Operational objectives have not been drafted for 2019-20, but much has been accomplished (the leadership restructure and the hiring of a full-time fundraiser, to name two examples). Liz Palmieri will be working with the Leadership Team on January 13th to list the objectives that are already in progress and to delineate the must-do's, the nice-to-have's, the "blue sky" items. The Executive Director anticipates that a report with accountabilities, timelines and outcome measures will be available for Board input by early February.

Jennifer Fisk expressed a preference for the verbal ED Report. It was agreed that this will become regular practice.

Moved by: Andrew Bassingthwaighte
Seconded by: Dawn Shickluna

That the ED Report of November 28, 2019 be accepted.

Carried.

CONSENT AGENDA

Committee Terms of Reference:

- *Executive*
- *Governance*
- *Finance*
- *Service Outcomes/Quality*

Q2 Client Safety Report

Q2 Client Experience Report

Q2 Financial Reports:

- *2019-09-30 Q2 Income Statement by funder*
- *2019-09-30 Statement of Financial Position (Balance Sheet)*
- *2019-09-30 Q2 forecast to Q4 using budgets*
- *2019-09-30 LHIN Administrative Performance Indicator*
- *2019-09-30 LHIN detailed Income Statement by program*
- *2019-20 Q2 Narrative*

Minutes of 2019-11-12 Committee of the Whole Meeting

Moved by: Susan Mifsud

Seconded by: Jennifer Fisk

That the information be received.

Carried.

NEW BUSINESS

- **Supported Transitional Housing Proposal - Declaration of Chair**

The Executive Director noted that this proposal pertains to Transitional Housing. Since it is not due until January 7th, it hasn't yet been written and may not be written before the December 10th meeting. If the Board Resolution has not been made, then this declaration is required as part of the submission. The final proposal will come to the Board in January and a resolution will be required at that time.

- **E-Polling**

The Executive Director presented a suggestion for the introduction of e-polling. She indicated that this practice, which is used at the Police Services Board, would enable the Board to provide efficient approvals in routine and/or time-sensitive situations. It would be more efficient than calling the Executive for a meeting or requiring members' availability at teleconferences. The issues would be non-contentious and would not require discussion but would need to be addressed prior to the date of the next Board Meeting. Board Members would be asked (1) whether they agree with e-polling on the issue, and then (2) whether they give approval for it. There was discussion about the fact that a quorum would still be needed. Andrew

Bassingthwaighte stated that a policy change would be required. Jennifer Fisk asked whether there would be an opportunity to discuss the issue and ask questions, and whether it would still come to the Board for a resolution. The Executive Director stated that the first step would be to explain the situation and check with the President about the possibility of e-polling, before it would be initiated. A response time limit would be included in the poll. While a complete response may be desirable, it was agreed that this wouldn't always be possible. The concern is missing a deadline. It was agreed that not responding could imply tacit agreement, making unanimous consent achievable. This issue will go to the Governance Committee for further discussion.

- **CMHA Ontario AGM**

The Executive Director stated that she attended the November 15th AGM, but there was nothing to report. She had contacted the President to suggest that he reconsider the trip, since the meeting only lasted 15 minutes (and she was in Toronto anyway).

- **2020-21 CAPS (Community Accountability Planning Submission) Proposal**

An explanation was provided to Dawn Shickluna, since she was new to the submission process.

Moved by: Andrew Bassingthwaighte

Seconded by: Dawn Shickluna

That the 2020-21 CAPS Proposal be approved for submission as presented.

Carried.

- **Grant/Proposal Submissions**

The Executive Director reported that, increasingly, there have been time constraints associated with obtaining Board approvals or signatures on grant and proposal submissions. Because of the risk of missing these deadlines, it was proposed that consideration be given to support a move to obtain the President's signature/approval prior to a Board Meeting. The submission would then be shared at the next scheduled meeting of the Board. Jennifer Fisk suggested that e-polling be used and any questions or concerns could result in the need to call an Executive Committee meeting. The President expressed a concern about the possibility of simultaneous polling. It was further suggested that a calendar be produced with all of these deadlines, and that the e-poll be sent on a particular day of the week. The Executive Director responded that, while most of the submissions require her signature only, they would be very intentional about the use of e-polling.

- **Membership**

The President reported that he will be asking a member to resign from the Board. It was suggested that the Governance Committee should ensure that an appropriate response be determined in the event that a member does not wish to resign. There was additional discussion about a review of the by-law attendance requirement; that is, instead of looking at the number of consecutive meetings missed, consideration should be given to a rolling calendar of meetings (or to, say, “x” number missed in a “y” period).

- **President’s Report and Roundtable**

The President asked whether there continued to be an appetite for the Roundtable and President’s Report. He proposed that individuals could send him their individual updates, which could then be collated into the President’s Report. There was general agreement. Dawn Shickluna asked for clarification about the content. The roundtable items were meant to be details about how Board Members spent the preceding month advocating for CMHA.

On a related point, the Executive Director asked Board Members to let Margaret know about the number of hours spent at advocacy events so that they can be tracked. She then posted a schedule of events (official and unofficial, as well as learning opportunities). The President added that he wanted to capture information about meeting preparation time. It was agreed that this advocacy information, and associated time, would be submitted to the President (and copied to Margaret) on the Tuesday before the Friday upload.

ADJOURNMENT

The Executive Director noted that the next meeting will be held on December 10th at Fresco’s Restaurant. There will be a brief meeting, followed by the holiday social.

Andrew Bassingthwaighte moved to adjourn the meeting at 7:45 p.m.

Recorder Margaret Rankin

President Christopher Yendt



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BOARD OF DIRECTORS MEETING MINUTES

Thursday, December 10, 2019 at 6:00 p.m.

Fresco's Restaurant
100 Fourth Avenue, St. Catharines

CALL TO ORDER

Christopher Yendt called the meeting to order at 5:52 p.m.

ESTABLISHMENT OF QUORUM

Present: Stuart Dorricott, Jennifer Fisk, Matthew Mahler, Lindsey Marois, Dawn Shickluna, Christopher Yendt, Tara McKendrick (ex officio)

Regrets: Andrew Bassingthwaighte, Susan Mifsud

Absent: Nauman Islam

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

Moved by: Dawn Shickluna

Seconded by: Jennifer Fisk

That the Agenda for the Board Meeting of December 10, 2019 be adopted as circulated.

Carried.

MINUTES OF THE PREVIOUS MEETING

Moved by: Jennifer Fisk

Seconded by: Dawn Shickluna

That the Minutes of the Board Meeting held Thursday, November 28, 2019 be adopted as circulated.

Carried.

NEW BUSINESS

- **Assertive Street Outreach Proposal**

The Executive Director provided background about the proposal process that had been led by Port Cares. She assured the Board that the overall impact on CMHA has been given due consideration.

Moved by: Jennifer Fisk
Seconded by: Dawn Shickluna

That the Board resolves that in submitting the Request for Proposal to enter into direct contract negotiations with Niagara Region Homelessness Services in order to operate Assertive Street Outreach services it has considered the overall impact on the broader operations and culture of the organization, and has developed an action plan to the Board's satisfaction to address any challenges in this regard.

Carried.

- **Board Member Resignation**

The President reported that he had received a resignation from Nauman Islam.

Moved by: Jennifer Fisk
Seconded by: Lindsey Marois

That the resignation of Nauman Islam be accepted.

Carried.

- **Board Member Recruitment Strategy/Timeline**

A timeline document was precirculated. The President stated, on behalf of Andrew Bassingthwaite, that its outcomes should be achievable. Jennifer Fisk suggested that the onboarding be moved ahead in order that there be an overlap with the experienced, departing Board Members. The President noted this feedback would be given further consideration.

- **Fundraising Brochure**

The Executive Director spoke about the brochure feedback she had received earlier from Susan Mifsud. Jennifer Fisk provided similar comments. There was discussion about the use of the word "preventable" in describing mental health conditions. The Executive Director responded to this comment by stating that prevention is being emphasized in the language used at the Ontario Health Team and Mental Health and Addictions Collaboration tables.

The selection of photos was also discussed. The Executive Director will review the graphics to ensure that they are most appropriate for the target audience.

Moved by: Matthew Mahler

Seconded by: Lindsey Marois

That the Loud + Clear fundraising brochure be received.

Carried.

ADJOURNMENT

Jennifer Fisk moved to adjourn the meeting at 6:17 p.m.

Recorder Margaret Rankin

President Christopher Yendt



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BOARD OF DIRECTORS MEETING MINUTES

Thursday, January 23, 2020 at 6:00 p.m.
6760 Morrison Street, Niagara Falls

CALL TO ORDER

Christopher Yendt called the meeting to order at 5:57 p.m.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Stuart Dorricott, Jennifer Fisk, Matthew Mahler, Susan Mifsud, Dawn Shickluna, Christopher Yendt, Tara McKendrick (ex officio)

Regrets: Lindsey Marois

Guests: Krystal McCord, COAST Crisis Support Worker, Jodie Ricci, Community Support Worker, Andrea Waters, Fund Development & Communications Coordinator

PRESENTATION

The Executive Director welcomed Krystal McCord and Jodie Ricci to the meeting and introductions were exchanged around the table. Krystal and Jodie spoke about a particular client story and the impact that the communication between Community Support and COAST had in providing client service. Krystal and Jodie left the meeting at 6:14.

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

Moved by: Andrew Bassingthwaighte

Seconded by: Dawn Shickluna

That the Agenda for the Board Meeting of January 23, 2019 be adopted as circulated.

Carried.

FUNDRAISING PRESENTATION

Andrea Waters introduced a Fundraising Engagement and Communications Plan. This plan was initially reviewed by an newly formed, but passionate, ambassador group. Andrea spoke about key initiatives such as a more engaging website, a better utilized donor database, a fundraising brochure. She asked Board Members to introduce her to any interested potential donors. Jennifer Fisk enquired about Ride Don't Hide and the Executive Director proposed that this be considered by the ambassador group. Stuart Dorricott suggested that the Strike Out Stigma organizers be invited to Women & Wellness. This suggestion was well-received and it was agreed that Tenja Hagenburg be invited as well. The Executive Director suggested that a donor table be installed at the event, and that a threshold be established for these invitations. Andrea left the meeting at 6:32.

MINUTES OF THE PREVIOUS MEETING

Moved by: Susan Mifsud
Seconded by: Matthew Mahler

That the Minutes of the Board Meeting held Tuesday, December 10, 2019 be adopted as circulated.

Carried.

CONSENT AGENDA

Notes from January 10, 2020 Executive Committee Teleconference
Enterprise Risk Assessment Report

- ***Briefing Notes***

Climate Survey #1 Results
Report from the Executive Director
Minutes of 2020-01-14 Committee of the Whole Meeting

Moved by: Andrew Bassingthwaighte
Seconded by: Dawn Shickluna

That the Consent Agenda information be received.

Carried.

NEW BUSINESS

- **Supported Transitional Housing Proposal**

The Executive Director reminded the members that the proposal was submitted earlier in January, and a December declaration by the President was part of the submission. The proposal was part of the January Board package.

Moved by: Jennifer Fisk

Seconded by: Andrew Bassingthwaighte

That the Board resolves that in submitting the Request for Proposal to enter into direct contract negotiations with Niagara Region Homelessness Services in order to operate Housing with Supports - Supported Transitional Housing, it has considered the overall impact on the broader operations and culture of the organization, and has developed an action plan to the Board's satisfaction to address any challenges in this regard.

Carried.

- **Board Recruitment**

The Board recruitment package was pre-circulated, and a couple of revisions were proposed. The updated package will be shared on social media. The Vice President suggested that it be shared with corporate challengers such as Bosch Rexroth. Jennifer Fisk stated that the timeline should be moved ahead in order to allow room for onboarding. The President noted that nothing would preclude recruitment starting as applicants come forward.

Moved by: Jennifer Fisk

Seconded by: Dawn Shickluna

That the advertisement and recruitment package be approved and implemented as presented.

Carried.

ADJOURNMENT

Andrew Bassingthwaighte moved to adjourn the meeting at 6:51 p.m.

Recorder Margaret Rankin

President Christopher Yendt

**BOARD OF DIRECTORS MEETING
MINUTES**

Thursday, February 27, 2020 at 6:00 p.m.
264 Welland Avenue, St. Catharines

CALL TO ORDER

Christopher Yendt called the meeting to order at 5:59 p.m.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Stuart Dorricott, Matthew Mahler, Susan Mifsud,
Christopher Yendt, Tara McKendrick (ex officio)

Regrets: Jennifer Fisk, Lindsey Marois, Dawn Shickluna

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

The President proposed that there be a discussion about Board recruitment.

Moved by: Andrew Bassingthwaighte

Seconded by: Matthew Mahler

That the Agenda for the Board Meeting of February 27, 2019 be adopted as circulated with the addition of a discussion item about Board recruitment under Other Business.

Carried.

MINUTES OF THE PREVIOUS MEETING

Moved by: Andrew Bassingthwaighte

Seconded by: Susan Mifsud

That the Minutes of the Board Meeting held Thursday, January 23, 2019 be adopted as circulated.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

The Executive Director apologized for the delay in uploading her report, but noted that there continued to be a lot of activity even up to the present day. She drew attention to several items from her report.

Staff are being updated with information about the coronavirus, but Public Health still reports that the risk is very low.

MTCU has identified Fedcap as the new system manager. Ian Masse has met with Fedcap and will have ensured that the importance of the employment program was well recognized. There are indications that Fedcap will not be in a position to make any changes until October 2020.

A time study in Admin was completed recently. Historically, there has been an emphasis on providing a live answer to external phone calls during regular business hours. It was determined that 68% of these calls are requests to connect to an extension or a named individual. Either could be accomplished with an auto attendant. The decision, therefore, is to move away from live answer. The impact will be monitored to ensure client service is not affected.

Informal feedback about the Women and Wellness event has been positive. The committee will be debriefing soon and it was agreed that a Board discussion will then be tabled. The Executive Director thanked Christopher Yendt, Susan Mifsud and Stuart Dorricott for participating.

The United Way GM Raffle was held the previous evening as well as this morning and afternoon. CMHA also participated in a wellness fair for over 1600 of GM employees. Matt Mahler was thanked for participating earlier this morning.

Media coverage of the closing of CMHA Kingston was inaccurate. CMHA Ontario Division is working to ensure that the public knows that the closing has nothing to do with health care reform. Rather, the branch has one FTE, and was funded through United Way and donations only.

Niagara Region is doing a point-in-time homeless count in March and 200 volunteers are needed. The outreach will provide information for planning at the provincial level. Volunteers are sent out in teams of three between 8 and 11 p.m. and training is provided. Additional information will be forwarded to Board Members who may be interested in volunteering.

Moved by: Andrew Bassingthwaighte

Seconded by: Matthew Mahler

That the ED Report of February 27, 2020 be accepted.

Carried.

CONSENT AGENDA

Q3 2019-12-31 Client Safety Report
Q3 2019-12-31 Client Experience Report
Q3 2019-12-31 Consolidated Income Statement by Funder
Q3 2019-12-31 Statement of Financial Position (Balance Sheet)
Q3 2019-12-31 IS Forecast to Year end
Q3 2019-12-31 LHIN Administrative Performance Indicator
Q3 2019-12-31 LHIN detailed Income Statement by program
Q3 2019/20 Financial Report - Executive Summary
Minutes of 2020-02-11 Committee of the Whole Meeting

Moved by: Andrew Bassingthwaighte
Seconded by: Matthew Mahler

That the Consent Agenda information be received.

Carried.

OTHER BUSINESS

- **MSAA Three-Month Extension**

It is expected that the 2020-21 multi-sector service accountability agreement (MSAA) will be with Ontario Health. During the transition, there is a request for an amending agreement to extend the existing MSAA to June 30, 2020.

Moved by: Andrew Bassingthwaighte
Seconded by: Susan Mifsud

That the Board supports the signing of the three-month extension to the MSAA.

Carried.

- **Board Recruitment**

The President reported about a lower response rate to the appeal for new Board Members. He requested that everyone reach out to their networks. The Executive Director has shared it at the Ontario Health Team and Police Services Board tables, and it has been posted on social media channels. There was speculation that applicants may be delaying their submission until the March 27th deadline. Matthew proposed that a Board Member accompany the Executive Director on a door-to-door recruitment blitz. Other suggestions were made including a direct

mail campaign to donors, using Charity Village, and preparing another social media blitz. Matthew also suggested approaching the Greater Niagara Chamber of Commerce. The President will ask Mishka Balsom to share the application package.

Andrew Bassingthwaighte asked that any suggestions about the orientation process be relayed to Dawn Shickluna. Dawn has started to compile this information.

- **15 Wellington Proceeds**

There was extensive discussion about the decision involving allocating the proceeds from the sale of 15 Wellington. It was agreed that the decision involves either applying all, some, or none of the proceeds to the loan. If the decision is to refrain from applying all, then there will be a subsequent decision involving what to do with the remainder. Further clarification will be asked of Judy George about the restrictedness of some of the reserves. The subject of foundations was raised and the Executive Director provided information about the role of the Niagara Community Foundation. She and Judy are meeting with them on March 4th. Stuart and Matthew may attend this meeting.

ADJOURNMENT

Andrew Bassingthwaighte moved to adjourn the meeting at 7:53 p.m.

Recorder Margaret Rankin

President Christopher Yendt



BOARD OF DIRECTORS MEETING MINUTES

Thursday, April 30, 2020 at 5:30 p.m.
GoToMeeting - Virtual Meeting

CALL TO ORDER

Christopher Yendt called the meeting to order at 5:37 p.m.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Stuart Dorricott, Lindsey Marois, Susan Mifsud, Dawn Shickluna, Christopher Yendt, Tara McKendrick (ex officio)

Regrets: Jennifer Fisk, Matthew Mahler

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

Moved by: Andrew Bassingthwaighte

Seconded by: Dawn Shickluna

That the Agenda for the Board Meeting of April 30, 2020 be adopted as circulated.

Carried.

MINUTES OF THE PREVIOUS MEETING

Moved by: Andrew Bassingthwaighte

Seconded by: Stuart Dorricott

That the Minutes of the Board Meeting held Thursday, February 27, 2020 be adopted as circulated.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

The Executive Director provided an update about activities subsequent to the April 14th virtual meeting. Emergency powers have been granted to the mental health sector, which means that staff can be

deployed with fewer restrictions. These powers have not yet been needed, and the intent will be to continue to work with the union and staff. The Saturday announcement about a \$4 per hour additional payment for front line workers needs to be clarified in terms of how it will apply to the mental health sector.

Safe Beds will be accepting referrals from the homelessness sector. There has been some retrofitting of windows and movement of office furnishings ahead of an anticipated May 11th re-opening date. Messaging is being prepared to share with partners and the media. A partnership with Quest Community Health Centre is being developed to introduce primary care in Safe Beds. A Memorandum of Understanding was signed today and a job offer is going out next week.

The Longer-Term Services program staff have categorized their clients from high to low risk and high to low needs in order to determine which clients should be called and how frequently. Twelve clients in the housing program have been identified as needing some face-to-face visits. Personal Protective Equipment (PPE) will be provided to relevant staff. PPE is being stockpiled and planning is underway to establish the required PPE for each circumstance.

There has been some reengaging with Niagara Regional Police about COAST doing more visits. It will be more challenging for MCRRT, though, because police are not yet allowing the second person in their cars.

Finally, Mental Health Week is next week. Andrea Waters has developed a schedule of activities and this information has been circulated.

Moved by: Susan Mifsud
Seconded by: Lindsey Marois

That the ED Report of April 30, 2020 be accepted.

Carried.

CONSENT AGENDA

COVID-19 Update (ED Presentation)
2020-03-31 DRAFT Income Statement
2020-03-31 DRAFT Statement of Financial Position
COVID-19 Financial and IT Report
COVID-19 Communications & Fundraising Report
Notes from the April 14th Meeting

Moved by: Dawn Shickluna
Seconded by: Lindsey Marois

That the Consent Agenda information be received.

Carried.

OTHER BUSINESS

- **Board Discussion**

- **How to finish out the Board Year (to June 30, 2020)**

The President suggested that the work of the Board will need to be scaled back because of unforeseen pressures on staff. It was decided that the Board would meet once per month, at the regularly scheduled Board Meeting date, until at least the end of the Board year. A decision will then be made about returning to the Committee of the Whole structure. The Vice President supported this direction but expressed concern about recruiting new members as the Board transitions from this year to next. The President proposed that the Executive Committee could meet to look at the annual calendar to identify priority items versus “nice to have” as well as to consider the impacts on 2020-21. The Executive Director indicated that her direction to staff is to adhere to the schedules as much as possible. For example, the Client Experience reports are still being prepared and could be provided as Board Meeting items instead of as Consent Agenda items. The annual calendar was reviewed, since there are only two outstanding months in the Board year. It was then agreed, as a result of a suggestion by the Treasurer, that the regularly scheduled Q4 items, the ED Performance review, and the draft financial statements would all remain as agenda items.

- **How to move beyond the Board Year (after June 30, 2020)**

It was agreed that there should be no necessity to move the date of the AGM. Furthermore, the Treasurer suggested that there should be no rush to produce an agenda calendar for the 2020-21 Board year.

- **Board Recruitment**

The Vice President provided a recruitment update. There were four applicants and all have been advised that the recruitment process has been put on hold. A brief description of the applicants was shared. Susan Mifsud asked whether a virtual interview could be held and whether there were any projected interview timelines. The Vice President responded that the interviews were not likely to be scheduled until the fall. Face-to-face interviews were considered to be preferable because if the candidates don't have the appropriate technology, it may be perceived that they are being set up to fail. The Executive Director suggested that physical distancing could be achieved with the space at Welland Avenue and the technology there could be utilized. The challenge of integrating into a virtual meeting, particularly if one is a new attendee, was identified. Susan Mifsud suggested that it may be useful to set up the candidate with a mentor. The President agreed but felt this could be navigated as the situation evolves. The Vice President will consider setting up interviews in May or June.

- **Self-Assessment Survey Results**

The survey results were pre-circulated. It was identified that the majority of answers were “agree” or “strongly agree”. The Vice President noted with interest the top three educational needs. All were unique and it was clear that much thought had been given to this question. The Executive Director enquired about the possibility of incorporating the education needs into the orientation process. Stuart

Dorriccott highlighted some of the questions that, Number 17 for example, should require yes or no answers. The Vice President stated that there should be a review of all of the different surveys that are done.

- **New Policies**
 - **E-Polling and Virtual Meetings**

There was discussion about the status of e-polling. The Vice President reported that he had done some research about this. There are two categories of e-voting. The first involves virtual space meetings (i.e. phone or camera) where the method of communication is electronic. The voting in virtual meetings would be similar to how a vote would take place if everyone was in the same physical space, but there would have to be some level of acknowledgement that a vote is taking place. The second category of e-voting is e-polling. It was noted that when e-polling was done earlier by the Board, multiple emails were circulated due to a request for a “reply all” response. This is a quick and transparent approach, but there is an alternative. Everyone could send their vote to one person (Margaret, for example) by a deadline and, at the deadline, Margaret could send an email with the results. The transparency aspect would exist if everyone’s votes are relayed in this email. The Vice President expressed no preference for one approach over the other. After some discussion, it was agreed that the preference is for fewer emails, so responding to one individual with a subsequent tally (and individual votes if necessary) was proposed. The Vice President will draft a policy for review at the next Board Meeting.

ADJOURNMENT

The Executive Director scheduled the annual draft financial statement review meeting for June 9th. This date will be confirmed with the auditors.

Christopher Yendt moved to adjourn the meeting at 6:35 p.m.

Recorder Margaret Rankin

President Christopher Yendt



BOARD OF DIRECTORS MEETING MINUTES

Thursday, May 28, 2020 at 5:30 p.m.
GoToMeeting - Virtual Meeting

CALL TO ORDER

Christopher Yendt called the meeting to order at 5:32 p.m.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Jennifer Fisk (joined at 5:57 p.m.), Matthew Mahler, Lindsey Marois, Susan Mifsud, Dawn Shickluna, Christopher Yendt, Tara McKendrick (ex officio)

Regrets: Stuart Dorricott

Guests: Judy George, Heather Gillespie

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

It was agreed that the New Business items would be moved ahead so that the guests can leave the meeting earlier.

Moved by: Dawn Shickluna

Seconded by: Susan Mifsud

That the Agenda for the Board Meeting of May 28, 2020, with a minor adjustment to the order, be adopted as otherwise circulated.

Carried.

MINUTES OF THE PREVIOUS MEETING

Moved by: Andrew Bassingthwaighte

Seconded by: Lindsey Marois

That the Minutes of the Board Meeting held Thursday April 30, 2020 be adopted as circulated.

Carried.

NEW BUSINESS

- **Q4 Financial Report**
 - **Balance Sheet**
 - **Income Statement**
 - **Narrative Report**

Judy George reviewed the pre-circulated Q4 Financial Report. The Treasurer had posed some questions previously, since he wouldn't be present at this meeting, and Judy addressed them in her remarks. The Balance Sheet shows a healthy cash position due to the proceeds from 15 Wellington sale coming at the end of the fiscal year. The majority of the cash balance is earning .55% in a savings account and the rest is kept for cash flow. The majority of the amount held in the investments that secure the loan are earning more than the loan interest rate. There is good liquidity and the debt service ratio requirements are being met.

The audited financial statements will not be significantly different from the Q4 financial report. The \$10,252 LHIN surplus was the amount that wasn't spent in the additions funding. All of the other LHIN funding was spent.

There is a material surplus in rent supplement which is related to the additions rent supplement. The United Way operated at a deficit and there is always a shortfall with the Region funding. Bingo funds are not currently coming in since they closed in mid-March, but there are operating reserves with Niagara Falls Bingo and both operating and capital reserves with the Fort Erie Bingo. Judy will be contacting those two municipalities to spend those reserves.

Matt Mahler complimented Judy on attaining the higher rates on the investments to secure the loan, noting that this is most unusual!

There was discussion on how the gain on the Wellington sale would be reported on the audited statements. Matt suggested that the net income before the gain should be reported. Judy indicated that she did not anticipate an issue with this suggestion.

Moved by: Andrew Bassingthwaighte

Seconded by: Dawn Shickluna

That the 2019-20 Q4 Financial Report be received.

Carried.

Judy George left the meeting at 6:07 p.m.

- **Q4 Service Outcomes/Quality Report**
 - **Client Safety Report**

Heather Gillespie reviewed the Q4 Client Safety Report. She noted that there were 33 incidents in the fourth quarter, higher by one than the 32 in the same quarter last year. There were 8 harm incidents, but 6 of the 8 were the same individual. It was significant to report that there were two deaths; one was medically related and one was a suicide. A root cause analysis related to the suicide identified important information and solid follow-up actions have resulted. The Executive Director added that a root cause analysis will point to what wasn't done well, but it is important to note that a lot was done well.

The increase in no harm incidents, shown in the year-over-year report, reflects the increasingly complex clients, as well as the fact that there are newer staff members as a result of staff movement across programs. Dawn Shickluna asked whether there was a reason for a higher staff turnover. Heather stated that one of the more experienced individuals was hired by the police service and another contributing factor is that Safe Beds is often an entry level program to the agency. Heather indicated that a harm reduction approach has been implemented and there are the new justice system clients, so there have been more behaviours related to addictions.

Improvements have been made in sharing information when on call managers go off their on call shifts so that appropriate information is shared. Dawn stated that she was pleased to see that there will be a separation between EMS and Police intervention statistics in 2020-21.

- **Client Experience Report**

Heather noted that 298 surveys were completed in the fourth quarter. This is down somewhat from the previous quarter, but is most likely due to COVID. Since many interactions were completed on the phone, clients were asked to complete the survey on the website or, if preferred, to request a call from another staff person so that the survey could be conducted over the phone. A blitz is being planned for June, so it is hoped to obtain more insight into the phone support experience.

Implementation of the OPOC (Ontario Perception of Care) tool was delayed due to COVID, but Heather reported that she just learned that a new crisis tool is going to be rolled out soon.

Moved by: Andrew Bassingthwaighte
Seconded by: Dawn Shickluna

That the 2019-20 Q4 Service Outcomes/Quality Report be received.

Carried.

Heather Gillespie left the meeting at 6:24 p.m.

REPORT FROM THE EXECUTIVE DIRECTOR

- **May 28, 2020 ED Report**

The Executive Director spoke in detail about two reports, one being the regular day-to-day activity report and a second one being COVID-specific. Both reports were uploaded subsequent to the meeting.

The Vice President thanked Tara for the in-depth report. Dawn Shickluna echoed that and acknowledged the work of the staff. The President stated that communication is being prepared on behalf of the Board that will go out to all staff. The Executive Director shared her appreciation for the support of the Board and for allowing her to be nimble in making quick and difficult decisions.

BUSINESS ARISING FROM THE MINUTES

- **ED Performance Review - Update**

The President stated that the ED Performance Review would normally be completed at this time, but the process is being reassessed due to COVID-19. He has asked the Executive Director to review the benchmarks that were set in the previous year to determine if any of them were significantly affected by the pandemic. The Executive Committee will meet in the middle of next month to provide a final appraisal and set the metrics for the 2020-21 year. The President would also like to capture the feedback of the management team during the COVID period to inform the decisions for the next round. He will keep the Board informed throughout the process. The Executive Committee will meet on June 15th and a survey will go out June 8th.

- **Board Recruitment - Update**

The Vice President reminded the Board of the need to complete the Board Effectiveness survey and the Board President Evaluation survey.

He will meet with the President and the Executive Director to review five applicants and hopes to have interviews completed by the June 25th Board Meeting, for possible terms starting in September. They are considering virtual onboarding and a virtual social in August.

The President added that he doesn't want to rush the interviews. If these timelines don't work, then it may be necessary to have a virtual Board meeting in the summer.

- **Draft Policy - E-Polling**

The E-Polling draft policy was pre-circulated. The Vice President collated all that was discussed in terms of virtual meetings and occasions when an e-poll may be required, and the criteria for what would require an e-vote.

Moved by: Andrew Bassingthwaighte

Seconded by: Jennifer Fisk

That Policy 600.06, Electronic Voting by Board Members, be adopted.

Carried.

ADJOURNMENT

Jennifer Fisk moved to adjourn the meeting at 7:12 p.m.

Recorder Margaret Rankin

President Christopher Yendt



Canadian Mental
Health Association
Niagara
Mental health for all

BOARD OF DIRECTORS MEETING / AUDIT REVIEW & RESULTS MEETING

MINUTES

Tuesday, June 9, 2020 at 5:30 p.m.

GoToMeeting - Virtual Meeting

CALL TO ORDER

Christopher Yendt called the meeting to order at 5:33 p.m., and welcomed Elaine Read and Anthony Pizzuti from Deloitte.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Stuart Dorricott, Jennifer Fisk, Matthew Mahler, Susan Mifsud, Dawn Shickluna, Christopher Yendt, Tara McKendrick (ex officio)

Regrets: Lindsey Marois

Guests: Judy George, Anthony Pizzuti, Elaine Read

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

NEW BUSINESS

- **Audit Review & Results**
- **Review of March 31, 2020 Draft Financial Statements**

Judy George noted that the audit was completely virtual this year due to COVID-19. She introduced the Partner on the audit, Elaine Read, and the Manager on the audit, Anthony Pizzuti.

Elaine thanked Judy and the Finance team for getting everything ready, particularly in this virtual environment. It was a clean audit and the reports were pre-circulated. COVID-19 forced the auditors to determine whether there needed to be a change in the audit approach, but because there were only two weeks in the fiscal year following the pandemic announcement, it was determined that no significant changes to the audit approach were required.

No material misstatements were identified. Appendix A refers to a minor issue, an unadjusted misstatement, that wasn't corrected.

There is a qualified opinion on the auditor's report, which is due to the completeness of donations. Elaine stated that you can audit what is there, but you can't audit what is not there.

Judy reviewed the draft audited statements. She noted that Matthew Mahler had requested that proceeds from the sale of 15 Wellington not be included in operational revenues, so they are included in Other Revenue as a gain on the sale of property. The short term and long term investments are categorized by the maturity dates on the Statement of Financial Position, which differs from the internal reporting where investments securing the commercial loan are categorized as long term.

The statement of cash flows reflects how the cash position changed during the year. The gain on the sale of Wellington was the biggest factor.

As always, there are numerous notes. The capital replacement reserve is related to Glendale and St. Paul. Deferred revenue (MOH and LHIN) are funds received to purchase capital assets and are allocated over the life of the asset. Note 10 describes the fund balances captured on the Statement of Operations. Judy noted that the Operational Reserve was formerly referred to as the Agency Program Development Fund. Her recollection was that the Board felt Operational Reserve was a better description, but that the financial policy will need to be reviewed by the Board to reflect the name change. The President stated that this was his recollection too.

Judy also referred to a note about the Niagara Ontario Health Team. These are funds in trust for the future development of the team.

The Treasurer commented, on behalf of the Board, that the fact that there were no surprises speaks to the quality of the quarterly reporting. Matthew referred to Note 8 and asked when Meridian implemented a change to the interest rate on the loan to Prime + .25%. Judy noted that this would be 2.45 + .25%, or 2.7% and a bank confirmation should confirm this. Deloitte will review and update appropriately.

Moved by: Stuart Dorricott
Seconded by: Matthew Mahler

That the audited financial statements be presented at the AGM on June 25, 2020 as presented.

Carried.

Elaine Read and Anthony Pizzuti left the meeting.

OTHER BUSINESS

- **2019-2020 Schedule G - Declaration of Compliance**

The President introduced the Schedule G declaration of compliance with the MSAA. Judy George raised a point of interest. Last November, Bill 124, Protecting a Sustainable Public Sector for Future Generations Act, passed and the Declaration of Compliance template has not been updated to reflect this. There was some discussion about this matter. It was important to

note, but the Board agrees to comply internally. Judy suggested the possibility that more than 1% could be negotiated in a collective agreement. It was agreed that the Board is in compliance for 2019-20.

Moved by: Andrew Bassingthwaighte
Seconded by: Jennifer Fisk

That CMHA Niagara has complied with all obligations under the MSAA during the period April 1, 2019 to March 31, 2020.

Carried.

- **MSAA Extension**

The Executive Director noted that the MSAA had previously been extended to June 30, 2020. She has received notice from the LHIN that it is being further extended to March 31, 2021, due to the COVID-19 outbreak.

Moved by: Susan Mifsud
Seconded by: Andrew Bassingthwaighte

That CMHA Niagara accept and agree to the extension of the MSAA to March 31, 2021.

Carried.

ADDITIONAL ITEM

- **Insurance Coverage Limitation**

Insurance companies have begun to use pandemic exclusion language in their policies such that branches may face claims due to COVID-19 and not have adequate coverage. The Executive Director reported that CMHA Ontario is actively involved in assessing, and finding resolution of, this issue since it applies across the sector and could have a severe impact on the financial viability of the branches. The concern is that operationally, there may not be coverage for issues resulting from COVID-19, which could mean that directors and officers would be liable. CMHA Ontario is getting a legal opinion on this, and the Executive Director is committed to keeping the Board updated as information becomes available. This is a very real concern for directors, but also for the system that is dependent on volunteerism. Jennifer Fisk asked about the current policy expiration timeline. The Executive Director stated that the policy end date is April 1, but the exclusionary component came into effect on May 8, 2020. There was discussion about options, but it was clear that services could be impacted. Matthew Mahler enquired about the deadline to sign back the policy. The Executive Director stated that she has received messages that the insurance has been extended, but there is no specific deadline as yet. One CMHA branch Board named a date. The Executive Director suggested that the Board wait for

CMHA Ontario to provide their legal opinion. They will provide guidance for options, risks and next steps. Judy George will follow up about expiration dates. Jennifer agreed that she would rather know than make assumptions and asked if information about expiration dates could be provided in writing. It was agreed that an end of policy year of April 1st presents more challenges than, say, a September 30th policy end date, since the situation is retroactive.

ADJOURNMENT

Jennifer Fisk moved to adjourn the meeting at 6:48 p.m.

Recorder Margaret Rankin

President Christopher Yendt



**BOARD OF DIRECTORS MEETING
MINUTES**

Thursday, June 25, 2020 at 5:30 p.m.
GoToMeeting - Virtual Meeting

CALL TO ORDER

Andrew Bassingthwaighte called the meeting to order at 5:33 p.m.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Jennifer Fisk, Matthew Mahler, Lindsey Marois, Susan Mifsud, Dawn Shickluna, Christopher Yendt (arrived at 6:32 p.m.), Tara McKendrick (ex officio)

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

Moved by: Dawn Shickluna
Seconded by: Stuart Dorricott

That the Agenda for the Board Meeting of June 25, 2020 be adopted as circulated.

Carried.

MINUTES OF THE PREVIOUS MEETINGS

Moved by: Jennifer Fisk
Seconded by: Matthew Mahler

That the Minutes of the Board Meeting held Thursday May 28, 2020 be adopted as circulated.

Carried.

Moved by: Susan Mifsud
Seconded by: Stuart Dorricott

That the Minutes of the Audit Review and Board Meeting held Tuesday June 9, 2020 be adopted as circulated.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

- **June 25, 2020 ED Report**

The Executive Director reported that work was continuing on the re-entry plan with a task force composed of Clinical Leadership and Health & Safety team members. The Clinical Leadership Team is working on a matrix that will align with the levels of reopening using a phased-in approach.

There was a positive development regarding the Insurance decision in that the deadline has been extended from June 22nd to June 30th. CMHA Ontario is working with Marsh to see if there are other traditional options to explore. They are also seeking a further extension, beyond June 30th, since Boards need to be engaged in these decisions. Stuart Dorricott asked whether there were any updates about the CMHA Board that threatened to resign. It was reported that the Board has not resigned, but all of the face-to-face services at their branch have ceased.

Moved by: Matthew Mahler
Seconded by: Lindsey Marois

That the ED Report of June 25, 2020 be accepted.

Carried.

BUSINESS ARISING FROM THE MINUTES

- **ED Performance Review - Update**

The Vice President suggested that this agenda item be deferred until the President is able to join the meeting.

- **Board Recruitment - Update**

The Vice President reported that four candidates were interviewed in the recent two weeks. Governance will be making recommendations about at least two of the four. This process would normally have been completed prior to the AGM. It will be revisited over the summer. Lindsey Marois enquired about the process. The Vice President noted that the initial appeal was through Board networks. This was followed by a social media blitz and information being

posted on Indeed and on the website. The Executive Director will follow up with the Manager of People and Wellness to ascertain whether one avenue was more fruitful than another.

- **Insurance Coverage - Update**

The Executive Director noted that Insurance coverage was discussed during her ED Report. Lindsey Marois enquired about the options if an extension past June 30th isn't granted. The Aviva coverage ends on June 30th. CMHA Ontario is exploring whether there may be additional options. If there isn't an extension past June 30th, then a decision will have to be made. HIROC doesn't have the exclusionary clause. Aviva is now suggesting that they may give COVID coverage for an additional premium, but there is a concern that this may be more costly than HIROC. Stuart Dorricott asked about a suggested direction if nothing changes. The Executive Director stated that, while the information changes frequently, the current recommendation seems to be toward HIROC.

NEW BUSINESS

- **Board Effectiveness Survey Results**

The survey results were pre-circulated. The Vice President noted that there were some differences of opinion and he highlighted those responses in more detail. It was identified that the orientation process needs to be revised and updated. Some suggestions surfaced during the discussion. Dawn Shickluna proposed that it may be beneficial to have an "I don't know" answer option on the survey, particularly if the orientation hasn't addressed a subject. Stuart Dorricott suggested that the monthly meeting evaluations could be reviewed, say, quarterly. The Executive Director proposed that the survey should provide for some context for the "disagree" responses, in order to point to potential improvements.

- **Board President Evaluation Survey Results**

It was noted that the survey needs to be reviewed for relevance. For example, since the Board meets as a whole for committee work, the President's attendance at the meeting would be routine.

- **Review of Annual Report**

The Executive Director apologized that the Annual Report hadn't been circulated earlier, but noted that a number of CMHA branches are deferring their AGM's until September. The version that was uploaded is in draft form and feedback was solicited. The Executive Director stated that none of the achievements would have been possible without the support of the Board. Susan Mifsud liked the circles and noted that they were analogous to the COVID bubbles! Stuart Dorricott encouraged the widespread distribution of the Annual Report across the community. Susan added that it could be attached in email communications to donors.

(RETURN TO) BUSINESS ARISING FROM THE MINUTES

- **ED Performance Review - Update**

The President reported that there will be an Executive Committee meeting when the recent survey responses have been returned and tabulated. The objectives for the ED role in 2020-21 will also be determined at this meeting. The goal will be to have this completed in late July or early August. Board Members were asked to complete the survey by July 3rd. It was noted that despite the fact that there has been a disruption due to COVID, there is a fairly urgent requirement to move because of the six-month follow-up.

ADJOURNMENT

Stuart Dorricott moved to adjourn the meeting at 6:49 p.m.

Recorder Margaret Rankin

Vice President Andrew Bassingthwaighte