

Board of Directors Meeting Minutes

Thursday, Sept 22, 2022

Zoom - Virtual Meeting

LAND ACKNOWLEDGEMENT

The land acknowledgement was read by Andrew Bassingthwaighte.

CALL TO ORDER

Andrew Bassingthwaighte called the meeting to order at 5:34 p.m.

ESTABLISHMENT OF QUORUM

Present: Christopher Yendt, Andrew Bassingthwaighte, Matthew Mahler, Chris Ventura Faith Scott (non-voting), Kelly Pilato (non-voting), Marlene Stadnik-Misner (non-voting), Tara McKendrick (ex officio),

Regrets: Sarah Cacilhas, Lindsay Marois

Recorder: Sherry Riddick

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

The agenda was approved by all.

Moved by: Matthew Mahler

Seconded by: Kelly Pilato

That the Agenda for the Board Meeting of Sept 22, 2022 be adopted as circulated

Carried.

MINUTES OF PREVIOUS BOARD MEETING

Moved by: Chris Ventura

Seconded by: Christopher Yendt

That the Minutes of the Board Meeting held Thursday June 23, 2022 be adopted as circulated.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

Tara provided the ED report for July, August and Sept, 2022.

Grape and Wine Festival Grand Parade, CMHA Niagara entry being created, and welcome Board and family to come watch and give our walkers a shout out of support! (September 24)

Annual Staff Appreciation event is scheduled for September 30th at the Greg Frewin Theatre, with the committee reporting increased attendance over previous years. Calls for nominations for Staff Awards are out for nominations with recipients yet to be determined by the committee.

An all agency virtual Town Hall will be held on September 30th to acknowledge **National Day for Truth and Reconciliation/Orange Shirt Day**, with contributions and sharing from staff members reflecting on personal meaning and reflections of what they have learned, examples of actions they've taken etc. The Board is welcome to attend, please email Tara to join and she will send the link.

Manager of People and Wellness (Bruno Lizzotti) and Executive Director (Tara McKendrick) participated in complimentary Crucial Learning workshops on **Crucial Conversations for Mastering Dialogue and Accountability**. In exchange for complimentary training, we will consider value of bringing this training to the agency and will be consulting with a representative from the provider to explore the possibilities.

CMHA Niagara is partnering with the YMCA to provide **Inclusion, Diversity, Equity and Accessibility** training opportunities to our staff utilizing grant money awarded to the YMCA. Brandy Sand (Program Manager) is leading this work, and it will start with a survey of staff to measure where and what training would be most beneficial. The funding ends in March 2023, and these activities will be connected to the development of our internal IDEA Committee and launching of CMHA Niagara IDEA Strategy in the Fall for sustainability.

The **Niagara Ontario Health Team (NOHT)** took a summer hiatus from Planning Table meetings, and has resumed meetings in September, therefore, no notable updates are available on progress of this table. In addition, the **Mental Health and Addictions Working Group (MHAWG)** of the NOHT also took a summer break to allow for onboarding of a new project manager, and due to difficulty in attendance levels given summer vacations. Therefore, there is nothing of note for update of this group either, which reconvenes September 26, 2022, and CMHA Niagara ED remains a co-lead of this working group.

CMHA Niagara is partnering with Pen Financial and the Armstrong Strategy Group to **assess and improve trauma informed care (TIC) across the Niagara region**. With project management provided by The Armstrong Strategy Group, and funding provided by Pen Financial, the partnership leverages CMHA experience with the University of Buffalo (UoB) in trauma informed care initiatives. The team from UoB surveyed health service providers and educators across the region to assess level of need for TIC training, resources and practices to improve care. Results of the survey indicated high level of need to improve client and provider experiences and outcomes. The introductory training day was held September 16, 2022, with participation from over 15 agencies and inclusive of 33 individuals to be “champions” of TIC in Niagara. This Trauma Informed Collaborative will continue until March 2023, with individuals and agencies working together in learning, planning and implementing concepts of TIC across the region.

The Women and Wellness Committee is in action planning this annual event, which is CMHA Niagara’s largest fundraiser, going into its 12th year. The committee is excited to be returning to an in person event at Club Roma, with local mental health advocate Sam Marchionda. Board members are asked to **HOLD in their calendars the date of February 21, 2023** to attend, and future opportunities for contribution will be shared. In the meantime, please consider **Board networks for sponsorship donations** or donations to be used for door prizes and other fundraising activities. All gender identities are welcome.

With the addition and effort of our **Safety and Facilities Coordinator** (Natalie Polich) a Joint Health and Safety Committee has been formed with our Niagara Health partners in relation to our co-location at 264 Welland Ave. This Committee will ensure that information, action and opportunities are communicated, shared and actioned for the benefit of clients and staff of both agencies. This committee does NOT replace our CMHA Joint Health and Safety Committee which oversees all of our locations.

Ontario Structured Psychotherapy (OSP) implementation continues, with aim to hire clinicians to start training in January 2023.

Our partnership with Talk Today and the Niagara Ice Dogs will result in an awareness event at the **February 7th game** of the Ice Dogs at the Meridian Centre. Board members are asked to HOLD the date, and plan to attend with clients, staff, family and friends to take advantage of discounted tickets, and to contribute to the presence felt at the game, which serves to increase awareness about mental health services and programs.

Staff members participated and we had an information table at the **Annual Distress Centre Niagara Suicide Walk**, to acknowledge Suicide Prevention Day (September 10th) and raise awareness about suicide and services available.

Staff members participated and we had an information table at the **Niagara Falls Family Pride Day** on August 20, 2022, which was well attended and an opportunity to connect with the LGBTQ2+ community, and bring awareness of our services that are available.

We welcome new Board members, **Marlena, Kelly and Faith**, and look forward to working with them. Two of three have attended a virtual orientation with ED, Chair and Vice Chair, with the third to be scheduled within the next couple weeks.

An updated **“Self-Guided Orientation 2022/23”** is available on the Board portal for all members, as required for self reference or refresh.

Ian Masse, Program Manager, Longer Term Services, resigned, effective August 26, 2022, to take an opportunity with CMHA Ontario as an Excellence in Quality Improvement Program (EQIP) coach. Team members have done amazing work identifying transition needs, and filling this role while we recruit for a replacement.

Finance team is **now fully staffed**, with the promotion of Accounting Clerk Susan Rigby to role of Finance Assistant, and successful recruitment to replace her with Angela Tran as new Accounting Clerk.

Recruitment of staffing continues to be a challenge and is impacting program delivery and agency operations. Management is problem solving and looking for solutions to this challenge, which is shared across departments, sectors and the province. **Bruno Lizzotti, Manager of People and Wellness**, has been invited to share a fulsome Human resources presentation at the October Board meeting.

We have contracted with **third party service provider agencies** who meet basic criteria and screening to cover shifts in Safe Beds, to provide minimum staffing levels, and keep the program operational. This is only used when all other avenues have been exhausted, as it is more costly and limits service provided given alternate staffing complement. We continue to monitor and problem solve to keep this program open.

Bargaining has been scheduled with CUPE 1287 for October 2022 (rescheduled from September 2022). Unknown at this time what is expected from CUPE 1287 and will keep Board informed as relevant. All parties are interested in a short, productive and collaborative bargaining experience. There will be no impact on client services for our agency.

We have been contacted by the **Office of the Coroner** regarding participation and involvement with an upcoming Coroner’s inquest related to a death which occurred in December 2019. This process is in early preparation stage and further information will be brought to the Board at the

Committee of the Whole meeting scheduled for October 11, 2022 for consideration, discussion and any necessary recommendations/decisions by the Board.

CMHA Niagara will continue with our vaccination policy (requiring full vaccination for active staff) and will continue to monitor need for changes to this policy as environment (eg. legal, partners, and impact on service delivery) changes.

CMHA Niagara will continue with requiring staff to wear masks and other protective equipment as relevant, on site and during community visits. In addition, screeners, hand hygiene, disinfecting, physical distancing and gathering limits will remain in effect for the foreseeable future.

Clients seeking services will not be asked for vaccination status, except as it pertains to special circumstances (eg. transportation requests/needs in staff vehicles). In addition, clients will be encouraged to wear a mask, but will not be denied service if they choose not to. The exception to this is clients in congregate living programs (eg. Safe Beds) will continue to be required to wear a mask while in this setting.

Given the above continued restrictions which are pandemic related, **consideration to return to in person Board meetings is NOT recommended at this time.** We are unable to accommodate required numbers in agency space while following current precautions in the workplace. We are able to accommodate hybrid meetings to a degree, but lack the sophistication internally to make this experience smooth and comfortable at this time. Exploration of an alternate location is a possibility, though may require consideration of costs associated with this option. Suggested that the Board plan to continue meetings virtually, and revisit in the New Year.

Moved by: Kelly Pilato
Seconded by: Matthew Mahler

That the ED Report of Sept 22, 2022 be accepted.

Carried.

CONSENT AGENDA – No Items to discuss

COMMITTEE MEETING ITEMS – No Items to discuss

OTHER BUSINESS

BOARD OF DIRECTORS MEETING CALENDAR

See attached Board of Directors Calendar for 2022-23



2022-23 Board
Calendar.pdf

Moved by: Faith Scott
Seconded by: Marlena Stadnik-Misner

Carried.

That the Board of Directors Meeting Calendar for 2022-2023 be adopted as circulated.

BOARD MATRIX

Andrew shared Christopher Y email of some ideas about the current and future board matrix:

The current matrix has 11 skills and 12 demographics (if location in region is included). I would propose adding an additional column to allow members to indicate their interest in leadership of the board (either CH = Chair, VC = Vice-Chair, TR = Treasurer or CC = committee chair) which would allow the board to understand if their is 'internal' capacity for leadership, or it is something they should actively recruit for.

In terms of skills, I propose that we ask board members to rank their top skills in response to the following question "What are the top skills you believe the board needs to have over the next 5 years?", and ask them to rank those skills from a list. Given that we are looking for 10-12 skills total, I would recommend that a rank of no more than 5-6 is sought, so that the remainder can be filled by either ties or skills that we know the board will need in that time (Strategic Planning, Finance, etc). General Consensus skills are:

Board/Committee Experience

Human Resources

Accounting/Finance

Planning/Strategic Planning

Fundraising (usually separate from marketing)

Risk Assessment/Management

Some that are variations from the current:

Legal (blended with Law to allow for individuals who are not practicing in a legal sense, LLM's, etc)

Fundraising/Development occasionally includes 'strategy'

Board & Governance

Quality & Patient Safety Management

Healthcare Administration

Policy Development

Some additional skills not in our matrix that I have seen from other boards:

Marketing / Communications / PR / Media

Leadership / Succession Planning Experience

Non-Profit Management / Related Sector Experience

Government and Government Relations (Lobbying/Advocacy)

Experience with Partnerships

Diversity

Private Sector Management

Research/Evaluation

Community Development/Profile

Capital Projects & Facilities Management

For Demographics, I would propose that the 'cultural' category be replaced by POC or Racialized, as that wording has always proved confusing and problematic.

Does this make sense? Going forward, one of the practices I've seen on other boards is to ask board members each year when they update their skills matrix to also rank their top 5 skills for the next 5 years, that way the skills matrix is constantly evolving to meet the board's needs.

Some of the other members of the board shared their thoughts:

Human Rights

Capital Projects

Diversity, Health Equity

Digital/Technology

Risk Management

Replace Age Group with Skills/Career Experience

Do not want to appear to have tokenism, but more intentionally focus on client need.

Tara suggested to have Decision Support, Vikki Fiddes run data reports for demographic needs.

The board has been asked to rank their top 5 skills for the next 5 years and prepare to discuss and have a more fulsome discussion at the Committee of the Whole meeting on October 11, 2022

BOARD MEETING FORMAT AND ATTENDANCE

Public health has continued restrictions which are pandemic related, **consideration to return to in person Board meetings is NOT recommended at this time.** We are unable to accommodate required numbers in agency space while following current precautions in the workplace. We are able to accommodate hybrid meetings to a degree, but lack the IT sophistication internally to make this experience smooth and comfortable at this time. All board members agreed to meet virtually for board and committee meetings, while the social events could be face to face.

Reminder that CMHA understand the life gets in the way and sometimes you may not be able to attend the Board or Committee meetings. The Board does have an attendance policy, which can be located on the Board Portal under the Resources tab. Quorum must be maintained, if you know you are not going to be attending a meeting, please reach out. If you are late, please let us know and we can accommodate by adjusting the order of the agenda. Must consider the time of guests/staff members presenting at the meetings.

ADJOURNMENT

Andrew Bassingthwaight moved to adjourn the meeting at 7:02 p.m.