



Canadian Mental
Health Association
Niagara
Mental health for all

Board of Directors Meeting Minutes

Thursday, September 28, 2023

264 Welland Ave, St. Catharines Or Zoom

LAND ACKNOWLEDGEMENT

The land acknowledgement was read by Andrew Bassingthwaighte. National Day of Truth and Reconciliation is this week (September 30) and each of the board members reflected and noted some progress. There is still much work to be done, since there is still a lack of awareness of the impacts of colonization.

CALL TO ORDER

Andrew Bassingthwaighte called the meeting to order at 6:02 pm.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Kelly Pilato, Timothy Nelles, Peter Fraser (via Zoom), Chris Ventura, Faith Scott, Tara McKendrick (ex officio), Christopher Yendt (joined at 6:47pm via Zoom)

Regrets: Marlena Stadnik-Misner, Kelly Pilato

Recorder: Sherry Riddick

DECLARATIONS OF CONFLICT

No conflict of interest was declared.

AGENDA

The agenda was approved by all.

Moved by: Faith Scott

Seconded by: Tim Nelles

That the Agenda for the Board Meeting of September 28, 2023 be adopted as circulated.

Carried.

MINUTES OF PREVIOUS BOARD MEETING

The minutes were approved by all.



2023_6_29 Board of
Directors Meeting Mii

Moved by: Chris Ventura
Seconded by: Peter Fraser

That the Minutes of the Board Meeting held Thursday June 29, 2023 be adopted as circulated. Carried.

CONSENT AGENDA – Committee of the Whole Meeting Sept 12, 2023 was cancelled

REPORT FROM THE EXECUTIVE DIRECTOR

- The Grape and Wine Parade was a huge success! The crowd showed their appreciation as our float and volunteers went by.
- The resignation from Brandy Sand was received and she has given 2 months notice providing a warm hand over. This should give ample time to post this position of Program Manager.
- **Marion Quigley** has completed her consultation work and is developing report of findings, inclusive of recommendations. Next steps are scheduled for last weeks of October, which include Individual meetings with senior leadership specific to their departments, a team meeting for the whole report, and a “retreat” day to identify action items from the report and recommendations. A meeting has also been scheduled with Clinical Leadership team for the day after the retreat to share an update of progress and next steps. Further information expected to be shared with the Board in next ED report (October).
- **Governance Symposium is scheduled (November 5 and 6, 2023 in Toronto)**. Calendar details and additional information has been shared with Board members who are highly encouraged to attend, coordinated through Sherry Riddick for hotel booking and registration. All Board expenses will be covered within the limits defined in policy, including hotel from Saturday night to Monday morning, mileage/GO ticket, and meals not provided by conference.
- **Guarding Minds at Work** survey is completed and results are available. Bruno Lizzotti will be sharing the results with Senior Leadership, Clinical Leadership and subsequent teams during October, and will attend the Board meeting October 26 to present the results to the Board.
- The second phase of the **Trauma Informed Care Collaborative** has been scheduled for November 2, 2023, led by Armstrong Strategy Group. This event will see the experts

from University at Buffalo Institute on Trauma and Trauma Informed Care providing a morning of Trauma Informed Care training to public representatives such as municipal and regional councillors, business improvement association members and supported by the Greater Niagara Chamber of Commerce. The intent is to share concepts, principles and approaches of Trauma Informed Care for increased understanding when interacting with or experiencing individuals in community.

- In an effort to improve effectiveness and efficiency of scheduling, staff time management, payroll, human resource functions (recruiting, screening, tracking, performance management etc.), CMHA staff have been actively exploring solutions available. The intent is to minimize staff and leadership time in these functions, thereby increasing capacity for other work, while improving staff experience. We are currently completing **due diligence in comparing the top platforms** in this area to meet our needs, including functionality/integration of systems, costing, return on investment, customer service, reference checks, and expect to make a decision late September. All indications point to a cost and resource savings regardless of which platform is chosen. According to policy this is an operational decision, although further details will be shared with the Board in October for collective understanding.
- In August 2023, CMHA Niagara (along with other branches and community organizations) received **official notice of a 5% base increase to Ontario Health funded programs**. It has since been confirmed that this is INCLUSIVE of the 2% increase already contracted for in the MSAA agreements, which means an additional 3% is expected in future. To date, we have not received these funds but have signed back the agreement letter. Additional information and further explanation regarding operationalization of the funds will follow in October finance committee meeting.
- Our “Alloy Ticketing system”, which has been used for Information Systems tickets over the past 2-3 years, has been **spread and scaled to include Administration and Facilities requests**. This function went live in August 2023, and allows for centralized requests for these activities into the system, which then enables assignments to relevant staff, coverage, tracking and priority setting.
- **Additional space at 264 Welland Ave, St. Catharines** has been planned according to safety and functionality, to meet current pressures while also planning for future growth. Communication will be shared with staff “soon”, and the move is scheduled for October 14, 2023 (a Saturday to minimize service disruption).
- **CRMS 3.0** was implemented and went live in June 2023. This implementation sees the previous version of our client record management system move to a cloud based platform. This version comes with improved functionality, as well as improved access for a mobile and hybrid workforce, including improved speed, while maintaining privacy and security needs.

- ED attended **Media Training** opportunity provided by Niagara region Homelessness team on September 12, 2023, focused on improved relationships and impactful messaging when provided media opportunities.
- The **Niagara Ontario Health Team (NOHT)-ESON** was on hiatus for the summer, so there are no updates to report at this time.
- ED attended **Niagara Poverty Reduction Strategy Community Conversations** table on September 6, 2023 to contribute to the development of goals and objectives for action under the pillar of Mental Health and Addictions.
- ED accepted invitation to and attended a meeting at **Niagara Falls City Hall** with CAO Jason Burgess, which brought together Niagara Falls service providers to discuss possible approaches to state of emergency on mental health, addictions and homelessness in that city. Future meetings are anticipated but outcome and intent is unclear.
- Performing Arts Centre St. Catharines hosted a free screening of a documentary on the mental health system and one family's experience with a loved one. CMHA was invited to participate on a panel discussion afterwards and ED represented CMHA Niagara. This was followed up by a **podcast interview** with Janice Arnoldi on her show "Life Unscripted". The recording of the interview can be accessed here: <https://lifeunscripted.ca/cmha-niagara-helping-adults-with-their-mental-health/>
- CMHA Niagara is participating in the regional initiative for the **expansion of Situation Tables**, using the Port-All model as a framework. The expansion will see the table expand first to Welland/Pelham, and then incrementally over the next few months to St.Catharines/Thorold, Niagara Falls/Fort Erie and finally Grimsby/West Lincoln by end of fiscal year. CMHA Niagara is sending four staff to be trained and participate in the tables across the region, each of whom will be assigned to a regional table and also able to provide coverage for each other as needed. The service volumes will be measured and monitored by the leads of the table, as well as CMHA, to gauge resources and impact on other services, as participation is "in kind" from service providers.
- CMHA Niagara is exploring options and opportunities with partners from Niagara Health Addictions and Niagara Emergency Services for designating 264 Welland Ave as an **"alternative destination" for EMS** to transport mental health and addictions calls for service which do not require hospital level of care. Exploring the CMHA London/Middlesex Crisis Centre model as a framework, and subsequent meetings are scheduled for further exploration.
- CMHA Niagara will be submitting a proposal in response to the **Niagara Region Homelessness Request for Proposals (RFP) process, due September 29, 2023**. The proposal will be to support ongoing programming and operations of our Glendale Transitional Home program, which is currently and historically funded by this funder.

Board acknowledgement is required to be submitted with the proposal and is included on Board agenda for signing.

- Strategic Planning well under way, with anticipated presentation to the Board in November for adoption of the **2024-2029 Strategic Plan for CMHA Niagara**. In the meantime, the agency continues to operate guided by the current Strategic Plan which concludes its cycle in March 2024.
- Beginning in this Board year, **Human Resources quarterly reports will be added to the content and agenda of the Service Outcomes and Quality Committee of the Board**. Similar to client reports around safety and satisfaction, Human Resources will provide reports related to the safety and satisfaction of our employees. This will be an evolving addition to the Board reporting as we explore what is important and of interest from a governance perspective in relation to human resources.

Moved by: Tim Nelles

Seconded by: Faith Scott

That the ED Report for September 2023 be accepted.

Carried.

OTHER BUSINESS

- **Board Calendar – Review and Adoption** – Just a minor change, noting that the ED Performance Survey to be sent to Board members in February and results presented in March. This would follow the Fiscal Year (Finances) April 1-March 31, instead of the Board year. This would avoid possible back pay and be aligned with employee salary increases. The Executive Committee will meet in October to discuss setting goals and recommendations. Sherry will arrange a date for October meeting suggesting 12 noon start time.
- **Board Acknowledgement re: RFP for signing** – The submission deadline is tomorrow, Friday September 29, 2023 for the Glendale transitional Housing proposal. This is status-quo for operations. It is a competition and our proposal could possibly be denied. We are not aware of any other agencies that have submitted a proposal.
- **Meeting Days for COTW and Board – survey to be circulated** – Andrew discussed three options for the meetings:
 - **OPTION 1:** Leave meetings status quo - Committee of the Whole Meeting – The 2nd Tuesday of each month in the evening AND Board Meeting – The 4th Thursday of each month in the evening.
 - **OPTION 2:** Tuesday night – the 2nd Tuesday of each month – both COTW meeting and Board meeting on this night

- **OPTION 3:** Thursday night – the 4th Thursday of each month – both COTW meeting and Board meeting on this night. Sherry to circulate ASAP.
- **Executive Committee Meeting Minutes from August 31, 2023** – Two motions were put forward:
 1. That the Board APPROVE adjustments to Executive Director compensation for the following fiscal years:
 - a) Increase of 1.00% for fiscal 2021/22
 - b) Increase of 2.00% for fiscal 2022/23
 - c) Increase of 2.25% for fiscal 2023/24; and That the Board APPROVE a retroactive payout for previous fiscal years to date reflective of the increase adjustment
 2. That the Board APPROVE the 2021-22 Executive Director Performance goals still in progress as the 2023-24 performance goals.
- **Link to Meeting survey:** <https://www.surveymonkey.com/r/FYRSVZ3>

Moved by: Chris Yendt
Seconded by: Chris Ventura

That the Other Business be adopted as amended.

Carried.

ADJOURNMENT

Andrew Bassingthwaighte moved to adjourn the meeting at 7:06pm.