



Canadian Mental
Health Association
Niagara
Mental health for all

Board of Directors Meeting Minutes

Thursday, October 26, 2023

IN PERSON – 264 Welland Ave, St. Catharines
(Zoom Link provided for special circumstances)

LAND ACKNOWLEDGEMENT

The land acknowledgement was read by Andrew Bassingthwaighte.

CALL TO ORDER

Andrew Bassingthwaighte called the meeting to order at 8:31pm.

ESTABLISHMENT OF QUORUM

Present: Andrew Bassingthwaighte, Timothy Nelles, Peter Fraser, Chris Ventura, Faith Scott, Tara McKendrick (ex officio), Christopher Yendt (via zoom, left meeting at 8:43pm)

Regrets: Marlena Stadnik-Misner

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: Peter Fraser

That the Agenda for the Board Meeting of October 26, 2023 be adopted as circulated.

Carried.

MINUTES OF PREVIOUS BOARD MEETING

The minutes were approved by all.



Moved by: Chris Ventura
Seconded by: Kelly Pilato

That the Minutes of the Board Meeting held Thursday September 28, 2023 be adopted as circulated. Carried.

CONSENT AGENDA

- There are no items to be ratified from the Committee Agenda items at this time.

Moved by: Tim Nelles
Seconded by: Kelly Pilato

That the Consent Agenda be adopted as circulated.

Carried.

REPORT FROM THE EXECUTIVE DIRECTOR

- **Marion Quigley** has completed her consultation work and has developed a 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, recommendations and implementation steps. 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. Marion will be attending the October Board meetings to provide an update, and further information will be shared with the Board as the recommendations and activities are considered by leadership and priority objectives and work plans are set.
- **Governance Symposium is scheduled (November 5 and 6, 2023 in Toronto)** and Vice Chair Chris Ventura will be attending, a report back of experience and learnings will be provided at the December Board meeting (or January depending on agenda and location for December meeting).
- **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 branch results to the Board.

- The annual **Staff Appreciation event was held September 27** at Johnny Rocco's in St. Catharines, with the highest attendance in history! Staff enjoyed a meal, a gift, a prize table, team trivia, recognition of service, and staff awards based on Values, Community Impact and Leadership. Feedback has been overwhelmingly positive and plans are underway for next year!
- The CMHA Inclusion, Diversity, Equity and Accessibility (IDEA) committee, with the support of Communications and leadership, held an all agency town hall on September 28 to honor and acknowledge **National Day of Truth and Reconciliation**. A guest was invited to share their personal experience as a member of the Metis community, and share learnings and encouragement with all staff towards truth and reconciliation.
- 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 is 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. ED will participate on a panel discussion after the training session. Board members are encouraged to share with their networks as relevant, more information and registration link available here: <https://www.eventbrite.ca/e/free-panel-discussion-trauma-and-how-to-navigate-those-impacted-by-it-tickets-737338337817?aff=oddtcreator>. Tara will send out this invite to all the board members.
- An update regarding HRIS platform upgrade that we have **signed contract with UKG Pro Workforce Management**. Due diligence was completed through comparison with other platforms (comparing functionality/integration of systems, costing, return on investment, customer service, reference checks). This exploration resulted in similar functionality and costing, however, deciding factors were a difference in our staff experience with customer service, references from other agencies and branches who have worked with each platform, and demonstrated ability to integrate with other agency systems, with UKG Pro being a clear preference for both. As a reminder, this initiative is to improve effectiveness and efficiency of scheduling, staff time management, payroll, human resource functions (recruiting, screening, tracking, performance management etc.). 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 in an implementation queue, and while initially it was anticipated to kick off in spring with a go live scheduled for Fall 2024, we have been

moved up in the queue with a kick off schedule for January 2024, and **go live of July 2024**. Further details will be shared with the Board as implementation progresses.

- **The Big Move was completed October 14, 2023**, meeting safety, functionality, and current pressures while also planning for future growth. Given the size of the move, all went smoothly, with admin, IT, safety and leadership, working together to make it as seamless as possible. Staff are settling into their new spaces, and we are engaging in a “name that space” activity with staff to celebrate and acknowledge the changes. Details continue to be sorted through, but overall staff are able to engage in their work and client service disruption or impact has been avoided, or at least very minimal.
- An announcement was made that the Ontario government is providing the Niagara Regional Police Service (NRPS) with a \$120,000 grant to bolster its mental health interventions. Through the **Mobile Crisis Response Team Enhancement Grant** program, the funds will assist in integrating trained crisis workers into police teams, optimizing the response to those in dire situations. This funding will be flowed to CMHA Niagara for staffing and expenses of the program, which will expire March 31, 2024. The intent is to use the temporary enhancement to resume outreach to residents of Welland and Pelham. It is expected for it to be operational in November 2023 and CMHA is working with NRPS to action as soon as possible. The grant is part of \$4.5 million for mental health interventions, benefitting 39 municipal and First Nations police services.
<https://samoosterhoffmpp.ca/ontario-investing-in-crisis-response-teams-in-niagara/>
- The **Niagara Ontario Health Team (NOHT)-ESON** has resumed meeting regularly. CMHA involvement continues to be active in activities involving Indigenous partnership building, leadership and participation on working groups (Financial Oversight, Governance, Mental Health and Addictions Working Group, Case Management and Coordinated Access Subcommittees, Planning Table etc.). There are no direct implications for CMHA services at this time. The Ministry has shared a webinar on plans to accelerate Ontario Health Teams (OHT’s), and identified 12 OHT’s for rapid acceleration based on readiness. Niagara is not one of the 12, and for interest, the webinar is available here for viewing: [https://www.mcmasterforum.org/rise/join-events/event-item/minister's-update--accelerating-ontario-health-teams-\(ohts\)](https://www.mcmasterforum.org/rise/join-events/event-item/minister's-update--accelerating-ontario-health-teams-(ohts))
- The annual Talk Today “game day” has been scheduled with the Ice Dogs, and **Board members are asked to mark the date in your calendars for attendance. February 29, 2024** is an opportunity to bring awareness and presence of CMHA Niagara and our work to the community, and this particular event is more successful with increased numbers of people in attendance. Family, friends, and colleagues are all welcome, and further information regarding arrangements for tickets will follow in the future.
- We participated in the **Grande Parade of the annual Niagara Grape and Wine Festival** with enthusiasm and lots of smiles. Board members, staff, clients and volunteers joined

in the walk accompanying our float, to smiles, cheers and support from the community and parade observers. This event is a wonderful opportunity for community outreach and marketing to bring awareness to our services.

- **Brandy Sand, Program Manager, has officially submitted her resignation from the agency, effective November 10, 2023.** Transition plans have been started, communication has been shared with staff and replacement activities will commence in the coming weeks as the implementation plan from work with Marion Quigley is actioned. This is a significant loss for CMHA, however we are happy for Brandy and the Niagara Regional Police Service where she will be employed as a mental health clinician addressing police member mental health and wellness initiatives and responses. We anticipate we will have opportunity to work with Brandy in the future as the agency explores our own staff mental health and wellness initiative and responses.
- Strategic Planning is on track, with planned 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.

Moved by: Kelly Pilato
Seconded by: Tim Nelles

That the ED Report for October 2023 be accepted.

Carried.

NEW BUSINESS

- Executive Committee Meeting Minutes from October 26, 2023 are attached here:



2023_10_26 Executive
Committee Minutes-D

- The Executive Committee met earlier today to discuss the Executive Directors performance objectives. See attached chart that will align with the Strategic Plan 2024-2029. In February, the committee will do another check-in and at that time will make recommendations to the board regarding the objectives.



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Objectives 2023_24.pc

OTHER BUSINESS

- **Link to Meeting survey:** <https://www.surveymonkey.com/r/FYRSVZ3>

ADJOURNMENT

Andrew Bassingthwaighte moved to adjourn the meeting at 8:56pm.