

Date: March 21, 2018

Time: 5:00pm

Place: 466 George St. – Multi-purpose Room

| BOARD MINUTES | |
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| Present: Pat Dunn, Drew Merrett, Valdis Cuvaldin, Roger Hardy, Mary Reader, Caroline Monsell, Keely Jacox, Heather Temple, Paul Forget, Rob Seguin, Judy Dickson (teleconference) | |
| Staff Participants: Mark Graham, Linda Saunders | |
| Regrets: Karl Moher, Sue Grant | |
| Guest(s): Jeff Cadence & Jean Kehoe, Program Managers, of Crisis Intervention Worker / Short-term Case Management / Safe Beds | |
| Chair: Pat Dunn | Recorder: Karen Wolff |
| Co-Chair: | |
| Item / Topic | Discussion / Decision / Action / Motion |
| Welcome and Introductions | |
| 1. Call to Order | <ul style="list-style-type: none"> • Call to order at 5:04pm. Quorum met. • Mary Reader joined the board meeting at 5:27p.m. |
| 2. Declaration of Conflict | <ul style="list-style-type: none"> • None expressed. |
| 3. Approval of March 21, 2018 Agenda | <p>Motion: To approve the March 21, 2018 agenda. Moved: Drew Merrett Seconded: Rob Seguin Carried</p> |
| 4. Board Volunteer Hours | <ul style="list-style-type: none"> • Board volunteer hours collected. • Caroline Monsell (5), Drew Merrett (14), Heather Temple (6), Judy Dickson (7), Keely Jacox (6), Mary Reader (9), Pat Dunn 1(2), Paul Forget (6), Rob Seguin (9), Roger Hardy (.5), Valdis Cuvaldin (14) |
| Quality Improvement- Program Presentation | |
| 5. Crisis Intervention Worker / Short-term Case Management / Safe Beds | <ul style="list-style-type: none"> • Jeff Cadence, Program Manager for Crisis Intervention, presented first, and Jean Kehoe, Program Manager for Safe Beds presented second. Both provided PowerPoint presentations on each of their programs to the board of directors highlighting the following: • The Crisis Intervention Program and Four County Crisis-Safe Bed Program are located at 24 Paddock Wood, Peterborough. • Jeff became Program Manager for Crisis Intervention in the spring of 2017. • Jeff identified the 'crisis pathway' starting with the initial client call/referral, the screening process, assessment and follow-up. • The crisis program provides 24/7 crisis support available via telephone crisis lines and mobile supports |



in 4 counties. Assessments, referrals and follow-ups are conducted internally as well as with multiple partner organizations.

- Crisis Intervention Workers are the 'gatekeepers' to other services in the 4CC program.
- There are 9FT, 3PT and 16 relief in the Crisis Intervention program.
- Jeff Cadence identified goals and objectives for the Crisis Intervention program some of which include: a goal of implementing 40 Ontario Perception of Care tools (OPOC) by March 31/18. Difficult to complete an OPOC as you lose track of client when crisis is resolved; create seamless service pathways, coordinate care plans, and improve service navigation, work with other service providers, internal and external, working toward a 'single plan of care' model.
- Building community partnerships with implementing a mental health worker in Curve Lake as our newest initiative.
- Improving wellness practices, communication, recognition and teamwork with a goal to develop a 'break room' at 4CC. Currently in progress: replacing carpeting/lighting, received approval for exercise equipment, soft furniture and coffee table in Case Management room.
- Jeff identified that he sits on the Northumberland County Situation table. This committee is for high-risk individuals who are at risk to harm themselves and others.
- Recruitment and retention is challenging in the Crisis Intervention Program. Since June 2017, 6 permanent employees have left for other positions (4 FT, 2 PT). Out of 1554 shifts, there have been 142 unfilled shifts. These challenges result in reduced mobile capacity, reduced client interactions, reduced ability to screen for other programs (i.e. Safe Beds STCM), result in more frequent answering machine interaction and pressure on existing staff, burnout, and sick time.

Four County Crisis Safe Bed Program:

- Jean Kehoe has been with the Four County Crisis Safe Bed program since 2005.
- The Central East Local Health Integrated Network (CE LHIN) fund the Safe Bed program.
- The Safe Bed program offers best practices in crisis de-escalation, immediate intervention and stabilization, facilitate understanding, and focus on problem solving and brevity.
- Safe Bed staff receive ongoing training to understand the complexity of individuals.
- A short stay provides individuals with a safe & supportive environment to help them through their crisis. Length of stay is an average of 6 days. Service clients 16 years of age and over. Provide 24/7 online support. There are single and shared accommodations. Facility has a chair lift.
- Individuals presenting at imminent risk of harm, to themselves or others, may not be accepted for residency in the program.
- Safe Bed residents receive goal and crisis planning, assistance to community services and advocacy, referral to short-term case management services, supportive listening, respite services, receive education regarding coping skills, medications and illnesses, and discharge planning.
- Clients can return to Safe Beds after 14 days (used to be 30 days).



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| | <ul style="list-style-type: none"> • There were 270 admissions from April 1, 2017 to December 31, 2017. • Safe Beds partnership with FourCAST, an addictions worker based out of 4CC (5 days p/week). Also partnership with Tri-County Behavioural services and Ontario Works Homelessness and Wellness teams. • Referrals may come from: Early Psychosis Program, Hospital to Home, PRHC, Mobile Crisis Intervention Team, Ross Memorial to name a few. • Feedback from clients has been positive and encouraging in helping them with coping skills, medication, offering peace and solitude in a setting with wildlife, learn how to relax and know the importance of self-care. • Program challenges included staff retention in 24-hour programs, recruitment of new staff, encouraging all staff to complete full OCAN's and medication safety. • A question and answer period with board members followed Jeff and Jean's informative presentations. |
| <p>6.Consent Agenda Acceptance</p> | <p>Motion: To accept the March 21, 2018 Consent Agenda as presented. Moved: Paul Forget Seconded: Heather Temple Carried</p> |
| <p>7. Items Extracted from the Consent Agenda</p> | <ul style="list-style-type: none"> • No items were extracted from the Consent Agenda. |
| <p>8. Monthly Report for Eleven Months ended February 28, 2018</p> | <ul style="list-style-type: none"> • Mary Reader reviewed the monthly financial report for the eleven months ended February 28, 2018. • Noted increase in expenses for 466 George St. 415 Water St. renovations may have been inappropriately placed under George St. causing the increase, per Linda. <p>Action: Linda will further review 466 George St. and 415 Water St. expenses for accuracy.</p> <ul style="list-style-type: none"> • Reserves in place for deficit accounts. • Mileage expenses reduced. • Linda to conduct analysis on training. • Mary presented the Finance Committee Report from the committee's March 5, 2018 meeting. <p>Motion: To receive the Monthly Financial Report for the Eleven Months Ended February 28, 2018 as presented. Moved: Mary Reader Seconded: Paul Forget Carried</p> |
| <p>9. Urgent Matter</p> | <ul style="list-style-type: none"> • None |

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| Business Arising | |
| 10. None | <ul style="list-style-type: none"> • None |
| New Business | |
| 11. a) (3) Annual Board Evaluations – Results (Survey Monkey) i) Board President Performance Evaluation ii) Board Meeting Evaluation iii) Director Self Evaluation | <ul style="list-style-type: none"> • In accordance with Accreditation Canada’s QMentum’s Governance Standards- Guideline 13.0 – ‘The governing body regularly evaluates the performance and effectiveness of individual board members and its performance as a whole’; the board completed and reviewed the Survey Monkey results from the following (3) annual board evaluations: <ol style="list-style-type: none"> 1. Board President Performance Evaluation 2. Board Meeting Evaluation 3. Director Self Evaluation • The board also reviewed the ‘Comments’ section for each survey. <p>Action: The Governance group will conduct further review of the above-noted surveys. Group will develop action items to bring back to the board.</p> |
| Correspondence | |
| 12. a) To/From Letters to Deborah Hammons/CE LHIN re: Impact of Bill 148 | <ul style="list-style-type: none"> • Reviewed the ‘to/from’ letters to Deborah Hammons/CE LHIN re: Impact of Bill 148 with board members. • At this time, the CE LHIN does not have additional base operating funding available to address the impact of Bill 148. • Discussions held surrounding funding sources and sustainable funding with long-term goals. • Rather than discuss problems, let’s discuss solutions. • HSIP’s will be resubmitted for 2018-19. • Look at fundraising dollars. • Get better at fiscally managing CMHA HKPR’s dollars p/Mark. |
| 12. b) CE LHIN – Notice of Review (Financial & Operational) | <ul style="list-style-type: none"> • Board members received the CE LHIN’s Notice of Review letter from the CE LHIN advising that a further in-depth review of the CMHA HKPR’s financial and operational records for the 2016/17 fiscal year and year-to-date 2017/18 was conducted on February 27, 2018. |
| 12. c) 2018-19 Multi-Sector Accountability Agreement Letter to CE LHIN ci) 2018-19 MSAA Agreement cii) 2018-19 Schedules ciii) 218-19 MSAA Agreement-Signatory Page | <ul style="list-style-type: none"> • The board received and reviewed the 2018-19 Multi-Sector Accountability Agreement (MSAA) and corresponding Schedules. |
| 12. d) LHIN Health Service Provider Site Survey | <ul style="list-style-type: none"> • Board members received notification of the updated CE LHIN Health Service Provider ‘Site Survey’, which lists the name of the organization receiving funding, planning and implementing services, along |



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| | <p>with all site locations/designations.</p> <p>Motion: To accept all Correspondence items as presented. Moved: Drew Merrett Seconded: Keely Jacox Carried</p> |
| In Camera Session | |
| 13. In Camera Agenda (under separate cover) | <p>Motion: To move 'In Camera' Moved: Mary Reader Seconded: Roger Hardy Carried</p> <p>Motion: To move 'Out of Camera' Moved: Mary Reader Seconded: Roger Hardy Carried</p> <p>Rise and Report: No Report</p> |
| Anything Else: | |
| 14. Round Table Discussions | <ul style="list-style-type: none">• Round Table Discussions were conducted. |
| 15. Adjournment | <p>Motion: To adjourn at 7:40pm Moved: Paul Forget Seconded: Roger Hardy Carried</p> |