

**Date:** April 18, 2018

**Time:** 5:00pm

**Place:** 466 George St. – Multi-purpose Room

<b>BOARD MINUTES</b>	
<b>Present:</b> Pat Dunn, Drew Merrett, Sue Grant, Karl Moher, Mary Reader, Caroline Monsell, Keely Jacox, Paul Forget, Rob Seguin, Judy Dickson and Heather Temple (via teleconference)	
<b>Staff Participants:</b> Mark Graham, Linda Saunders	
<b>Regrets:</b> Valdis Cuvaldin, Roger Hardy	
<b>Guest(s):</b> Kerri Davies, Program Manager, of Community Engagement Jack Veitch, Health Promoter & Educator Jamie Steel, Communications	
<b>Chair:</b> Pat Dunn <b>Co-Chair:</b>	<b>Recorder:</b> Karen Wolff
<b>Item / Topic</b>	<b>Discussion / Decision / Action / Motion</b>
<b>Welcome and Introductions</b>	
<b>1. Call to Order</b>	<ul style="list-style-type: none"> <li>Call to order at 5:00pm. Quorum met.</li> </ul>
<b>2. Declaration of Conflict</b>	<ul style="list-style-type: none"> <li>None expressed.</li> </ul>
<b>3. Approval of April 18, 2018 Agenda</b>	<p><b>Motion: To approve the April 18, 2018 agenda as presented.</b>  <b>Moved: Karl Moher</b>  <b>Seconded: Sue Grant</b>  <b>Carried</b></p>
<b>4. Board Volunteer Hours</b>	<ul style="list-style-type: none"> <li>Board volunteer hours collected.</li> <li>Caroline Monsell (14), Drew Merrett (21), Heather Temple (15), Judy Dickson (9), Karl Moher (16), Keely Jacox (6), Mary Reader (7), Pat Dunn (12), Paul Forget (7), Rob Seguin (17), Sue Grant (7)</li> </ul>
<b>Quality Improvement- Program Presentation</b>	
<b>5. Community Engagement</b>	<ul style="list-style-type: none"> <li>Kerri Davies, Program Manager of Community Engagement, Jack Veitch, Health Promoter and Educator, and Jamie Steel, Communications, shared in presenting Community Engagement's three main functions: fund development, public education and communications. Unfortunately, Tanya Kowalenko, Educator &amp; Kids on the Block Coordinator, was unable to attend the presentation. A PowerPoint presentation on each of these roles was provided to the board of directors highlighting the following:</li> <li>Demonstrated how Community Engagement supports public relations with external and internal partners, which leads to a stronger revenue base through donations, grants and certificate training.</li> </ul>



- Provided a 5 yr. overview (2013-2018) of Community Engagement's 'pathway' of accomplishments through 'Awareness', 'Engagement', and 'Commitment'. Through these accomplishments, this program has raised the profile of CMHA HKPR.
- Explained how following a 2010 fundraising feasibility study led to the development of the Community Engagement program.
- Identified that CMHA HKPR's fundraising software, Sumac, has allowed the development and expansion of a database of donors through memberships, public events, education, and lived experience. We currently have a donor base of 5000.
- The SUMAC donor database continues to grow averaging 822 new contacts per year between 2013 and 2016; and 1172 new contacts per year between 2016-2018.
- Provided a list of funding sources for the Community Engagement program.
- Provided a 2018 Events calendar.
- Identified how CMHA HKPR's exposure on social media platforms (i.e. Twitter, Facebook, Website) have provided communication opportunities.
- Identified the 'Communications' Program successes and opportunities through media/board relations, Erase the Difference Campaign, communications plan, and promotional materials. With these successes in place, CMHA Ontario and National have looked to CMHA HKPR as a media relations example to go by.
- Identified the 'Education' Program successes and opportunities by expanding Community Engagement's services across the CMHA HKPR catchment area (i.e. ASIST, Mental Health First Aid, safeTALK). CMHA HKPR regarded as a national leader for the Talk Today program, and we have been asked to assist with CMHA Ontario's Coach's Conference.
- Currently Community Engagement is providing: training at Cameco and Fleming College, Cannabis education, piloting a student project for grades 7 & 8 through Trillium Lakelands school board, providing Mental Health First Aid (MHFA) to seniors and youth, building Chamber of Commerce relationships, adding a second MHFA and Living Life to the Full trainer, which will increase capability to increase training revenues, and continue to expand our profile as 'trainer of choice' competing with private enterprise.
- Identified 'Fund Development's' program successes and challenges (i.e. new partnerships, new and successful foundational events, strong stewardships).
- We were successful in receiving an Ontario Trillium grant worth \$648,700, leading to the re-launch of Gender Journeys.
- Kerri announced that she is retiring June 29, 2018, allowing opportunity to restructure team for future goals.
- Improved user navigation on the CMHA HKPR website was part of Community Engagement's Quality Improvement project for 2017-2018. Because of improvements made, CMHA HKPR has seen a

	<p>significant increase in page views, users and sessions on the website.</p> <ul style="list-style-type: none"> <li>• Identified quarterly website accomplishments (i.e. improved visibility of crisis support, recruitment, added fillable forms for award submissions, now have access to Google Analytics, added a Blog, added community events, and incorporated a donors tab allowing visitors to donate directly from the website to name a few).</li> <li>• Some challenges: changes in staffing delayed website updates, lack of resources (time) available to provide ongoing website management, rely on other teams to provide feedback and information relating to their programs and services and/or not reported to Communications in a timely manner.</li> <li>• Lessons learned: The importance of a comprehensive communications plan, including the development of a Communications Committee.</li> <li>• A Question and Answer period followed the presentation.</li> <li>• Pat Dunn, Board President, thanked the Community Engagement team for their informative and fun presentation, which is a high point of the board meeting. All board members agreed.</li> </ul>
<p><b>6.Consent Agenda Acceptance</b></p>	<p><b>Motion: To accept the April 18, 2018 Consent Agenda noting that the February 21<sup>st</sup>, 2018 minutes were originally identified as March 21<sup>st</sup>, 2018, but now have been corrected.</b></p> <p><b>Moved: Keely Jacox</b> <b>Seconded: Karl Moher</b> <b>Carried</b></p>
<p><b>7. Items Extracted from the Consent Agenda</b></p>	<ul style="list-style-type: none"> <li>• Mark reviewed the CEO Report with the board.</li> <li>• Mark extended a ‘thank-you’ to Karl Moher who represented the board of directors at the MCSS Compliance Inspection on April 16-17<sup>th</sup>, 2018.</li> </ul>
<p><b>8. Quarterly Report for Twelve Months ended March 31, 2018</b></p>	<ul style="list-style-type: none"> <li>• Linda reviewed the quarterly financial report for the twelve months ended <b>March 31, 2018.</b></li> </ul> <p><b>Motion: To receive the Monthly Financial Report for the Twelve Months Ended March 31, 2018 as presented.</b></p> <p><b>Moved: Mary Reader</b> <b>Seconded: Sue Grant</b> <b>Carried</b></p>
<p><b>9. Urgent Matter – Banking Signing Authorities</b></p>	<ul style="list-style-type: none"> <li>• Linda advised the board that Scotiabank has outdated signatures (signing authorities) on file for CMHA HKPR, though updates were provided to the bank at an earlier date.</li> <li>• ‘Banking Signing Authorities’ for all bank accounts: <ul style="list-style-type: none"> <li>- President</li> <li>- Vice-President</li> <li>- Secretary</li> <li>- Treasurer</li> <li>- Mark Graham</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>- Linda Saunders</li> <li>- Maggie Stephens &amp; Gord Langill</li> <li>• Restricted Banking Signing Authorities for trustee accounts only:             <ul style="list-style-type: none"> <li>- Marnie Sicker</li> <li>- Ann-Marie Covert</li> </ul> </li> <li>• Mark advised that CMHA HKPR will be tendering banks for best competitive bank rate and services for a 5 year term.</li> </ul>
<b>Business Arising</b>	
<b>10. None</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>New Business</b>	
<p><b>11. a) Executive Limitations – EL#2d Financial Conditions &amp; Activities (new placement on calendar)</b></p> <p><b>11. ai) Monitoring Executive Limitations – (1) Removal recommendation – EL#2e Financial Planning and Budgeting</b></p> <p><b>11. aii) Executive Limitations – Section 12-EL#2d Financial Condition and Activities</b></p>	<ul style="list-style-type: none"> <li>• Linda recommended to the board to align Executive Limitation-EL#2d Financial Conditions &amp; Activities with CMHA HKPR’s fiscal year end (March 31) and review in May (rather than in February).</li> <li>• Linda recommended to the board to remove Executive Limitation-EL#2e Financial Planning and Budgeting on the ‘Monitoring Executive Limitations’ list/calendar as information contained in this executive limitation is already included in EL#2d – Financial Condition and Activities.</li> <li>• Executive Limitation-EL#2d Financial Condition and Activities – Section 12 (ONLY) was presented to the board for approval as part of the April 16-17<sup>th</sup>, 2018 MCSS Compliance Inspection.</li> <li>• Karl Moher queried the legality of the following opening statement of this executive limitation as stated by the organization’s CEO: “further I add my <b>personal certification</b> and <b>guarantee</b> that, as reasonably interpreted, this provision has not been violated up to and as of this date”.</li> <li>• Karl wondered, legally, if the CEO should be/could be personally responsible for certifying or guaranteeing that the above-noted provision has not been violated.</li> </ul> <p><b>Action: Linda will obtain legal advice surrounding the opening statement for Executive Limitation-EL#2d Financial Conditions &amp; Activities regarding the CEO’s personal certification and guarantee, and report back to the board.</b></p> <p><b>Motion: To approve the above-noted Executive Limitation recommendations as presented.</b>  <b>Moved: Judy Dickson</b>  <b>Seconded: Mary Reader</b>  <b>Carried</b></p>

<b>11. b) Erase the Difference Campaign - Updates</b>	<ul style="list-style-type: none"> <li>Mark provided an overview of the board member visits, made to date, to the MPP's and party candidates promoting and informing them of the Erase the Difference Campaign in the HKPR catchment area.</li> </ul>
<b>11. c) MCSS Compliance Inspection – Update</b>	<ul style="list-style-type: none"> <li>In follow-up to the April 16-17<sup>th</sup>, 2018 MCSS Compliance Inspection, CMHA HKPR attained 100% compliance with Ontario Regulation 299/10 of Social Inclusion of Persons with Developmental Disabilities (SIPDDA) (Quality Assurance Measures Regulations-QAM) applicable to MCSS-funded services.</li> <li>Mark sent out a MCSS congratulatory email to 'Everyone at CMHA'.</li> </ul>
<b>11. d) MCSS Board of Directors QAM policy requirements – Review legislation</b>	<ul style="list-style-type: none"> <li>There are (24) QAM policies and procedures for board members and all staff to review, however, Karl thought that a good number of the QAM policies were more operational and meant for staff and management to review rather than the board.</li> <li>Though the Board of Directors are not directly involved in the decision making of operational processes of the QAM policies and procedures, it is stipulated by MCSS and a compliance/requirement of the Ontario Regulation 299/10, Section 8 (2)b of SIPDDA, that staff, Board and volunteers receive mandated, annual information on all QAM policies as stated: (2) In addressing quality assurance measures respecting abuse prevention and reporting, each service agency shall, (b) provide a mandatory orientation to all new members of the board of directors on the agency's policies and procedures on abuse prevention, identification and reporting and a refresher on the policies and procedures every year thereafter;</li> </ul>
<b>Correspondence</b>	
<b>12. a) None</b>	<ul style="list-style-type: none"> <li>No Correspondence</li> </ul>
<b>In Camera Session</b>	
<b>13. In Camera Agenda (under separate cover)</b>	<p><b>Motion: To move 'In Camera'</b>  <b>Moved: Paul Forget</b>  <b>Seconded: Keely Jacox</b>  <b>Carried</b></p> <p><b>Motion: To move 'Out of Camera'</b>  <b>Moved: Drew Merrett</b>  <b>Seconded: Keely Jacox</b>  <b>Carried</b></p> <p><b>Rise and Report: No Report</b></p>
<b>Anything Else:</b>	
<b>14. Round Table Discussions</b>	<ul style="list-style-type: none"> <li>Round Table Discussions were conducted.</li> </ul>



	<ul style="list-style-type: none"><li>• The Community Engagement presentation was very good - unanimous</li></ul>
<b>15. Adjournment</b>	<b>Motion: To adjourn at 7:45pm</b> <b>Moved: Sue Grant</b> <b>Seconded: Drew Merrett</b> <b>Carried</b>