



**Date:** January 15, 2020

**Time:** 5:00pm

**Place:** Ross Memorial Hospital – Board room

<b>BOARD MINUTES</b>	
<b>Present:</b> Drew Merrett, Caroline Monsell, Paul Forget, Jessica Drover, Pat Dunn, Sue Grant, John Lyons, Jim Shipley Via Teleconference: Sandra Hamilton, Valdis Cuvaldin, Mary Reader, Rob Seguin, Keely Jacox	
<b>Staff Participants:</b> Mark Graham, Linda Saunders, Karen Wolff	
<b>Regrets:</b> Heather Temple, Roger Hardy	
<b>Guest(s):</b> Jack Veitch, Program Manager, Community Engagement and Education	
<b>Chair:</b> Drew Merrett <b>Co-Chair:</b>	<b>Recorder:</b> Karen Wolff, Executive Administrative Assistant
<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 January 15, 2020 Agenda</b>	<p><b>Motion: To approve the January 15, 2020 agenda.</b></p> <p><b>Moved: John Lyons</b></p> <p><b>Seconded: Caroline Monsell</b></p> <p><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 (4), Drew Merrett (4), Heather Temple (A), Jessica Drover (6), Jim Shipley (6), John Lyons (6), Keely Jacox (3), Mary Reader (4), Pat Dunn (4), Paul Forget (5), Rob Seguin (3), Roger Hardy (A), Sandra Hamilton (4), Sue Grant (4), Valdis Cuvaldin (4)</li> </ul>
<b>Quality Improvement- Program Presentation</b>	
<b>5. Community Engagement and Education</b>	<ul style="list-style-type: none"> <li>Jack Veitch, Program Manager of Community Engagement and Education presented a Quality Improvement (Q.I.) report to the Board of Directors highlighting the following:</li> <li>The Community Engagement and Education Team are experiencing an expansion of services.</li> <li>Continuously building donor relations and delivering mental health education with external and internal partners. These partnerships lead to a stronger revenue base through donations, grants and certificate training, including creating new streams of revenue for programming.</li> <li>The Community Engagement and Education team include a Marketing and Community Engagement Officer, and a Health Promoter. Jack also manages the Reception team.</li> <li>The roles within the Community Engagement and Education team includes overseeing CMHA HKPR events, fee for service training, secure, design and deliver large scale corporate training, while fostering</li> </ul>



relationships with high profile community donors.

- Coordinating logistics for CMHA HKPR events and supporting the invoicing and financing related to these events and training.
- The coordination and support of Delta Bingo and Interlink.
- The provision and support of public education for community groups and non-profit organizations and Information Fairs.
- CMHA HKPR is experiencing great educational growth from 2012/13 to present day. Currently conducting 250 educational sessions p/year.
- Current sources of funding are: United Way Peterborough, donations and training revenue.
- A strong focus placed on generating revenue from training in the last 3-4 years has resulted in substantial growth in our certificate training revenue and gross income across all public education.
- To date our 2019/20 fiscal year of education programming has grossed over \$52,000.
- Part of the Community Engagement and Education team's Quality Improvement project, includes expanding CMHA HKPR's public education services into the Durham Region and now further into Hastings and Prince Edward County after CMHA Durham announced that they would no longer be providing public education as part of their community services.
- As part of the Durham expansion, CMHA Durham will receive 15% of gross earnings for every session they direct to us, and they will also receive 10% of gross earnings that CMHA HKPR organizes independently.
- The Communication team's new event structure is tiered-based in accordance to the level of support that they require from internal staff. These tiers/events are ranked from Level 1 through to Level 3. Level 1 requiring the most support.
- Since using the new event structure tool in July 2018, has resulted in CMHA HKPR's most profitable events to date (i.e. Ride Don't Hide / Run for Mental Health and Friday Night Lights). A total of \$162,000 in fundraising dollars.
- Training numbers and education revenue continue to improve annually.
- Jack/CMHA HKPR has obtained new contracts with: Loyalist College, Durham College, University of Ontario Institute of Technology (UOIT), and Black and McDonald, facility management services.
- Loyalist College is using Jack Veitch's municipal leadership training model as part of their core training.
- Jack contributes awareness, capacity and training as key factors towards the development of CMHA HKPR's service and expansion.
- T. Kowalenko, Health Promoter, is working on obtaining her Mental Health Educator/Trainer certification to assist Jack in delivering Mental Health First Aid educational sessions.
- Jack outlined Community Engagement and Education's journey since CMHA HKPR amalgamated on April 1, 2013 to date, as demonstrated in steps: (i.e. building a public awareness of who we are, develop a menu of training for workplaces, raise public awareness through fund raising and media, deliver high



	<p>quality mental training in the workplace, securing our first major training contract through Toronto Community Housing, looking for growth opportunities throughout Durham, Hastings, Prince Edward County).</p> <ul style="list-style-type: none"> <li>• Jack identified overall challenges and lessons learned in the program: limited resources (staff and time), meeting local needs first, new areas of expansion, running CMHA HKPR’s education programming as a small business (consulting).</li> <li>• A Question and Answer period followed.</li> <li>• Jack continues to research and update mental health educational material. Jack acknowledges that mental health information needs to be current.</li> </ul>
<p><b>6. Consent Agenda Acceptance</b> a) Board minutes from December 18, 2019</p> <p>b) CEO Report</p>	<p><b>Motion: To accept the December 18, 2019 minutes as presented in the Consent Agenda.</b> <b>Moved: Jim Shipley</b> <b>Seconded: Caroline Monsell</b> <b>Carried</b></p> <p><b>Motion: To accept the January 15, 2020 CEO Report as presented in the Consent Agenda.</b> <b>Moved: Jessica Drover</b> <b>Seconded: John Lyons</b> <b>Carried</b></p>
<p><b>7. Item(s) Extracted from the Consent Agenda/CEO Report:</b></p>	<ul style="list-style-type: none"> <li>• No extractions</li> </ul>
<p><b>8. Board Discussion on Q.I. Presentation</b></p>	<ul style="list-style-type: none"> <li>• Jack’s business model for the Community Engagement and Education program was well received by board members.</li> <li>• Per Mark, other CMHA branches have been supportive of CMHA HKPR’s business/educational programming.</li> <li>• Jack identified that First Responders are interested in the Mental Health First Aid training, but said it is costly to pull a Responder off duty to send to training. However, more police and fire departments are working around this challenge enabling responders to attend.</li> <li>• Board members admire Jack Veitch’s energy and passion for the Community Engagement and Education program and program results to date.</li> </ul>
<p><b>9. a) Statement of Revenue &amp; Expense-Ministry Funded</b></p> <p><b>9. b) Statement of Revenue &amp; Expense-Other Funded</b></p> <p><b>9. c) Statement of Revenue &amp;</b></p>	<ul style="list-style-type: none"> <li>• Linda Saunders reviewed the following financial statements with board members :             <ol style="list-style-type: none"> <li>a) Statement of Revenue &amp; Expense – Ministry Funded</li> <li>b) Statement of Revenue &amp; Expense – Other Funded</li> <li>c) Statement of Revenue &amp; Expense – Community Engagement</li> <li>d) Financial Report – April 1, 2019 to December 31, 2019 (Narrative)</li> </ol> </li> <li>• Continue to await mortgage renewal of Harrison House with the Ministry of Housing. Unfavourable</li> </ul>



<p><b>Expense-Fundraising/Community Engagement</b></p> <p><b>9. d) Financial Report- April 1/2019 to December 31/2019 (Narrative)</b></p>	<p>variance in the budget under Mortgages as a result. Actual cost will be fully funded by the Ministry of Housing.</p> <ul style="list-style-type: none"> <li>• Roof and furnace repairs were necessary on a number of homes. Expenditures that remain in deficit will be funded through the Capital Reserve fund.</li> </ul> <p><b>Motion: To accept the above-noted Statements of Revenue &amp; Expense and Financial Report for month ending December 31, 2019.</b></p> <p><b>Moved: Paul Forget</b></p> <p><b>Seconded: Pat Dunn</b></p> <p><b>Carried</b></p>
<p><b>10. Urgent Matter</b></p>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b>Business Arising</b></p>	
<p><b>11. a) CEO Succession Plan</b></p>	<ul style="list-style-type: none"> <li>• Drew identified that the CEO Succession Plan requires updating.</li> <li>• CEO Succession Plan was last updated May 2018. The appendices to the CEO Succession Plan require updating.</li> </ul> <p><b>Action: Karen will email the May 2018 CEO Succession Plan to board members for review, and place the 2018 version on the Board’s S:drive. The updated CEO Succession Plan will be distributed to the board upon completion.</b></p>
<p><b>New Business</b></p>	
<p><b>12. a) i) Board Accreditation Committee -Governance Functioning Tool</b></p>	<ul style="list-style-type: none"> <li>• Drew reviewed the results to Accreditation Canada’s Governance Functioning Tool survey with board members.</li> <li>• Out of 34 survey questions, all were green, but one. Response to Question 24 was yellow. The survey question stated that we hear <i>stories</i> about clients who experienced harm during care.</li> <li>• Board members agreed that Question 24 is poorly worded, as board members don’t hear ‘stories’, but rather they are informed about clients through appropriate reporting tools (i.e. the quarterly Client Complaints, Concerns &amp; Resolutions log, Executive Limitations-Treatment of Clients, HR Report). The board is regularly notified of any client concerns.</li> <li>• Linda identified that there will be another new quarterly report coming soon.</li> <li>• Some vague answers on the Governance Functioning Tool survey could be due to interpretation.</li> </ul> <p><b>Action: Draft report of survey results will be sent out by the Accreditation Governance Committee before the next board meeting in February.</b></p>
<p><b>12. a) ii) DRAFT Communications Strategy</b></p>	<ul style="list-style-type: none"> <li>• Board members reviewed the Communications Committee draft Communications Strategy policy.</li> </ul> <p><b>Motion: To accept the Communications Strategy policy as presented.</b></p>



	<p><b>Moved: Jim Shipley</b> <b>Seconded: Pat Dunn</b> <b>Carried</b></p>
<p><b>12. a) iii) Board Quality Improvement Session – Take Away Notes</b></p>	<ul style="list-style-type: none"> <li>• Drew reviewed the ‘Take Away Notes’ with board members, from the November 20, 2019 Board’s Leadership Education session on Quality Improvement with Debbie Bang, AMHO’s Director of Quality Improvement.</li> <li>• Some ‘Take Away Notes’ received from board members concentrated on the following: <ul style="list-style-type: none"> <li>- Creating a Quality Scorecard</li> <li>- Supporting a Culture of Quality</li> <li>- Continue to improve CMHA HKPR’s Quality Improvement plan</li> <li>- Continue to improve communication with clients</li> </ul> </li> </ul> <p><b>Action: Linda Saunders is creating a new Quality Improvement Scorecard, which will be shared with the Board of Directors upon completion.</b></p>
<p><b>12. b) (3) Annual Board Evaluations on Survey Monkey (for February)</b> <b>Board President Performance</b> <b>Board Meeting Evaluation</b> <b>Director Self-Evaluation)</b></p>	<ul style="list-style-type: none"> <li>• The three annual board evaluations on Survey Monkey will be issued to the board in February with review at the March board meeting.</li> <li>• The Accreditation Governance Committee will review the previous years’ evaluations for updates.</li> </ul> <p><b>Action: Send out previous annual Survey Monkey board evaluations to the Accreditation Governance Committee for review.</b></p>
<p><b>Correspondence</b></p>	
<p><b>13. a)</b></p>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b>In Camera Session</b></p>	
<p><b>14. In Camera Agenda (under separate cover)</b></p>	<p><b>Motion: To move ‘In Camera’</b> <b>Moved: John Lyons</b> <b>Seconded: Jessica Drover</b> <b>Carried</b></p> <p><b>Motion: To move ‘Out of Camera’</b> <b>Moved: Pat Dunn</b> <b>Seconded: Caroline Monsell</b> <b>Carried</b></p> <p><b>Rise and Report: No Report</b> <b>Moved: Pat Dunn</b></p>



	<b>Seconded: Caroline Monsell Carried</b>
<b>Anything Else:</b>	
<b>15. Round Table Discussions</b>	<ul style="list-style-type: none"><li>• Round Table Discussions were conducted.</li></ul>
<b>16. Adjournment</b>	<b>Motion: To adjourn at 7:30pm Moved: Paul Forget Seconded: Pat Dunn Carried</b>