



Date: November 18, 2020

Time: 5:00pm

Place: 466 George St.-Multi-purpose Room
via Zoom

BOARD MINUTES	
Present: Valdis Cuvaldin, Mary Reader, John Lyons via Zoom: Sandra Hamilton, Drew Merrett, Heather Temple, Jim Shipley, Keely Jacox, Caroline Monsell, Krystina Cunningham	
Staff Participants: Mark Graham, Linda Saunders, CJ Pudsey, Karen Wolff	
Regrets: Paul Forget, Jessica Drover, Roger Hardy	
Guest(s): Christine Crough, Manager of Peer Initiatives and Employment Supports Rick Walsh, Member of the Lived Expertise Advisory Panel (L.E.A.P.)	
Chair: Valdis Cuvaldin Co-Chair:	Recorder: Karen Wolff, Executive Administrative Assistant
Item / Topic	Discussion / Decision / Action / Motion
Welcome and Introductions	
1. Call to Order	<ul style="list-style-type: none"> Call to order at 5:00pm. Quorum met.
2. Declaration of Conflict	<ul style="list-style-type: none"> None expressed.
3. Approval of November 18, 2020 Agenda	<p>Motion: To approve the November 18, 2020 agenda as presented.</p> <p>Moved: Keely Jacox</p> <p>Seconded: Mary Reader</p> <p>Carried</p>
4. Board Volunteer Hours	<ul style="list-style-type: none"> Board volunteer hours collected. Caroline Monsell (20), Drew Merrett (4), Heather Temple (3), Jessica Drover (A), Jim Shipley (6), John Lyons (5), Keely Jacox (4), Krystina Cunningham (5), Mary Reader (6), Paul Forget (A), Roger Hardy (A), Sandra Hamilton (4), Valdis Cuvaldin (8)
Quality Improvement- Program Presentation	
5. Lived Expertise Advisory Panel (L.E.A.P.)	<ul style="list-style-type: none"> Rick Walsh, Member of the Lived Expertise Advisory Panel (L.E.A.P.) presented a Quality Improvement presentation identifying the following: The LEAP position exists so that people with lived experience can act as an advisory resource and provide valuable input to administration and staff of the organization or one of its programs to integrate consumer and family perspectives into our programs and services. Provided an overview of the responsibilities of a LEAP panel member (i.e. represent the perspective of people and families who have lived experience with mental health concerns that have accessed CMHA HKPR services, make recommendations on procedures/operational plans, policies in collaboration with



staff, review Ontario Perception of Care (OPOC) and make recommendations for quality improvement, develop and participate in internal and external activities that reduce stigma as appropriate, participate in organizational events/activities where appropriate and participate in educational opportunities that will develop the skills of a LEAP member).

- Reviewed 2020 LEAP 'Program Successes':
 - Help to develop plans for clients moving forward after they finish treatment and follow-up by a case worker.
 - Improve upon the complaint process for CMHA clients who feel that their needs are not being met either by facilitators or the programs themselves. Knowing who to report your concerns.
 - Promote involvement of all interested CMHA clients to provide input to or join the LEAP committee.
 - Provide feedback and suggestions for updating the Knowledge Testing questions used for training staff in Client and Family Centred Culture of Care.
 - Discussed the use of PPE equipment during the COVID-19 pandemic; how it affects the delivery of services and what can be done to service the client base.
 - Talk about and make suggestions regarding the use of virtual consent vs verbal or written consent and to provide services and inter-agency permission during the ongoing pandemic and still protect privacy.
- Reviewed 2020 LEAP 'Program Challenges':
 - Conquer the stereotypes and stigma that still exists in the community relating to those with mental health issues and the treatment options they seek.
 - Overcome the feeling of disconnect between many clients and the services they receive at CMHA by becoming involved with the LEAP committee. Knowing clients can have a say in their treatment, clients can feel empowered and connected to their healing plan.
 - Increasing the visibility of LEAP's Recovery Statement at all CMHA sites, thereby educating clients about their right to determine their own path towards mental health and wellbeing.
- LEAP's contribution improves programming.
- Inclusion is the key to the LEAP Committee's success. Members come from different communities, different socio-economic backgrounds and all are dealing with various mental health concerns. The LEAP Committee invites assortment of backgrounds to create inclusion and to provide alternate suggestions for better programming and delivery. LEAP helps to communicate what is wanted and needed by clients directly to program managers, peer group facilitators and case workers.
- LEAP is now providing their expertise to external community committees (i.e. PRHC, Human Services and Justice Coordinating Committee (HSJCC)) on drug strategy).
- LEAP is always looking for new members to join the Lived Expertise Advisory Panel. The panel encourages recommending a client(s) that may benefit from having a say in the way they receive services at CMHA HKPR.



5a) Peer Initiatives and Employment Services	<ul style="list-style-type: none">• A Question and Answer period followed.• Christine Crough, Manager of Peer Initiatives and Employment Services (PIES), provided a PowerPoint Quality Improvement presentation highlighting the following:• Christine oversees the following programs under PIES: Gender Journeys, Hospital to Home Peer Outreach, REACH for Recovery (Recovery Empowerment Advocacy Community Hope), Peer Outreach and Employment Supports.• Christine oversees the Quality Improvement committee – Lived Expertise Advisory Panel (LEAP).• Christine focused on REACH for Recovery for today's Q.I. board presentation.• The REACH program provides a therapeutic, safe environment that promotes personal recovery with either structured or non-demanding psychosocial educational programming in a community setting focused on wellness and recovery.• Annualized funding is provided by the LHIN.• Reviewed Program Successes:<ul style="list-style-type: none">- Stop the Stigma Campaign with the HKPR District Health Unit (currently stopped due to COVID, but will start up after COVID)- Youth Mental Health Program and the Boys and Girls Club of Kawartha Lakes- Silk Screen – Anti-Stigma T-Shirt Social Enterprise- Creation of Virtual Group Programming- REACH connects through their new Facebook page• As part of a Quality Improvement project, REACH was transitioned from a 'Drop-in Centre' and redeveloped to include more community based and structured programming as well as 1:1 short term intensive supports. Change was necessary with positive results. Three days per week.• The rationale for the Q.I. project:<ul style="list-style-type: none">- To reduce the number of people using the REACH space who were not interested in mental health supports.- Provide people with opportunities to access cost-effective community-based supports.- Reduce waitlist for KL Peer Outreach program and assist with stabilization of Housing Retention clients- Increase citizenship and belonging- Provide opportunities for short term individual supports to apply specific wellness and coping strategies that will assist with peoples' journey to recovery- Reduce program dependency- Increase partnerships with key stakeholders in the community• To determine the progress and results of the restructured REACH program a series of Town Hall discussions took place to gain the perspective of people using REACH, which included a thorough program review, budget, client data reports and the staffing model.
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	<ul style="list-style-type: none">• Completed a Dotmacracy exercise with members of REACH to identify their programming priorities.• Communicated and implemented the following programming changes:<ul style="list-style-type: none">- Reduced group programming from 5 days p/week to 3 days p/week- Eliminated drop in and Saturday programming- Introduced new community based cost effective programs- Offered 1:1 short term intensive supports 2 days p/week- Adjusted the staffing model to eliminate relief staffing• Program participants completed a survey post program re-development with positive results as follows:<ul style="list-style-type: none">- 100% - decreased levels of isolation/loneliness- 50% - decreased number of visits to the Emergency department- 40% - decrease in legal concerns- 60% - obtainment of meaningful employment or volunteer opportunities- 90% - increased ability to cope with distress- 100% - understanding and management of triggers- 90% - feeling connect to their community• Identified overall challenges and lessons learned:<ul style="list-style-type: none">- Input and involvement from people using REACH programming was sought wherever possible- Supporting people to work towards change takes time – over several months- Transparency and authenticity pays off. People may not always agree with changes, but far better to be informed than surprised- Staff supporting the change was key- Some partnerships were difficult to develop and required re-adjustment in program ideas/plans- Christine advised that they are pleased with the QI project outcomes and continue to tweak and evaluate programming as part of their regular QI work
6.Consent Agenda Acceptance a) Board Minutes from October 21, 2020 b) CEO Report	Motion: To accept the October 21, 2020 board minutes as presented in the Consent Agenda. Moved: Heather Temple Seconded: Sandra Hamilton Carried Motion: To accept the November 18, 2020 CEO Report as presented. Moved: Jim Shipley Seconded: Caroline Monsell Carried
7. Item(s) Extracted from the Consent Agenda:	<ul style="list-style-type: none">• None



8. Board Discussion on LEAP's Q.I. Presentation	<p>Action: Karen will ask Communications to move LEAP higher up on the dropdown tab on the CMHA HKPR website.</p> <ul style="list-style-type: none">• Board discussions were held suggesting that a board member join the LEAP panel and/or a LEAP member become a board member or board liaison; or invite LEAP to board meetings for their input. <p>Action: Place LEAP board membership options on the December 16 board agenda. Valdis will speak with Christine Crough regarding board recommendation.</p> <ul style="list-style-type: none">• Mark recommended for LEAP to become involved with our next Accreditation for their overall input/feedback surrounding engagement with clients and families. It is suggested that LEAP's contribution to our Accreditation would also be beneficial in the eyes of the Accreditation surveyors and their review.• In addition, it was also recommended for LEAP to participate in the development of CMHA HKPR's refreshed Strategic Plan primarily focussing on goals and objectives for the agency. This would be a 6 to 8-month journey for LEAP to partake in per Mark. <p>Action: Move agenda item #8 – Board Discussion on Q. I. Presentation to #6 on the board agenda p/Valdis Cuvaldin.</p>
9. Monthly Financial Report a) Statement of Revenue & Expense – Ministry Funded b) Statement of Revenue & Expense – Other Funded c) Statement of Revenue & Expense – Community Engagement d) Financial Report (Narrative) April 1, 2020 to October 31, 2020 Held IN Camera	<ul style="list-style-type: none">• Heather Temple reviewed the following financial statements with board members:• Statement of Revenue & Expense – Ministry Funded• Statement of Revenue & Expense – Other Funded• Statement of Revenue & Expense – Community Engagement• Financial Report – (Narrative) – April 1, 2020 to October 31, 2020 will be held IN Camera <ul style="list-style-type: none">• Heather reviewed the Statements of Revenue & Expense reports with board members for period ending October 31, 2020.• The Narrative Financial report for period ending October 31, 2020 will be held IN Camera.
10. Urgent Matter	<ul style="list-style-type: none">• None



Business Arising	
11. a) CMHA HKPR By-laws Section 37 – Officers – Election & Appointment	<ul style="list-style-type: none"> Upon further discussion surrounding the current CMHA By-law, Section 37 – Officers – Election & Appointment, specifically the two-year term as President of the Board of Directors, the board of directors reviewed the following three options: <ul style="list-style-type: none"> Option #1: Leave President two-year term as is, which is (2) years as President, based on (3), three-year terms (9 years in total) Option #2: Extend the President’s current two-year term to a three-year term with a one-year extension (upon board approval) Option #3: Change overall board membership By-laws to (4), three-year terms (12 years in total). This by-law change would accommodate a board member who may decide to become President in their 7th year (for example). <p>Motion #1: To amend CMHA HKPR By-law Section 37 – Election and Appointment to reflect Option #2 as noted above, and to ratify the 5th new amendment at CMHA HKPR’s September 2021 AGM. Moved: John Lyons Seconded: Keely Jacox Carried</p> <p>Motion #2: To amend CMHA HKPR By-law Section 37 – Election and Appointment to reflect Option #3 as noted above, and to ratify the 5th new amendment at CMHA HKPR’s September 2021 AGM. Moved: Mary Reader Seconded: Drew Merrett Carried</p>
New Business	
12. a) Board Committee Structure – Update Required	<ul style="list-style-type: none"> Board members reviewed the current Board Committee Structure chart as at September 23, 2020. With the recent retirement of three board members, four spots need to be filled in their absence on the following committees: <ul style="list-style-type: none"> By-law Committee (two spots) AGM Committee (one spot) Accreditation Committee (one spot) In addition, the Fund Development Committee (one spot, Drew stepped down) Krystina Cunningham and Jim Shipley have elected to sit on the By-Law Committee. Valdis has asked board members to review and consider committee participation.
12. b) Board Accreditation -	<ul style="list-style-type: none"> C.M.H.A. H.K.P.R. participates in Accreditation Canada’s Qmentum program to guide our quality

Governance Self-Assessment	<p>improvement efforts. This involves assessing and improving the services we provide based on Accreditation Canada's standards.</p> <ul style="list-style-type: none"> • Linda advised that in preparation for Accreditation, it is time for the board of directors to conduct the Governance Self-Assessment. Linda proposed two methods to conduct the self-assessment as follows: <ul style="list-style-type: none"> - 1. That the board's Accreditation Committee complete the self-assessment and bring back results to the board, or; - 2. The Board of Directors complete the self-assessment together in its entirety. • Upon review, the board decided it is important for the entire board to review the self-assessment and complete together (40-50 questions). • The self-assessment will be completed at the December 16 board meeting. • There will be no Quality Improvement presentation at the December 16 board meeting so that the Accreditation's Organization Self-assessment can be conducted. Q.I. presentation to be rescheduled. <p>Action: Prior to November 30, 2020, Karen will send out to board members' Accreditation Canada's 'Organization Self-Assessment' on Governance Standards, along with the Governance guidelines for review at the December 16 board meeting.</p> <p>Action: Karen to notify Jonathan Hewitt, Justice Services, of cancellation of the December 16, 2020 Quality Improvement presentation.</p>
Correspondence	
13. a) KL – REACH for Recovery	<ul style="list-style-type: none"> • Mark reviewed a letter received from A Place Called Home to Kawartha Lakes Reach for Recovery (RFR) identifying that they have been a perfect tenant, however, regret to inform that they are providing RFR 90 days' notice to vacate the leased space. • A Place Called Home is receiving supportive funding from the Provincial government for the development and construction of a new emergency shelter on the existing site at 64 Lindsay St. South, Lindsay, ON. This will result in the complete demolition of the existing building and the construction of a new two-storey emergency shelter. • Reach for Recovery has to vacate by February 1, 2021. • CMHA HKPR has been looking for available real estate. Price point for new real estate is a challenge. Looking at \$40,000 or more to buy, but only have \$29,000 to invest. There is no Ministry of Health funding available. • With board approval, CMHA HKPR is looking to use fund raising money to offset cost. • Mary Reader supported this reasonable ask in consideration of the value that Reach for Recovery brings. • Mark will update the board with particulars as time allows.



	Motion: To receive Kawartha Lakes' Reach for Recovery correspondence as presented. Moved: Drew Merrett Seconded: Caroline Monsell Carried
In Camera Session	
14. a) IN Camera Agenda (under separate cover)	Motion: To move 'In Camera' Moved: Mary Reader Seconded: Krystina Cunningham Carried Rise & Report: No report Moved: Drew Merrett Seconded: Sandra Hamilton Carried Motion: To move 'Out of Camera' Moved: Mary Reader Seconded: John Lyons Carried
Anything Else:	
15. Round Table Discussions	<ul style="list-style-type: none">Mary advised that Herod Financial received a thank-you card, thanking them for financially supporting the Journeying Together program, which the senders found very supportive and beneficial.
16. Adjournment	Motion: To adjourn at 7:40pm Moved: Keely Jacox Seconded: Mary Reader Carried