



BOARD MINUTES	
Present: In Person: John Lyons, Mary Reader, Jim Shipley Zoom: Jason Ward, Stephanie MacLaren, Heather Temple, Matt Wilkins	
Staff Participants: In Person: Mark Graham, Ellen Watkins, Karen Wolff	
Regrets: Caroline Monsell, Jessica Drover, Sandra Hamilton	
Guest(s): Leslie Jones, Manager of KL Mental Health Team Tracy Graham, Director of Programs & Services	
Chair: John Lyons, President Co-Chair:	Recorder: Karen Wolff, Executive Administrative Assistant
Item / Topic	Discussion / Decision / Action / Motion
Welcome and Introductions	<ul style="list-style-type: none"> John welcomed everyone to tonight's board meeting.
1. Call to Order	<ul style="list-style-type: none"> Call to order at 5:02pm. Quorum met.
2. Land Acknowledgement	<ul style="list-style-type: none"> Mary Reader presented the Land Acknowledgement adding her personal reflection.
3. Declaration of Conflict	<ul style="list-style-type: none"> None
4. Approval of May 17, 2023 Agenda	<p>Motion: To approve the May 17, 2023 agenda.</p> <p>Moved: Stephanie MacLaren</p> <p>Seconded: Matt Wilkins</p> <p>Carried</p>
5. Board Volunteer Hours	<ul style="list-style-type: none"> Caroline Monsell (A), Heather Temple (4), Jason Ward (3), Jessica Drover (A), Jim Shipley (7), John Lyons (9), Mary Reader (10), Matthew Wilkins (7), Sandra Hamilton (A), Stephanie MacLaren (3)
Quality Improvement – Program Presentation	
6a). KL Mental Health Team	<ul style="list-style-type: none"> Leslie Jones, Manager of Community Homes Opportunity, Case Management and Intake KL, presented a Quality Improvement (Q.I.) PowerPoint presentation on the Mental Health Team Kawartha Lakes to the board of directors identifying/highlighting: The Kawartha Lake's Health Team department structure. Case Management provides intensive support to individuals living with identified mental health needs. Length of service is based on client's goals and needs. Service is offered in the community, home, or office. The program focus is to help individuals develop skills, knowledge and a self-defined level of wellness to thrive. The source of program funding is from the Ministry of Health and Long-term Care and their paymaster, Ontario Health East.



- Annual Performance Targets include (and have been achieved):
 - Service Provider Interactions
 - Visits
 - Individual Served by Functional Centre
 - Group Participants
 - Group Sessions
- Looking to increase the following Targets:
 - Face-to-face and Non-Face-to-face
 - Number of individuals served
 - Group interactions
- Leslie shared the following program successes:
 - Improved team culture
 - Increased community partnerships
 - Reduced waitlist for the Case Management program
 - Developed a Direct Pathway to service
- The Case Management waitlist used to be 2-4 months, but has been reduced to 3 weeks.
- Striving to improve timely access to care, reduce transition points and barriers to clients receiving mental health support in Kawartha Lakes.
- In light of the challenges that the pandemic posed (i.e. virtual care appointments), the Case Management model was reviewed and improved to include:
 - Increasing the capacity of all team members to conduct intake appointments and assessments for services
 - Re-evaluated the intake/referral process
 - Reduced barriers for clients seeking service reinstatement
 - Evaluated program material and content
 - Increased staff capacity and training
 - Collaborated with the KL Family Health Team surrounding group development and implementation
- Working with Ontario Health on the CareDove project, which is software designed to simplify eReferrals across a network of Ontario Health Team partners. These are direct referrals with no intake.
- Overall challenges and lessons learned:
 - The pandemic increased worker isolation and siloed approach to care. This has been reduced since.
 - Discovered that we have a team of resilience, character and openness to new ideas and developing new relationships.
 - Documentation and CRMS reporting
 - Transparent and practical review of program stats



	<ul style="list-style-type: none"> • CMHA KL is working with the Boy's n Girl's Club with youth at risk through the Youth Wellness Hub. • A Question and Answer period followed.
6b). Modernizing Crisis – Service Change Request - Presentation	<ul style="list-style-type: none"> • Tracy Graham, Director of Programs and Services, announced that CMHA HKPR is modernizing the Crisis program and have been in discussions with Ontario Health East in the delivery of a Service Change request. • Tracy provided an overview of the Crisis programs' 'Building Foundations' starting from 2004-2010 when the program first received seed funding from the Ministry of Health to the development of the Crisis Team, Crisis Safe Beds, Crisis Case Management, and the Purchase of Paddock Wood. • Further growth took place from 2010-2018, which included: <ul style="list-style-type: none"> - The development of the Hospital 2 Home – 2 teams - MCIT – 2 teams increased to 5 teams in 2022 - The development of the Community Treatment Order Team - The development of the Assertive Outreach Suicide Prevention program - CE – LHIN review of crisis services • Between 2018-2022 consolidating and managing growth took place including: <ul style="list-style-type: none"> - The division of crisis resources - Specialized crisis services - Crisis Intervention Services - Crisis Safe Beds - The amalgamation of Crisis Intervention and Safe Beds into one service delivery model • In 2023 the Crisis program managed change and maximized opportunity by reviewing lessons learned from the pandemic and balancing quality services with innovation and look forward to the next chapter in 2023 by evaluating, collaborating, envisioning, and resetting. • In alignment with the Strategic Plan, modernization steps included a mapping of the Crisis Intervention Services asking: <ul style="list-style-type: none"> - What works? - What can be improved? - How do the services connect internally and externally with community partners? • Next steps included the development of a model/environmental scan/building the framework, engaging with the crisis team. • Questions asked during the re-imagining crisis phase: <ul style="list-style-type: none"> - How do we do what we do? - What model and process supports client-centred efficiency and quality services? - How does this re-design set the stage for new internal pathways?



	<ul style="list-style-type: none"> Once collaborated and facilitated planning sessions with the crisis team are complete, the crisis team will implement and fine tune the new crisis model. John was pleased with the progressive crisis model presented and the positive approach in utilizing the clients' perspective and focus. Stephanie asked if we could engage with community partners in the modernization of the crisis model. Tracy confirmed that all client's are valued for their input into the new model. Jim advised that he is looking forward to the new crisis framework. Mark commented that the modernization of the new crisis model is timely in consideration of the redevelopment of Paddock Wood.
7. Board Discussion Q.I. Program Presentation	<ul style="list-style-type: none"> Jason Ward would like to visit the CMHA KL offices. Stephanie advised that there are deficiencies in Haliburton. Ellen responded that we will eventually expand to different geographies and not just Peterborough centric. Leslie's board presentation of the Mental Health Team in Kawartha Lakes was well received by board members.
8. Consent Agenda Acceptance a) Board minutes from April 19, 2023 b) CEO Report – May 2023	Motion: To accept the following Consent Agenda items as presented: a) April 19, 2023 board meeting minutes b) CEO Report Moved: Mary Reader Seconded: Jim Shipley Carried
9. Items Extracted from the Consent Agenda	<ul style="list-style-type: none"> Upon Jim's query, Mark provided an overview of the Community Meetings that were held on May 16, 2023, at the Ashburnham Funeral Home, to discuss the repurposing of 24 Paddock Wood to neighbours in the area. Two meetings were held, one in the afternoon and one in the evening with approximately 60 residents attending. Notices of the meetings were hand delivered to approximately 300 nearby homes. Once explanations of the proposed detox centre concept was provided by the following speakers, Mark Graham, Donna Rogers, Executive Director of Fourcast, Councillors Gary Baldwin and Keith Riel, and Inspector John Lyons of the Peterborough Police Services, community guests in attendance were primarily supportive of the detox/treatment beds. Neighbours were concerned who would be using the facility and how the facility would be monitored/secured. CMHA HKPR is asking for a Ministry Zoning Order (MZO) to expedite the rezoning process. The Peterborough City Council meeting is scheduled for May 23, 2023 and will hopefully ratify the MZO order.



<p>10. Monthly Financial Report a) Statement of Revenue & Expense - Ministry Funded b) Statement of Revenue & Expense - Other Funded c) Statement of Revenue & Expense - Fundraising/Fund Development for month ending April 30, 2023 d) Financial Report - (Narrative) for month ending April 30, 2023</p>	<ul style="list-style-type: none"> Ellen Watkins and Mary Reader reviewed the following financial statements with board members: 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, 2023 to April 30, 2023 Audit preparation and the transitioning from previous auditor’s format to the new format with Grant Thorton is a significant amount of work, as expected. Koodos to Shelby Hewkin, Senior Finance/Operational Analyst, for her additional work during this transition. Have been finalizing 2023-24 budget details with funders. Awaiting finalization of Ministry of Children’s Community and Social Services and Rent Supplement. <p>Motion: To accept the above-noted Statements of Revenue & Expense and Financial Report for month ending April 30, 2023. Moved: Stephanie MacLaren Seconded: Matt Wilkins Carried</p>
<p>11. Urgent Matter</p>	<ul style="list-style-type: none"> None
<p>Business Arising</p>	
<p>12. a) Board Policy – Member Complaint</p>	<ul style="list-style-type: none"> On behalf of the board’s HR Committee, Matt reviewed the new board policy – Member Investigations with board members. The purpose of this policy is defined as an inappropriate, unsatisfactory, or an unacceptable situation that has been officially filed with CMHA HKPR or any other sister board against an active board member (i.e. theft, misrepresentation of CMHA, breach of trust, dissemination of confidential information, bullying, harassment including sexual harassment and violence). Upon review, board members agreed with the content of the Member Investigations policy. Policy to be reformatted, Matt will work with Karen. John thanked Matt and the HR Committee for their work on the Member Investigations policy.
<p>New Business</p>	
<p>13. a) Ethics Annual Update</p>	<ul style="list-style-type: none"> As the board Quality Improvement representative for the Ethics Committee and in compliance with Accreditation Canada Standards, Jim Shipley provided the Ethics annual report/update to board members.



	<ul style="list-style-type: none">• Jim shared the Ethics Committee Work Plan to fulfill this annual obligation by covering the following:<ul style="list-style-type: none">- Ethics Framework Survey going out to staff and board members on or around June 1, 2023 asking if they use the Ethics Framework and to see how many are actually using the framework. Purpose of survey is to get staff using the Ethics Framework when solving an ethical issue. Purpose of the Ethics Framework is to help individuals to problem-solve an ethical situation and provide a value-based response incorporating organizational, personal and professional values. Jim attests using the framework for better outcomes. Jim suggested the board using the framework as well.- Received feedback from the Lived Expertise Advisory Panel (LEAP) and they are pleased with the new simplified version of the Ethics Framework.- Recruitment – have onboarded a few new committee members that represent the KL and Peterborough area. Committee members continue to seek new membership.- Require Organizational Practices (ROP) – for Accreditation – nothing new at this time.• The Ethics Committee have been presented with three research proposals and the committee has approved participation in them. Of particular interest is the proposal for a Recovery College Study: A Recovery College (RC) is an innovative learning centre where peers with MHSU issues at all levels of need can learn practical wellness strategies to feel more connected with the broader community. The Ethics Committee has requested research feedback when completed.• Jim presented and reviewed an ethical case scenario with board members. The Ethics Framework was used to examine the case scenario.
13b). Slate of Directors 2023-24	<ul style="list-style-type: none">• The Slate of Directors for 2023-24 was presented to the board of directors for review.• Mary announced that she will be leaving the board of directors at the Annual Meeting on September 20, 2023.• John, Jim, Matt, Stephanie and Jason confirmed their board of director memberships for 2023-24.• Will follow-up with Heather, Sandra and Jessica regarding their memberships as they were absent from today's meeting.• Matt reviewed the revised board matrix with board members. Results revealed a closely balanced board matrix. Board members were pleased with the revised/updated board matrix.• Upon Jim's recommendation, Matt will add lived experience to the new board matrix.• The Nomination Committee interviewed a candidate for the Board of Directors.• Upon review and discussion, decision was made by the board to offer the board position to the candidate. Official start date will be September 20, 2023 at the Annual Meeting.• Mary will advise the board candidate of the board's acceptance and start date.• Mark advised there was one other that expressed interest in being on the board of directors. Mark will follow-up with interested candidate.



	<p>Action: Mary will advise board candidate of the board's acceptance and their start date of September 20, 2023.</p> <p>Action: Mark will reach out to his interested board candidate to see if they are still interested.</p>
13c). Balanced Scorecard – Q4 (January-March 31/23)	<ul style="list-style-type: none"> • Ellen reviewed the Balanced Scorecard for Q4 (January-March 31, 2023) with board members. • Retention rate – 93% • Three staff grievances • Average number of sick days p/medical leave – 85.16 • Average number of sick days p/employee – 7.36 • Three workplace violence incidents. • Ellen advised that a newly designed format is in place for the Balanced Scorecard.
13d). CMHA HKPR Nominations Media Release	<ul style="list-style-type: none"> • The CMHA HKPR Nominations media release for Community Mental Health Awards and the Tam Grant Bursary Award went out on May 5, 2023. • The deadline for award and bursary admissions is 4:30pm on June 23, 2023. • The Exemplary Values through Service Award (for staff) coming out soon. • The Awards Committee (John, Caroline, and Sandra) will review all nominations and announce the winners at the August board meeting.
Correspondence	
14. a) None	<ul style="list-style-type: none"> • None
In Camera Session	
15. IN Camera Agenda (under separate cover)	<p>Motion: To move 'In Camera' Moved: Mary Reader Seconded: Stephanie MacLaren Carried</p> <p>Rise and Report: To accept the HR Report as presented. Moved: Jim Shipley Seconded: Matt Wilkins Carried</p> <p>Motion: To rise from IN Camera Moved: Mary Reader Seconded: Stephanie MacLaren</p>



	Carried
Anything Else:	
16. Round Table Discussions	<ul style="list-style-type: none">• A kind reminder that CMHA HKPR's first inaugural event – Change the Cycle – will be held on June 24, 2023 at Nicholl's Oval park. Please register yourself or a team!• Funds raised are going to the Garden Homes project.
17. Adjournment	Motion: To adjourn the meeting at 7:17pm. Moved: Jason Ward Seconded: Stephanie MacLaren Carried