



Lanark  
Community  
Programs



North Lanark  
Community Health  
Centre



Whitewater Bromley  
Community Health  
Centre

## BOARD MINUTES

May 26, 2020

*Via Zoom*

**Present:** Tom Baumgartner, Gwen Bennett, Andrea Brett, Cynthia Carver, Barbara Drake, Deb Duffy, Bill Janes, Bonny Johnson, John Jordan, Warren McMeekin, Carol Anne McNeil, Kim O'Connor, Linda Russell, Sarah Sark, Joey Trimm, Becky Walker (resource)

**Regrets:** Fay Bennett

**1. Welcome** – Bonny welcomed everyone.

**2. Approval of Agenda – Conflict of Interest:** Agenda approved as presented. No conflict of interest declared.

**3. Approval of Minutes from April 2020:** Minutes approved as presented.

### **4. Business Arising**

- 1. Alliance AGM:** Voting delegation form has been submitted to the Alliance for the June 9 AGM; Tom is the primary with Bonny as alternate. Tom has registered to attend the Alliance AGM; he asked for guidance as to how the Board wishes him to vote. The slate of candidates for Alliance Board directors has not been posted yet, so the Board gave Tom the authority to vote as he sees fit. John said a package should be sent from the Alliance with information on agenda items for the AGM; he offered to check the membership portal to see if anything has been posted.

**DECISION:** The Board gave Tom the authority to vote as he sees fit at the June 9 Alliance AGM.

### **5. Board Workplan for May**

- Budget presentation: Tom suggested that it is difficult for Amy to prepare both the audited statements and the budget together for May, so it was recommended that it be moved to June permanently.  
**ACTION:** Becky to add Budget presentation to June Board workplan.
- Report from Chair on ED performance appraisal as per policy 6.01.09:** Due to the absence of the Chair, this item was deferred to

June meeting; if Fay is unable to report, she can submit her report by email.

- **Ensure the organization conforms to by-laws:** Tom reported on behalf of the Governance Committee that there are no changes required to the by-laws.
- **Succession planning:** Discussed during the Nominating Committee report (item 10.2).
- **Review results of annual Board evaluation survey:** At the time of the meeting, 10 of 13 participants had responded to the survey. Deborah suggested a review of the results should wait until all participants have submitted their feedback. She recommended having the Governance Committee review the results next month and bring a summary to the Board for the June meeting. Bonny suggested results could form generative discussion.  
**DECISION:** The Board agreed to defer discussion of results from the annual Board survey until the June meeting. To be added to the agenda.
- **Board meeting evaluation:** Tom asked Board members to fill out the Board meeting evaluation survey electronically and send to Becky after meeting.
- **Ensure that governance documents are in place for AGM (except audited financial statements):** Deferred to June meeting.
- **Receive requests from Board members regarding Executive or Committee Chair positions:** Discussed during the Nominating Committee report (item 10.2).
- **Schedule meeting to approve audited financial statements:** Scheduled for June 23 (during the next Board meeting).

## 6. Correspondence

1. John reported on regular correspondence he is receiving from the Ministry of Health, the Alliance, and the federal government with regards to Covid-19. He offered to forward any relevant materials to Board members. Bonny suggested she would appreciate receiving updates as per John's discretion. The Board agreed that John could forward items he feels Directors should be aware of.

## 7. New Business

1. **LRHCS communication plan and logo:** John presented the LRHCS communication plan for 2020 as information for the Board. It was identified by the QI Committee as a key focus for the year. LRHCS reached out to three different marketing companies to ask for a request for proposals to draft a marketing plan that included social media and marketing strategies, a website refresh, and potential rebranding. John shared a sample of how the redesigned logo is currently being used by the Autism Program. It is likely LRHCS managers will be coming to Board in early fall with new branding and a new website. Tom suggested it

would be advisable to have the Board involved in the process, rather than having staff and consultants work together, then present the final version to the Board. He asked if the consulting company should be meeting with Board members or perhaps a subcommittee that could include Board members. John said he would check with the consultant and report back to the Board. Cynthia and Bill asked for clarification with regards to the purpose of the consultant's work: is the goal to enhance communication with existing clients, stakeholders, etc., or is it to make more people aware of what services and programs LRHCS has to offer? Sarah confirmed that people are not currently aware of what programs are available and how they can be accessed, and there is also a lack of communication with existing clients as well. Current clients are finding it hard to navigate the website for information and resources. People are visiting the website, but are not staying long enough to get information. Cynthia offered to be involved in some capacity. Tom pointed out that this outreach also involves communication with funders as well. Andrea suggested that the Planning & Review Committee might have a role to play in the process; Bill agreed. Andrea said she's also a parent so it would be helpful to get the input of families and clients. It was determined that this topic should be added to Business Arising for the June Board meeting agenda. Bonny asked Board members to consider how they would like to be involved in the process. Tom asked if there was consensus that the Board would like to have some input in the process; the Board agreed. John suggested Planning & Review would be the most appropriate forum, with the meeting open to all Board members. Tom asked how the consultant has collected information up to this point. John said key individuals on staff were interviewed via Zoom by the consultant. Tom suggested Board members indicate their interest and meetings could be set up. Linda was wondering if new Board members should be invited. John said the consultation would be taking place in May or June, before the nominees are officially Board members; he also suggested that knowledge of the organization would be helpful. Deb suggested if they have marketing or re-branding expertise they could be included. Bonny pointed out that including too many people may not be helpful; she suggested being selective if people are going to be involved. John said it's less about branding and more about using current technologies to communicate to clients, funders, and potential clients. He said the Board should be talking about what message should be sent to target audiences. John said right now they are building the machine to do that, but haven't worked on the content. Gwen suggested that staff would be best to decide what message should be communicated to the target audiences. The consultants are working with staff on the format to share messaging, but the content hasn't been decided.

**DECISION:** Board members agreed that they would like to have some input into the communication plan.

**ACTION:** John to speak with consultant to determine how Board can get

involved in the process. He will report back to the Board and ask for members to indicate their interest in participating in some form.

**ACTION:** Board involvement in communication plan to be added as item under Business Arising in the June Board meeting agenda.

**8. Executive Director's Report for May 2020:** John presented his report to the Board. He shared results from Community Teams programs surveys and indicated that primary care staff are connecting with clients over the phone or meeting in person as needed. The isolation centre in Perth currently has no individuals staying there. At MHSP (The Link), peer support workers are doing what they can to reach out to members. They are on site and continuing to provide support by phone. Tom asked about the status of QIP to HQO. John said Brenda and Morgan are still working on it; given the current circumstances, it was not set as a high priority. John said he would try to get it to the Board for review and approval at the June meeting. Cynthia asked if there was any effort at the health centre to phone older seniors and other vulnerable individuals to determine their needs. She said staff should start calling senior clients. John said food delivery in the area is available, and anyone registered with primary care outreach is in regular contact with the primary care outreach staff. Gwen confirmed that she has received a call from the WBCHC to check on her wellness. Bonny said seniors home support, Renfrew hospital and other local organizations have banded together to reach isolated seniors. She said they have spoken to Kara about the same kind of work going on in Lanark with a multitude of agencies in the area. Tom said Kara coordinates call with United Way and other agencies to work on outreach efforts. He suggested Cynthia could join the Thursday afternoon call or get in touch with Kara to learn more about what's happening. Carol Anne said Carebridge started a community grocery delivery program in Almonte immediately, then set up a program in Carleton Place, and LCP started in Perth. She said networks have been set up, and they are keeping stats on who is being served. Linda asked how many seniors are in the primary care outreach program versus how many seniors are in primary care. John said primary care staff are calling clients to check in, and there are local programs that provide outreach to local seniors.

**9. LCP Agency Director's Report for April 2020:** Sarah presented her report to the Board. LCP staff continue to regularly connect with clients via phone and online. In addition, the income tax program has gone virtual for this year, while Therapeutic Riding is engaging in an online "adopt a horse" fundraising event. Carol Anne indicated that respite families are struggling, given that schools are closed until at least September, and it is unlikely summer camps will be able to run.

## **10. Committee Reports**

1. **Governance:** Tom reported on the work of the Governance Committee. He presented the May 11 Governance Committee meeting minutes, and

asked Board members to complete the meeting evaluation survey and submit to Becky via email.

**ACTION:** The Board received the May 11 Governance Committee meeting minutes.

2. **Nominating:** Barbara reported on the work of the Nominating Committee. She presented the May 5 Nominating Committee meeting minutes and gave a brief update on the meeting which had taken place immediately before the Board meeting. She indicated that the interviews had been completed, and presented the four candidates for Board approval: Stephen Bird, Carole Devine, Sharon Mousseau, and Richard Schooley. The Board approved the slate of candidates to be presented for consideration at the September 15 AGM. An application has been received for the fifth opening on the Board and the committee is arranging an interview with the candidate. Fay Bennett will be stepping down as Board Chair at the June 23 meeting. Barbara confirmed that Deborah Duffy has agreed to step in as Chair, with Stephen Bird as Vice-Chair and Kim O'Connor as Treasurer/Secretary. All other Board members have been asked to indicate their preferences for committee membership and chairing.

**ACTION:** The Board received the May 5 Nominating Committee meeting minutes.

**DECISION:** The Board approved the slate of candidates to be presented for consideration at the September 15 AGM: Stephen Bird, Carole Devine, Sharon Mousseau, and Richard Schooley.

## 11. Informational Items

1. **Facilitation Guide for virtual AGM meetings:** Bonny shared a link to information from the Alliance on how to run virtual AGM meetings for non-profits. Tom pointed out that the document recommends using Go To Meeting rather than Zoom, in order to provide attendees with the opportunity to vote. Sarah indicated that Zoom does have a polling function that could be used for voting during a virtual AGM. She offered to set up a test for the next Board meeting to demonstrate how Zoom polling would work.

**ACTION:** Sarah and Becky to set up Zoom polling questions for June Board meeting.

## 12. Availability for Cheque Signing: Tom, Warren

13. **Date and Location of Next Meeting:** June 23, 2020 @ 3:30 p.m. via Zoom.

Respectfully submitted,

*Mrs. Fay L. Bennett*

Fay Bennett, Board Chair