



Board of Directors

Meeting Minutes

January 26, 2021

Zoom

Present: Tom Baumgartner, Stephen Bird, Gwen Bennett, Cynthia Carver, Matthew Dever, Carole Devine, Deborah Duffy, Barbara Drake, Bonny Johnson, Sharon Mousseau, Richard Schooley

Staff: Christina Dolgowicz, John Jordan, Carol Anne McNeil, Sarah Sark, Becky Walker (resource)

Regrets: Andrea Brett, Kim O'Connor

1. **Welcome:** Deborah welcomed everyone.
2. **Presentation:** Sarah Sark presented on behalf of Anna Goodings for the Ontario Autism Program.
3. **Approval of Agenda:** The agenda was approved as presented. John suggested that item 5.2 be moved to 5.1 so Christina could present the website preview and draft launch schedule before the OHT update. No conflict of interest declared.
4. **Approval of Minutes:** The minutes from November 24, 2020 were approved as presented.
5. **Business Arising from Minutes:**
 1. **Ontario Health Teams update:** John discussed the materials that were sent to the Board yesterday regarding the Lanark, Leeds and Grenville OHT. He indicated that things are coming together quickly, with a lot of progress among the organizations on the working group (including LRHCS). An all-members meeting is scheduled for Thursday, with subsequent meetings of the collaborative decision-making working group and the governance group. John told the Board that members are working well together and he is pleased with the progress. Matthew asked about the timeline over the next two or three months; John said the Ministry is waiting for the member agreement, which he anticipates will be submitted next month. Once it is approved, funding for projects will begin to flow through Rideau Community Health Services and the steering committee will change to a collaborative council in the next 4 to 5 months. The priority for the LLG OHT is mental health, with a commitment from members to review the agreement yearly, allowing the collaborative council to address any issues that arise.
 2. **Rebranding update - draft launch plan and website preview:** Christina presented a preview of the rebranded website and shared the draft launch plan that was included in the Board information package. She told the Board that LRHCS currently has four websites, and the goal was to bring everything together under one website so clients can understand the scope of what programs and

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services are available. The new website groups programs and services under (one or more of) six pillars. These categories are: health, mental health, autism, respite, children and youth, and developmental needs. Matthew suggested including a colour-coded dot under each program to establish which area(s) it is available in, and asked if there is a plan to solicit user feedback from clients. Christina said there have been discussions about asking clients for their input, but making structural changes isn't possible at this point. She has contacted CCA to confirm what elements are needed on the website for accreditation, which may change some of the content. Bonny asked who will be monitoring emails sent through the "Contact Us" page. Christina said Becky will be the primary person, with Jodi and Chelsea acting as backup when required. Matthew asked about including events and news for each program; Christina confirmed there will be a new section for announcements. The group discussed social media and the connection to the website; Christina said there is an upcoming social media training session to discuss messaging, with about 20 people anticipated to be managing various social media accounts for the organization. The website and social media accounts will be connected through one person who will update their pillar on the website as well as the corresponding social media account(s). Cynthia asked if there will be a client portal for information, including relevant website links. Christina said she would ask for suggestions from staff to include links to a few credible relevant organizations under program listings. In about a week, she will forward a link to staff and Board members to review the new website and provide feedback.

6. Board Workplan for January:

1. **Nominating Committee to determine membership needs for upcoming Board:** Barbara reported that the Nominating Committee is canvassing members to determine interest in Board positions and committee membership; the committee meets on February 11, and will provide an update at the next Board meeting.
2. **Board monthly meeting evaluation survey:** Becky asked that everyone complete the Board meeting evaluation survey on LimeSurvey; a link was provided in the Board agenda, and she will send out a reminder email following the meeting. Results to be presented at the February Board meeting.

7. CEO's Report: John presented his report.

8. LCP Director's Report: Sarah presented her report. Carol Anne spoke about the changes to staffing; given the current circumstances, staff have been retrained to work in different programs, which has increased capacity. She wanted to commend the employees who have stepped in and taken on new challenges to help serve clients. Deborah suggested they could be recognized at the next AGM.

9. Finance Committee Report: No meeting in January.

10. Governance Committee Report: Stephen presented the January 8 meeting minutes for the Governance Committee.

11. Planning & Review Committee Report: Cynthia presented the January 6 meeting minutes for the Planning &

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Review Committee, as well as the revised Program Guidelines for presentations. She indicated that the Terms of Reference require further revision and will be presented for Board approval at the next meeting.

12. Whitewater Bromley Healthier Community Committee Report: Bonny presented the November 20 meeting minutes for the Whitewater Bromley Healthier Community Committee. She said the committee had met on Friday, and minutes from that meeting would be available next month. The group have decided to meet on February 12 to hear more from John about OHT progress in Renfrew County. They will have a generative discussion around Renfrew County issues and report to the Board at the February 23 meeting.

13. Alliance Liaison Report: Bonny presented her report on the December 9 Alliance Board Liaison Chairs meeting. She asked for direction regarding questions for governance and membership regarding becoming advocates and allies, and making space equitably and meaningfully representative of racialized voices. She included links to more information on these issues. Deborah suggested this could be a topic of generative discussion, and anything that arises could be passed along to Planning & Review for further exploration. Deborah will consider where to include this in a future Board agenda. Bonny reminded everyone of the upcoming Alliance AGM scheduled for June 15-17. The deadline for resolutions is March 11; with regards to submitting a resolution asking for the addition of disability as an identifying group, Bonny asked if there should be an ad hoc committee formed, or if the Board can use the work already done to draft something. She indicated that the draft submission would have to be ready for the February 23 Board meeting in order to receive approval before being sent to the Alliance for consideration. Tom pointed out that this is an advocacy issue, so would be best handled by the Planning & Review Committee. Matthew offered to attend the next Planning & Review meeting to present the work he has already done and help the committee to draft a resolution for the Board to review and approve.

14. Informational Items: The group reviewed the informational items; discussion took place regarding the following:

- 1. Income Tax Program 2021:** Bonny has discovered that income tax program service is not being offered in Pembroke this year. Renfrew Seniors' Support is only doing in-person clinics (no phone consultations) from March 1 to April 30. Because of the decrease in service in the Renfrew area, Bonny suspects there may be more referrals to the Lanark program. Carol Anne confirmed that it has increased, and they will need to assess capacity with Maureen Hampton. Bonny said there is interest in being trained to participate in the program in Renfrew County; she will follow up with Carol Anne and connect with Maureen.
- 2. COVID-19 Vaccination Distribution and Administration Roll Out Plan for Leeds Grenville and Lanark:** John reported that he had a meeting this morning with LLG public health and confirmed that due to the demand, the focus in the first phase will be vaccinating residents of LTC facilities, but not healthcare workers or caregivers (families). Those individuals will be included in the next phase of vaccinations. He also said that the County will be receiving doses of the Moderna vaccine, which is easier to store and work with. There has been some concern expressed over administering the second dose of the Pfizer vaccine: will there be enough? Cynthia asked if the health centre will be a vaccination location. John said there are discussions taking place but locations haven't been identified yet.

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3. **Response to LRHCS staff survey:** Deborah asked John if managers had found any of the survey results surprising. John said while staff seem to be doing well, the survey revealed that some are struggling. The pressures faced by staff were highlighted in the survey feedback, which was confirmation of what managers had suspected. Sarah pointed out that the second wave and subsequent lockdown has led to compassion fatigue, with staff experiencing the cumulative effect of managing work and personal responsibilities.

15. Correspondence:

1. **CCA email January 13, 2021 – proposed extension:** John presented recent email correspondence from CCA to propose an extension for the upcoming accreditation site visit in January 2022. The new date is July 12-14, 2022. The Board agreed to this extension. John will contact CCA to confirm.
2. **Alliance Board of Directors call for nominations:** John reminded Board members of the revised nomination criteria, with several diversity gaps identified on the Alliance Board. Individuals who fall within these priority groups will be given consideration. The deadline for nominations is February 17; no Board members expressed interest in applying.

16. New Business: No new business at this time.

17. Date and Time of Next Meeting: February 23, 2021 @ 3:00 p.m. via Zoom. As per discussion, an additional meeting will be scheduled to review next steps with regards to the LLG OHT. Date and time to be determined.