

WATERLOO WELLINGTON BOARD OF DIRECTORS
April 2012 Public Board Meeting

DATE/ TIME	Wednesday, April 25, 2012, at 5:25 p.m.	LOCATION	WWCCAC Guelph Office, 450 Speedvale Ave., W., Guelph, ON – Board Room
CHAIR	Marshall Draper	RECORDER	Helene Ireton
PRESENT	Marshall Draper, Chair Brian Cowan, Board Director Richard Emrich, Treasurer Susan Elliott, Board Director John Enns, Board Director Djurdjica Halgasev, Board Director Susan Horton, Board Director Larry Kron, Board Director John Lewington, Board Director Lori Trumper, Board Director Bryce Walker, Board Director	Kevin Mercer, Secretary to the Board & CEO of the Corporation Gloria Cardoso, Senior Director, Planning, Communications & Community Engagement Jim Dalgliesh, Senior Director, Corporate Services Barbara McKay, Senior Director, Client Services(Kelly Smith, Senior Director, HR & Organizational Development Helene Ireton, Executive Assistant Fieny Anger, Executive Secretary	
REGRETS	Michael Delisle, Vice Chair		

No	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
	PRESENTATION	<p>Jerome Quenneville, President and CEO of Wellington Health Care Alliance provided a presentation about Rural Health Care in North Wellington to the Board at approximately 4:45 p.m., immediately prior to the in-camera meeting. Mr. Quenneville left before the in-camera meeting was called to order. The presentation will be posted with the minutes of the April 25th public board meeting.</p> <p>Discussion:</p> <p>It was noted that although CCACs assist people through the process of applying for OHIP coverage, CCACs do not provide health care services to patients who do not have OHIP coverage, nor can CCACs accept direct payment from the patient. Concerns about this gap were expressed. It was noted that a significant percentage of the N. Wellington rural health care population are Old Order Mennonite who choose not to join OHIP for cultural reasons, and that a solution needs to be found to allow CCAC to provide care in these instances.</p>	

No	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
		<p>It was suggested that PSW training should be introduced to high school students in the Work Place Preparation Courses stream, possibly through partnerships with Colleges.</p> <p>There was discussion about finding an appropriate resource for the integration piece. It was wondered if this could be a project idea for a Laurier University Business School student. It was noted that the person would need to have a strong understanding of health care, especially in the N. Wellington area. Susan Elliott suggested a graduate student from the University of Waterloo Public Health Program and offered to act as a contact.</p>	
1.0	CALL TO ORDER	Marshall Draper, Chair, called the public meeting of the board to order at 5:25 p.m.	
1.1	Declaration of Conflict	No conflict was declared.	
1.2	Agenda	<p>It was moved by Brian Cowan, seconded by Richard Emrich that the agenda be approved with the addition of an item brought forward from the Audit Committee re: extension of Auditor's contract.</p> <p style="text-align: right;">Carried.</p>	
1.3	Report from In-Camera Meeting	<p>Immediately prior to the public meeting, the Board met in-camera where there was discussion of topics related to</p> <ul style="list-style-type: none"> • a service provider's activities (provincial) in conflict with CCAC/service providers' contracts; and • the organizational review. 	
2.0	Presentation – B.C. Health video	Kevin Mercer introduced a B.C. Health you-tube video which frames the public sense of the health system and vision for moving forward.	
3.0	Consent Agenda	<p>The following items were presented on the Consent Agenda:</p> <ul style="list-style-type: none"> 3.1 <i>Board Committee Reports</i> 3.2 <i>Approval of Previous Board Minutes</i> 3.3 <i>Report of the Chair</i> 3.4 <i>Report of the CEO</i> <p>Richard Emrich, Treasurer, reported the Finance Committee has reviewed the unaudited year-end position.</p>	

No	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
		<p>Brian Cowan, Governance Committee Chair, referred to the Committee's recommendations, included in the report distributed in the board's meeting package, for re-election of four directors to a new term, and for 2012-13 Officers and Committee Chairs. Brian also referenced the board evaluations that were completed the end of March.</p> <p>Larry Kron, Audit Committee Chair, brought forward the Audit Committee's recommendation to the Board that the current auditors, BDO, be granted a one-year extension of their contract, on the assumption that their fee increase for 2012/13 will be reasonable; and then go out for RFP for Auditors for 2013/14 through 2017/18. If the fee increase is not deemed reasonable, a recommendation would be presented at a future Board meeting to instead go out for RFP for Auditors for next five years (2012/13 through 2016/17 fiscal years). The recommendation to retain BDO as auditors for fiscal 2012/13 takes into account the introduction of new accounting standards for CCACs that are in effect as of April 1, 2012. The existing audit firm is viewed as best positioned to assist management in implementing the new standards and restating certain balance sheet accounts. The discussion noted that BDO provides audit services for a number of CCACs and will be involved in similar activities with these CCACs.</p> <p>It was moved by Larry Kron and seconded by John Lewington that BDO be granted a one-year extension of their contract, if their fee increases for 2012/13 is reasonable; and then go out for RFP for Auditors for 2013/14 through 2017/18.</p> <p style="text-align: right;">Carried.</p> <p>Lori Trumper reported highlights from the Client Services and Quality Committee's April 11th meeting.</p> <p style="text-align: center;">It was moved by Larry Kron; seconded by Susan Horton that the items on the Consent Agenda be adopted.</p> <p style="text-align: right;">Carried.</p>	<p>The Board requested an inventory of integration projects to demonstrate movement forward with partnerships and system navigation.</p>

No	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
4.0	STANDING REPORTS		
4.1	Community Engagement	<p>John Enns and Gloria Cardoso provided a Power Point presentation providing explanations and recommendations for proposed next steps for the Board in its community engagement role.</p> <p>Discussion: Concern was expressed about how much community information CCAC can realistically use because of its limitations under the LHIN. John Enns provided an example from personal experience and Gloria noted that information gained from comprehensive community engagement is helpful to inform our decision making around service changes; being accessible to the public and gaining understanding about their perceptions of CCAC; ongoing monitoring and appreciation about what is on the minds of the public regarding health care.</p> <p>Concern was expressed that the role of Board (oversight) vs. Management (operational) not be blurred and that board should not step into a management role. It was suggested board members would play the role of Listeners, not Spokespersons. Staff would accompany board members to community events and bring back information for analysis to identify themes that would then help inform service changes.</p> <p style="text-align: center;">It was moved by John Enns, seconded by Bryce Walker that –</p> <ol style="list-style-type: none"> 1. Stakeholder Analysis and Management Planning: That the Board move forward with a three-hour stakeholder analysis and stakeholder management planning session in May or June 2012 2. 2012-2013 Governance Community Engagement Plan: That the Board develop a 2012-2013 Governance Community Engagement Plan which will be informed by an evaluation of the 2011-2012 Governance Community Engagement Plan, the stakeholder analysis and stakeholder management planning and the Organizational Review Report. 3. Community Engagement Standing Committee of the Board: That the Board structure a Community Engagement Standing 	

No	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
		<p>Committee of the Board which will provide oversight for Community Engagement.</p> <p style="text-align: right;">Carried.</p>	
5.0	BUSINESS		
5.1	Client Care Model	<p>Barbara McKay and Kelly Smith provided a PowerPoint presentation about the new Client Care Model, to be posted with these minutes. There was discussion about -</p> <ul style="list-style-type: none"> • anticipated reactions and responses, especially re: clients where there is a change in care providers and case manager; • targets at point of implementation and contingency plans if targets remain low – it was noted the model will need to be in place about three months and at that point staff will identify where targets are not being met and drill down to find out why not. It was pointed out there are few process changes and staff are all familiar with how to process and serve these client groups. This is part of a provincial strategy and there has been extensive piloting of the model. 	
5.2	March Financial Statement	<p>Jim Dalgliesh highlighted the report as included in the board package.</p> <p>Jim also spoke about moving to a new funding model and explained that CCAC will receive part of its budget calculated on the basis of the average weighted cost of services across the Province. Health-based Allocation Model (HBAM) determines funding based on clinical, social and demographic conditions of the population in the local LHIN areas. Ten percent of our funding for 2012-13 will be allocated by HBAM. In 2013-13 HBAM will account for 30 percent of our funding; and the following year, 70 percent.</p>	
5.3	Operating Plan Update	<p>Gloria provided an overview about the new Operating Plan Quarterly Reporting Template and responded to questions about the board's role re: the Operating Plan. It was noted the M-SAA is our Operating Plan in many respects – a higher level iteration of that document may be helpful to the board. There was also discussion about identification of risks and how to track ups and downs and how to rate risk. It was pointed out that the Enterprise Risk Management heat map will be associated with the ratings of risk – to be finalized with Deloitte.</p>	

No	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
		<p align="center">It was moved by Brian Cowan and seconded by Djurdjica Halgasev that the updated reporting format be approved. Carried.</p>	
5.4	AGM Update	It was reported that Dr. Wayne Taylor has agreed to be the Speaker at our Annual General Meeting, on June 13, 2012, at the Holiday Inn Guelph.	
6.0	OTHER BUSINESS		
6.1	Staff Recognition	One board member raised a concern about staff morale, noting that it has come to his attention that some fallout from the Organizational Review is that staff feel they can't do anything right. Kevin commented that he has stepped up communications to staff and suggested if the Board would like to do something for staff, it would be well received. Kevin and Marshall will work on correspondence from the Board to staff on the subject.	Board would like to be involved in staff recognition meetings. Note: The next staff meeting is scheduled for June 26. Staff split attendance between the morning and the afternoon sessions so that team coverage is maintained. Board members would be welcome to attend either or both sessions.
7.0	NEXT MEETING	Wednesday, May 23, 2012, at – 4:15 p.m. light supper 4:45 p.m. in-camera board meeting 6:00 p.m. public board meeting. 8:00 p.m. Informal meeting of board only.	
5.0	Adjournment	The meeting adjourned at approximately 8 p.m., as moved by Lori Trumper and seconded by Susan Elliott.	

APPROVAL OF MINUTES

On a motion duly made, seconded and carried unanimously, the above-noted minutes were approved.

Marshall Draper, Chair

Kevin Mercer, Secretary of the Board & CEO

Date: _____