

**WATERLOO WELLINGTON BOARD OF DIRECTORS  
SEPTEMBER 2012 Public Board Meeting**

<b>DATE/ TIME</b>	Wednesday, September 26, 2012, at 4:30 p.m.		<b>LOCATION</b>	WWCCAC Guelph Office, 450 Speedvale Ave., W., Guelph, ON – Board Room
<b>CHAIR</b>	Michael Delisle		<b>RECORDER</b>	Helene Ireton
<b>PRESENT</b>	Michael Delisle, Chair Brian Cowan, Vice Chair Larry Kron, Treasurer Ed Arbuckle, Board Director Richard Emrich, Board Director John Enns, Board Director Djurdjica Halgasev, Board Director Glenn Roach, Board Director Lori Trumper, Board Director Brenda Flaherty, Supervisor		Barry Monaghan, Interim Secretary to the Board & CEO of the Corporation Robert Jones Inta Bregzis, Senior Director, Performance Management & Accountability Gloria Cardoso, Senior Director, Planning, Communications & Community Engagement Jim Dalgliesh, Senior Director, Corporate Services Barbara McKay, Senior Director, Client Services Leah Gibson, Director, Excelerated Response Helene Ireton, Executive Assistant Fieny Anger, Executive Secretary David Williams, Guest	
<b>REGRETS</b>	John Lewington, Board Director			
<b>No</b>	<b>ITEM</b>	<b>COMMENTS</b>		<b>RESPONSIBILITY &amp; FOLLOW-UP</b>
1.0	CALL TO ORDER	Michael Delisle, Chair, called the public meeting of the board to order at 4:40 p.m., welcoming and introducing new Interim CEO, Barry Monaghan, new board members, Ed Arbuckle and Glenn Roach, and guest, David Williams.		
1.1	Declaration of Conflict	No conflict was declared.		
1.2	Agenda	<b>It was moved by Brian Cowan, seconded by Lori Trumper that the agenda be approved. Carried.</b>		

3.0	Consent Agenda	<p>The following items were presented on the Consent Agenda:</p> <p>3.1 <i>Approval of Previous Board Minutes</i></p> <p>3.2 <i>Report of the CEO</i></p> <p>3.3 <i>Q1 2012-13 Operating Plan</i></p> <p><b>It was moved by John Enns and seconded by Lori Trumper that the items on the Consent agenda be approved as presented. Carried.</b></p> <p><b>It was moved by Richard Emrich and seconded by Brian Cowan that the previous minutes of June 13, 2012 (Pre-AGM Directors Meeting, AGM Directors Meeting, and Post AGM Directors Meeting) be approved as distributed. Carried.</b></p>	
4.0	STANDING REPORTS		
5.0	BUSINESS		
5.1	Report of the Supervisor	<p>Brenda Flaherty, Supervisor, introduced Interim CEO, Barry Monaghan, and acknowledged Kelly Smith's work as Interim CEO while the recruitment process was carried out.</p> <p>Brenda provided an overview of activities she has participated in since her appointment, noting her commitment to work with service providers, WWLHIN, WWCCAC board and staff to move the organization forward; and reviewed her role as guided by five main responsibilities:</p> <ul style="list-style-type: none"> <li>• Addressing governance and leadership issues and taking actions that are appropriate and necessary for the proper functioning of the Waterloo Wellington CCAC</li> <li>• Implementing the appropriate recommendations contained in the organizational review report</li> <li>• Working in cooperation with the Board of the Waterloo Wellington CCAC to provide direction to the senior management team, as appropriate</li> <li>• Providing regular updates to the Ministry and Waterloo Wellington LHIN, as appropriate</li> <li>• Providing a written report to the Minister of Health and Long-Term</li> </ul>	

		<p>Care upon completion of her duties</p> <p>Brenda commended the staff on the successful re-location of the main office and the launch of the Client Care Model.</p> <p>Brenda noted that a member of the community had requested review of the media clause as it appears in the provincial service provider contracts template and in all Ontario's current CCAC/service provider contracts.</p> <p>Michael Delisle referred to the progression leading up to the appointment of the Supervisor and noted that the appointment has turned out to be a step in the right direction and that he is certain good things will result from the Supervisor's involvement.</p>	<p>It was noted that a briefing note will be prepared regarding the media clause for discussion at a future board meeting.</p>
5.2.	Board Committee Reports		
5.2.1	Governance Committee	<p>Brian Cowan noted the board policies, as circulated in the board package, had been reviewed by the Client Services &amp; Audit Committee and by the Governance Committee, and were brought to the board meeting with recommendation for adoption by the Board.</p> <p><b>It was moved by Brian Cowan and seconded by Richard Emrich that the Board of Directors adopt the revised policies for inclusion in the Board Governance Policy Manual. (I-5 Research: III-1 Quality Improvement &amp; Monitoring; III-6 Ethics; III-8 Privacy and Security of Information) Carried.</b></p>	
5.2.1	Finance Committee	<p>Larry Kron noted that the Finance and Audit Committees had met prior to the board meeting and that a report will be brought forward to the next board meeting. He also noted that Brenda Flaherty and senior staff will meet with WWLHIN staff on the morning of 27<sup>th</sup> September to review funding for 2012-13 and clinical service activity. WWCCAC will clarify what our requirements are to balance this year and will provide the WWLHIN will different scenarios. Jim Dalgliesh also noted the WWLHIN will be discussing funding for PSW services at their board meeting of September 27, 2012.</p> <p>It was asked if there has been any review of the way CCAC forecasts demand. Jim Dalgliesh reported that a provincial survey has been done</p>	

		<p>and it identified that all the CCACs use very similar or comparable forecasting methods. Jim noted that it is expected that HBAM will help to reduce the volatility of services. Jim also referenced the weekly Resource Utilization/Budget Balancing meetings with input from staff.</p> <p>It was asked if we can identify when we are approaching the threshold (operationally and financially) where demand will affect us significantly. Barry Monaghan spoke about the issue of forecasting demand, and noted that OACCAC has developed a forecasting model that looks at demand using the dimensions of population growth and aging; long-term care homes (how much would it take to provide care at home); and CPI (inflationary impact). Barry noted that tools for macro forecasting becomes valuable for capacity building and planning into the future based on (1) operations, and (2) planning, strategy and governance.</p> <p>Jim Dalgliesh and Larry Kron explained the reference to CHRIS as one of the forecasting tools and how projections are made based on CHRIS records.</p> <p>It was noted that service providers receive their share projected volumes for two years ahead in the contract process, and that utilization information is shared regularly at meetings with service providers.</p>	
5.3	WWLHIN – Strategic Direction Alignment Commitment	<p>Barry Monaghan and Gloria Cardoso referenced the WWLHIN strategic meetings over the summer and provided context around the WWLHIN's request to health service provider boards for confirmation of each Board's commitment to exploring service integration opportunities with other services providers and to aligning each organization's strategic plan with the WWLHIN mission and strategic priorities.</p> <p><b>It was moved by Brian Cowan and seconded by Lori Trumper that the WWCCAC Board of Directors supports investigating all opportunities to integrate services for the purpose of improving access, improving health and improving system effectiveness. We are committed to build this focus into our strategic plan refresh. As a demonstration of this commitment we direct our CEO to pursue administrative and clinical integration strategies with other service providers and to communicate this commitment to internal and external stakeholders. Carried.</b></p>	

		<p>It was noted there are a number of LHIN initiatives involving the WWCCAC. It was also pointed out that the WWLHIN and WWCCAC depend upon and build on each other's work to improve integrated health services in the community and that the CCAC has already had successes in partnering with other service providers.</p> <p style="text-align: center;"><b>It was moved by Larry Kron and seconded by John Enns That the Board endorse WWCCAC response to the WWLHIN template titled – <i>Unified Commitment – Achieving Outcomes for Local Residents.</i> Carried.</b></p>	
5.4	Balanced Score Card – 1 <sup>st</sup> Quarter	<p>Inta Bregzis gave an overview of the briefing note and score card, noting that the Client Services &amp; Quality Committee had started to develop a Quality and Safety Scorecard and expect to continue on with that work.</p> <p>There was discussion regarding the appropriate measurements that should be reviewed by the board and the appropriate format of the balanced score card and indicators for the Board to review at a governance level.</p>	A new dash board approach to be developed.
5.5	Amended Authorized Signing Officers	<p style="text-align: center;"><b>It was moved by Larry Kron and seconded by Richard Emrich That the WWCCAC Board of Directors authorize the Senior Director of Corporate Services to process and submit the required documentation required by the TD Canada Trust to amend the signing authorities for the Corporation, so as to add Barry Monaghan as Chief Executive Officer, and remove Kevin Mercer as Chief Executive Officer. Carried.</b></p>	Jim Dalgliesh will proceed with the bank process to change the authorized signing officers as authorized by the board.
6.0	OTHER ITEMS		
7.0	Evaluation	The Chair drew attention to the Meeting Evaluations in the board package.	
8.0	Next Meeting	Brenda Flaherty noted that the date of the October board meeting may need to be changed due to planning for the Board Retreat.	If the meeting date changes, Helene to send out a reminder close to the date of the re-scheduled meeting
5.0	Adjournment	The meeting adjourned at 5:50 p.m., moved by Lori Trumper, seconded by Richard Emrich.	

**APPROVAL OF MINUTES**

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

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Michael Delisle, Chair

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Barry Monaghan, Secretary of the Board & Interim CEO

Date: \_\_\_\_\_