

**WATERLOO WELLINGTON BOARD OF DIRECTORS  
JANUARY 2013 Public Board Meeting**

<b>DATE/ TIME</b>	Wednesday, January 23, 2013, at 4:30 p.m.		<b>LOCATION</b>	WWCCAC Guelph Office, 450 Speedvale Ave., W., Guelph, ON
<b>CHAIR</b>	Michael Delisle		<b>RECORDER</b>	Helene Ireton
<b>PRESENT</b>	Brenda Flaherty, Supervisor Michael Delisle, Chair Brian Cowan, Vice Chair Larry Kron, Treasurer Ed Arbuckle, Board Director Richard Emrich, Board Director Djurdjica Halgasev, Board Director John Lewington, Board Director Glenn Roach, Board Director Lori Trumper, Board Director Barry Monaghan, Interim Secretary to the Board & CEO of the Corporation		Inta Bregzis, Senior Director, Performance Management & Accountability Jim Dalglish, Senior Director, Corporate Services Barbara McKay, Senior Director, Client Services Kelly Smith, Senior Director, HR & Organizational Development Leah Gibson, Director, Excelerated Response Fieny Anger, Executive Secretary Colin Carmichael, Manager, Communications & Public Affairs Helene Ireton, Executive Assistant <u>Guests</u> Elizabeth Neison, Elder Abuse Resource Consultant, WWCCAC Care Coordinator Brent Scott, Manager, Risk Management & Privacy Karen Cavrag, Director, Governance Support, Grand River Hospital Joanne Shuttleworth, Guelph Mercury David Williams, Guest	
<b>REGRETS</b>	John Enns, 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 4:30 p.m., welcoming staff and guests.		
1.1	Declaration of Conflict	No conflict was declared.		
1.2	Agenda	<b>It was moved by John Lewington, seconded by Brian Cowan that the agenda be approved. Carried.</b>		

2.0	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><b>It was moved by Lori Trumper and seconded by Larry Kron that the items on the Consent agenda be approved as presented. Carried.</b></p>	
3.0	BUSINESS		
3.1	Healthline Presentation	<p>Colin Carmichael gave a presentation about <i>Healthline</i>, a new online information service. The presentation is posted with the minutes. Healthline has been in use by South West CCAC for about 10 years and is now being rolled out to all CCACs across the Province. Colin reported that Healthline was launched at WWCCAC before Christmas, and next week training will be done with our partners. The purpose of the service is to provide on-line health services information to the community and to our own Information and Referral (I&amp;R) staff. It replaces 310-CCAC.</p> <p>It was explained that the WWCCAC website is specifically about WWCCAC; whereas Healthline is a system website hosted by CCAC. It's a health care search engine.</p> <p>It was explained that participating agencies are responsible to provide their own up-to-date information and that the Community Information Centres maintain the data source, so that changes are pushed out to all services (e.g., 211 Ontario). Database is not duplicated; it is shared by all.</p> <p>Partners will be engaged to participate by leveraging existing relationships, training, webcasts, contacts at various tables that CCAC sits at, etc.</p> <p>It was noted this is an OACCAC/CCAC project and that the LHIN is supportive of the initiative.</p>	
3.2	Supervisor's Report	<p>Supervisor, Brenda Flaherty, provided a verbal report to the meeting, referencing the –</p> <ul style="list-style-type: none"> <li>• Progress of the WWCCAC Governance Renewal work, currently in progress</li> <li>• Recent launch of the Strategic Planning Refresh with the assistance of Optimus SBR Inc.</li> </ul>	

		<ul style="list-style-type: none"> <li>• Search process that has begun for a new CEO, with the assistance of Four Corners Group, an executive search team</li> <li>• Balanced scorecard refresh, with the new format presented to this meeting</li> <li>• Thanks and recognition to Inta Bregzis for her work, along with an external Review Team, on the Client Review Report which has been submitted to the WWLHIN on 18<sup>th</sup> January 2013, to be brought forward to the WWLHIN Board meeting on 31<sup>st</sup> January 2013.</li> </ul> <p>Brenda commended board and staff for the large amount of work accomplished to date.</p>	
3.3	Report of the Chair		
3.3.1	CEO Search	<p>Michael Delisle referenced the CEO search, noting that since his report was written, Ed Arbuckle has joined the CEO Search Committee. Michael provided an overview of the process and the timelines, noting the ad will be posted in areas and databases traditional for seeking executive positions – i.e., Longwood’s Publishing, Canadian College of Health Leaders. It was also noted that the ad will be posted on the WWCCAC website and Healthline.</p>	
3.3.2	Strategic Planning	<p>Michael Delisle referenced his report about the Strategic Plan refresh, noting membership on the steering committee includes Brenda Flaherty, Michael Delisle, Glenn Roach, Lori Trumper, Barry Monaghan and Gloria Cardoso. Timelines and process were described. Michael noted an update will be provided to board members on February 6. On March 5, there will be a large strategic planning forum with stakeholders. Information collected will be analyzed and fed back to the stakeholders. There will be a Board strategic planning session on March 12, with the expectation the project will be completed in April.</p>	
3.3.3	Calendar	<p>Michael Delisle referenced the 2013 calendar in the pre-distributed board packages, noting it will be updated regularly.</p> <p>It was drawn to board members’ attention that the cycle of board and committee meetings have been shifted to allow committees to meet, reports and materials to be prepared to be included in the board packages.</p> <p>There was discussion about timing for meeting with the auditors, review and distribution of the audited financial statements within the time requirements for the AGM. Suggested dates/timeline were as follows –</p>	<p>Note board and committees’ meeting dates in the new schedule.</p>

		<ul style="list-style-type: none"> <li>• Management review of draft audit statements – May 17</li> <li>• Audit Committee to review draft statements – May 22</li> <li>• Audit Committee will meet for final review of draft statements on May 29; all board members will be invited to attend May 29<sup>th</sup> meeting with Audit Committee and Auditor by teleconference or in person, as preferred.</li> </ul>	Dates to be finalized February 6, 2013.
3.4	CEO's Report	<p>Barry Monaghan referenced his report in the consent agenda and drew particular attention to the HealthLinks update in his report. Barry provided background information about the new initiative announced by Minister Matthews in November 2012. The initiative was described as a “silo busting” approach by Ministry, and is expected to address coordination of care for a segment of the population that draws significantly on the health care system. Barry pointed out that MOHLTC has announced 19 early adopter HealthLink initiatives, and that the Guelph Family Health Team is the lead for a local approved HealthLink initiative, as described in Barry's report. Barry noted that it is expected there will be about 75 HealthLink initiatives across Ontario.</p> <p>Barry also drew attention to the Rural Wellington Health System Review information in his report. Barry noted that this initiative did not receive HealthLink status as the Review is well underway and did not, at the time, fit the criteria; but it may be in the second wave of HealthLink initiatives. Barry pointed out this very important initiative is building on the work of the Province in rural health. Fourteen health service provider agencies are involved, looking at rural health needs. Barry pointed out that John Enns, WWCCAC Board member, and Martina Rozsa, WWCCAC Interim Sr. Director, Client Services, are not present at this board meeting as they are attending a two-day Rural Wellington Health System Review Retreat.</p> <p>It was noted these are two very important initiatives which may set the way for significant change in the system. Reference was made to Don Drummond's position that the health care system has focus now on community, and it was noted that CCACs need to show leadership and partnership in all initiatives.</p>	
3.5	Quality Committee Reports		
3.5.1 (a)	Balanced Scorecard Refresh	Lori Trumper introduced the transitional balanced scorecard framework. Although feedback would be welcome on the metrics, Lori asked that	

		<p>board members focus on and provide their thoughts on the framework itself. It was noted that it has been reviewed by the Quality Committee and suggestions will be incorporated. The Committee asked the board to endorse this balanced scorecard format as a transitional framework to be finalized after the strategic plan refresh.</p> <p style="text-align: center;"><b>It was moved by Lori Trumper, seconded by Brian Cowan That the Board endorse the interim scorecard as a transitional framework and commit to finalizing it following the strategic plan refresh to ensure alignment with strategy and reporting requirements.</b></p> <p style="text-align: right;"><b>Carried.</b></p> <p>A suggestion was made that the balanced scorecard be benchmarked against world class organizations outside this sector.</p>	
3.5.1 (b)	Patient Complaint Process	<p>Inta Bregzis referenced her pre-circulated report about the review of the WWCCAC's complaints/feedback process as requested by the WWLHIN. Inta reported that the Report was provided to the WWLHIN on the January 18 deadline as requested, and the LHIN staff will table the Report at their upcoming board meeting. It was noted that there may be further work on the Report depending on feedback received from the LHIN. Then the final Report will be brought to the next Quality Committee meeting and then to the following Board meeting.</p> <p>The review team included external reviewers from WestJet; Toronto East General Hospital; Centre for Ethics – St. Joseph's Health Centre, St Michael's Hospital, Providence Healthcare; and from Mississauga Halton CCAC.</p> <p>The review identified no material gaps or deficiencies in the WWCCAC's processes, and five recommendations were put forward as suggested enhancements in keeping with leading practice and continuous quality improvement.</p> <p>Interest was expressed about the different organizational/sectorial cultures – e.g., balance between WestJet's empowerment of staff to deal with many customer issues in the moment without going up the chain of command and the health sector's typically more structured approach.</p>	
3.5.2	Finance Committee Report	<p>Larry Kron, Treasurer, provided an update from the 21<sup>st</sup> January Finance Committee meeting. Larry reported there have been meetings between</p>	

		<p>WWLHIN and WWCCAC staff and Supervisor about the 2012-2013 budget, noting that the WWLHIN has agreed to provide a written letter confirming the funding approach for the 2012-13 year end. Consistent messaging about the WWCCAC approach to the 2013-2014 budget year was also noted.</p> <p>Larry also referenced the December 31, 2012, financial report and statistics as reviewed by the Finance Committee and then distributed to the full board.</p> <p><b>It was moved by Larry Kron, seconded by John Lewington, that the Board of Directors approve the December 31, 2012, financial report.</b></p> <p><b>Carried.</b></p>	
3.5.3	Audit Committee Report	<p>Richard Emrich, Audit Committee Chair, reported on the 21<sup>st</sup> January Audit Committee meeting and noted that -</p> <ul style="list-style-type: none"> <li>• Auditor, Tim Sothern, attended the meeting to review the proposed plan for the audit of the financial statements to the year-ended March 31, 2013.</li> <li>• Three Board audit policies were reviewed with no changes recommended.</li> <li>• There was follow-up discussion from a previous meeting regarding insurance coverage for Board members and a recommendation brought forward to the 23<sup>rd</sup> January board meeting.</li> </ul> <p><b>It was moved by Richard Emrich and seconded by John Lewington that the life insurance coverage for board committee members be renewed at the current level of \$100,000 per person.</b></p> <p><b>Carried.</b></p>	
3.6	Annual Health & Safety Program Report and Policy Update	<p>Kelly Smith provided an overview and responded to questions about her pre-circulated Health &amp; Safety (H&amp;S) Program report and policy, noting also, that –</p> <ul style="list-style-type: none"> <li>• Health and Safety is a component in the Balanced Scorecard.</li> <li>• WSIB refund has been received from the premium as a result of the health and safety focus of the organization.</li> <li>• Flu immunization is becoming an emerging issue. It was noted there</li> </ul>	

		<p>are no WWCCAC stats available for comparison of sick times of those who did receive the 'flu shot against those who did not receive the 'flu shot.</p> <p>It was asked if legal council had looked at the H&amp;S Policy and it was noted the Policy has evolved over the years. The Joint H&amp;S Committee has endorsed the Policy.</p> <p>It was suggested that the reference to "property" be deleted.</p> <p>In response to question about processes to deal with board director responsibility, it was noted inspections have been conducted and it has gone through the audit process.</p> <p>Kelly gave examples of –</p> <ul style="list-style-type: none"> <li>• defibrillator being installed at the main office.</li> <li>• Secure lock-down process with construction of secure space to protect reception staff.</li> </ul> <p>It was noted by board member that the assets of the WWCCAC are its patients and staff and suggested Health &amp; Safety should be a regular component of ongoing agendas. It was also noted the strategy refresh will also likely change the agenda format.</p> <p>There was a suggestion that a third party audit do an H&amp;S audit. It was noted that the accreditation process will also address H&amp;S.</p> <p><b>It was moved by Brian Cowan and seconded by Glenn Roach that the Board of Directors of the Waterloo Wellington Community Care Access Centre approve the Health and Safety Policy, dated January 23, 2013, with the removal of the reference to "Property."</b> <b>Carried.</b></p>	<p>It was suggested that all offices have defibrillators – to be considered and brought back to a future meeting.</p> <p>For consideration: should ongoing agendas have H&amp;S component as part of the quality focus.</p>
7.0	Evaluation	The Chair drew attention to the meeting evaluations forms in the board package.	
8.0	Next Meeting	The next public meeting of the Board is scheduled for April 10, 2013, from 4:30 to 6:30 p.m. in the WWCCAC Guelph office, at 450 Speedvale Ave., West, Guelph.	
5.0	Adjournment	The meeting adjourned at approximately 4:50 p.m., moved by Lori Trumper, and seconded by Richard Emrich. Michael Delisle thanked	

		board members for their support and participation in the extensive work of the board.	
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**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: \_\_\_\_\_