

WATERLOO WELLINGTON BOARD OF DIRECTORS MINUTES OF THE PUBLIC BOARD MEETING

April 26, 2017, from 4:45 – 5:15p.m.

Board Room of the Waterloo Wellington CCAC Guelph Office,
450 Speedvale Ave., W., Suite 201, Guelph, ON N1H 7G7

Board Chair: Brian Cowan

Recorder: Helene Ireton, Corporate Liaison

PRESENT:

Board Directors

- Brian Cowan, Chair
- Janet Huber, Vice Chair
- Glenn Roach, Treasurer
- Carol Hunter, Board Director
- Patricia Kahle, Board Director
- Kathryn MacDonald, Board Director
- Susan Mather, Board Director
- Jasmine Urisk, Board Director
- Dale Clement, CEO and Secretary to the Board

Staff

- Martina Rozsa, Senior Director, Patient Services
- Helene Ireton, Corporate Liaison
- Susan Robertson, Senior Director, Corporate Services
- Dennis McCollum, Director, Finance
- Kelly Smith, Director, HROD
- Danielle Van Duzer, Director, Communications

Guests

- Joan Fisk, Board Chair, WWLHIN
- Bruce Lauckner, CEO, WWLHIN

1.00 CALL TO ORDER

Item 1.00 - Meeting was called to order by Brian Cowan, Chair, at 4:30p.m., with a welcome to Joan Fisk and Bruce Lauckner to the meeting, briefly referencing the upcoming transition to the new LHIN entity and dissolution

WATERLOO WELLINGTON BOARD OF DIRECTORS MINUTES OF THE PUBLIC BOARD MEETING

of the WWCCAC, noting this is the final scheduled meeting of the WWCCAC Board of Directors.

Brian reported that Robert Dowhan had spoken with him recently and had advised him that due to serious health care issues in the family, he needed to resign from the Board, and was therefore not expected at the meeting.

Item 1.10 Declaration of Conflict: Based on the meeting agenda and package received by board directors, no director declared a conflict of interest under Bylaw No. 6.10-16 and Policy V-B-14.

Item 1.20 Approval of Agenda: The agenda was revised with the addition of Remarks by the WWLHIN Board Chair and CEO as Item 3.05.

It was moved that the agenda be approved as revised. Motion carried.

2.00 CONSENT AGENDA

Item 2.00 Consent Agenda included the following items:

- Item 2.10 Approval of previous minutes (March 22, 2017)
- Item 2.20 Report of the CEO
- Item 2.30 Compliance with Bylaw
- Item 2.40 Annual Health & Safety Report & Policy Approval

It was moved and seconded that the Board receive and approve the items on the Consent Agenda, including the motions -

- **to approve the previous minutes (March 22, 2017); and**
- **that the Board of Directors of the Waterloo Wellington Community Care Access Centre approve the attached Health and Safety Policy Statement, 2017, to be posted prominently in all CCAC offices per the Occupational Health & Safety Act (OHSA). And further that this Board Report and Policy Statement be referred to Waterloo Wellington LHIN for their endorsement.**

Motion carried.

3.00 BUSINESS

WATERLOO WELLINGTON BOARD OF DIRECTORS MINUTES OF THE PUBLIC BOARD MEETING

Item 3.05 – LHIN Chair and CEO: Bruce Lauckner, WWLHIN CEO, thanked the Board for their work over the period of the transition and all the years prior. He referenced several highlights, including the wait times in Waterloo Wellington as one of the best and the reduced ALC times. He also referenced the Home First strategy and all the work behind that as a huge success and testament to the leadership. He looked back at the journey over the last years and strongly commended staff and leadership for their passion and commitment “to keeping the ship going through the transition activities.”

Joan Fisk referenced her six year history with the LHIN and the experience of learning about the work of the CCAC noting that she marveled at the complexity of the work done then and now, referencing steps and transitions along the way and commending the board and staff members for maintaining their dedication and passion through it all.

Ms. Fisk advised that the WWLHIN has tried to work on a system approach and is also going through transition. She noted the LHIN respects the vision that CCAC has developed over the years, while trying to keep a level pace moving forward. Joan noted that she is also transitioning out of her role and commended the WWCCAC board directors to take their passion forward, possibly in another place in health care sector.

Brian thanked Joan and Bruce for coming to the meeting, noting that the CCAC is all about the patient – Patients First underlies everything we do as an organization. He wished the new WWLHIN board well as they take on their new responsibility, noting he is very proud to pass the baton on, knowing patients will be treated very well.

Joan Fisk and Bruce Lauckner left the meeting at this point.

Item 3.06 – Introduction to Interim Senior Director of Patient Services: Dale Clement introduced Dana Khan who will be taking on the Sr. Director of Patient Services role on an interim basis.

Item 3.10 – French Language Compliance Report: The Board of Directors received and reviewed the annual French Language Compliance Report for 2016-2017, Year 5 of the five-year French Language compliance plan. It was noted that the report, as approved by the Board, will be submitted to the LHIN by April 30, 2017. It was reported WWCCAC met the standards set out in the French Language Services Act Compliance Plan. The report provided a brief historical background to the French Language Act and WWCCAC’s commitment to compliance to the Act noting the benefits to its patients and community. WWCCAC roles and responsibilities were noted along with the status of each of the Year 5 activities. The Director of HROD

WATERLOO WELLINGTON BOARD OF DIRECTORS MINUTES OF THE PUBLIC BOARD MEETING

provided an overview of some of the activities that support patients and callers in the French language. The next step was to develop a broader equity plan, and it was noted that, post-transition, the WWCCAC's French Language compliance will be incorporated into WWLHIN's Equity Plan.

It was moved and seconded that the Board of Directors approves the annual French Language Services Compliance Report 2016-17, Year 5 of a five-year French Language (FL) compliance plan, due to WWLHIN April 30, 2017. Motion carried.

Item 3.20 – Financial Report: The Board received and reviewed a financial report including a WWCCAC Statement of Operations and Balance Sheet to March 31, 2017, and an activity analysis on the weekly spend rates of PSW and nursing services.

The report provided an overview of the operating results for fiscal year 2016-2017. It was noted there was a small surplus (about 0.1 percent of budget) for the year.

It was noted that no cash flow issues are anticipated in the current forecast.

It was reported 100% of the new base funding that was received in March was used to maintain patient care with note that since 2012 there has been a 40% growth in PSW services and 13% growth in nursing services. The good utilization of resources to manage the budget was noted. The board and staff expressed pride in the WWCCAC's ability to service high needs patient populations resulting in decreased alternate levels of care in Waterloo Wellington hospitals, improve the flow in the emergency departments and improve patient experience.

There was note of a further funding letter recently received from the WWLHIN to be discussed further in-camera.

The WWCCAC Statement of Operations and Balance Sheet to March 31, 2017, were examined and the Treasurer and the Director of Finance lead discussion and responded to questions.

The Board also reviewed the activity analysis on the weekly spend rates of PSW and nursing services, with note that the March daily spend rate in contracted our services has remained at the same level as February.

There was discussion about models of care such as cluster care models, and telehomecare, to focus on patients in different ways in order to be able to serve higher numbers of patients and also ways of being able to shift some patients back to independence through programs like the gentle exercise

WATERLOO WELLINGTON BOARD OF DIRECTORS MINUTES OF THE PUBLIC BOARD MEETING

program. It was noted, therefore, that because of the complexities, a full capacity plan would need to be done in order to get a better picture about whether the numbers will continue to rise or level out. A full capacity plan may be started by the LHINs at some point in the future to see the full picture.

The Treasurer reported that the status of donations accounts became a Ministry issue and that the Ministry has worked out a plan to allow the balance of donation funds to be transferred to the LHINs. The Ministry will allow the transfer of current CCAC donation funds to a separate account to be used for the purposes donated. It was noted that care coordinators rely on the donation funds to support patients with needs that cannot be met through the regular services. The LHINs are not allowed to accept donations and in future may be able connect donations to another support agency to use the donations on our patients' behalf.

Item 3.30 – Transition Update: The Board received and reviewed a CCAC/LHIN transition update from the CEO. The receipt of the Transition Order from the Minister of Health with a transfer date and dissolution date for the WWCCAC of May 17, 2017, was noted in the report. It was noted the WWCCAC and WWLHIN teams continue to meet every two weeks with leadership from both the entities. The meetings have focused on areas of high risk or those requiring more in-depth planning and discussion to ensure the readiness “must have” requirements are addressed and it was noted nearly all requirements pending provincial decision have been addressed. It was noted in Waterloo Wellington we are in great shape for a smooth transition.

It was reported the Ministry implemented a “T Minus 30 day” structure teleconference with each CCAC 30 days prior to transition. The Waterloo Wellington team involves a complement of both the CCAC and LHIN staff and, and starting this date, will participate in a weekly reporting teleconference to the Ministry.

Item 3.40 – Annual Report: The Board received and reviewed a WWCCAC Annual Report that was distributed at the meeting. It was noted that this has been a phenomenal year and the presentation of the Annual Report represents a proud moment for Board and staff. Joan Fisk and Bruce Lauckner were provided a copy earlier in the meeting. It was noted that distribution would continue with an all staff meeting on April 27 and that it will be posted on the web site. The Board directed broader distribution, to partners such as the Chair/Vice Chair group, MPs, MPPs, city councillors, mayors and others.

WATERLOO WELLINGTON BOARD OF DIRECTORS MINUTES OF THE PUBLIC BOARD MEETING

Explanation was provided about changes to the CCAC website upon the transition to the LHIN – most notable will be the name change to WWLHIN. The transition will be gradual – e.g., for a period of time, both the CCAC and LHIN websites will continue and will look much the same as they do now but will be linked. If a searcher types in CCAC it will open to the new web site. Letterhead, business cards, etc. will also transition gradually.

4.00 ADJOURNMENT: A motion was made and carried that the open board meeting be adjourned at 5:15p.m., to move to an in-camera session of the Board for receipt of the March in-camera minutes and for discussion on a funding letter recently received.

5.00 CALL TO ORDER OF ADJOURNED OPEN MEETING: The Chair called the adjourned open meeting to order to report on the results of the in-camera discussion at about 5:45p.m.

The board unanimously approved a motion directing that the WWLHIN funding letter of April 6 and the WWCCAC response letter dated April 26, drafted by the CEO, be appended to the minutes of the public meeting.

There being no further business to discuss, the meeting of the Board of Directors concluded at 5:50p.m.