



**Board of Directors Meeting
Réunion du conseil d'administration**

**August 16 août 2017
5:30 – 8:00 p.m. / 17 h 30 – 20 h**

**221, rue Nelson Street
Board Room/Salle du conseil**

Approved Minutes / Procès-verbal adopté

PRESENT:	Lynn Marchildon – Board Chair, Edward Speicher – Vice-Chair, Lisa Gorman – Secretary, Leila Bocksch, Kim Brown, Miquelon Deller, Brian Legris, Karen McMullen, Marguerite Nadeau, – Board Directors
ABSENT WITH REGRETS:	Aynsley Morris – Vice-Chair Kenneth Workun – Treasurer Ayah Alsaafin – Board Director
ABSENT:	Sarah Stirling-Moffet, Ross Taylor – Board Directors
STAFF GUESTS:	David Gibson – Executive Director Wendy Chong – Director of Quality Improvement and Performance Management
MINUTES:	Cristina Coiciu – Executive Assistant

ITEM	ACTION
1. Declaration of Conflict / Déclaration du conflit d'intérêt No declaration of conflict was made. / Aucune déclaration de conflit n'a été faite.	
2. Approval of Agenda / Adoption de l'ordre du jour <i>It was moved by Brian L. and seconded by Edward S. to approve the agenda, as presented. / Brian L., appuyée par Edward S., propose d'adopter l'ordre du jour, tel que présentée.</i> ALL IN FAVOUR – CARRIED / TOUS EN FAVEUR ET LA MOTION EST ADOPTÉE	
3. Consent Agenda / Résolutions en bloc The Consent Agenda included the following items: <ul style="list-style-type: none"> - 3.1 Approval of Minutes of the Board Meeting on June 21, 2017 / Adoption du procès-verbal de la réunion du conseil du 21 juin 2017 - 3.2 Approval of Minutes of the Board Meeting on June 28, 2017 / Adoption du procès-verbal de la réunion du conseil du 28 juin 2017 - 3.3 Membership Applications / Des demandes d'adhésion : Louise Dubé-Martel; Liz Stirling - 3.4 Canadian Centre for Accreditation Agreement Renewal August 8, 2017 – August 7, 2021 / 	

	<p>Renouvellement d'agrément avec le Centre canadien de l'agrément du 8 août 2017 au 7 août 2021</p> <ul style="list-style-type: none"> - 3.5 ASK Strathcona: Arts.Sports.Kitchens – Interim report sign-off to Community Foundation of Ottawa/ Rapport intérimaire ASK Strathcona à la Fondation communautaire d'Ottawa <p><i>It was moved by Marguerite N. and seconded by Leila B. to approve the Consent Agenda, as presented. / Marguerite N., appuyée par Leila B., propose d'adopter les résolutions en bloc, tel que présentées.</i></p> <p>ALL IN FAVOUR – CARRIED / TOUS EN FAVEUR ET LA MOTION EST ADOPTÉE</p>
4.	<p>Business Arising / Revue de la dernière réunion</p> <p>4.1 Billy Buffett House of Welcome (BBHW) Update – BRF17-064-B / Mise-à-jour sur le BBHW</p> <p>The Executive Director reported that, at a meeting between the LHIN and SHCHC on July 20, 2017, the LHIN presented a budget analysis comparing the most recent iteration of the SHCHC proposed staffing plan and the staffing budgets of a number of comparator agencies (including the cost per person and per bed). The next closest comparator's staffing budget was 30 – 40% less than the budget proposed by SHCHC. The cause of the difference was due primarily to SHCHC's commitment to avoid a single staffing model that would have staff work in isolation and under different working HR and safety standards than at the main site. Thus, it was recognized by all parties that, while the SHCHC model was programmatically sound, it was not viable from a budget perspective with the current target number of clients (8). It was also recognized that, due to environmental factors beyond SHCHC and LHIN control, the service model had changed so substantially as to be virtually unrecognizable from the original business plan submitted in January 2017.</p> <p>The Management Team met on July 24, 2017, and after thorough discussion agreed to recommend to the Board of Directors that SHCHC decline the voluntary integration with BBHW.</p> <p><i>It was moved by Edward S. and seconded by Lisa G. to accept Management Team's recommendation, as presented. / Edward S., appuyé par Lisa G., propose d'accepter la recommandation de l'équipe de gestion, tel que présentée.</i></p> <p>ALL IN FAVOUR – CARRIED / TOUS EN FAVEUR ET LA MOTION EST ADOPTÉE</p>
5.	<p>New Business / Des points nouveaux</p> <p>5.1 Client Feedback Report for 2016-2017 / Rapport des commentaires des clients pour 2016-2017</p> <p>The Director of Quality Improvement and Performance Management presented a summary of feedback received from clients in FY2016-2017, based on results collected from the Client Experience Survey and formal client feedback.</p> <ul style="list-style-type: none"> - A total of 13 formal feedback forms was received in FY2016-2017. - Three of the forms outlined appreciation for the way services were delivered to clients. - Ten forms were complaints/suggestions. - 109 clients filled out the Client Experience Survey, and results show that clients are generally very satisfied with the way services are provided (73%) and agree or strongly agree that SHCHC provides the services they needed (96%). <p>Overall, client feedback indicates very good quality of service at SHCHC. Since fewer surveys were completed in 2016-2017, it will be important to continue monitoring key areas where performance changed from previous years. A recommendation made last year was to improve the tracking of follow-up and resolution of client feedback. Management Team continues to track and make improvements in this regard, ensuring response as per procedures and the process becomes embedded within daily operations.</p> <p>The Board of Directors received the report, as presented.</p>

5.2 Board Committees Membership / Adhésion aux Comités du conseil d'administration

The Board Chair invited the Chairs of the Board Committees to offer a brief description of the mandate and activity of each committee. She then invited Board members to express their interest and join a committee (or more) of their choice. The members present opted as follows:

- Audit and Finance Committee – Chair: Ken Workun
 - Members: Karen McMullen – confirmed; Kim Brown and Edward Speicher – maybe; Aynsley Morris - TBD
- Emerging Issues Committee – Chair: Aynsley Morris
 - Members: Leila Bocksch, Kim Brown and Edward Speicher – confirmed; Miquelon Deller and Lisa Gorman – maybe;
- Nominations and Governance Committee – Chair: Lisa Gorman
 - Members: Brian Legris, Karen McMullen and Marguerite Nadeau – confirmed; Ross Taylor - TBD
- Quality and Performance Committee – Chair: Edward Speicher
 - Members: Miquelon Deller – confirmed; Lisa Gorman – maybe; Sarah Stirling-Moffet and Ross Taylor - TBD

Given that a few Board members were not present at the meeting, an e-mail will be sent to them to make their selection, and the final membership list will be confirmed at the next meeting.

Cristina Coiciu to follow-up on action items.

5.3 Annual Board Retreat Planning / Plannification du retrait annuel du conseil d'administration

The Board Secretary indicated that for this year's retreat there were some considerations towards a start-up for the upcoming Strategic Plan, thus a joint collaboration between Nominations and Governance Committee and the Emerging Issues Committee would look at how to frame and lay out the day.

A discussion ensued, and following are some of the comments/suggestions:

- take into account the environmental scan of Ottawa CHCs and from there get down to SHCHC;
- time too short until the end of October to prepare for discussion on strategic plan;
- postpone the annual retreat until we are ready for discussion on strategic plan;
- consider to hold the retreat every 18 months rather than annually, when we struggle to find a theme, facilitator etc.;
- with the Consent Agenda, now the Board has more time for generative thinking and/or training and development at the Board meetings; therefore the retreat can be called when there is a need for it;
- from the Board surveys, it was noticed that Board members were interested in more presentations on the Centre's programs; extend invitation to Program Directors to present at Board meetings, for education purpose.

It was agreed that the Board Retreat will be postponed until there was more to start up discussion on Strategic Plan. In the meantime, we can organize another community bus tour and Board 101, especially that we have new Board members.

The Board Chair asked the Vice-Chair Edward Speicher, in his capacity of Chair of the Quality and Performance Committee, to look at a workplan for the Strategic Planning process. The Executive Director and the Director of Quality Improvement and Performance Management will help with the process.

Edward Speicher to follow-up with David Gibson and Wendy Chong.

6. Information Items / Des points d'information

6.1 Executive Director's Report / Rapport du directeur général

The Executive Director spoke to the highlights of each item in his report:

- Ottawa Public Health Pilot Project – Harm Reduction Dispensing Units: (Strategic Direction: Increase quality and coordination of our services)

- Inner City Health Managed Opiate Program Update (Strategic Direction: Increase quality and coordination of our services)
- Supervised Consumption Services Update (Strategic Direction: Improve health outcomes for clients who experience health inequity)

6.2 Board Workplan for 2017-2018 / Plan du travail du conseil d'administration pour 2017-2018

The Board reviewed the workplan for 2017-2018 and noted that all activities are on track or with some delay (i.e. Executive Director's Performance Assessment). The Board Chair reported that the process was concluded, and the final letter will come to the Board at a future meeting.

6.3 SHCHC Data Highlights for 2016-2017 / Faits saillants des données du CSCCS

For information/reading.

6.4 FLS Health System Transformation and Interprofessional Teams Expansion / Transformation du système de santé au sujet des services en français et expansion des équipes interprofessionnelles

The Executive Director informed that the AOHC developed a letter to the Assistant Deputy Minister Responsible for French Language Health Services at the MOHLTC re: priorities identified by Francophone and bilingual community-governed health sector to support "Patients First" operationalization and potential criteria for the expansion of Interprofessional Teams. Moving forward, SHCHC will ask the Canadian Centre for Accreditation to include an FLS module in the accreditation process.

Adjournment: 8:00 p.m.