



Quest Community Health Centre

Minutes – Regular Meeting of the Board of Directors

Date: Thursday, April 25, 2019
Time: 5:30 p.m.
Location: 145 Queenston Street, 2nd Floor Community Room, West Wing
Present: Rick Kennedy (Chair), Gail Riihimaki (Vice Chair), Blair Hutchings (Treasurer/Secretary), Janice Arnoldi, Anne Marie DiSanto, Mary Jane Johnson, Carol Nagy Jennifer Tsang, Jon Watson, Francesca Vergalito
Teleconference: David Veres
Staff: Coletta McGrath, Jenny Stranges, Trudy Schroeder

A. Convening the Meeting

A.1 Call to Order

Recognition of a quorum – 5:30 p.m.

A.2 **Approval of Agenda**

Agenda revised:

- C.1 Finance Committee
 - Recruitment and Retention Update

- D.1 New or Other Business
 - MSAA update

Motion: To accept the revised Agenda prepared for today's meeting, April 25, 2019

Moved: Jennifer Tsang

Seconded: Carol Nagy

All in Favour

Carried

A.3 Declaration of Conflict of Interest

None to declare

B. Minutes of Last Meeting

B.1 Approval of Minutes

Motion: To approve the Minutes of the Board meeting March 28th, 2019

Moved: Janice Arnoldi

Seconded: Jon Watson

All in Favour

Carried

B.2 Business Arising from Minutes

No Business was identified

C. Reports

C.1 Finance Committee

Blair Hutchings, Treasurer/Secretary, provided the following overview:

- Finance Policies

Blair reviewed the Finance Policy changes and highlighted the following:

Cheque Signing:

- Delegation of Authority:
to sign cheques for expenses authorized within the budget up to a maximum of \$10,000 with the exception that the Executive Director, Program Director and Finance Consultant may also sign regular rent cheques, benefit provider, and quarterly IT provider support cheques.

In addition to existing policies Finance Committee also reviewed and recommended six (6) new policies for approval by the Board. Following the review of the new Fundraising Policy there was some discussion re operational nature of the policy. It was agreed that the Finance Committee would review the new policies in light of this concern. The following motion was subsequently tabled.

Motion: That the Quest CHC existing Finance Policies with the proposed changes be approved

Moved: Blair Hutchings

Seconded: David Veres

All in favour

Carried

- Recruitment and Retention

- The Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) have confirmed that Quest will receive an additional \$77,300 base funding in fiscal year 2019-20 to support Recruitment and Retention.
- Funding will support compensation (salaries and benefits).

C.2 Governance Committee

Anne Marie DiSanto, Governance Committee, Chair advised that the Governance Committee will be meeting May 2nd, 2019

C.3 Executive Committee

see E.1 In Camera

C.4 Capital Project Ad Hoc Committee

Coletta provided the following update:

- The Capital Investment Branch have confirmed Quest's Capital Project Toolkit has been approved.
- The additional 844 sq ft that Quest asked for will be significantly less. A scheduled teleconference will be taking place next week and additional space allocation, will be discussed.
- Space for Interprofessional Primary Care (IPC) Program has been approved; revised toolkit needs to be discussed with MOHLTC re approval of the Aboriginal Health Access Centre (AHAC)
- St. Joseph's Geriatric Mental Health program request to have their Niagara site located at Quest was denied. Ministry's response reflects eligibility under the 'Community Health Capital Programs Policy' as it does not fit the criteria (i.e. hospital vs. community).

C.5 Marketing, Communications & Fund Development Committee

Janice Arnoldi, MCFD Committee, Chair presented the following update:

Janice presented the BrandScript: *'Health Care that changes the lives of our most vulnerable' No One is Left Behind*, sharing that the Committee had spent a lot of time reviewing the wording, explaining how they struggled as a whole with the wording 'Vulnerable' as Quest's client population is complex/diverse.

The Board reviewed and tweaked the BrandScript and felt that 'Everyone Matters' should continue be reflected. Rick, thanked the Committee for their excellent work and the following motion was presented:

Motion: That the Quest CHC BrandScript
"Health Care That Changes Lives"
'Every One Matters'
be approved

Moved: Janice Arnoldi

Seconded: Francesca Vergalito

All in favour

Carried

C.6 Board Liaison Report

Gail Riihimaki, Board Liaison, presented the following update :

- Annual Conference, Community Health Connections 2019, is taking place June 11-13, in Ottawa. It is a joint conference of the Alliance for Healthier Communities and the Canadian Association of Community Health Centres .
- Board Liaison webinar scheduled for next week and the PowerPoint presentation will be sent out to the Board.

C.7 Board Chair Report

- Executive Committee have met 3 times to support ED Transition planning. Also met with Quest Staff to explain Transition process. Staff were encouraged by the Executive Team's presentation and appreciated the transparency.
- RFPs have gone out to 11 consultant firms who are experienced in our Sector, closing May 6th, 2019. Further discussion will be held in Camera.
- Monday, April 29th, 2019, the NCCHC Leadership Symposium will be hosted by Centre de Santé, presentations by Jaime Watt, Navigator Consulting and Adrianna Tetley, CEO Alliance for Healthier Communities.

C.9 Executive Director Report

Coletta McGrath, several highlights from the ED Report:

Quality

- Presentation to Niagara College Hygiene Class (55 students) re Quest CHCs Volunteer Dental Program and acceptance of cheque from class to support program
- Quest has been approved as a Health Partner Gateway user. This secure online system will allow Quest to upload and view HealthLinks Coordinated Care Plans (CCPs)

Partnerships

- The Ontario Greenhouse Vegetable Growers (OGVG) created an app for MAWs and Employers to better navigate services for MAWs in their communities. Quest was approached to be a user for the Niagara Region. Quest now has access to upload information on the app.
- USAT was invited to participate in an Emergency Department Process Mapping exercise to help with system navigation for clients between hospitals in Niagara and community.

Leadership

- BPSO Lead sending out monthly email updates to staff to communicate ongoing plans and project accomplishments
- An Exercise and Human Performance learner from Niagara College completed their placement this month. For their project they re-developed Let's Get Moving program to include set of weekly routines based on our clients' needs and limitations as well as develop a group physical activity challenge.

Telling Our Story

- As a Transformative Change Award recipient, a video re Quest's Rainbow Niagara LGBTQ+ Services is currently being organized with the Alliance for Healthier Communities; filming to take place on Friday May 3rd.

- Quest ED invited to prepare/speak to PPT presentation for Mayor's meeting regarding individuals who are experiencing mental health and addiction issues, and services being provided to support them; did so in collaboration with HealthLinks

Resources

- Initial request to Fowler Family Foundation for Volunteer Coordinator; asked to submit a proposal for June, 2019.

The Service Statistics including Core Indicators for All Sectors & Sector Specific Indicators were reviewed noting that Quest is surpassing targets for most indicators.

D. New or Other Business

D.1 Occupational Health & Safety Report

In the Program Director's absence Trudy reviewed the Occupational Health & Safety Report.

- The Joint Health and Safety Committee Health continue to update and work on the annual work plan for the 2019-20 fiscal years, to aid with planning and ensuring the committee is on target for all legislated responsibilities.
- In February 'Brown File' Drill was conducted with Staff re Brown File – Chemical Spill
 - Scenario: Open mouth cup spilling liquid nitrogen
 - Learning outcomes: Staff where able to identify code, ability to page, control and redirect traffic, going to check the MSDS sheet, assess for ventilation.
- The committee has been conducting regular inspections, of Both Quest's main site (monthly) and point of service (annually).
- Workplace inspection reports and incident reports are reviewed by the committee at every JHSC meeting. The committee ensures all appropriate action items are addressed in a timely fashion.
- Annual Fire Extinguisher inspection has been completed by Birmingham Fire Control at Quest CHC. Fire Extinguishers are wheel chair accessible with no blocked entrances.
- Quest continues to maintain and improve a safe and healthy working environment for its employees and volunteers, within the parameters of occupational health and safety legislation.

- Strategic Plan Update

Coletta presented and reviewed the draft excel Dashboard explaining that the Dashboard is in its draft stage but gives an overview of the Key Action Steps and Targets that are either in process or completed. The Board appreciated the format and ease of access re strategic plan items. Coletta and Trudy will continue to update the Dashboard.

- Ontario Health Teams Update

Coletta has been asked to sit at the Ontario Health Self Assessment Table representing Quest / USAT. Cambridge, Ottawa, and London CHCs are playing a strong leadership role in the Ontario Health Team.

The Ministry and Alliance for Healthier Communities seem to have a very positive/strong relationship with respect to health system transformation. The NCHCC Leadership

Symposium should give the Board a better understanding of the transformation and in particular Ontario Health Teams and next steps.

- MSAA 2019-2022 Update

MSAA 2019-2022 has been approved and signed copies have been received.

E. In Camera - 6:50 p.m.

E.1 **Motion:** To move In Camera
Moved: Carol Nagy
Seconded: Janice Arnoldi
All in Favour
Carried

F. Adjournment

F.1 There being no further business, the meeting was adjourned.

Motion: To adjourn the regular Board meeting and move to In Camera
Moved: Carol Nagy
Second: Francesca Vergalito
All in Favour
Carried

Next Meeting:

Date: Thursday, May 23, 2019 @ 5:30 pm

Location: 145 Queenston Street, 2nd Floor Community Room, West Wing

Date: _____ Chairperson: _____
Rick Kennedy, Chair

Recorder: _____
Blair Hutchings, Treasurer/Secretary