

Rideau Community
Health Services

Your Community Health Centre

Board of Directors Meeting Minutes

Tuesday November 24, 2020

4:00 – 6:00pm

Present:	Janet Cosier (Board Chair), Bob Long, Terry Lee, Terry Gilhen, Michèle Le Blanc, Ian Donald, Deb McGuire, Sandy Shaw, Katie Weststrate, Dorothy Thomson, Don Palmer, Jackie Lord, Michele Bellows (CEO), Kelly Robinson, Director, Primary Care, Onalee Randell, Director, Health Promotion, Anne Caron, Director Corporate & Admin Services, Tracey Fuller, Manager, Health Promotion, Jane Page-Brown (recorder)
Regrets:	None

	Agenda Items	Discussion
1.	Welcome	<ul style="list-style-type: none"> J. Cosier called the meeting to order at 4:00pm Welcome to Jackie Lord; as a community member on the Governance and Nominating Committee, Jackie looks forward to attending Board meetings and participating in discussions.
2.	Approval of Agenda	<p>No revisions to the agenda</p> <p>Motion: That the Board agenda for November 24, 2020 be approved as circulated.</p> <p>Moved by: M. LeBlanc Seconded by: D. McGuire Carried.</p>
3.	*Board Education – RCHS Programs and Community	<p>Presentation on Health Promotion: Our Role in Improving Client Well-Being By: Onalee Randell, Director, Health Promotion and Tracey Fuller, Manager, Health Promotion</p> <p>Questions and Discussion:</p> <ul style="list-style-type: none"> Partnerships are integral to program success Focus is to collaborate with partners and complement without duplicating services Increased demand for foot care is a result of the following: <ul style="list-style-type: none"> Greater awareness of its importance especially for individuals with chronic conditions Capacity in region due to fewer private practitioners OHIP does not fund the service Key performance measures as a result of Covid-19 <ul style="list-style-type: none"> # of clients seen for high risk chiropody are down due to Covid-19 protocols (e.g. increased cleaning time, time between appointments etc.) Smoking cessation demand is up – a positive though unexpected result Emergency Food Cupboard is seeing more clients, more often CP Holiday Train is following a revised format this year. Communication will be in the Merrickville Phoenix. Donations are being accepted at the Merrickville Site (RCHS) from Dec 14 – 18th. Staff will be on hand to ensure physical distancing.

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		<ul style="list-style-type: none"> • Technology continues to support program delivery but also poses challenges for some clients • Staff continue to support those clients who need support to adapt to technology and/or provide in-person services as needed • Virtual group programming has had low uptake which has impacted Q2 performance data • Thanks to Onalee and Tracey for an informative presentation
4.	Declaration of Conflict of Interest	None declared
5.	Consent Agenda	<p>5.1 RCHS Board Minutes October 27, 2020 5.2 Governance and Nominating Committee Minutes – November 3, 2020 5.3 Executive Committee Minutes – November 10, 2020 5.4 Finance and Audit Committee Minutes – October 22, 2020</p> <p>J. Cosier highlighted the following:</p> <p>Governance and Nominating Committee:</p> <ul style="list-style-type: none"> • Research is underway on ways to enhance Board diversity • Findings will be shared with the Board in the early spring to inform Board recruitment <p>Executive Committee;</p> <ul style="list-style-type: none"> • M. Bellows' CEO Objectives 2020/21 Mid-Year Status Report was included with the minutes to inform the Board on progress made to date; the most recent Board survey indicated knowledge of the CEO performance objectives was a gap <p>Finance and Audit Committee:</p> <ul style="list-style-type: none"> • M. Le Blanc and A. Caron will report on current and upcoming activities under item #9.2 <p>MOTION: That the consent agenda be approved as presented. Moved by: T. Gilhen Seconded by: B. Long Carried.</p>
6.	CEO Report	<p>M. Bellows provided highlights from her written CEO Report:</p> <ul style="list-style-type: none"> • The report will now start with a client story which will help to ground the Board in the work of RCHS. This month's story illustrates the elements of complexity, collaboration and range of partners involved in collaborating for optimal client care • Drive-through flu clinics were a great success • The first staff education session to address anti-racism/anti-oppression is tomorrow; following this Board training will be scheduled as part of a collaborative effort with other CHCs in the region • As of this Board meeting there has been no response from the CAO of Merrickville-Wolford in response

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		<p>to the query about extending the lease for the Merrickville Site; Action: M. Bellows will follow up.</p> <ul style="list-style-type: none"> Complaints analysis reveals that RCHS does not receive a lot of complaints and those that are received are dealt with quickly and thoroughly. The OHT Governors' session scheduled for December 7th will provide the foundation for the January Board meeting discussion. All are encouraged to attend. (The meeting invitation was forwarded and the link was included at the bottom of today's Board agenda)
7.	Board Chair Report (verbal report)	<p>J. Cosier provided the following updates:</p> <ol style="list-style-type: none"> On October 30th, the CEO/EDs, Chairs and Vice-Chairs from RCHS, Lanark Renfrew Health & Community Services and Country Roads CHC met to discuss areas of common interest including positioning CHCs within the OHT environment, promoting our model, pandemic lessons learned, and communications and education collaboration <p>Meeting highlights:</p> <ul style="list-style-type: none"> Status of participation in the LLG OHT: A recommendation has been put forward for Lanark Renfrew Health and Community Services' Board for the agency to join the LLG Ontario Health Team. Carleton Place Hospital and Perth health teams have not yet committed to an OHT With all three area CHCs are part of the LLG OHT, there is interest in developing a shared vision to build strength as members of the OHT and to promote a unified approach to communicating services within the region; Further discussion planned for the end of January 2021 Conversation will also continue on ways to collaborate at the operational level <ol style="list-style-type: none"> Board members are asked to take note of the information updates and upcoming events at the bottom of the agenda; in particular the LLG OHT Joint Governors Meeting on Dec 7th and the Alliance Board Liaisons and Chairs Meeting on Dec. 9th Helen McGuire has unfortunately resigned from the Board for personal reasons. The GNC has extended well wishes from the Board and invited Helen to consider returning to the Board when she is able.
8.	Business Requiring Decision of Board	No items for this month
9.	Board Information Briefing	<p>9.1 *Operational Plan 2020/2021- Q2 Report</p> <p>Discussion Highlights:</p> <ul style="list-style-type: none"> M. Bellows indicated that the LHIN has removed a few performance indicators from next year's MSAA Although primary care was not able to refer clients for elective cancer screening for four months (March -

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		<p>to July/20), the overall results are reasonable as primary care has started to run clinics to get caught up with screening</p> <ul style="list-style-type: none"> • High risk chiropody results are as expected as the program continued to see clients as an essential service • Foot care has been combined with high risk chiropody as both are an extension of diabetes care • Group participation rates are low as overall uptake by clients for virtual group programming was low • Diabetes team education and team appointments are challenging to conduct virtually • Referrals to diabetes education are down slightly in part due to reduced screening in primary care settings • The Exception report on pg. 4 indicates most activities are still on track to be completed in the 4th quarter <p>Question and Discussion:</p> <ul style="list-style-type: none"> • M. Bellows reported that a risk register framework is being developed based on materials provided by RCHS' insurance agent as well as other resources from partner CHCs • J. Cosier suggested that HIROC (Healthcare Insurance Reciprocal of Canada) has a very well-developed risk framework that might be a useful resource; and will forward the information • M. Bellows reported that the Community Engagement Council has met 4 times since its inception; though there were six members originally there are now three. One area of focus has been increasing awareness in the primary care community regarding the services provided by RCHS within the area. Members have been encouraged to join the OHT Lived Experience Advisory Network; Going forward, the interplay among the various client/patient advisory groups that exist among the OHT partners will evolve. <p>Action: M. Bellows will circulate the RCHS Community Engagement Council TOR to the Board</p> <ul style="list-style-type: none"> • Lanark Community Home Support, which shares office space at the Smiths Falls Site, was identified as one of the OHT partners that has been forced to suspend in-person groups and programs due to Covid-19 <p>9.2 Finance and Audit Committee Update</p> <p>M. LeBlanc reported on the discussions from the recent (November 19th) meeting and explained that more detail will follow in the minutes which will be included in the January Board package.</p> <ul style="list-style-type: none"> • The October Financial Report indicates a positive balance • A proposal is being submitted to the LHIN for reallocation of funds • Schedule of contracts and leases was reviewed by the committee • TOR and Work plan were reviewed • Staff vacation policy was revised to address vacation liability • Discussion and support for the Client in Need Fund • Ongoing discussion and communication with Village of Merrickville-Wolford re: the land transfer • RFP for audit services will go out in January


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		<ul style="list-style-type: none"> • Discussion re: Board education on the Community Annual Planning Submission (CAPS) <p>9.3 Board/Staff Christmas Holiday Greetings</p> <ul style="list-style-type: none"> • The traditional Board/ Staff holiday breakfast will not be possible this year; though everyone looks forward to planning a get together when it is safe to do so • Various options were discussed to allow the Board to send holiday greetings to the staff (e.g. coordinating a recorded Zoom message with a few Board members to circulate to staff) • Additionally, ideas were discussed to support Board/Staff engagement going forward (e.g. arranging for Board members to be introduced to a staff member and then to 'introduce' them at a Board meeting, organizing correspondence – thank you messages - from Board to staff.) • More details to follow re: potential activities and the process • It was suggested that a message be posted on the website to share holiday greetings from the Board to the clients and community <p>Action: M. Bellows will follow up on the options discussed.</p>
10.	Meeting Evaluation	The link to the on-line survey question was included with the agenda. J. Cosier reminded the Board to provide comments and suggestions to improve the meetings.
11.	In camera Session:	No in camera session was held.
12.	Next Board meeting:	Tuesday January 26, 2021 – 4:00pm
13.	Adjournment	<p>MOTION: That the meeting be adjourned at 5:45 pm</p> <p>Moved by: M. LeBlanc Carried.</p>

Approved by:

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Chair
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Date

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Secretary
 2/1/2021 | 7:41 AM PST

Date