



**Board of Directors Meeting Minutes
Wednesday, January 30, 2013
Rotary Centre for the Arts
421 Cawston Avenue, Kelowna, BC**

The Board Chair introduced the Board and Management, and then explained the format of the CLBC Board meeting.

Question and Answer Period

In order to improve communication, transparency, and accessibility to the public, the Board of CLBC provides opportunities for the public to schedule presentations and to ask questions of the Board prior to the beginning of every Board meeting.

The Board received no questions from the public.

Presentations

There were no public presentations.

Board Meeting

Attendees:

Denise Turner, Board Chair
Mark Duncan, Board Member
Norah Flaherty, Board Member
Darryl Harand, Board Member
Ernie Malone, Board Member

Roberta Kjelson, Board Member
Arn van Iersel, Board Member
Elizabeth Hunt, Board Member
Jan Marston, Board Member

Regrets: John McCulloch

Staff:

Doug Woollard (Interim CEO)
Richard Hunter (VP Corporate Services)
Carol Goozh (VP Policy & Program Development)
Brian Salisbury (Director of Strategic Planning)
David Hurford (Director of Communications)
Stacey Lee (Director of Human Resources)
Penny Johnson (Recorder)

Call to Order:

The Chair called the Public Board Meeting of January 30, 2013 to order at 12:35 p.m. and welcomed guests.

1. Agenda

The Agenda was reviewed.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the Agenda as presented.

CARRIED

2. Minutes of the November 21, 2012 Meeting of the Board of Directors

The Minutes of the November 21, 2012 Board meeting were reviewed.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the Minutes of the November 21, 2012 Board meeting as presented.

CARRIED

3. Strategic Issues/Board Education

a. Agency Transformation Presentation

Carol Goozh introduced Bob Cornish, CEO and owner of Thompson Community Services Inc., who gave an overview of his career and the mission of his agency. Thompson Community Services aligns all of its services around quality of life outcomes and uses that information to make changes to its services to improve the life of individuals. The Board Chair thanked Mr. Cornish for his presentation and commented that where there is an alignment of values and approach, there is much CLBC and agencies can accomplish together to improve outcomes for individuals. Mr. Cornish offered the following suggestions when asked what CLBC could do to improve: Service providers are sometimes confused about roles, specifically the new “navigator” role; inconsistency in how the planning and funding roles inside CLBC work together; CLBC internal communication regarding values does not get consistently applied; guidelines for agencies are sometimes presented by CLBC as hard rules instead of guidelines. The Board Chair thanked Mr. Cornish for his willingness to candidly share his perspectives on how CLBC could improve and confirmed to him CLBC’s commitment to an organization-wide process of active learning and continuous quality improvement. Mr. Cornish left the meeting at 1:20 p.m.

b. CLBC Successful Practices Presentation

Lynn Davies introduced Rob Wicharuk (QS Manager) and Lisa Bourget (CPD Manager) from the South Central Okanagan, who presented some of the successful innovations in their region, including: An inclusive soccer team, a coffee club, monthly family forum with guest speakers suggested by families and Self Advocates; an annual resource fair; a partnership with the John Howard Society for use of 11 apartments in a 49-unit building to give support and living

quarters for people we serve who were homeless to live in their own apartment with support hours built in; in Penticton a contract was established with an agency to provide crisis support; and through a partnership with the South Okanagan Community Council, individuals have the opportunity to be involved in art and an art show.

The Board was impressed with the success the Kelowna team has had in creating new ways to include people and provide services and encouraged the team and Management to find a better way of sharing the lessons and successful practices with other regions. When asked what they thought CLBC could do better, Lisa and Rob offered the following suggestions: field staff and managers need more engagement with senior leadership since it is their job to implement the operational plan; it is important to address staff workload so they can work more effectively with families and individuals and do their jobs well; policies and procedures need to be simplified with more communication about processes from HQ; the experts in the field (staff) need better opportunities to connect with the experts at HQ.

The Board Chair thanked Rob and Lisa and commended them for the good job they are doing and again reinforced the Board's and Senior Management's commitment to ensuring CLBC is an organization which actively seeks out all sorts of information from all sources in an effort to continuously improve what we do for the people who depend on us.

c. CEO Report

Doug Woollard reviewed his CEO Report and responded to comments and questions from the Board.

d. Task Force Implementation Report

Norah Flaherty provided a report of the Implementation Task Force. A contractor has been hired to work with the Task Force to implement best practices which may include a manual for Community Council members and information on how to support Self Advocate involvement. The goal is to produce a user-friendly manual which will evolve as Community Councils evolve. The contractor will also assist in developing a work plan with deliverables and a time table for the last of the Task Force implementations. Community Councils are appreciative of how CLBC and the Board have responded to their recommendations.

e. Emergency Preparedness, Response and Business Recovery Plan

Richard Hunter reviewed the Emergency Preparedness plan with the Board. The purpose of the plan is to ensure CLBC staff and service providers are able to respond to emergency situations and restore operations after an emergency. Testing of this plan will take place during next year to validate the plan.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the Emergency Preparedness, Response and Business Recovery Plan as presented, with the results from the testing being brought to the Board at the January 2014 Board meeting.

CARRIED

f. Status of Key Change Initiatives Linked to CLBC Strategic Plan

Brian Salisbury presented an executive summary outlining the status of the various key performance measures which are linked to the strategic plan, and responded to questions and comments from the Board.

g. Task Force Recommendation to Change Community Council Terms of Reference

The Task Force and Management recommend adding language to the Community Council Terms of Reference in order to bring additional clarity to their regional roles.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the addition of the following phrase to the Community Council Terms of Reference.

“Community Councils are encouraged to act in an informative/advisory role at the local and regional levels.”

CARRIED

c. Community Council and Provincial Advisory Committee Appointments

Management recommended approval of the appointment of two new Community Council members.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Management; the Board approve the community council re-appointments and appointments.

CARRIED

Management recommended approval of the re-appointment of two Community Council members who have reached their maximum term limits but where the Councils are experiencing recruitment challenges.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Management; the Board approve the re-appointment of community council members that would remain in effect until March 31, 2014 or until replacement members are identified, whichever is earlier.

CARRIED

Management recommended approval of the appointment of one new provincial advisory committee member.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Management; the Board approve the provincial advisory committee appointment.

CARRIED

4. Board Committee Reports

Quality & Service Committee Report

Norah Flaherty gave a report on the Q&S Committee.

The Committee reviewed and approved amendments to its Terms of Reference.

Motion

It was **MOVED** and **SECONDED** that the Board approve the amended Q&S Committee Terms of Reference as recommended by the Q&S Committee.

CARRIED

Russ Keil is the new Chair of the Provincial Advisory Committee. As part of the Committee's Terms of Reference, the Committee is to meet annually with the Provincial Advisory Committee Chair. The Committee plans to arrange a meeting with Russ Keil at its July 2013 meeting which will be held in Nanaimo.

CLBC employs three Provincial Advisors who consult and advice on ways to engage with Self Advocates, family members, and Aboriginals to encourage community inclusion and the Committee.

Governance & HR Committee Report

Jan Marston gave a report on the G&HR Committee.

The Committee reviewed and approved amendments to its Terms of Reference and Work Plan.

Motion

It was **MOVED** and **SECONDED** that the Board approve the amended G&HR Committee Terms of Reference and Work Plan as recommended by the G&HR Committee.

CARRIED

The Committee reviewed and approved amendments to the Board Charter.

Motion

It was **MOVED** and **SECONDED** that the Board approve the amended Board Charter as recommended by the G&HR Committee.

CARRIED

The 2013 Board Development and Education Plan was reviewed and revised to include a Board tour in Nanaimo in July and two Listen and Learn sessions, and a footnote to remind the Board of the ICD sessions for education and ambassadorship.

The Committee reviewed and approved the 2013 Board Development and Education Plan as amended.

Motion

It was **MOVED** and **SECONDED** that the Board approve the 2013 Board Development and Education Plan as recommended by the G&HR Committee.

CARRIED

Finance & Audit Committee Report

Arn van Iersel gave a verbal report on the F&A Committee.

The Committee reviewed the Auditor Independence policy and recommended changes.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves the Auditor Independence policy as amended.

CARRIED

The Committee reviewed and approved amendments to its Terms of Reference and Work Plan.

Motion

It was **MOVED** and **SECONDED** that the Board approve the amended F&A Committee Terms of Reference and Work Plan as recommended by the F&A Committee.

CARRIED

The Committee reviewed the impact of, and the processes which will be implemented, as a result of the reintroduction of GST/PST on April 13, 2013.

Management provided an update on CLBC's implementation of PSAS and the impact this could have on its audited financial statements. The OAG has recently released guidance and the OCG is expected to soon provide their guidance regarding this issue.

Adjournment

There being no further business to discuss, the Chair asked for a motion to adjourn the meeting.

Motion:

It was **MOVED** and **SECONDED** that the Board meeting be adjourned.

CARRIED

The meeting adjourned at 3:40 p.m. The next Board meeting is scheduled for April 4, 2013.