



**Board of Directors Meeting Minutes
May 22, 2014
Airport Marriott Hotel
7571 Westminster Hwy, Richmond, 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	Roberta Kjelson
John McCulloch	Arn van Iersel
Norah Flaherty	Elizabeth Hunt
Ernie Malone	Eileen Stewart
Diane Friedman	Darryl Harand

Regrets:

Mark Duncan

Staff:

Doug Woollard, Interim CEO
Richard Hunter, VP Corporate Services
Carol Goozh, VP Policy & Program Development
Jack Styan, VP Strategic Initiatives
David Hurford, Director of Communications
Stacey Lee, Director of Human Resources
Megan Tardif, Manager, Quality Assurance
Shelly Alexander, Corporate Secretary



Guests:

Evi Mustel, Managing Director, Mustel Group

Call to Order:

The Chair called the Public Board Meeting of May 22, 2014 to order at 8:30 a.m. and welcomed guests.

Story Telling

Darryl Harand introduced his video which was selected from INCOMMON.TV.

1. Agenda

The Agenda was reviewed, and an item was removed; the Committee decided to defer approval of the January 28, 2014 minutes until July 30, 2014.

Motion:

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

CARRIED

2. Minutes of the November 20, 2013 Meeting of the Board of Directors

The Minutes of the November 20, 2013 Board meeting were reviewed.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the Minutes of the November 20, 2013 Board meeting as presented.

CARRIED

3. Strategic Issues/Board Education

a. 2013 Consumer Satisfaction Survey Presentation

The Manager, Quality Assurance introduced Evi Mustel, Managing Director of the Mustel Group and Ms. Mustel gave an interactive presentation to the Board on the results of the 2013 Consumer Satisfaction Survey. (the "2013 Survey") After the presentation the Board asked questions and thanked Ms. Mustel for her insights and information on the 2013 Survey.

b. Presentation on How CLBC Reflects Self Advocate Perspectives through Communication

The Director of Communications presented on the topic of How CLBC Reflects Self Advocate Perspectives through Communication and responded to questions from the Board. Following discussion, the Board thanked the Director of Communications for his presentation.

4. Other Business

a. CEO Report

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

b. PAC Appointments

The Interim CEO presented the briefing note to the Board and noted the proposed appointments to the Provincial Advisory Committees listed therein for a term of two years.

Motion:

It was **MOVED** and **SECONDED** that the Board of Directors approves the Community Council and the Provincial Advisory Committee appointments and reappointments as recommended by Management.

CARRIED

c. Key Change Initiatives

The VP of Strategic Initiatives presented an update to the draft 2014-15 Key Change Initiatives Plan which summarizes progress, provides highlights and notes which initiatives have been completed. Following their review, the Board discussed with Management the work that CLBC will undertake to implement the Plan.

5. Board Committee Reports

Finance and Audit Committee Report

Arn van Iersel reported that the Committee reviewed the Audited Financial Statements for the fiscal year ended March 31, 2014, the Independent Auditor's Report, the 2014/15 Operating Budget and the 2014/15 Capital Budget. The Committee recommends for the Board to approve the Audited Financial Statements for the fiscal year ended March 31, 2014, to accept the Independent Auditor's Report, and to approve the Operating and Capital Budgets for 2014/15.

Motion:

As recommended by the Finance and Audit Committee, it was **MOVED** and **SECONDED** that the Board;

- i. approves the Audited Financial Statements for the fiscal year ended March 31, 2014;
- ii. accepts the Independent Auditor's Report;
- iii. approves the 2014/15 Operating Budget;
- iv. approves the 2014/15 Capital Budget.

CARRIED



Governance and Human Resources Committee Report

Roberta Kjelson reported on the meeting of the Governance and Human Resources Committee and responded to questions and comments from the Board.

The Committee reviewed the revised briefing note template and suggested minor changes to the format.

Motion

It was **MOVED** and **SECONDED** that, as recommended by the Governance and Human Resources Committee, the Board accepts the revised briefing note format as amended.

CARRIED

The Committee further reviewed the Directors' Compensation Disclosure for the fiscal year ended March 31, 2014 and recommends approval to the Board.

Motion

It was **MOVED** and **SECONDED** that, as recommended by the Governance and Human Resources Committee, the Board authorizes the Chair of the Governance and Human Resources Committee or the Board Chair to approve and sign the Directors' Compensation Disclosure attestation statement, as amended.

CARRIED

Quality and Service Committee Report

Norah Flaherty reported to the Board discussions at the Quality and Service Committee meeting and advised the Board that the Committee discussed the Provincial Advisory Committee Terms of Reference in detail and decided that further revisions were required before recommending approval to the Board.

Story Telling

Doug Woollard introduced his video which was selected from INCOMMON.TV.

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 12:15 a.m. The next Board meeting is scheduled for July 30 2014 in Vernon.