



**Board of Directors Meeting Minutes  
November 18, 2014  
Vancouver Airport Marriott Hotel  
7571 Westminister Highway, 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 from the Board prior to the beginning of every Board meeting.

The Board received no questions from the public.

**Public Presentations**

There were no public presentations.

**Board Meeting**

**Attendees**

Denise Turner – Board Chair  
Ernie Malone – Board Member  
Arn van Iersel – Board Member  
Mark Duncan – Board Member  
Norah Flaherty – Board Member  
Roberta Kjelson – Board Member

John McCulloch – Board Member  
Elizabeth Hunt – Board Member  
Diane Friedman – Board Member  
Eileen Stewart – Board Member  
Onkar Biring – Board Member

**CLBC Staff**

Seonag Macrae – Chief Executive Officer  
Jack Styan – Vice President, Strategic Initiatives  
Richard Hunter – Vice President, Corporate Services  
Carol Goozh – Vice President, Policy and Program Development  
Stacey Lee – Director, Human Resources  
Randy Schmidt – Director, Communications  
Andrea Baker – Manager, Quality Service Initiatives  
Marilyn Almocera – Acting Corporate Secretary

**Guests**

Cynthia Rolling – Executive Director, Milieu Family Services

## **Call to Order**

The Chair called the Public Board Meeting of November 18, 2014 to order at 8:30 a.m. and welcomed Onkar Biring, new Board member, and Randy Schmidt, new Director of Communications.

## **Story Telling**

Jack Styan introduced his chosen video titled "I have a dream" by Andrew Vallance.

### **1. Approval of Consent Agenda**

#### **Motion**

It was **MOVED** and **SECONDED** that the Board approves the consent agenda as presented.

**CARRIED**

### **2. Approval of Agenda**

The agenda was reviewed. Additional agenda item on the appointment of Onkar Biring as Board representative for the Provincial Advisory Committee was added.

#### **Motion**

It was **MOVED** and **SECONDED** that the Board approves the agenda as amended.

**CARRIED**

### **3. Strategic Issues/Board Education**

#### **3.1 Presentation on "Quality of Life"**

Andrea Baker, Manager, Quality Service Initiatives, presented her report on the progress of the *include Me!* implementation and the results and conclusions drawn out of the survey completed in fiscal 2013/14 over the 21 agencies in Vancouver-Coastal, Fraser, and Interior (South Central Okanagan and North Okanagan Shuswap) regions. Information that would be collected over the next four to five years will be viewed as baseline data and a quality of life profile will be used for the next steps of CLBC service delivery.

The Board posed several questions to Andrea then thanked her for the comprehensive presentation.

#### **3.2 Presentation on "Include Me! and Agency Transformation"**

Andrea Baker introduced the next presenter, Cynthia Rolling, Executive Director of Milieu Family Services, which is a large multi-service accredited organization delivering service throughout the lower mainland. Cynthia discussed how Milieu as an agency received their results of the *include me!* survey process and how the information was used to begin to restructure their operations so that various components are congruent with Dr. Schalock's quality of life framework, to have new conversations with stakeholders, to investigate new partnerships, and to improve the quality of life of those they serve.

The Board raised questions and thanked Cynthia for her presentation.

## **4. Other Business**

### **4.1 CEO Report**

Seonag Macrae, Chief Executive Officer, referenced her CEO report, provided highlights and responded to comments and questions from the Board.

### **Additional agenda item – New Board Member Appointment and Board Representative to PAC**

#### *Motion*

It was **MOVED** and **SECONDED** that the Board appoints of Onkar Biring as the second Board representative to the Provincial Advisory Committee.

**CARRIED**

### **4.2 Provincial Advisory Committee Appointment**

Seonag Macrae presented the Provincial Advisory Committee (PAC) nomination for Board approval.

#### *Motion*

It was **MOVED** and **SECONDED** that the Board of Directors approves the Provincial Advisory Committee (PAC) appointment as recommended by Management.

**CARRIED**

### **4.3 2013/2014 Key Change Initiatives Plan**

Jack Styan, VP Strategic Initiatives, updated the Board of the 2<sup>nd</sup> quarter progress on the key change initiatives. Jack presented the Key Change Initiatives Plan, which outlines the activities that will advance the goals and objectives outlined in CLBC's Strategic Plan, and responded to Directors' comments.

## **5. Board Committee Reports**

### **5.1 Finance and Audit Committee Report**

Arn van Iersel, Chair of the Finance and Audit Committee, reported on the Committee's review of the Financial & Operating Report and Quarterly Performance Indicators Report for the six months ended, September 30, 2014 with Committee recommendation for acceptance by the Board.

#### *Motion*

It was **MOVED** and **SECONDED** that, as recommended by the Finance and Audit Committee, the Board accepts the:

- i. Financial and Operating Report for the six months ended September 30, 2014; and
- ii. Quarterly Performance Indicators for the six months ended September 30, 2014.

**CARRIED**

The Committee also reviewed the External 2014/15 Audit Plan and internal controls over financial reporting, and further recommended approval by the Board.

### Motion

It was **MOVED** and **SECONDED** that, as recommended by the Finance and Audit Committee, the Board approves the:

- i. 2014/15 External Audit Plan, as presented; and
- ii. Management's assertion on financial reporting controls.

**CARRIED**

In addition, the Committee discussed the review on the financial authority policy; procurement and contracting policy; and theft, fraud and corruption policy. The Committee accepted the continuation of existing policies.

Updates were also received by the Committee on "My Workspace" system, de-provisioning former employees and management of individuals' personal funds.

### **5.2 Governance and Human Resources Committee Report**

The Chair of the Governance and Human Resources Committee reported to the Board about the Committee's discussion on the process of review for the Board Governance manual wherein each Committee shall be provided black-lined versions of pertinent portions of the manual by the Board Liaison and thereafter, Committee discussion and review by January 2015 meeting. Suggested changes will be circulated by April 2015 Board meeting.

The Committee also reviewed the report on adherence to legal and regulatory requirements related to CLBC workforce, which item will be brought back by January 2015 meeting.

In addition, the Committee discussed the Human Resources strategy and suggested that the subject matter be brought back in March 2015.

### **5.3 Quality and Service Committee Report**

Norah Flaherty, Chair of the Quality and Service Committee, reported to the Board discussions on a variety of issues including issues from PAC, updates on home sharing review five-year plan, personalized supports initiative review, review of CLBC accreditation activities, individualized funding progress report, quarterly performance indicators and updates from Aboriginal Advisor.

### **Story Telling**

Randy Schmidt, introduced his chosen video titled "Employment Champions."

### **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 10:50 a.m. The next Board meeting is scheduled for January 29, 2015 in Victoria at 8:30 a.m.