



**Board of Directors Meeting Minutes
Wednesday, September 19, 2012
Viscount Ballroom B, Delta Vancouver Airport Hotel
3500 Cessna Drive, 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	Ernie Malone
Mark Duncan	Arn van Iersel
Norah Flaherty	Elizabeth Hunt
Darryl Harand	John McCulloch

Regrets: Roberta Kjelson, Jan Marston

Staff:

Doug Woollard (Interim CEO)
Carol Goozh (VP Policy & Program Development)
Jack Styan (VP Strategic Initiatives)
David Hurford (Director of Communications)
Stacey Lee (Director of Human Resources)
David Toone (Manager, Audit & Risk Management)
Sylvie Zebroff (Family Partnership Advisor)
Penny Johnson (Recorder)

Call to Order:

The Chair called the Public Board Meeting of September 19, 2012 to order at 12:30 p.m. and welcomed guests, Paul Wheeler and Doug Tennant, of Semiahmoo House Society.

1. Agenda

The Agenda was reviewed and three items added.

Motion:

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

CARRIED

2. Minutes of the July 18, 2012 Meeting of the Board of Directors

The Minutes of the July 18, 2012 Board meeting were reviewed.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the Minutes of the July 18, 2012 Board meeting as presented.

CARRIED

3. Strategic Issues/Board Education

a. Service Provider Innovation - Housing

Carol Goozh introduced Paul Wheeler, Executive Director and Doug Tennant, Co-Executive Director of Semiahmoo House Society. Each of them told of their involvement in community living and with the Semiahmoo House Society, and then Paul Wheeler presented the history of the development of their idea for cluster housing, the grouping of a few apartments or town homes in a larger development where one or two people with developmental disabilities live in each apartment supported by staff or live-in caregivers. Their goal is to move from supporting four people in a group home to 15 or 16 people living in their own apartments. BC Housing has come forward to work with them, and at least three families/individuals have come forward to say they want to share their funding so they can make it happen. The cost difference from people in a group home to apartments is significant; cluster housing will cost less and provide a higher quality of life. After Mr. Wheeler and Mr. Tennant answered questions from the Board, the Chair thanked them, and they left the meeting at 1:22 p.m.

b. CEO Report

Doug Woollard reviewed his CEO Report and responded to questions and comments from the Board. Operational Plan development is ongoing, and the action items which are being added to the Plan and associated performance measures will be presented to the Board at the January 2013 meeting. The DM Working Group has hired a consultant to streamline the inter-ministerial transitioning of youth process which will be presented next spring. CLBC is working with MSD to streamline the forms required to establish PWD and CLBC eligibility; the new documentation will simplify the process for families and individuals. Doug Woollard and the Board welcomed David Hurford, newly hired Director of Communications to CLBC. David Hurford assumed the new role on September 17th.

c. Key Performance Indicator Review

Arn van Iersel presented the suggested process of determining a revised and enhanced suite of key performance indicators (KPIs) CLBC will use to monitor performance which ties into CLBC's recently approved Strategic Plan. The Board accepted the process on the redevelopment of KPIs and requested that the KPIs, Q&S monitoring framework, Strategic Plan, and Operational Plan be aligned so that the objectives can be measured.

d. Community Council Task Force Recommendations

Norah Flaherty presented the Community Council Task Force Recommendations and Management's response to these recommendations. She reminded the Board that the Task Force's recommendations are as a result of a shared desire by the Community Councils and CLBC to continue to enhance the Councils' ability to achieve their full potential, to feel their work is valued, and to create a common understanding of the roles of the various groups who work together. Norah Flaherty expressed appreciation for the work of the members of the Task Force for examining the issues and arriving at the recommendations; Russ Kiel for chairing the Task Force; and Sylvie Zebroff for her support to the Task Force.

After reviewing the report in detail, Ms Flaherty explained the Q&S Committee fully supports the Task Force's five key recommendations. The Q&S Committee examined and discussed the suggested strategies to implement the key recommendations. It was then agreed that Management's responses to the suggested strategies were appropriate with a modification to ensure Council members who are facing maximum term limits receive a one year extension as required.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by the Q&S Committee; the Board approve the Task Force Recommendations along with Management's response to the suggested implementation strategies, as amended.

CARRIED

A written response will be prepared and sent by the Board Chair to the chair of the Task Force as soon as possible. Following that, the Task Force recommends that an implementation committee be struck to implement the plan, and the Board directed Management to support the development of further implementation strategies in collaboration with the implementation committee, if and when necessary, in support of the five key recommendations.

e. Q1 2012-13 Operational Plan Report

Doug Woollard presented an overview of the Q1 2012-13 Operational Plan Report. All of the items which are on the Operational Plan this year will be completed this year. The yellow in the list indicates items that will not be finished in the first six months, but they will be completed this year. The Board requested that a colour key be included in the Operational Plan.

f. Community Council and Provincial Advisory Committee Appointments

Sylvie Zebroff recommended three new individuals be appointed to Community Councils. After discussion with respect to the nominees:

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Management; the Board approve the Community Council appointments.

CARRIED

g. Board Committee Appointments

The Board Chair welcomed John McCulloch, CLBC's newly appointed Board Member, and recommended that, given his background and in order to distribute the committee workloads equitably among directors, he be appointed to the F&A and Q&S Committees.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Board Chair; the Board approve the membership of the Board Committees as reflected in the Board Committee Matrix dated September 19, 2012.

CARRIED

4. Board Committee Reports

Quality & Service Committee Report

Norah Flaherty gave a report on the Quality & Service Committee and responded to questions and comments from the Board.

The Committee received a one-year update on Monitoring Framework Implementation. In keeping with CLBC's approach to continuous learning on an integrated basis, the results to date show improvement in management reporting and data accuracy; however, still more IT development needs to take place. One important outcome of the Framework is that, when fully implemented, the data being collected will better indicate whether individuals are living good lives.

The development of a revised Complaints Policy is in the consultation phase -- two community councils were among many groups selected to be involved in the consultation. The Committee encouraged Management to communicate the opportunity to give input as broadly as possible to all community councils, keeping in mind the desire to produce a revised policy relatively soon. The Committee made a number of high level suggestions to Management in the drafting of the new policy based on feedback they and the Board are hearing from families and individuals. The Committee will review the policy before it is finalized.

The Committee examined and discussed the Provincial Advisory Committee Annual Report and marvelled at the number of significant works undertaken by the Advisory Committee during the past year. The Q&S Committee also noted That Ross Spina is ending his second term on the PAC and will retire as Chair; the Board will acknowledge his contributions and let him know he will be missed.

Governance & HR Committee Report

Ernie Malone gave a verbal report on the Governance & HR Committee and responded to questions and comments raised by the Board.

Results from the 2012 employee engagement survey are being used by Management to consult with staff and to address issues raised in the survey. Management will bring forward an updated list of Board-approved policies to the next G&HR Committee meeting for review. Management has reviewed the adherence to recommended governance disclosure policies and practices and asserts that CLBC is currently in compliance. The Committee Chair will send the 2012 Board Evaluation summary to the Board Members to review prior to January 2013 when the G&HR Committee will determine how the Board will complete a self-evaluation for fiscal 2012-13.

Finance & Audit Committee Report

Arn van Iersel gave a verbal report on the Finance & Audit Committee and responded to questions and comments from the Board.

The Committee reviewed the new policies related to Whistleblower and Fraud, Theft and Corruption; two policies will continue to be developed; the policies should describe the intent of the policies; Ernie Malone has volunteered to work with Management on the next draft.

The Committee received a report on WorkSafe BC coverage of contractors; Management will conduct an annual check of WorkSafe BC coverage of contractors.

The Committee reviewed the Interim Financial Report to July 31, 2012.

Motion

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves the Interim Financial Report to July 31, 2012 as presented.

CARRIED

The Committee reviewed the Information Resource Management Plan and agreed it should be in alignment with the Strategic Plan, and offered suggestions for improving it. The Committee noted that the suggested changes did not materially alter the business case presented and therefore:

Motion:

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves the 2013/14-2015/16 Information Resources Management Plan subject to the addition of the information noted and approves the 2013/14 IRMP budget of \$3.2M.

CARRIED

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 2:50 p.m.