



**Board of Directors Meeting Minutes
July 24, 2013
The Grand Hotel
4898 Rutherford Road, Nanaimo 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
Elizabeth Hunt, Board Member
Arn van Iersel, Board Member
Roberta Kjelson, Board Member
Ernie Malone, Board Member
John McCulloch, Board Member

Staff:

Doug Woollard, Interim CEO
Carol Goozh, VP Policy & Program Development
Richard Hunter, VP Corporate Services
David Hurford, Director, Communications
Stacey Lee, Director, Human Resources
Ric Matthews, Director, Regional Operations
Jack Styan, VP Strategic Initiatives
Brian Salisbury, Director, Individual, Family and Volunteer Engagement
Gail Johnson, Board Liaison



Call to Order:

The Chair called the Public Board Meeting to order at 8:30 am and welcomed guests.

Storytelling:

At this time, the Chair called upon Elizabeth Hunt to provide an introduction of the brief video “Danny” which she had chosen from Incommon TV. The videos chosen by CLBC members for sharing at the start and end of each meeting are meant to provide an example of inclusion for the adults that CLBC supports around the province.

1. Approval of Agenda

The Agenda was reviewed.

Motion:

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

CARRIED

2. Approval of Minutes

The Minutes of the May 28, 2013 Board meeting were reviewed and some changes were requested by directors.

Motion:

It was **MOVED** and **SECONDED** that the Board approves the Minutes of the May 28, 2013 Board meeting, as amended.

CARRIED

3. Strategic Issues/Board Education

a. CLBC Nanaimo Presentation

Ric Matthews and Andrew Fidell provided background on the many and various projects undertaken by Central and Upper Island staff and service providers. Andrew responded to comments and questions from Board members.

b. Project Management Office

Doug Woollard introduced Alex MacCuaig and Amber Mitchell, staff from the Project Management Office, explaining that the PMO was established to assist staff in managing the integration of CLBC’s change initiatives into their daily work.

Alex and Amber reviewed the purpose of the project management office, described the progress made over the past 8 months, and the future goals of the PMO. Participation by CLBC staff in the early design phases of change initiatives and ongoing communication is critical to ensure a successful outcome for each project.



Board members were very interested in the PMO and expressed support for the work as outlined. Staff was requested to bring forward an updated report in January 2014.

c. CEO Report

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

d. Community Council Appointments

Brian Salisbury presented Community Council Nominations for Board approval.

The Board Chair reiterated that staff should develop a strategy for helping councils to ensure effective recruitment of new Council members is in place, with particular emphasis on those Councils where one-time extensions were recently necessary.

Motion:

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

CARRIED

e. Key Performance Indicators

Richard Hunter drew attention to the seven Board level key performance indicators which were selected from the list of 16 potential key performance indicators.

During discussion the following points were noted concerning the seven Board level KPI's:

- KPI #2 –Staff was asked to find other measurements for this item;
- KPI #4 - Use more frequent survey methodology so data is collected more than annually.
- If possible identify leading indicators.
- Provide a description of what and why we are measuring for each indicator.
- Change the definition and create a more precise measurement for employment.
- The indicators should be restated as outcome statements where appropriate

The following comments were noted concerning the Management KPI's:

- Management will now develop management indicators which will be included in management information reports to support the achievement of the Board KPI's
- Staff will share the proposed indicators and management information reports with the Board for feedback as soon as is practicable.



Motion

It was MOVED and SECONDED that the Board approves the suite of key performance indicators as recommended by management.

CARRIED

4. Board Committee Reports:

Finance & Audit Committee Report

Arn van Iersel verbally reported on five information items and one approval item as considered by the Committee.

Motion

It was MOVED and SECONDED:

That, as recommended by the Finance and Audit Committee, the Board approves the reappointment of Deloitte as the external auditor for 2013/14; and That the Board approves the external auditor's fees for 2013/14 in the amount of \$69,800.

CARRIED

Quality & Service Committee Report

Norah Flaherty reported on discussions held at the Committee meeting and put forward the Committee's recommendation concerning the Annual Report of the Q&S Committee, as amended. Ms. Flaherty reviewed the agreed upon amendments .

Motion

It was MOVED and SECONDED:

As recommended by the Quality and Service Committee, that the Quality and Service Committee Annual Report be approved, as amended.

CARRIED

A discussion ensued regarding community councils and ways to improve communication and support for the council members.

Governance & HR Committee Report

Roberta Kjelson, new Chair of the Governance & HR Committee advised that the Committee requested staff to report back at the September meeting on the revisions to CEO position description; and the Directors' Profiles.



Correspondence

The Chair noted several pieces of correspondence were circulated with the agenda.

Storytelling:

Roberta Kjelson provided an introduction of the brief video “You’ve got Breakfast, Lunch and Hugs” which she had chosen from Incommon TV as an example of the adults that CLBC supports to help them achieve their goals and aspirations.

Adjournment:

Motion:

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

CARRIED

The meeting adjourned at 11:30 am. The next Board meeting is scheduled for September 24, 2013 in Vancouver.