



**Board of Directors Meeting Minutes
September 24, 2013
Executive Airport Plaza Hotel
7311 Westminster Highway Richmond BC**

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.

Attendees:

Board Members:

Denise Turner, Chair
Mark Duncan
Norah Flaherty
Darryl Harand
Arn van Iersel
Roberta Kjelson
Ernie Malone
John McCulloch

Regrets:

Elizabeth Hunt

Staff:

Doug Woollard, Interim CEO
Andrea Baker, Acting Director, Individual, Family and Volunteer Engagement
Carol Goozh, VP Policy & Program Development
Joyce Hemingway, Manager, Corporate Reporting and Accountability
David Hurford, Director, Communications
Stacey Lee, Director, Human Resources
Jack Styan, VP Strategic Initiatives
Gail Johnson, Board Liaison



Call to Order:

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

Storytelling:

At this time, the Chair called upon John McCulloch to provide an introduction of the brief video which he had chosen from Incommon TV. The videos chosen by CLBC Board 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 July 24, 2013 Board meeting were reviewed.

Motion:

It was MOVED and SECONDED that the Board approves the Minutes of the July 24, 2013 Board meeting.

CARRIED

3. Strategic Issues/Board Education

a. Presentation - CLBC and Diversity

Jai Birdi, DRO, Fraser Region and Jas Cheema, Diversity Lead, Fraser Health Authority presented information on the efforts being made by CLBC and the FHA to acknowledge diversity and respond to inclusion within the two organizations. The presenters highlighted the definition of diversity, and provided examples of how the elements of diversity are reflected in their workplaces. Ms. Cheema stated that the FHA's diversity policy honours people's values and beliefs and builds trust in the communities they serve. Mr. Birdi noted that CLBC is now in the process of developing a diversity policy as part of an updated HR strategy.

Following their presentation, which was well received, Mr. Birdi and Ms. Cheema responded to comments and questions from Board members.

During discussion, Board members agreed that the Chair of the Governance and HR Committee will request that the HR Director update the Board on the development of the HR diversity strategy.

b. CEO Report

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

The Board requested further information on the speaking schedule for Mark Wafer, owner of Tim Horton's, and requested that the November Board meeting include time for further discussion about possible involvement by the Board, in CLBC's Long Service Awards as recommended by management, giving consideration to comments and feedback by the Board.

c. Community Council Appointments

Andrea Baker presented the Community Council Nominations for Board approval. It was noted that the term end dates for the two South Island Community Council individuals, should be November 29, 2015, not 2014.

Motion:

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

CARRIED

d. Key Performance Indicators

Doug Woollard noted that the CLBC senior management will meet again in October for further consideration of the Key Performance Indicators, and report back to the Board at its November meeting. Mr. Woollard responded to questions and comments from the Board.

e. Key Change Initiatives Plan – Q1 Status Update

Jack Styan referenced the document provided to the Board, noting that 24 of 29 initiatives are on track, and two initiatives have been amended. In addition two initiatives have extended timelines.

During discussion, it was agreed that staff will investigate and report back on how other organizations support volunteers.

The Board requested that future updates on this Plan revert back to noting Key Changes only, with the option of management to expand on any given initiative by way of short briefing notes attached as appendices.

4. Board Committee Reports:

Finance & Audit Committee

After reporting on several routine information items, the Chair of the Finance and Audit Committee presented items for approval as follows.



The Committee reviewed the Information Resource Management Plan, which reflects CLBC's investment in systems required to support the ongoing work of CLBC. Several amendments were suggested including the addition of a summary describing the work in non-technical language.

Motion

It was MOVED and SECONDED:

As recommended by the Finance and Audit Committee, that the Board approves the September 2013 IRMP update, as amended, subject to CLBC approval of a capital budget for the year 2014/15 in the amount of \$2.9 million..

CARRIED

The Committee reviewed the Interim Financial Statements to July 2013, noting that a balanced budget is projected to the end of the current fiscal year, and also reviewed the Quarterly Performance Indicators to June 2013.

Motion

It was MOVED and SECONDED:

As recommended by the Finance and Audit Committee, that the Board accepts the Interim Financial Statements to July 2013, and the Quarterly Performance Indicators to June 2013.

CARRIED

The Committee reviewed the revised Risk Management Plan and Policy Update, and agreed upon further amendments, including making changes to the terminology.

Motion

It was MOVED and SECONDED:

As recommended by the Finance and Audit Committee, that the Board accepts the revised Risk Management Plan and Policy Update, as amended.

CARRIED

The Committee reviewed an analysis of the CEO's expenses for the past fiscal year and accepted management's report regarding same.

The Committee reviewed the revisions to section 3.5 of the Ethical Reporting Policy and agreed upon some further amendments.



Motion

It was MOVED and SECONDED:

As recommended by the Finance and Audit Committee, that the Board approves the revisions to section 3.5 of the Ethical Reporting Policy, as presented in the draft guidelines, and as amended.

CARRIED

The Committee reviewed the F&A Work Plan and agreed the requirement to review Directors' Compensation Guidelines should be transferred to the Governance and HR Committee. The Board agreed to this change.

Motion

It was MOVED and SECONDED:

As recommended by the Finance and Audit Committee, the Board approves that the Finance and Audit Committee and Governance and HR Committee Work Plans be amended so that Directors' Compensation is a responsibility of the Governance and HR Committee.

CARRIED

Governance &HR Committee

The Chair of the Governance & HR Committee verbally reported on the Committee's review of several information items including CLBC's ongoing work to develop an enhanced suite of key dashboard indicators to assist the Committee in understanding the organization's progress in accomplishing objectives which will be developed as part of the HR Strategy, also under development. Work on the Strategy and indicators will continue to be developed and tracked by the Committee.

In addition, the Committee reviewed the revised CEO Position Description, which is a component of the Board Governance Manual.

Motion

It was MOVED and SECONDED:

As recommended by the Governance and HR Committee, that the Board approves the revised CEO Position Description.

CARRIED



Quality & Service Committee

The Chair of the Q&S Committee reported on discussions held at the Committee meeting and responded to questions and comments from the Board. After discussion, the Committee Chair put forward the Committee's recommendation concerning the Terms of Reference for revision of the annual Consumer Satisfaction Survey.

Motion

It was MOVED and SECONDED:

As recommended by the Quality and Service Committee, that the Board approve the proposed Terms of Reference for procuring a contractor to recommend a new methodology for the service satisfaction survey.

CARRIED

Correspondence

The Chair referenced correspondence that was circulated with the agenda.

Storytelling:

Mark Duncan provided an introduction of the brief video which he 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 11:00 am. The next Board meeting is scheduled for November 20, 2013 in Burnaby.