



## **Board of Directors Meeting Minutes**

**Wednesday, March 21, 2012**

**Sea Island Ballroom A, Delta Vancouver Airport Hotel  
3500 Cessna Drive, Richmond, BC**

The Board Chair introduced the Board and Management, and then explained the format of 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  
Mark Duncan  
Norah Flaherty  
Darryl Harand  
Roberta Kjelson

Ernie Malone  
Jan Marston  
Don Rowlatt  
Arn Van Iersel

**Regrets:** Elizabeth Hunt

#### **Guests:**

Evi Mustel, Mustel Group

#### **Staff:**

Doug Woollard (Interim CEO)  
Carol Goozh (VP Policy & Program Development)  
Roz Ingram (Director of Communications)  
Brian Salisbury (Director of Strategic Planning)  
Shikha Kumar (Manager Business Planning)  
Jessica Humphrey (Self Advocate Advisor)  
Penny Johnson (Recorder)

## **Call to Order:**

The Chair called the Board Meeting to order at 12:30 p.m.

### **1. Agenda**

The Agenda was reviewed. Item 3c Information Privacy and Security Policy, was deferred to the May Board meeting. The Chair advised that, due to time constraints, several items were moved to a Consent Agenda this meeting.

#### **Motion:**

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

**CARRIED**

### **2. Consent Agenda**

The Consent Agenda was reviewed.

#### **Motion:**

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

**CARRIED**

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

#### **a. Service Satisfaction Survey**

The Board Chair welcomed Evi Mustel who presented the results of the 2011 Service Satisfaction Survey and responded to comments and questions raised by the Board. Management will now take the Survey to the Senior Management Team and develop a plan to improve service satisfaction in 2012. The survey questions will be reviewed and revised as necessary with input from the Quality and Service Committee for next year. The Chair thanked Evi Mustel who left the meeting at 1:40pm.

#### **b. Supporting Self Advocacy**

The Chair welcomed Jessica Humphrey to the meeting. Jessica presented an overview of her role as Self Advocate Advisor and her connection to it, and responded to comments and questions raised by the Board. Jessica has been in the position for four months now. In her role, she spends most of her time in communities, working with self-advocates, helping them determine the kinds of things they want to do. She advised that for CLBC to effectively support the self-advocacy movement, there needs to be a commitment to understand how self advocacy is structured in BC, to get to know the leaders, and to determine how CLBC can work with them. Jessica looks forward to leading this process. The Q&S Committee met with all three Provincial Advisors and have asked them to recommend a way to permanently engrain their advisory work into the work of the Q&S Committee. The Chair thanked Jessica who left the meeting at 2:10 p.m.

#### **d. CEO Report**

Doug Woollard reviewed key points from his CEO report, and responded to questions and comments from the Board. There is an enhanced desire from families for communication. DM IAAS report brought attention to the fact that CLBC is serving two large groups of people: young people turning 19 looking for inclusion and employment, and older people who are looking for something completely different. CLBC has made significant change internally with all initiatives now being channelled through one steering committee. CLBC has also been participating in the intergovernmental steering committee to implement the Deputy Minister Review recommendations. Carol Goozh, Richard Hunter, and Jack Styan will be working together with this committee. CST referrals have slowed, but calls continue to come in. The goal is to have the intergovernmental plan developed within 12 months. The CST has shown us ways that CLBC can adjust the way we interact with stakeholders.

#### **e. Organizational Communications Policy**

Roz Ingram presented the Organizational Communications Policy for review and responded to questions and comments raised by the Board. The Board would like the policy to tie into CLBC's values and the strategic plan, and address proactive measures. The policy should also actively promote mechanisms to collect and synthesize information from individuals and families in order to create shared understanding of issues facing CLBC. Management will review and revise the policy to align with the 2012 GLE and the Strategic Plan, and present it to the Board at its next meeting.

### **4. Board Committee Reports**

#### **a. Q&S Committee Report**

Norah Flaherty gave a report from the Quality & Service Committee and responded to questions and comments from the Board. The Quality of Life initiative, now called Include Me!, will be rolled out to enhance our ability to measure outcomes for the people we serve. The Committee will receive regular updates on the progress and evolution of Include Me!

The Committee reviewed the agenda for the annual meeting of the Advisory Committee/Community Council/Board/SMT to be held on April 14<sup>th</sup>. The meeting will be facilitated by John Talbot, and emphasis at the meeting will be on developing effective two-way communication, how the Board can support community councils to be successful, and enhancing sustainability of community councils.

The Self Advocate Advisor, Family Partnership Advisor, and the Aboriginal Advisory presented their roles to the Committee which is keen to collaborate with their work going forward. The Committee was especially happy to hear that the advisors' roles have been refocused to those that bring the perspectives of their constituent groups into CLBC in ways that will influence how CLBC operates.

The Committee Terms of Reference will be revised and presented for approval at the next Committee meeting.

## **b. G&HR Committee Report**

Jan Marston gave a report on the Governance & HR Committee and responded to questions and comments from the Board.

The Committee reviewed its Terms of Reference and suggested slight wording changes.

### **Motion:**

It was **MOVED** and **SECONDED** that the Board approve the G&HR Terms of Reference as revised.

**CARRIED**

The Committee discussed the revised draft Conflict of Interest Policy prepared by Management, providing suggestions for change and requesting that it be brought back to the next Committee meeting.

## **c. Finance & Audit Committee Report**

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

An update of the implementation of Public Sector Accounting Standards was provided to the Committee.

The Committee reviewed the proposed internal audit report template and recommended adoption of the template to the Board.

### **Motion:**

It was **MOVED** and **SECONDED** that the Board approve the proposed internal audit report template as presented.

**CARRIED**

The Committee reviewed the Travel Expense Policy.

### **Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Travel Expense Policy as presented.

**CARRIED**

The revised Financial Authority Policy clarifies when approval is needed and by whom.

### **Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Financial Authority Policy as presented.

**CARRIED**

The Committee presented the revised Investment Policy for approval by the Board.

### **Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Investment Policy as presented

**CARRIED**

The Committee made changes to the F&A Committee Terms of Reference and Work Plan, the Board Charter, and Board Work Plan to enhance the understanding of the oversight roles and responsibilities regarding business continuity and emergency preparedness plans.

**Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Finance & Audit Committee Terms of Reference, Work Plan, the Board Charter, and the Board Work Plan as presented

**CARRIED**

The 2012/13 operating budget will be brought forward for review to a special meeting of the F&A Committee in late April or early May, after which it will be brought to the Board for approval at the May Board meeting.

The financial statements were reviewed by the F&A Committee, and it is expected that CLBC will end the fiscal year very close to a balanced budget.

**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 3:10 p.m.