



**Board of Directors Meeting Minutes
Wednesday, November 21, 2012
Westminster South Room, Executive Airport Plaza,
7311 Westminster Hwy, 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	Roberta Kjelson
Mark Duncan	Arn van Iersel
Norah Flaherty	Elizabeth Hunt
Darryl Harand	John McCulloch

Regrets: Jan Marston, Ernie Malone

Staff:

Doug Woollard (Interim CEO)
Richard Hunter (VP Corporate Services)
Carol Goozh (VP Policy & Program Development)
Jack Styan (VP Strategic Initiatives)
Brian Salisbury (Director of Strategic Planning)
David Hurford (Director of Communications)
Stacey Lee (Director of Human Resources)
Jessica Humphrey (Self Advocate Advisor)
Penny Johnson (Recorder)

Call to Order:

The Chair called the Public Board Meeting of November 21, 2012 to order at 12:45 p.m. and welcomed guests.

1. Agenda

The Agenda was reviewed and the title of Item 3d was revised to “Status Report on Operational Plan”.

Motion:

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

CARRIED

2. Minutes of the September 19, 2012 Meeting of the Board of Directors

The Minutes of the September 19, 2012 Board meeting were reviewed.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the Minutes of the September 19, 2012 Board meeting as presented.

CARRIED

3. Strategic Issues/Board Education

a. BC People First Presentation

The Board Chair welcomed the delegates from BC People First and Jessica Humphrey, Self Advocate Advisor, who introduced: Mike Gauthier, President; Lorie Sherritt, Vice President; Dave Sherritt, Treasurer; Joanne Gauthier, Board Secretary; and, Sue Scott, Advisor. Mike Gauthier and Dave Sherritt presented the history of BCPF and reported they recently held a successful retreat to review the vision, mission and values of BCPF which CLBC supported. The workshops were lead by self advocates. BC was one of the first provinces to start BCPF in Canada in 1981. The group’s desire is that people with disabilities be known as people, and not for their disabilities. BCPF is working to have a group in every municipality in BC; gain charitable status as the group depends on fundraising for its support; and, would like to work together with CLBC. The Board Chair thanked BCPF for their presentation. CLBC appreciates the efforts of BCPF and will continue to work and communicate with BCPF. BCPF left the meeting at 1:30pm.

b. include Me! Presentation

Brian Salisbury and Andrea Baker presented an update on **include Me!**, CLBC’s quality of life initiative. This successful initiative began with a demonstration project in 2010-11 when CLBC engaged with service provider agencies in the Fraser region interviewing 335 individuals using a valid and reliable questionnaire to measure their quality of life on an internationally recognized scale. Since then, interviews have been conducted province-wide. Continuous quality improvement is the goal of the initiative, and other Canadian provinces and international jurisdictions are interested in learning about it. The Board recommended that CLBC include the community councils in the project, and looks forward to seeing the resulting

toolbox which will evolve as CLBC works to improve quality of life. The Board Chair thanked Brian Salisbury and Andrea Baker for their presentation.

b. CEO Report

Doug Woollard reviewed his CEO Report and responded to comments and questions from the Board. October was Community Living Month and a number of the Board Members participated in a variety of events, helping to make it a very successful Community Living month. With service partners, Jack Styan organized an Employment Summit in October; expectations for the event were exceeded and the project is gaining momentum. Also during October, the second phase of the Start with hi! Campaign was introduced. Many CLBC staff and Board members have participated in the Community Workshops sponsored by MSD.

d. Status Report on Operational Plan

Brian Salisbury reviewed the Operational Plan update for which he provided an executive summary outlining the status of the key change initiatives; a new draft Operational Plan will be in place in the Spring of 2013. CLBC's goal is to align the Operational Plan and the Service Plan to the Strategic Plan so that every employee in the organization will be able to connect their work to the strategy and the outcomes of the organization.

e. Community Council and Provincial Advisory Committee Appointments

Management recommended a one-time appointment of current community council members who required extensions as requested by the Councils. Best practices will be developed with community councils to better support them and to assist in recruiting new members; Communications will work to encourage new members through articles in newsletters, newspapers ads, etc. The Board agreed that recruitment for new members for councils should begin as soon as possible so that there will be overlap with current community council members whose terms will expire in 2014.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Management; the Board approve the re-appointment of community council members that would remain in effect until March 31, 2014, or until replacement members are identified.

CARRIED

Management recommended approval of the re-appointment of two, and the appointment of six new community council members.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Management; the Board approve the community council re-appointments and appointments.

CARRIED

Management recommended approval of the re-appointment of two, and the appointment of three new, provincial advisory committee members.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by Management; the Board approve the provincial advisory committee re-appointments and appointments.

CARRIED

4. Board Committee Reports

Quality & Service Committee Report

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

The Community Council Task Force report is now in implementation phase; timeline for completion is 12 months. The Committee encouraged open communication and developing community relationships.

The Committee discussed with David Hurford CLBC's communications plan supporting CLBC's focus on improving quality of services.

The Innovation Plan was reviewed, and the Committee encouraged Management to find ways to measure innovative outputs and outcomes.

The Committee received an overview of the activities of the Employment Initiative Core Planning Team and the results of the Community Action Employment Plan Summit held on October 22-23, 2012. Work continues to develop a comprehensive employment plan to guide CLBC and service providers.

Management presented an update of CLBC's Complaints policy and the improved website section which will enable people to make a complaint online, by fax, email, or phone. The Board agreed that all CLBC policies which are seen by the public should state the purpose and intent of the policy and give clear guidance to the reader.

The Committee reviewed and approved an amendment to its Annual Work Plan.

Motion

It was **MOVED** and **SECONDED** that the Board approve the Q&S Committee Annual Work Plan as recommended by the Q&S Committee.

CARRIED

Governance & HR Committee Report

Mark Duncan gave a verbal report on the G&HR Committee and responded to questions and comments raised by the Board.

The Committee reviewed CLBC's policy development and approval process; all policies which require Board approval are listed in the Board Governance Manual significant policy list. The Committee is required to bi-annually review the Board Governance Manual; the Committee will review the manual before the next Board meeting and make recommendations for Board approval.

Training sessions for all employees are being held for the refreshed roll-out of the Code of Conduct and Conflict of Interest Policy.

CLBC is compliant with required Board governance disclosures on its website.

With regard to FOIPPA, there is a requirement that the Board delegate to the CEO the responsibility for privacy within CLBC. Management will prepare a briefing note for the January Committee meeting regarding how CLBC's Board bylaws need to be revised in order to be compliant with the FOIPPA.

Finance & Audit Committee Report

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

The Committee reviewed the Whistleblower policy and recommended the name of the policy be changed to Ethical Reporting Policy, and other amendments.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves the Ethical Reporting Policy with suggested amendments.

CARRIED

The Committee reviewed the Fraud, Theft and Corruption Policy.

Motion:

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves the Fraud, Theft and Corruption Policy as presented.

CARRIED

The Committee will oversee the Key Performance Indicator review which will also involve community councils in KPI identification.

The Committee received and accepted an amended report of CEO expenses for Fiscal 2012.

The information required by the Financial Information Act has now been posted to CLBC's website.

The Committee reviewed the Interim Financial Reports to September 30, 2012.

Motion

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves the Interim Financial Report to September 30, 2012 as presented.

CARRIED

The Committee reviewed Quarterly Performance Indicators to September 30, 2012.

The Committee reviewed and recommended approval of the plan by Deloitte to audit CLBCs financial statements for fiscal 2012-13 and fees associated thereto of \$68,300.

Motion

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves Deloitte's plan to audit the 2012-13 financial statements of CLBC for a fee of \$68,300.

CARRIED

The Committee accepted Management's assertion that CLBC has adequate control over financial reporting, based on a number of sources of information received: internal and external audit reviews and feedback from internal processes.

Upon recommendation from Management, the Committee agreed that review of the Financial Authority Policy and the Procurement and Contracting Policy be deferred to November 2013.

The Committee reviewed the Emergency Preparedness, Response and Business Recovery Policy.

Motion

It was **MOVED** and **SECONDED** that, as recommended by the F&A Committee; the Board approves the Emergency Preparedness, Response and Business Recovery Policy as presented.

CARRIED

The full Emergency Preparedness, Response and Business Recovery Plan will be reviewed at the next Board meeting.

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 3:35 p.m.

The next Board meeting is scheduled for January 30, 2013 in Kelowna.