



**Board of Directors Meeting Minutes**  
**Thursday, January 27, 2011**  
**Airport Square – 7th Floor, 1200 West 73rd Avenue**

**Attendees:**

Denise Turner  
Ken Crump  
Mark Duncan  
Norah Flaherty  
Darryl Harand

Arn van Iersel  
Roberta Kjelson  
Ernie Malone  
Jan Marston

Absent: Don Rowlatt

**Presentations:**

Dr. Michael Kendrick  
Brian Salisbury, Director, Strategic Planning  
Carol Goozh, VP Policy and Program Development  
Paula Grant, Director Quality Assurance  
Roz Ingram, Director of Communications  
Evi Mustel, Principal, Mustel Group

**Staff:**

Rick Mowles (CEO)  
Penny Johnson (Recorder)

**Call to Order:**

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

**1. Agenda**

**Motion:**

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

**CARRIED**

**2. Minutes of the November 30<sup>th</sup> Meeting of the Board of Directors**

**Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Minutes of the November 30<sup>th</sup> meeting of the Board of Directors as presented.

**CARRIED**

### **3. Business Arising from the Minutes**

There was no business arising from the minutes.

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

#### **a. Dr. Michael Kendrick**

Carol Goozh introduced Dr. Kendrick to the Board. Dr. Kendrick prepared a report titled “An Independent Evaluation of the Safeguards Initiative of Community Living BC, 2010,” which provides an in-depth look at the efforts of CLBC toward informal and formal safeguards. Dr. Kendrick spoke to the Board about his findings and perspective with regard to developments in the sector in the BC context, and in the context of the rest of Canada. He also provided insights where, in his opinion, other jurisdictions can be looked to as models of best- or leading-practices – and commented on the relative opportunities and challenges that exist in BC.

After receiving questions from Board Members, the Board Chair thanked Dr. Kendrick for his comments and advice. Dr. Kendrick left the meeting at 1:35 p.m.

#### **b. Service Satisfaction Survey**

Paula Grant introduced Evi Mustel, Principal of the Mustel Group which performs an annual service satisfaction survey of individuals supported by CLBC. Evi Mustel discussed the survey with the Board Members and answered questions. It was noted that the survey continues to evolve over the years in order to fine-tune the organization’s ability to obtain meaningful feedback on certain key mission-related indicators. The Board and Management agreed that certain survey questions could be further refined in the next iteration. Nevertheless, the Board was particularly interested to find out why individuals supported by CLBC appear to be participating less in their communities and appear to be employed less (according to the survey), and Paula committed to report back to the Quality and Service Committee in this regard after further investigation.

#### **c. Omnibus Survey**

Roz Ingram and Evi Mustel presented an overview of the Omnibus Survey performed by the Mustel Group in November 2010. The information gathered from this survey is used to measure the effectiveness of CLBC’s past ad campaigns, and for planning the focus of CLBC’s future ad campaigns. The ad campaigns are to build awareness about what CLBC does: inclusion, employment, volunteerism, provided services.

After concluding a discussion with the Board, the Board Chair thanked Evi Mustel for her quality work and for attending the meeting.

#### **d. Shareholder’s Letter of Expectations**

Rick Mowles led the Board through a discussion about the changes in the 2011/12 Shareholder’s Letter of Expectations (“SLE”) compared to last year’s SLE. There being no further questions:

**Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Shareholder's Letter of Expectations for signing by the Board Chair and for submission to MSD, as recommended by Management.

**CARRIED**

**5. Other Business**

**a. Grant Requests**

Rick Mowles spoke to the written briefing note on the current approval process regarding grant and sponsorship requests, and answered questions from the Board. In consideration of Management's recommendation, and in the context of the full suite of Board governance and management oversight policies and processes, the Board agreed that the CEO does not need to seek prior approval from the Board for grant and sponsorship requests provided they are within the approved budget, are consistent with the vision, mission and values of CLBC, and provided that a detailed report of such spending is provided to the Finance and Audit Committee once per year.

**b. Service Plan 2011/12 – 2013/14**

Brian Salisbury presented the 2011/12 Service Plan in its final version as submitted to MSD, pointed out the changes which were made at the suggestion of MSD and TB, and explained the final approval steps with Government. Ken Crump advised that the F&A Committee had met on January 11 to approve the financial sections which appear in the Service Plan. The Board requested one change to the proposed wording relating to the explanation as to why certain performance measures had not been met.

**Motion:**

It was **MOVED** and **SECONDED** that the Board approve the 2011/12 – 2013/14 Service Plan as amended and directed Management to communicate any major changes that may occur prior to final sign-off by the Minister to the Board Chair.

**CARRIED**

**c. Board Committees**

**Motion:**

It was **MOVED** and **SECONDED** that, as recommended by the Board Chair, the Board approves membership to the three standing Board Committees as presented January 2011.

**CARRIED**

**6. Finance & Audit Issues**

**a. Report of the Finance & Audit Committee**

Ken Crump presented a verbal report of the January 11<sup>th</sup> and January 25<sup>th</sup> meetings of the Finance & Audit Committee and responded to questions and comments raised by the Board.

The F&A Committee handed over the primary responsibility of the proposed Safeguards Audit to the Q&S Committee, with the understanding that if the Q&S Committee determines that an audit of Safeguards is, indeed, to be completed, that Q&S Committee will have primary responsibility for the audit, with assistance from the F&A Committee as overseer.

**b. Financial Statements for the Period Ended November 30, 2010**

Ken Crump presented a review of the Financial Statements for the period ended November 30, 2010.

**Motion:**

As recommended by the Finance and Audit Committee, it was **MOVED** and **SECONDED** that the Board approve the Financial Statements for the period ended November 30, 2010, as presented.

**CARRIED**

**c. Minister Briefing Note – 2011/12 Budget**

Ken reported on a briefing note that has been prepared for the Minister Responsible with respect to CLBC's budget.

**Motion:**

As recommended by the Finance and Audit Committee, it was **MOVED** and **SECONDED** that the Board approve the Minister Briefing Note regarding 2011/12 budget as prepared by Management.

**CARRIED**

**7. Governance & Human Resources Issues**

**a. Report of the Governance & HR Committee**

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

**b. Board Governance Manual**

Jan Marston thanked the Board Members for their input on the new Board Manual.

**Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Board Manual with minor changes as presented.

**CARRIED**

**c. Bylaws**

The Committee deferred approval of the Bylaws to the next meeting.

#### **d. Board Education/Orientation Plan**

The Board Education/Orientation Plan was well received, and with a few minor changes, the G&HR Committee recommended the Plan to the Board Members.

#### **Motion:**

It was **MOVED** and **SECONDED** that the Board approve the Board Education/Orientation Plan with changes as presented.

**CARRIED**

#### **8. Quality & Service Issues**

##### **a. Report of the Quality & Service Committee**

Norah Flaherty presented a verbal report of the Quality & Service Committee and responded to questions and comments raised by the Board.

#### **Motion:**

It was **MOVED** and **SECONDED** that, as recommended by the Quality and Service Committee, the Board direct Management to work collaboratively with the PAC to implement the strategies outlined in the discussion paper dated December 23, 2010 with a view to helping support the Provincial Advisory Committee to fulfill its mandate as outlined in its Terms of Reference.

**CARRIED**

#### **9. CEO Report**

Rick Mowles presented his bi-monthly CEO Report and responded to questions and comments raised by the Board.

#### **Community Council Appointments**

Rick Mowles presented the names of three individuals for re-appointment to Community Councils.

#### **Motion:**

It was **MOVED** and **SECONDED** that the Board re-appoint the three individuals to the Community Council for a term of two years, as presented and recommended by Management.

**CARRIED**

#### **In Camera**

The Board moved the meeting In Camera at 4:10 p.m. to discuss human resource issues.

There being no further business to discuss, the meeting was adjourned at 5:05 p.m. The next meeting of the Board is scheduled for March 30, 2011 at 11:30 a.m.