



Board of Directors Meeting Minutes

Wednesday, March 30, 2011

Airport Square – 7th Floor, 1200 West 73rd Avenue

Attendees:

Denise Turner
Ken Crump
Mark Duncan
Norah Flaherty
Darryl Harand
Elizabeth Hunt

Arn van Iersel
Roberta Kjelson
Ernie Malone
Jan Marston
Don Rowlatt

Presentations:

Doug Woollard, VP Organizational Development
Nancy McNeill, Manager, Organizational Support
Joyce McDonald, Consultant
Carol Goozh, VP Policy and Program Development
Brian Salisbury, Director of Strategic Planning
Roz Ingram, Director of Communications

Staff:

Rick Mowles (CEO)
Penny Johnson (Recorder)

Call to Order:

The Chair called the meeting to order at 11:25 a.m., and introduced and welcomed Elizabeth Hunt, newly appointed Board Member.

1. Agenda

Under Other Business add 5e) Report of PAC Meeting, and 5f) Report of Board Meeting with Family Members.

Motion:

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

CARRIED

2. Minutes of the January 27th Meeting of the Board of Directors

Motion:

It was **MOVED** and **SECONDED** that the Board approve the Minutes of the January 27th meeting of the Board of Directors as presented.

CARRIED

3. Business Arising from the Minutes

a. Board Calendar

Motion:

After discussion, it was **MOVED** and **SECONDED** that the Board approve the Board Calendar as presented.

CARRIED

4. Strategic Issues/Board Education

a. IT/IM Systems Demonstrations

Nancy McNeill presented an overview of PARIS, a client-centred system which depends on CLBC staff completing the information in PARIS to keep it up to date.

Joyce McDonald presented an overview of Supplier Registry which tracks contractors who provide service to the people CLBC supports. New vendor names are not entered in Supplier Registry until they have been established in CAS by the Accounting department.

Nancy McNeill presented an overview of Upside, CLBC's contract management software (CMS), which is currently being used in Victoria to print new contracts and to modify current contracts. Upside is interfaced with PARIS and Supplier Registry. Audits will be set up to make sure reports and interfaces will work properly. Contract payment tables were designed from years of experience and a clause by clause review of contracts and needs. There are 32 different variants to choose from to create very precise contracts. The actual language in the contract is very limited, and standardized terms and conditions form part of the contract. It is anticipated that the terms and conditions will be updated on a regular basis. This new system will work for all regions, once they have been trained. CMS was begun in the field, and staff have been involved from the beginning.

Joyce McDonald presented an overview of the new Board Sharepoint site which holds all Board governance, reference, and meeting materials. Board Members will be alerted to additions to the site via email blasts. Discussion ensued regarding the use of the site and how Board meeting materials would be dealt with in the future. Meeting materials will be in paper form and couriered to Board Members unless they notify Penny Johnson that they would prefer to use electronic materials.

b. Jane Holland, Advocate for Service Quality, HSD

Jane Holland, Advocate for Service Quality, HSD, joined the meeting at 12:50 p.m., introduced by Carol Goozh. Jane presented an overview of her appointment and the services she provides. She described her role as a “complaints department” that works in conjunction with CLBC, especially with its complaints policy and procedures. Out of 500 complaints she received in the year, only three came forward to CLBC. Most complaints are from family members, but complaints from individuals are increasing, indicating an increase in their independence.

After receiving questions from Board Members, the Board Chair thanked Jane Holland for her comments. Jane Holland and Carol Goozh left the meeting at 1:20 p.m.

5. Other Business

a. 2011/12 Operational Plan

Brian Salisbury reviewed the 2011/12 Operational Plan with the Board Members and answered questions. This Operational Plan is based on the 2011/12 budget, and CLBC’s ability to reallocate the funds necessary to make it work. The Board was supportive of the fact that the 11/12 Operational Plan was multi-faceted and focused on capacity building, financial stewardship, and innovation/sustainability. The Board and Management also acknowledged that the degree to which Management will be successful in achieving the Plan may depend on how events unfold with respect to the budget and efforts to continually innovate within the sector to address increasing demographic and financial pressures. Brian Salisbury will continue to report progress quarterly to the Board, and important items will be included in the bi-monthly CEO Report.

Motion:

It was **MOVED** and **SECONDED** that the Board approve the 2011/12 Operational Plan as presented.

CARRIED

b. Communications Policy

Roz Ingram presented an overview of the Communications Policy. Communications are meant to be transparent; the media must be dealt with while maintaining confidentiality; simple language is used as much as possible in policies and procedural documents, which are now translated into eight different languages. The policy is meant to outline the accountability of the Board and staff: the Board is accountable to hold open board meetings; any media inquiries should be relayed to the Communications department; press releases are not published without prior approval by the Minister; experts are preferred speakers for CLBC, i.e., a Director of Regional Operations should speak to a question about his/her particular region.

It was questioned whether CLBC has a crisis communications plan and whether there is a communication policy for service providers. Roz Ingram explained that there is a separate plan for crisis communications, and the Board expressed interest in including a reference to crisis communications in the policy for ease of locating information. Management to provide more information to the Board about crisis communication prior to approving the Communications Policy.

c. Board Committees

Motion:

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

CARRIED

d. Community Council Appointments

Rick Mowles presented biographical information and the names of two individuals for appointment to Community Councils.

Motion:

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

CARRIED

e. Report of PAC Meeting

The Board Members who attended the PAC meeting held at CLBC on March 5th reported that Brian Salisbury supports the group, and Ross Spina chairs it. Ten community councils were represented at the meeting. While a small number of councils expressed dissatisfaction regarding their roles and their relationship with the CLBC Board, it was generally agreed that the group once again had a common understanding of the various roles and how they would best contribute to the success of the shared Mission of CLBC once Ross Spina and Denise Turner met with the group.

f. Report of Board Meeting with Family Members

The Board Members who attended a meeting with family members on March 29th reported that the experience was quite extraordinary and expressed interest in attending more of such sessions. The Board was reminded that sessions like this one with family members and the one prior (with self advocates) are an ongoing commitment by the Board as part of its education and development plan and the hope is to work a component of “community outreach/learning” around every board meeting. Denise Turner commented that it was always the intent that the Board get out into other areas of the Province as part of this exercise, but it became clear at the March PAC meeting that this should happen sooner rather than later, if possible.

Carol Goozh is working on sessions in the future that would see Board Members meeting with service providers, visiting group homes and home share environments; etc., and perhaps (once a year) hosting a board meeting “in the field”. Rick Mowles and Carol Goozh will take this away to see if it can be made possible – keeping in mind that budget is always an issue.

6. Finance & Audit Issues

a. F&A Committee Work Plan

Ken Crump reported that the F&A Calendar had been approved by the Committee with a few small changes.

Motion:

As recommended by the Finance and Audit Committee, it was **MOVED** and **SECONDED** that the Board approve the F&A Committee Calendar as revised and presented.

CARRIED

b. Report of Finance & Audit Committee

Ken Crump presented a verbal report of the March 29th meeting of the Finance & Audit Committee and responded to questions and comments raised by the Board.

Ken Crump presented an overview of the 2011/12 Operating Budget and explained that while the budget being presented is a balanced budget, it does contain certain assumptions around level of service growth rates and the ability of the organization and the sector to continue to fund to the disability related need in order to address current growth rates in service.

Motion:

As recommended by the Finance and Audit Committee, it was **MOVED** and **SECONDED** that the Board approve the 2011/12 Balanced Operating Budget as presented.

CARRIED

Ken Crump presented an overview of the 2011/12 Capital Budget and explained that it is entirely related to information systems.

Motion:

As recommended by the Finance and Audit Committee, it was **MOVED** and **SECONDED** that the Board approve the 2011/12 Capital Budget as presented.

CARRIED

Ken Crump presented a review of the Financial Statements for the period ended January 31, 2011.

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 January 31, 2011, as presented.

CARRIED

7. Governance & Human Resources Issues

a. G&HR Committee Work Plan

Jan Marston reported that the G&HR Calendar had been approved by the Committee.

Motion:

As recommended by the Governance & Human Resources Committee, it was **MOVED** and **SECONDED** that the Board approve the G&HR Committee Calendar as presented.

CARRIED

b. 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.

8. Quality & Service Issues

a. Q&S Committee Work Plan

Norah Flaherty reported that the Q&S Calendar had been approved by the Committee.

Motion:

As recommended by the Q&S Committee, it was **MOVED** and **SECONDED** that the Board approve the Q&S Committee Calendar as presented.

CARRIED

b. 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.

9. CEO Report

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

10. Correspondence

Correspondence was presented to the Board.

11. In Camera

The Board moved the meeting In Camera at 4:00 p.m. to discuss human resource issues.

There being no further business to discuss, the meeting was adjourned at 5:00 p.m. The next meeting of the Board is scheduled for May 25, 2011 at 12:00 p.m.