

Present: David Pell, President
Anthony DiCaita, Secretary-Treasurer
Donnamarie Dunk, Board Member
Julie Nicholls, Board Member
Irene Thompson, Board Member

Katharina Markowiak, Vice-President
Andrew Best, Board Member
Dana Hardy, Board Member
Stacey Rous, Board Member

Helen Fishburn, Executive Director
Barbara Farrell, Director of Finance

Regrets: Lynda Davenport, Board Member

Recorder: Heather Snider, Senior Executive Assistant

Heather Eddy, Director People & Culture

Agenda Item	Discussion and Actions
Welcome & Call to Order	
Declarations of Conflict	None declared.
1.0 Approval of Consent Agenda	It was duly MOVED and SECONDED that the consent agenda be approved (Katharina Markowiak, Julie Nicholls). CARRIED.
2.0 Annual Director Declaration & Consent/Privacy Pledge	<p>These forms need to be completed annually.</p> <p>ACTION: Heather Snider will revise language in the Privacy Pledge to reflect Board Member expectations.</p> <p>ACTION: Please return both forms to Heather Snider by October 9, 2020.</p>
3.0 PQRE Committee Report	<p>Julie Nicholls provide a verbal report. The Committee discussed one sentinel event (Quality Care Review) and reviewed two-year sentinel event trending. Of note is that many clients involved in sentinel events/near misses are waiting for service across system, including CMHA WW. We see particularly high wait times in Dialectical Behavioural Therapy, Psychiatry and Housing.</p> <p>Here 24/7 volumes remain very high, and we saw an increase prior to school commencing. We continue to work on Dashboard indicators and will bring this forward to the Board in coming months.</p>
4.0 COVID-19 Update	<p>Helen highlighted the following issues from her Executive Director Report.</p> <p>Second Wave</p> <p>Helen noted that for CMHA WW, the first wave did not subside. We are seeing increased intensity and concerns re: the second wave.</p> <p>Local assessment clinics are very busy. One-third of visits to our local assessment clinics are due to walk ins from outside our service areas, and we currently do not have any pharmacy testing sites in our service areas. As well, wait times for test results are the longest in the province (for WDG Public Health).</p> <p>We undertook a proactive media campaign focusing on return to school.</p>

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	<p>Return to Office</p> <p>Office reopenings have gone well at our 80 Waterloo, King St. and Silvercreek sites as we rise to meet the needs of clients who require more face-to-face care. Staff are volunteering to return to work on site and we are working closely to help them understand that our workspaces are safe and to accommodate individual staff needs (no formal accommodations needed thus far). To date we have not had issues relating to staff with school-aged children. We will remain flexible about this; staff can work virtually from home with ease. We are anticipating more of this if numbers climb.</p> <p>A small number of Here 24/7 staff have been on site as we have re-opened offices to address walk in needs, and we are also responding to mobile crisis work (face-to-face). The remainder of Here 24/7 staff are working virtually to address the enormous call volume we are experiencing. Other services remain appointment-only. We are seeing a small number of walk ins; staff are on site to assist with these.</p> <p>Risk</p> <p>We have seen an increase in privacy breaches as staff have inadvertently relaxed some standards while working from home. We communicated extensively with staff about this over the past week, reminding them of the need to follow protocols and procedures despite this new method of working. We reviewed this at all team meetings, and staff are signing off on a mandatory Privacy & Security of Personal Health Information memo.</p> <p>We are also seeing an increase in self harm and high-profile sentinel events due to the pressures of the pandemic. We are trending incidents in RL6 (risk tracking software) and will continue to bring this to the PQRE Committee.</p> <p>New Funding</p> <p>We received new base funding for IMPACT, Children’s and Adults with complex needs. We have also been notified that we will receive one-time funding from the LHIN for ongoing mental health and addictions pressures through the pandemic. As yet, we do not know the dollar amount or parameters for spending. Helen will meet with system partners on Monday to plan for use of these funds.</p> <p>\$32 million of one time funding for Children’s Mental Health pressures is earmarked for the province – we are waiting to hear what our local allocation of that funding is.</p> <p>ACTION: Helen will continue to update the Board on plans to use all funding.</p> <p>Board Business</p> <p>Helen highlighted some Board business for the coming year:</p> <ul style="list-style-type: none"> • Senior Leadership is supporting the Board’s intention to actively recruit within the BIPOC community. Helen shared that we are securing quotes for an agency Diversity & Inclusion/Antiracism audit. Marva Wisdom, Consultant and Founding President of Guelph Black Heritage Society, is meeting with Senior Leadership next week to have a conversation re: bringing this lens into our leadership.

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	<ul style="list-style-type: none"> • Helen encouraged Board members to share topics for the Board Retreat. Board members suggested diversity, inclusion and antiracism as topics. • Senior Leadership will work closely with PQRE to manage and monitor risk. We will keep the Board well-informed on these issues. • David Pell sits on the Integrated Youth Services Network Capital Campaign. <p>Board meetings – approach</p> <p>We will continue with Helen’s detailed Board Reports, a high-level presentation at the meeting, and then dialogue (Q&A).</p> <p>Q&A with Helen</p> <p>Parkview Motel proposal for permanent supportive housing</p> <p>This is a major need in Guelph, especially due to the extremely low vacancy rate and high rental rates in Guelph. CMHA WW is a very supportive partner of this initiative, as is Mayor Guthrie. Helen recently met with Gail Hoekstra, Executive Director of The Drop In Centre, to provide support. Helen co-chairs the Guelph-Wellington Poverty Task Force, which is taking a very strong role in supporting permanent supportive housing projects in Guelph and Wellington.</p> <p>We don’t anticipate public reaction to the IYSN to be similar to the Parkview Motel initiative; the community rallies behind children in a different way, and we are not a residential provider.</p> <p>Fentanyl crisis</p> <p>Guelph has one of highest opioid deaths per capita, and COVID-19 has greatly exacerbated the challenges of working with individuals with addictions. There is limited ability to open treatment sites, staff have fears re: working at those sites, and we haven’t had as many people on the ground providing outreach to that population. As well, people are using alone and don’t have safeguards in place. The treatment centre is reopening with extended hours. We also have a very strong social activism group, spearheaded by the Wellington-Guelph Drug Strategy.</p> <p>Domestic violence</p> <p>Through the pandemic, we have seen an increase in family/couples conflict and stress, and an increase in divorce rates. We continue to have a good partnership with Women in Crisis.</p> <p>Seniors</p> <p>Seniors continue to be high on our radar as a vulnerable population both in and outside long term care. We are concerned about isolated seniors with little to no support system, and have seen a decline in well seniors who normally have vibrant, social lives.</p> <p>The regional response includes a friendly visiting phone line (administered by Carizon) and we have created a Seniors at Risk “quarterback” to respond to the increase in referrals. We are seeing some interesting opportunities for working more closely with Cambridge and KW to create more a seamless experience for seniors.</p>

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5.0 System Transformation Update	OHT Work Rural Wellington OHT has received Ministry direction that is questioning whether they should remain an independent OHT. They are seeking legal advice on this matter and are in discussions with Guelph & Area and KW4 OHTs.
6.0 Woolwich Building Update	Woolwich Building Helen expanded on the detailed update provided in her September Board report. She noted we are considering postponing the tender package to the first week of February 2021, with construction beginning in April 2021. We have flagged the possible need for lease extensions with our existing landlords. We are in the process of hiring a third-party quantitative surveyor to conduct costing (base budget and tenant fit out). ACTION: Arlene Didier, Colliers Project Manager, will present to the Board at the November 26 Board Meeting.
7.0 In Camera Session	It was duly MOVED and SECONDED that the Board move in camera (Irene Thompson, Anthony DiCaita) CARRIED . It was duly MOVED and SECONDED that the Board move out of camera (Anthony DiCaita, Andrew Best). CARRIED .
8.0 Closing and Debrief	



David Pell
President



Anthony DiCaita
Secretary-Treasurer