

- Present:**
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| David Pell, President
Lynda Davenport, Board Member
Dana Hardy, Board Member
Jibrán Khokhar, Board Member
Stacey Rous, Board Member

Helen Fishburn, Executive Director
Barbara Farrell, Director of Finance | Katharina Markowiak, Vice-President
Donnamarie Dunk, Board Member
Somkene Igboanugo, New Professional on Board
Julie Nicholls, Board Member
Irene Thompson, Board Member

Heather Eddy, Director People & Culture
Alison DeMuy, Director Strategy & Innovation |
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- Regrets:**
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| Anthony DiCaita, Secretary-Treasurer
Laura McNeilly, Board Member | Andrew Best, Board Member |
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- Recorder:** Heather Snider, Senior Executive Assistant
- Guests:** Krista Sibbilin, Director of Children’s Services & Jeff Stanlick, Acting Director of Services (Regional)
 Arlene Dedier, Director of Private Sector, Colliers Project Leaders

Agenda Item	Discussion and Actions
Board Education Session	<p>Krista Sibbilin and Jeff Stanlick presented on Programs and Services at CMHA WW. They gave an overview of the various types of services, including funding sources and current funding amounts.</p> <ul style="list-style-type: none"> Crisis & Front Door Services Support Services Children’s Treatment Services Adult Treatment Services Senior Treatment Services <p>Discussion</p> <ul style="list-style-type: none"> We offer children’s services in Guelph-Wellington. In the Kitchener-Waterloo region, children’s mental health services are provided by Lutherwood, Front Door and Carizon due to historical funding agreements. Here 24/7 provides after-hours crisis support for children in the KW region. Typically, CMHA services across Canada start at age 16, so we are unique in providing children’s services. Because we are “cradle to grave,” we have the ability to consult in house across services and programs. As well, most CMHAs are not treatment focused; they primarily provide support services. We have seen an increase in Here 24/7 calls and complexity with our senior population. We are working to support this group through the holiday season. <p>On behalf of the Board, Helen thanked Krista and Jeff for sharing this information.</p>
Woolwich Building Update	<p>Arlene Dedier, Director of Private Sector, Colliers Project Leader, presented on the Woolwich Building project. Arlene explained that Colliers Project Leaders provides project management for all stakeholders in a project, with the aim of mitigating risks and maximizing opportunities for project success. Colliers will also assign designated</p>

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	<p>project managers to support our project. Arlene shared that this project is valued highly by Colliers and they are very pleased to be involved in this initiative.</p> <p>The Woolwich building will house our Children’s Services, a youth hub (Integrated Youth Services Network) and our admin offices. Helen noted that we have been in constant communication with our current landlords re: all leases impacted by this building project.</p> <p>On behalf of the Board, Helen, David and Katharina thanked Arlene for sharing this information and for her dedication to this project.</p>
Welcome & Call to Order	<p>David welcomed Jibran Khokhar and Somkene Igboanugo to the Board.</p> <p>David noted the CMHA ON branch agreement is still being drafted. He will bring more information when available.</p>
Declarations of Conflict	<p>None declared.</p>
1.0 Approval of Consent Agenda	<p>It was duly MOVED and SECONDED that the consent agenda be approved (Dana Hardy, Irene Thompson). CARRIED.</p>
2.0 Resources Committee Report	<p>Deferred.</p>
3.0 Fund Development Committee Report	<p>Alison DeMuy, Director of Strategy and Engagement, provided a comprehensive fund development update. Alison reviewed the history of fundraising at CMHA WW and the phased approach we have taken since the onset of the pandemic. We have focused on extensive messaging around the importance of mental health and CMHA WW during this time, and this has been reflected in the increase in media appearances by Helen and other CMHA WW Leaders.</p> <p>Currently, we are supporting third-party events, and running a holiday campaign and online Show Your Sole events. We have secured \$414,090 in donations to date this year, which exceeds our target of \$400,000. We have a strong relationship with Shoppers and receive significant funds from the Run for Women annually.</p> <p>The majority of our donations come from solicited and unsolicited funds. We also receive funds from third-party events and In Memoriam gifts (these have decreased during COVID due to funeral restrictions and changes in bereavement activities).</p> <p>We are currently in the “quiet phase” of the Integrated Youth Services Network campaign and are securing pledges before going public in the Spring. Board members will have opportunities to support this project as it continues.</p> <p>Looking ahead, we will focus on donor stewardship, increased communication, building internal fundraising capacity, and commencing a Foundation feasibility study.</p> <p>It was suggested that we explore the possibility of co-op student support with fundraising and communication activities.</p> <p>ACTION: Alison will look into this option.</p>

Agenda Item	Discussion and Actions
<p>4.0 Helen’s Update</p>	<p>Helen highlighted the following issues from her Executive Director Report.</p> <p>COVID-19</p> <p>Helen discussed concerns around the escalating COVID crisis in the regions we serve. Waterloo Region is at Red Level and Wellington-Guelph is at Orange Level, and there are major concerns with community transmission, including specific hot spots. Mobile Enhancement Support Teams (MEST) have been deployed to support Long Term Care homes in Waterloo Region.</p> <p>Helen sits at all Regional Pandemic Tables and we are strongly messaging the impact COVID is having on mental health, especially as we reach a critical point leading into the holiday season.</p> <p>Ontario Health Teams (OHT)</p> <p>Rural Wellington OHT will be merging with Guelph & Area (G&A) OHT based on alignment with service pathways. G&A OHT is focusing on strategic planning, a service focus and diversity work. Cambridge North Dumfries OHT is paused while they focus on the COVID crisis. KW4 OHT work is moving ahead quickly, with high expectations re: our involvement at many committees and working groups.</p> <p>Helen noted that the time, resources and need for CMHA WW’s expertise at OHT tables continue to be significant.</p> <p>Staff Wellness</p> <p>This week, the Senior Leadership Team determined that from Dec 1, 2020 to Apr 1, 2021 we need to focus on key priorities that are required to keep staff safe while serving our community. Some teams are showing resilience, while other teams are struggling with exhaustion. It is difficult to manage both COVID and non-COVID workloads. While our offices are safe, we are also managing staff anxiety around working on site and providing face to face care.</p> <p>The increase in acuity and complexity of client issues we are seeing during the pandemic also impacts staff wellness. Staff are strongly resonating with the Compassion Fatigue sessions we are providing, and another staff wellness survey will be conducted in the coming weeks.</p> <p>ACTION: Helen will continue to keep the Board updated on these issues.</p> <p>Q&A with Helen</p> <p>The Board expressed concern over the challenges presented during the upcoming holiday season. In preparation, we have increased staffing for Here 24/7, IMPACT and other direct services, and have on-call staff scheduled. The Medical Staff Team will also provide coverage. We will maintain skeleton numbers for Leadership coverage to allow Leaders to take vacation and recharge.</p> <p>The Board suggested members could share a year-end message of appreciation for staff.</p> <p>ACTION: Heather Snider will coordinate this message.</p>

Agenda Item	Discussion and Actions
5.0 Meeting without Management	This meeting did not take place as no in camera requests were brought forward.
6.0 Closing and Debrief	It was duly MOVED and SECONDED to adjourn the meeting (Julie Nicholls, Katharina Markowiak). CARRIED .



David Pell
President



Anthony DiCaita
Secretary-Treasurer