

**Present:** David Pell, President  
 Anthony DiCaita, Secretary-Treasurer  
 Dana Hardy, Board Member  
 Somkene Igboanugo, New Professional on Board  
 Laura McNeilly, Board Member  
 Helen Fishburn, CEO  
 Barbara Farrell, Director of Finance  
 Jeff Stanlick, Director of Services

Katharina Markowiak, Vice-President  
 Neil Dunsmore, Board Member  
 Lisa Hood, Board Member  
 Jibrán Khokhar, Board Member  
 Anna Tersigni Phelan, Director Quality & Risk and Chief Privacy Officer

**Recorder:** Heather Snider, Team Lead, Administration

**Guests:** Katrina Burch, Team Lead Mental Health Education & Promotion  
 Brett Friesen, Manager Children’s Services  
 Caroline Folkman, Building Community Resilience Project Manager, Guelph Wellington ACES Coalition

**Regrets:** Irene Thompson, Board Member at Large

Agenda Item	Discussion and Actions
<b>Board Education Session</b>  <b>Mental Health Education &amp; Promotion</b>	Katrina Burch presented an overview of <a href="#">Mental Health Education &amp; Promotion</a> at CMHA Waterloo Wellington.  <b>Discussion Highlights</b> <ul style="list-style-type: none"> <li>• While an immediate feedback survey is included in workplace education sessions, we are considering how we can provide longer-term follow up where necessary.</li> <li>• Some programs offered are provincial or national, e.g., <i>In The Know</i>. CMHA Ontario is also developing a program for healthcare workers.</li> <li>• Early in the pandemic, the Mental Health Education &amp; Promotion team worked extensively on the <a href="#">Here4Healthcare website</a> and resources.</li> </ul>
<b>1.0 ACES &amp; Resilience Training</b>	Brett Friesen and Caroline Folkman presented and led a discussion on the <a href="#">Adverse Childhood Experiences (ACES) &amp; Resilience Training</a> recently completed by Board members. This training was developed by the Guelph Wellington (GW) ACES Coalition.  During the presentation, Caroline noted that the GW ACES Coalition is: <ul style="list-style-type: none"> <li>• working closely with CMHA WW on related webinars</li> <li>• providing this training to police and child welfare organizations</li> <li>• requesting that all local political candidates complete this training</li> <li>• developing specific modules for Early Childhood Educators, education workers and teachers</li> </ul> <b>Feedback on training from Board members:</b> <ul style="list-style-type: none"> <li>• Clearly illustrates how intergenerational trauma affects individuals across the lifespan.</li> <li>• Highlights the power of positive relationships/supports in a child’s life, and the importance that other community members play in children’s lives.</li> <li>• Parent burnout during the pandemic is an area that needs attention.</li> <li>• Important to consider ACES in the mental health, education and justice systems.</li> </ul>

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	<p><b>How can we apply this training from a governance and decision-making perspective?</b></p> <p><b>Strategic Planning</b></p> <ul style="list-style-type: none"> <li>• Incorporate in strategic planning process.</li> <li>• View organizational decision making through this lens, particularly around human resources approaches.</li> <li>• Consider how to incorporate into our Fund Development Plan – can we use our infrastructure to support and invest in reaching communities/families in a proactive way?</li> </ul> <p><b>Advocacy and Education</b></p> <ul style="list-style-type: none"> <li>• Make connections re: how tax dollars have an effect on the problem: spending money “here” prevents spending money “there.”</li> <li>• Leverage our infrastructure, brand and support for this type of upstream work.</li> <li>• Would be helpful for all new parents to have access to this.</li> <li>• Incorporate into CMHA WW onboarding – Board, staff, students, volunteers.</li> </ul>
<p><b>2.0 Welcome; Land Acknowledgement; Call to Order; Declaration of Conflict</b></p>	<p>David Pell welcomed Board members and guests. David noted that Cavell Johnson has resigned from his position on the Board.</p> <p>Neil Dunsmore shared a land acknowledgement.</p> <p>No conflicts declared.</p>
<p><b>3.0 Approval of Consent Agenda</b></p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the January 27, 2022 CMHA WW Board minutes (Neil Dunsmore, Laura McNeilly). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> that the consent agenda be approved (Neil Dunsmore, Laura McNeilly). <b>CARRIED.</b></p>
<p><b>4.0 Board Policy Approval</b></p>	<p>The following policies have been updated by Committees and forwarded by the Governance Committee for Board approval:</p> <ul style="list-style-type: none"> <li>• PQRE 3-007 <i>Privacy &amp; Security of Information</i></li> <li>• PQRE 3-008 <i>Client Complaints</i></li> <li>• PQRE 3-001 <i>Quality Improvement &amp; Safety</i></li> <li>• Resources 4-009 <i>Signing Authority</i></li> </ul> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the above-noted policies, as presented (Neil Dunsmore, Lisa Hood). <b>CARRIED.</b></p>
<p><b>5.0 Helen’s Update and Q&amp;A</b></p>	<p><b>Q&amp;A – Helen’s Board Report</b></p> <p>Helen highlighted the following items from her Board report.</p> <p><b>Divisiveness in Community</b></p> <p>Instability across the community is manifesting in a spike in tragic sentinel events in our community. The risk elevation is significant and system implications are apparent, particularly in our community’s housing system.</p> <p>We have seen an increased number of children, adolescents and transitional aged youth, many of whom are connecting with our system for the first time. Grand River Hospital’s</p>

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	<p>Child &amp; Adolescent Inpatient Psychiatry Program (CAIP) units are currently full, with overflow of children waiting for admission in emergency departments every day. Mental health teams across the system, including CMHA WW, are pulling together to provide a rapid response and support hospital discharges.</p> <p><b>Code Grey</b></p> <p>On February 11/12 the Here 24/7 phone system was down for 12 hours. We reacted quickly, including providing a new public phone number and triaging calls manually.</p> <p>Senior Leadership are working closely with our IT Team and IT consultant to look at root causes to ensure that this service disruption does not happen again. A detailed project plan is now in place and being prioritized. We will be fully documenting our response to learn from this and improve our emergency preparedness plan.</p> <p><b>ACTION:</b> a comprehensive incident report will be presented at the March Performance, Quality, Risk &amp; Ethics (PQRE) Committee meeting, and a summary report will be provided to the Board.</p> <p><b>Woolwich Street Building</b></p> <p>Construction continues to progress well.</p> <p>Helen provided an update on the delays due to the shoring issue in 2021. BJC Architects conducted a full review and provided a preliminary report with recommendations on how to share the costs for these delays for CMHA WW/Vesterra and Chandos. Once Chandos responds, we will determine if the issue requires arbitration.</p> <p><b>Benefits</b></p> <p>Our benefits carrier notified us of an increase to benefits costs as of April 1. The two main drivers behind this are Long Term Disability costs and extended healthcare costs. We are currently negotiating to mitigate and reduce the costs, and Heather Eddy, Director People &amp; Culture is meeting with our union next week.</p> <p><b>ACTION:</b> We will provide an update at the March 31 Board meeting.</p> <p><b>COVID Update</b></p> <p>All offices are now open as usual, with all staff rotating through our sites. Public health protocols remain in place.</p> <p>We will not be removing our vaccine mandates or other public health measures at this point. As a healthcare organization that treats complex, vulnerable people, we must maintain a high level of safety for our clients and staff. If we revisit the vaccine mandate, we will do so in alignment with our health system partners, and the decision will be based in science.</p> <p><b>CMHA Ontario Pre-budget Submission Document</b></p> <p>This document was attached to the Board Package email. We continue to advocate both locally and provincially re: the mental health backlog we are now experiencing. CMHA ON is advocating at Queen’s Park and has good relationships with Ministers Elliot and Tibollo, and Ontario Health.</p>

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	<p>Locally, Helen has connected with our local politicians to provide talking points, and CMHA ON has provided comprehensive information to support us in this endeavour. Helen met with Kitchener MP Mike Morrice, who recently referenced CMHA WW statistics and pressures in the House of Commons in Ottawa. We are also lobbying local candidates.</p> <p><b>Justice, Equity, Diversity &amp; Inclusion (JEDI) Work</b></p> <p>Board members commended CMHA WW on education and activities conducted during Black History Month.</p> <p><b>ACTION:</b> We will invite Sarah Halabi, JEDI Lead to present at an upcoming Board meeting.</p> <p><b>Cannabis Research</b></p> <p>We have seen a significant increase in early psychosis referrals since cannabis has been legalized, and this aligns with a provincial trend. While use of large quantities of cannabis is the predominant factor, isolation factors from the pandemic have also contributed to this increase. The Early Psychosis Intervention Ontario Network (EPION) has identified and documented this across the province.</p> <p>Board members noted the following:</p> <ul style="list-style-type: none"> <li>• There continue to be myths and misinformation about cannabis use.</li> <li>• One benefit of legalization is more people are willing to report they use cannabis when presenting with acute psychosis, or other scenarios.</li> <li>• Drug-induced psychosis has a high conversion rate into organic psychotic disorders; this presents opportunities for prevention with early psychosis clients.</li> </ul> <p><b>ACTION:</b> Meaghan Reaburn, Clinical Pharmacy Lead, will be facilitating a discussion on this topic at the March PQRE Committee meeting.</p> <p>CMHA WW staff have been conducting media interviews on this topic, including a Feb 21 <a href="#">Waterloo Chronicle article</a>. As well, Helen noted that we plan to conduct an ethics review re: implications of accepting donations from cannabis organizations.</p>
<p><b>6.0 Closing and Debrief</b></p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to adjourn the meeting (Jibran Khokhar, Neil Dunsmore). <b>CARRIED.</b></p> <p>The meeting was adjourned at 7:33 pm.</p>



David Pell, President



Anthony DiCaita, Secretary Treasurer