

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

Katharina Markowiak, Vice-President  
 Irene Thompson, Board Member at Large  
 Lisa Hood, Board Member  
 Laura McNeilly, Board Member  
 Stacey Rous, Board Member  
 Barbara Farrell, Director of Finance  
 Anna Tersigni Phelan, Director of Quality & Risk and Chief Privacy Officer

**Recorder:** Taylor Hoekstra, Executive Assistant

**Guests:** Rodney Phillips, Manager of Here 24/7 and Peer Warmline  
 Jeff Christy, Vice President, Colliers Project Leaders

**Regrets:** Neil Dunsmore, Board Member  
 Heather Snider, Team Lead, Administration

Agenda Item	Discussion and Actions
<b>Board Education Session</b>	Rodney Phillips presented an overview of CMHA WW Here 24/7 services. <b>Discussion Highlights</b> <ul style="list-style-type: none"> <li>• Call volumes are very high, especially over the last few years.</li> <li>• All callers are screened for risk as a precaution.</li> <li>• Callers can remain anonymous; however, this can be a barrier to providing ongoing support.</li> <li>• We are working with Sarah Halabi, JEDI Lead, to engage equity-seeking communities.</li> <li>• The complaints process is extensive and includes multiple feedback methods.</li> </ul>
<b>1.0 Welcome; Land Acknowledgement; Call to Order; Declaration of Conflict</b>	David Pell welcomed Board members and guests. Helen Fishburn shared a land acknowledgement. No conflicts were declared.
<b>2.0 Woolwich Building Update</b>	Jeff Christy provided an update on the Woolwich Building. Overall, the building is proceeding well. <ul style="list-style-type: none"> <li>• The hydro vault, tower crane, and elevator shaft are in place.</li> <li>• At this point there have not been escalations in cost or delivery delays.</li> <li>• The dispute re: cost responsibilities for delays at the beginning of the project has gone to mediation.</li> <li>• We are in discussion with landlords at existing CMHA WW sites re: current leases and options for extending if necessary.</li> </ul>
<b>3.0 Approval of Consent Agenda</b>	It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the March 31, 2022 CMHA WW Board minutes (Lisa Hood, Jibran Khokhar). <b>CARRIED.</b> It was duly <b>MOVED</b> and <b>SECONDED</b> that the consent agenda be approved (Lisa Hood, Jibran Khokhar). <b>CARRIED.</b>

Agenda Item	Discussion and Actions
<p><b>4.0 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>Funding News</b></p> <ul style="list-style-type: none"> <li>• We received funding to expand the Mental Health &amp; Justice team to increase release from custody supports. This includes funding for an Indigenous Navigator position. This individual will work on the team, and support CMHA WW to increase connections within Indigenous communities.</li> <li>• We successfully secured flow-through funding for Crowshield Lodge’s Men’s Healing Circles, and recently supported Crowshield with their own funding applications.</li> </ul> <p><b>Shift Your Mind</b></p> <ul style="list-style-type: none"> <li>• Alison has been meeting with several Canadian companies, and the need for mental health training in the workplace has been highlighted; companies are concerned about staff burnout and stress.</li> <li>• We are seeing a high conversion rate in sales.</li> <li>• The Shift Your Mind brand will officially launch on May 7, with social media, a press release and webinars on workplace mental health.</li> </ul> <p><b>IMPACT – Waterloo Region</b></p> <ul style="list-style-type: none"> <li>• Waterloo Region Police Services received \$12 million in new funding from the Solicitor General via a three-year grant, primarily for community wellbeing programs. IMPACT will benefit from this funding.</li> <li>• We will add an additional 3 positions to the Crisis Call Diversion Program, which aims to divert incoming mental health calls from 911 directly to our IMPACT staff.</li> <li>• The hope is to have a formal plan in place by June.</li> <li>• IMPACT at University of Waterloo officially launches May 5. This will be a 6-month pilot program, with hopes for extension.</li> </ul> <p><b>I Choose Campaign</b></p> <ul style="list-style-type: none"> <li>• Along with all CMHAs in Ontario, we will participate in the provincial “I Choose” campaign, which encourages voters to put mental health and addictions care at the top of their election wish list.</li> <li>• Over the next six weeks, the campaign will spotlight different issues in the community mental health and addictions system that impact how people access care in this province.</li> <li>• Helen is conducting a lot of media for this campaign. (<a href="#">CMHA urges voters to “choose” mental health and addictions care   CMHA Waterloo Wellington (cmhaww.ca)</a>)</li> </ul> <p><b>Staff Wellness</b></p> <ul style="list-style-type: none"> <li>• We continue to be very aware of and concerned about levels of exhaustion and discouragement in our staff and leaders. It has been a very long two years, with a heaviness that comes from supporting increased community needs.</li> <li>• The increase in long term disability premium rates has also been very upsetting.</li> <li>• A sharp increase in sentinel events in April contributes to staff feeling overwhelmed and discouraged.</li> </ul>

Agenda Item	Discussion and Actions
	<p><b>Psychiatry Recruitment</b> – We continue to recruit for Child Psychiatry, and have two promising recruits for Adult Services (FACT).</p> <p><b>IT Review/Cybersecurity</b> – Both HIROC and our IT Consultant presented at our April Resources committee re: our cybersecurity needs. This forms part of the ongoing IT review, as we consider how to ensure a strong infrastructure in light of these risks.</p> <p><b>Mental Health Week</b> – May 2 to 6. There has never been a more important time to pause, reflect and participate in supporting our own mental health needs, and the needs of others. Helen emailed Board members a list of CMHA WW events and resources – please share widely!</p> <p><b>Run For Women</b> – The run takes place Sunday, May 15 at Bingemans. CMHA WW is leading the country re: number of participants and teams registered for the run.</p> <p><b>Fund Development</b> – we reached 51% of our annual goal for the 2020-21 fiscal year. We have launched an 18-month plan moving forward.</p> <p><b>Community Quality of Care (QCC) Review</b>– we participated in a community QCC review to focus on system learnings. Anna noted that PHIPA recently allowed sharing of information for secondary purposes, which will support community QCC reviews.</p>
<p><b>5.0 In Camera Session</b> 7:02 – 7:25 pm</p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> that the Board move into camera (Irene Thompson, Jibrán Khokhar). <b>CARRIED.</b></p> <ul style="list-style-type: none"> <li>• Long term disability rates/OPSEU Bargaining</li> </ul> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> that the Board move out of camera (Irene Thompson, Katharina Markowiak). <b>CARRIED.</b></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 (Irene Thompson, Katharina Markowiak). <b>CARRIED.</b></p> <p>The meeting was adjourned at 7:25 pm.</p>



David Pell, President



Anthony DiCaíta, Secretary Treasurer