

**Present:** Katharina Markowiak, President  
 Anthony DiCaia, Secretary-Treasurer  
 Sean Bradley, Board Member  
 Julia Goyal, Board Member  
 Deanne Metzloff, Board Member  
 Mariah Blake, New Professional on Board  
  
 Helen Fishburn, CEO  
 April O’Neill, Acting Director of Finance  
 Jeff Stanlick, Director of Services  
 Krista Sibbilin, Director of Services

Irene Thompson, Vice-President  
 Dana Hardy, Board Member at Large;  
 Neil Dunsmore, Board Member  
 Lisa Hood, Board Member  
 David Pell, Board Member

Heather Eddy, Director People & Culture  
 Meredith Gardiner, Director of Services  
 Anna Tersigni Phelan,  
 Director Quality & Risk and Chief Privacy Officer

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

**Regrets:** Somkene Igboanugo, Board Member

Agenda Item	Discussion and Actions
<b>Board Education Session – Guarding Minds @ Work Survey Results</b>	<p>Heather Eddy presented results from the Guarding Minds @ Work Survey, which measures psychological health and safety in the workplace and was conducted with CMHA WW staff in 2022. The results allows us to understand concerns in our workplace, and we have developed and actioned a plan to address the issues. Heather noted that the timing of the survey took place after two years of working through the pandemic, and also that over 55% of our workforce had been here for less than five years at the time of the survey.</p> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>We are unsure if other CMHAs conduct psychological health and safety surveys, and as such cannot compare trends across CMHAs. In terms of our sector more generally, we have seen higher turnover over the past few years but this is lower compared to other healthcare organizations.</li> <li>We do collect demographic information in this survey, but not race-based data. Moving forward, this survey will be in a new format by Accreditation Canada, and this type of data collection will be standardized across staff and clients.</li> </ul>
<b>1.0 Welcome, Call to Order</b>	<p>Katharina Markowiak welcomed Board members.</p> <p>Helen Fishburn introduced April O’Neill, Acting Director of Finance, who is covering for Barbara Farrell during her medical leave.</p>
<b>2.0 Territorial Acknowledgement</b>	<p>Julia Goyal shared a territorial acknowledgement.</p>
<b>3.0 Declarations of Conflict of Interest</b>	<p>No conflicts were declared.</p>
<b>4.0 Approval of Consent Agenda</b>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the June 22, 2023 CMHA WW Board minutes (Julia Goyal, Neil Dunsmore). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> that the consent agenda be approved (Julia Goyal, Neil Dunsmore). <b>CARRIED.</b></p>

Agenda Item	Discussion and Actions
<b>5.0 Community Committee Members</b>	<p>The following individuals were presented for election for Board Community Committee Members:</p> <ul style="list-style-type: none"> <li>• Lisa Pierce (1<sup>st</sup> term, Performance, Quality, Risk &amp; Ethics Committee, 2023-25)</li> <li>• Sherry Slejska (1<sup>st</sup> term, Fund Development Committee, 2023-25)</li> <li>• Sydney Austin (1<sup>st</sup> term, The Grove Governance Committee, 2023-25)</li> </ul> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> to accept and acclaim the slate of Board Community Committee Members (Irene Thompson, Deanne Metzloff). <b>CARRIED.</b></p>
<b>6.0 Accreditation – Introduction</b>	<p>Anna Tersigni Phelan presented an introduction to Accreditation as it relates to governance responsibilities.</p> <p>We will be dedicating Board Retreat for this, and add this as a standing item on our monthly Board agenda.</p>
<b>7.0 Mentally Health Community Survey</b>	<p>Helen Fishburn shared presented on the CMHA WW “How Mentally Healthy is Your Community?” survey, which was conducted recently across our entire service area. We had 532 adult respondents, of which one-third were from equity seeking communities.</p> <p>While there is some disparity in the various regions, e.g., lower ratings in rural areas, overall the results show there is much room for improvement across our service areas.</p> <p>We have seen high media interest in the survey, and this has been shared with our community partners, OHT partners and politicians across the region. We are using this as a call to action for local governments, especially because a number of the factors identified by survey respondents relate to municipal oversight. Helen is delegating at all local councils in upcoming weeks, and the timing is important given that budgets are being prepared over the coming months.</p>
<b>8.0 Protective Vest Risk Analysis &amp; Evaluation</b>	<p>Jeffrey Stanlick provided an update on this issue.</p> <p><b>Background</b></p> <p>Over last 18 months we have been exploring the issue of Integrated Mobile and Police Crisis Team (IMPACT) members wearing protective vests when going out on calls with the police. This issue was initially raised by staff.</p> <p>We have undergone an extensive review involving many stakeholders, with strong involvement and guidance from our Justice, Equity, Diversity &amp; Inclusion Lead Bahar Tajrobehkar and CMHA WW Ethicist Dr. Chris DiCarlo. Stakeholders included staff, Family and Client Councils, a group of equity-seeking community members, Board members and our police partners. Updates have been shared at our Joint Health &amp; Safety Committee, which includes the OPSEU President. An extensive literature review was conducted, and we also consulted with our insurers (HIROC), who advised that this is an internal decision and is not mandated.</p> <p>Staff have provided input through a number of different channels (e.g., surveys, focus groups) and there is a wide range of preference among staff; over half of IMPACT staff do not want to wear protective vests. Reasons include concerns around stigmatizing clients, and in particular clients from communities with a history of social oppression, as well as concerns around comfort.</p>

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	<p>Jeff noted that approximately 75% of IMPACT calls result in hospital diversion, and over the past few years, IMPACT work has shifted to police diversion. Our teams do not ride along with police; they are called in once police have cleared the scene. IMPACT staff do not transport clients to hospital but may attend the hospital to provide transitional support to clients and hospital staff.</p> <p><b>Proposed Decision</b></p> <p>We will follow a tiered approach to requiring protective vests, in which vests will be worn in specific, higher-risk situations. We are still determining the details of this approach, and will bring a comprehensive report back to the Board.</p> <p><b>Discussion</b></p> <p>Board members discussed their responsibility in providing Senior Leadership with guidance or direction on this issue. This has been an extensive process and is a very complicated decision involving both client and staff safety. As the Board will need to endorse the stance taken by CMHA WW once finalized, it is helpful for Board members to have this detailed information.</p>
<p><b>9.0 Governance Opportunities for Board Members</b></p>	<p>All three of our OHTs (Guelph Wellington, Cambridge North Dumfries and KW4) are looking for a CMHA WW Board representative to sit at their Governance Committees. We will send more information for Board members to consider.</p> <p>This week, it was announced that all OHTs have been incorporated across the province, and 12 have been chosen as accelerator OHTs. our local OHTs were not included in this group.</p> <p>The CMHA Ontario Governance Symposium is taking place November 5 – 6, 2023. A number of CMHA WW Board members will be attending. Please let Heather Snider know if you'd like to attend.</p>
<p><b>10.0 In Camera Meeting</b> (7:19 – 7:47 pm)</p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to move in camera for updates on the Woolwich Building and OPSEU Negotiations (Deanne Metzloff, Neil Dunsmore). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> that the Board move out of camera (Neil Dunsmore, Dana Hardy). <b>CARRIED.</b></p>
<p><b>11.0 Helen's Update and Q&amp;A</b></p>	<p>Helen highlighted the following from her September Board report:</p> <p><b>King St (Kitchener) Site Challenges</b> – We are experiencing many challenges with high risk activity outside our Kitchener office, the majority of which relates to active substance use and drug dealing. This has included some safety incidents and complaints from staff, clients and families.</p> <p>In addressing this, we have worked closely with the City of Kitchener, Waterloo Region Police Services and our local service partners. The Stonehenge Rapid Access Addiction Medicine (RAAM) van is now on site every Thursday. We are also working with House of Friendship to partner a peer worker with one of our peer workers on the days the RAAM van is on site.</p>

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<p><b>12.0 Closing and Debrief</b></p>	<p><b>Self Reflection</b></p> <ul style="list-style-type: none"> <li>• The history for the new Board members on topics was well done, and was a welcome refresher for returning Board members.</li> <li>• Thankful for the level of detail provided in the materials provided in advance.</li> <li>• Grateful for the flexibility to be able to call in.</li> </ul> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> to adjourn the meeting (Neil Dunsmore, Dana Hardy). <b>CARRIED.</b></p> <p>The meeting was adjourned at 8:04 pm.</p>



Katharina Markowiak, President



Anthony DiCaia, Secretary Treasurer