

Present: Katharina Markowiak, President
 Anthony DiCaita, Secretary-Treasurer
 Brooke Billings, Board Member
 Neil Dunsmore, Board Member
 Somkene Igboanugo, Board Member
 Mariah Blake, New Professional on Board
 Helen Fishburn, CEO
 April O'Neill, Acting Director of Finance

Irene Thompson, Vice-President
 Dana Hardy, Board Member at Large
 Sean Bradley, Board Member
 Lisa Hood, Board Member
 Deanne Metzloff, Board Member

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

Recorder: Heather Snider, Team Lead Administration

Regrets: Julia Goyal, Board Member; David Pell, Board Member

Agenda Item	Discussion and Actions
Board Education Session – Guarding Minds @ Work Survey Results (Part 2)	<p>Heather Eddy presented on 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. We had an initial presentation on this at the September 2023 Board meeting.</p> <p>Heather shared results from a departmental perspective, results that noted areas for improvement, and the action plan to address these issues. She noted that we included a supplementary survey with open-ended questions to follow up on the survey results.</p> <p>Areas of Focus include recognition and reward, and balance (e.g., work-life balance, workplace stress, worker burnout). We are continuing to share results and implementing the action plan.</p>
1.0 Welcome, Call to Order	<p>Katharina Markowiak welcomed Board members and introduced Brooke Billings.</p> <p>In November, the Board unanimously voted by email to approve Brooke Billings for appointment as a member of the CMHA WW Board of Directors, for a term running from November 16, 2023 to June 25, 2026.</p> <p>The Board held a moment of silence to honour Barbara Farrell, Director of Finance, who passed away in November 2023.</p>
2.0 Territorial Acknowledgement	<p>Neil Dunsmore shared a territorial acknowledgement.</p>
3.0 Declarations of Conflict of Interest	<p>No conflicts were declared.</p>
4.0 Approval of Consent Agenda	<p>It was duly MOVED and SECONDED to approve the September 28, 2023 CMHA WW Board minutes (Somkene Igboanugo, Neil Dunsmore). CARRIED.</p> <p>It was duly MOVED and SECONDED to approve the October 21, 2023 CMHA WW Board Retreat minutes (Lisa Hood, Neil Dunsmore). CARRIED.</p> <p>It was duly MOVED and SECONDED that the consent agenda be approved (Neil Dunsmore, Deanne Metzloff). CARRIED.</p>

Agenda Item	Discussion and Actions
<p>5.0 Governance Committee Report</p>	<p>Irene noted that we will be planning an additional Board Retreat in the new year, to continue preparing for the June 2024 Accreditation Survey.</p> <p>The Grove Governance Committee Terms of Reference were developed by the Governance Committee, with input from Helen Fishburn, Krista Sibbilin, and Jeff Hoffman, The Grove Executive Director.</p> <p>It was duly MOVED and SECONDED to approve The Grove Governance Committee Terms of Reference (Neil Dunsmore, Lisa Hood). CARRIED.</p> <p>It was duly MOVED and SECONDED to accept the November Governance Committee Report (Neil Dunsmore, Deanne Metzloff). CARRIED.</p>
<p>6.0 Fund Development Committee Report</p>	<p>The Fund Development Committee will be bringing a comprehensive update to the Board in February. We have exceeded our 2023-24 fundraising target; however, Lisa Hood noted that the majority of those funds are restricted (i.e., designated for specific programming) and as such we continue to focus on raising unrestricted funds.</p> <p>It was duly MOVED and SECONDED to accept the November Fund Development Committee Report (Irene Thompson, Somkene Igboanugo). CARRIED.</p>
<p>7.0 Accreditation Updates</p>	<p>Anna Tersigni Phelan shared that we have been working on recommendations from the Board Retreat and the Performance, Quality, Risk & Ethics Committee will be holding an Accreditation preparation session next week.</p>
<p>8.0 Crisis Service Updates</p>	<p>9-8-8</p> <p>Helen Fishburn provided an update on the 9-8-8 National Suicide Crisis Helpline, which launched on November 30. The Centre for Mental Health and Addictions (CAMH) is the national provider, and CMHA WW is the local provider for this via Here 24/7, with additional local service provision from Compass. Helen noted that funding for 9-8-8 is received per call answered.</p> <p>Locally, we have found the initial period to be quiet; this is likely due to the existing high numbers we consistently see with Here 24/7. As such, we have offered to be a surge provider and will take calls from anywhere in Canada. National service pathways have been created for this purpose.</p> <p>Crisis Integration Centres</p> <p>We are actively working with our service partners on Crisis Integration Centres in Waterloo Region and Guelph-Wellington. These services are very successful at diverting individuals from presenting at emergency rooms for mental health crises. We are starting with services already in scope, e.g., IMPACT, Here 24/7, and existing crisis beds (Stonehenge, Thresholds).</p> <p>Helen joined a group of service providers who presented on this initiative at the Waterloo Region Council. We will also be applying for funding from Ontario Health West in January to support this.</p>

Agenda Item	Discussion and Actions
	<p>Modernizing Here 24/7</p> <p>We received funding from Public Health Agency of Canada to enhance our texting abilities for Here 24/7. In particular, youth prefer texting and this is an effective method of communication with this demographic.</p>
<p>9.0 2024 – 27 Strategic Planning Process</p>	<p>Alison DeMuy recorded a video presentation on the upcoming 2024-27 Strategic Planning process, which we recently initiated. We will hold a Board planning session in February 2024.</p>
<p>10.0 Employment Services Update</p>	<p>Heather Eddy provided an update on CMHA WW Employment Services.</p> <p>Employment Services has been undergoing a provincial transformation. Earlier this year, the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) named a private sector organization, Serco Canada, as the Service System Manager for our catchment area. Serco informed us that our funding would be reduced by 41.3% as of April 1, 2024, and also that our targets would be increased due to the “no wrong door” approach being promoted across the province. This includes a substantial increase in associated administrative work. It is also important to note that we have not had a base budget increase in this program in 14 years.</p> <p>We have come to the difficult decision that we will be ending CMHA WW Employment Services. Serco has determined that we need to end services as of January 31, 2024. While we will prioritize redeploying staff within the agency, we do anticipate some severance to occur.</p> <p>We will continue to run the New Directions program, which supports clients internally from an employment perspective.</p>
<p>11.0 In Camera Meeting (7:19 – 7:47 pm)</p>	<p>It was duly MOVED and SECONDED to move in camera for updates on the Woolwich Building and OPSEU Negotiations (Neil Dunsmore, Deanne Metzloff). CARRIED.</p> <p>It was duly MOVED and SECONDED that the Board move out of camera (Neil Dunsmore, Dana Hardy). CARRIED.</p>
<p>12.0 Closing and Debrief</p>	<p>The Board was encouraged to use the new electronic Board Meeting Evaluation Form.</p> <p>It was duly MOVED and SECONDED to adjourn the meeting and move into a Meeting without Management (Neil Dunsmore, Dana Hardy). CARRIED.</p> <p>The meeting was adjourned at 7:49 pm.</p>
<p>13.0 Meeting Without Management</p>	<p>The Board conducted a meeting without management after the regular Board meeting adjourned.</p>



Katharina Markowiak, President



Anthony DiCaia, Secretary Treasurer