

- Present:** Katharina Markowiak, President
Anthony DiCaita, Secretary-Treasurer
Brooke Billings, Board Member
Neil Dunsmore, Board Member
Lisa Hood, Board Member
Deanne Metzloff, Board Member
Helen Fishburn, CEO
Heather Eddy, Director People & Culture
April O’Neill, Acting Director of Finance
Jeff Stanlick, Director of Services
- Irene Thompson, Vice-President
Dana Hardy, Board Member at Large
Mariah Blake, New Prof. on Board
Julia Goyal, Board Member
Somkene Igboanugo, Board Member
- Alison DeMuy, Director Strategy & Community Engagement
Meredith Gardiner, Director of Services
Krista Sibbilin, Director of Services
Anna Tersigni Phelan, Director Quality & Risk and Chief Privacy Officer
- Guest:** Beth King, Manager Funds Development
- Recorder:** Heather Snider, Team Lead Administration
- Regrets:** Sean Bradley, Board Member

Agenda Item	Discussion and Actions
Board Education Session – CMHA WW Staff Safety Training	Heather Eddy and members of SLT presented on Staff Safety Training at CMHA WW, including: <ul style="list-style-type: none"> • Why Health & Safety is important • Specific aspects of Health & Safety at CMHA WW • Next steps and enhancements Discussion <ul style="list-style-type: none"> • Car insurance – we require staff who use their vehicles to drive clients to show proof of insurance of up to \$2M upon hire.
1.0 Welcome, Call to Order	Katharina Markowiak welcomed Board members.
2.0 Territorial Acknowledgement	Brooke Billings shared a territorial acknowledgement and a reflection on the history of Haudenosaunee “governance” and decision making.
3.0 Declarations of Conflict of Interest	No conflicts were declared.
4.0 Approval of Consent Agenda	It was duly MOVED and SECONDED to approve the January 25, 2024 CMHA WW Board minutes (Neil Dunsmore, Deanne Metzloff). CARRIED. It was duly MOVED and SECONDED that the consent agenda be approved (Neil Dunsmore, Deanne Metzloff). CARRIED.
5.0 Governance Committee Report	Irene Thompson reviewed feedback from the previous Board meeting, and noted that the materials covered in committee reports are meant to provide a comprehensive overview of topics and issues, to support Board members with a thorough understanding of these issues and allow for adequate meeting preparation. A new Board policy was included in the Board package for review: <i>2-006 Board Role in Credentialing</i> . Oversight of credentialing is an important role for the Board. It was duly MOVED and SECONDED to approve Board policy <i>2-006 Board Role in Credentialing</i> (Irene Thompson, Julia Goyal). CARRIED.

Agenda Item	Discussion and Actions
<p>6.0 Resources Committee Report</p>	<p>An RFP for Auditors was posted and we received three bids. It was duly MOVED and SECONDED to appoint KPMG as Auditors for April 1, 2023 to March 31, 2028 (Anthony DiCaita, Neil Dunsmore). CARRIED.</p>
<p>7.0 Fund Development Update</p>	<p>Lisa Hood, Fund Development Chair, presented a Fund Development Update with input from Alison DeMuy and Beth King.</p> <p>Highlights</p> <ul style="list-style-type: none"> • A breakdown of CMHA WW revenue sources, most of which are restricted and require formal reporting to our Ministry funders. Unrestricted funds form ~1% of our total revenue. • Funds development work at CMHA WW is guided by annual targets and an annual plan. • We have consistently seen an increase in the number of donors and annual funds received over the last 4 years. • The team led by Alison DeMuy, Director Strategy & Community Engagement, now includes the Mental Health Promotion & Education (MHPE) program. The interface of MHPE with Fund Development and Communications has proven to be instrumental in the success of recent CMHA WW revenue generation efforts. <p>Discussion</p> <ul style="list-style-type: none"> • The Woolwich Building donor wall will be installed in the coming months, and will incorporate donors for both CMHA WW and The Grove. • The Board commended Beth King on her dedication to building a strong and successful funds development program at CMHA WW.
<p>8.0 Protective Vests</p>	<p>Jeff Stanlick and members of SLT presented on the Integrated Mobile Police and Crisis Team (IMPACT) and provided an update on action items re: the issue of IMPACT staff wearing protective vests. These action items were brought forward by the Board at the January Board meeting.</p> <p>Highlights</p> <ul style="list-style-type: none"> • IMPACT staff and police travel independently from police, and do not attend to clients until police have cleared the scene. The majority of IMPACT visits are follow-up calls requested by police, take place in-person or by phone, and have limited involvement with police (i.e., police are not with IMPACT staff during the visit). IMPACT staff join police on ~17% of all visits. • The Brief Mental Health Screener is a standardized tool used by police and reviewed by CMHA WW staff in preparation for supporting clients. • Senior Leadership consulted with our insurers HIROC, who determined that the current CMHA WW risk framework and staff/client safety practices are robust. Any incident, with or without vest protection, would be covered under our current insurance. HIROC indicated the risk is considered very low, based on a review of their own internal data and provincial data. However, this would change if we did not have a robust risk management framework in place.

Agenda Item	Discussion and Actions
	<p>Next Steps</p> <ul style="list-style-type: none"> • IMPACT staff will not wear external, traditional-looking police vests • We will focus on enhancing administrative controls, which include policies and practices that ensure the work is conducted in a way that minimizes risks. • We will explore appropriate protective gear options and pilot non-visible protective gear with willing staff. This pilot will be conducted with rigor, and will include seeking feedback from clients, community and staff, and conducting evaluation. • We will continue to strive to find the balance between safety and perception of care; we take both of these very seriously. <p>Jeff noted that the OPP has indicated they are considering provincial standardization for use of vests by community workers who attend calls with police. We will continue to bring updates as this develops.</p> <p>Discussion</p> <p>Special training/credentials – IMPACT staff have specific credentials; are those transferable to police? I.e., a specially trained officer.</p> <p>Future state of IMPACT – what will it take to reach the desired future state of this program, including a 24/7 model, intentional service design for equity deserving communities, increased police and crisis call diversion?</p> <p>Pilot project</p> <ul style="list-style-type: none"> • This needs to be controlled, and should incorporate environmental factors, specific training, documentation and debriefing. The CMHA WW Research Policy should guide this. • The pilot should be structured with the understanding that perception of care is very important. When seeking feedback and evaluating the pilot, we need to include the perceptions of care from clients, families and equity-seeking community members. • It may be beneficial to pilot in one specific type of environment, e.g., encampments. • A pilot signals that we care about engaging staff and stakeholders in this issue. • It will be important to engage staff who do not want to partake in the pilot, to understand why. Potentially other forms of protective gear could be offered. <p>What have others tried? When surveying other CMHAs we did not find consistency within branches, and none were doing this type of investigation. It is not always easy to draw comparisons as mobile crisis response programs are not standardized.</p> <p>Jeff noted that the work we have done on this issue to date will likely be highlighted provincially with community health partners and police.</p> <p>ACTION: The Board supports moving forward with the pilot project and next steps, as outlined by Senior Leadership during this discussion and presentation.</p>

Agenda Item	Discussion and Actions
<p>9.0 In Camera Meeting 7:27 – 7:46 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, Julia Goyal). CARRIED.</p>
<p>10.0 Helen’s Update</p>	<p>Helen shared that we are managing many risks across the agency, and the climate is unsettled.</p> <p>Helen noted that while we continuously respond to needs of community members from equity-seeking backgrounds, we tend to see an increase in need when specific incidents or ongoing issues occur (e.g., conflict in Middle East, police shooting in Kitchener).</p> <p>ACTION: We can explore concrete data around this, and bring this back to the Board.</p>
<p>11.0 Closing and Debrief</p>	<p>It was duly MOVED and SECONDED to adjourn the meeting and move into a Meeting without Management (Neil Dunsmore, Irene Thompson). CARRIED.</p> <p>The meeting was adjourned at 7:48 pm.</p>
<p>12.0 Meeting Without Management</p>	<p>The Board conducted a meeting without management after the Board meeting adjourned.</p>



Katharina Markowiak, President



Anthony DiCaia, Secretary Treasurer