

Present: Irene Thompson, Chair
Dana Hardy, Board Member at Large
Julia Borges, Board Member
Lisa Hood, Board Member
Deanne Metzloff, Board Member
Helen Fishburn, CEO
Alison DeMuy, Director Strategy & Community Engagement
Anna Tersigni Phelan, Director Quality & Risk and Chief Privacy Officer

Anthony DiCaita, Vice-Chair
Brooke Billings, Board Member
Neil Dunsmore, Board Member
Somkene Igboanugo, Board Member
Pia Williams, Board Member
Sarah Bumbaco, Acting Director People & Culture
Krista Sibbilin, Director of Services
Tim Lewis, Financial Consultant

Recorder: Heather Snider, Team Lead Administration

Regrets: Mariah Blake, New Professional on Board
Julia Goyal, Board Member
Sean Bradley, Board Member
Katharina Markowiak, Treasurer

Agenda Item	Discussion and Actions
<p>1.0 Board Education Session</p> <p>Understanding Reporting & Metrics: Risk, Finance & HR</p>	<p>Anna, Alison, Tim and Sarah presented on the reporting, indicators and metrics provided monthly to the Board. Senior Leadership will be updating the format and content of this reporting.</p> <ul style="list-style-type: none"> The monthly Board report will align with the CMHA WW 2025-28 Strategic Plan, the annual Operating Plan, CMHA WW Corporate Dashboard metrics, and the annual Board priorities. Related action steps will be included. Reporting will be tailored based on monthly and quarterly indicator availability. Quarterly, and eventually annual, trends will be highlighted. We will also highlight how this reporting supports decision making around our current financial pressures and guides service redesign. We will continue to provide narrative that relates to the data being shared, to provide context and support the Board in making informed decisions.
<p>2.0 Welcome; Call to Order</p>	<p>Irene Thompson welcomed everyone and called the meeting to order.</p>
<p>3.0 Territorial Acknowledgement</p>	<p>Lisa Hood shared a reflection about the <i>Beyond 94</i> website, which monitors progress on the Truth and Reconciliation Commission’s 94 Calls to Action. https://www.cbc.ca/newsinteractives/beyond-94/</p> <p>ACTION: We will maintain a list of resources shared through our Indigenous Reflections and share this with the Board on a regular basis.</p>
<p>4.0 Declaration of Conflict of Interest</p>	<p>No conflicts were declared.</p>
<p>5.0 Approval of Consent Agenda</p>	<p>It was duly MOVED and SECONDED to approve the September 26, 2024 CMHA WW Board minutes (Brooke Billings, Neil Dunsmore). CARRIED.</p> <p>It was duly MOVED and SECONDED to approve the October 24, 2024 CMHA WW agenda (Dana Hardy, Pia Williams). CARRIED.</p> <p>It was duly MOVED and SECONDED that the consent agenda be approved (Dana Hardy, Pia Williams). CARRIED.</p>

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<p>6.0 2024/25 Board Priorities</p>	<p>Irene provided an update on the Board priorities for 2024-25. These align with the CMHA WW Corporate Dashboard and operational priorities for 2024-25, and can guide the Board in its strategic governance role.</p> <ul style="list-style-type: none"> • Financial health – The Board needs to have a good handle on the financial health of the organization, from a fiduciary lens. Board members need to be able to show that we understand what is happening with the organization and provide guidance as we work through these challenges. • Senior Leadership Team – We want to support the senior leadership team to be able to meet current challenges and ensure the financial health of the organization. • Quality of Care – We take pride in the work being done and want to make sure the agency continues with its high standards and maintains quality of care. • Strategic Planning – The Board needs to align with CMHA WW strategic priorities, and we are excited to work on the 2025-28 strategic plan. <p>Irene noted that Helen’s 2024-25 CEO goals align with these four priorities.</p>
<p>7.0 In Camera Meeting 6:15 pm – 7:17 pm</p>	<p>It was duly MOVED and SECONDED to move in camera for a Woolwich Building update and the Resources Committee Report (Neil Dunsmore, Deanne Metzloff). CARRIED.</p> <p>It was duly MOVED and SECONDED to close the in camera meeting (Neil Dunsmore, Dana Hardy). CARRIED.</p>
<p>8.0 PQRE Committee Report</p>	<p>Anna presented an Integrated Quality of Care Review (QCC), which was shared at the October Performance, Quality, Risk & Ethics (PQRE) Committee meeting.</p> <p>Background</p> <p>The Ontario Coroner’s office requested an internal death review regarding the unexpected passing of a youth in January 2024. Family and Children Services Guelph Wellington approached CMHA WW to coordinate an Integrated Quality of Care Review, which would include Wyndham House and Métis Nation of Ontario. This collaborative initiative provided an opportunity to systematically assess and improve the quality of care provided to children and youth in the mental health and addictions, housing support and child welfare sectors for Indigenous families and communities.</p> <p>A lawyer from our insurance provider, HIROC, helped us develop a framework and Memorandum of Understanding (MOU) that can be used ongoing for both sentinel events and live risk reviews. This will also be adopted by the provincial Offices of the Coroner and Child Protection moving forward.</p> <p>Discussion</p> <p>Anna reviewed the eight recommendations that came out of the QCC.</p> <p>The MOU can be used to review deaths, or to provide a shared understanding among agencies during live risk reviews. For live reviews, the involved individual is invited to participate. In cases where no consent is received due to high risk, we are able to document that consent was sought but not received. Live risk reviews offer an incredible</p>

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	<p>opportunity to prevent sentinel events and re-occurrence of risks, e.g. during transitions of care.</p> <p>While CMHA WW has conducted internal QCCs for many years, this was a novel endeavour and marks a unique collaboration between system partners.</p> <p>It was duly MOVED and SECONDED to approve the October PQRE Committee Report (Pia Williams, Lisa Hood). CARRIED.</p>
<p>9.0 Strategic Planning Update & Next Steps</p>	<p>Alison provided an update the 2025-28 Strategic Plan process. The Board took part in a Strategic Planning session on October 5, 2024.</p> <p>Next steps include:</p> <ul style="list-style-type: none"> • CMHA WW Strategic Planning Committee Meeting – Oct 30 • Plan comparison (OHTs, CMHAs, etc) • Client & Family Council input – Dec 16 • Board approval – December Board meeting • Communication roll out – early 2025
<p>10.0 Helen’s Update and Q&A</p>	<p>HART Hubs and Consumption Treatment Services</p> <p>Applications are due tomorrow. Most of the proposed Guelph-Wellington model will be based out of the Guelph Community Health Centre and we will contribute five service coordinators. We will also be adding a few workers into the Waterloo Region model.</p> <p>Integrated Crisis Centre</p> <p>The Integrated Crisis Centre (ICC) has not been deemed part of the HART Hub model. We met with Associate Minister of Mental Health and Addictions Michael Tibollo at the ICC last week, and he relayed that there will be no funding pathway for this, but encouraged us to submit a refreshed proposal regardless.</p> <p>We will continue to run the ICC but are changing the location; we will move staff back to our Kitchener office to address continuing needs there. We are still able to access beds at Thresholds.</p> <p>This story will be shared with local politicians.</p>
<p>11.0 Closing Remarks</p>	<p>The meeting was adjourned at 8:12 pm.</p>
<p>12.0 Executive Committee Meeting</p>	<p>The Board Executive met with Helen to discuss the needs of the Resources Committee and related operational concerns.</p>