

**Present:** Irene Thompson, Board Chair (virtual) Dana Hardy, Board Member at Large (Meeting Chair)  
 Brooke Billings, Board Member Mariah Blake, New Professional on Board  
 Julia Borges, Board Member Sean Bradley, Board Member  
 Neil Dunsmore, Board Member Julia Goyal, Board Member (virtual)  
 Lisa Hood, Board Member Somkene Igboanugo, Board Member  
 Deanne Metzloff, Board Member Pia Williams, Board Member  
 Helen Fishburn, CEO Michael Buchert, Director of Finance  
 Alison DeMuy, Director Strategy & Community Engagement Jeff Stanlick, Director of Services

**Guests:** Dr. Ava Muir, Physician Lead Matt Harrigan, Senior Manager, Adult Services & First Step Early Psychosis Intervention

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

**Regrets:** Katharina Markowiak, Treasurer

Agenda Item	Discussion and Actions
<p><b>Board Education Session</b></p> <p><b>CMHA WW Early Psychosis Program Update</b></p>	<p>Matt Harrigan, Senior Manager, Adult Services &amp; First Step Early Psychosis Intervention, provided an update on the First Step program. This program was the focus of a Quality of Care Review shared with the Board in Fall 2024, and an intensive quality improvement plan has been in place for this program over the last year.</p> <p>The First Step Program serves people aged 14 to 35 years who are experiencing symptoms of psychosis for 12 months or less (known as Early Psychosis).</p> <p>As part of the program redesign, we have:</p> <ul style="list-style-type: none"> <li>• Reduced assessment time from numerous weeks to 2 hours</li> <li>• Improved transition planning, including determining when clients are ready to be discharged, and ensuring they are discharged with appropriate supports in place</li> <li>• Increased team supports</li> <li>• Improved team wellness and culture through recruitment, retention, transparent leadership and wrap around team supports. We have also dedicated time for professional development.</li> <li>• Focused on medication management</li> <li>• Increased client &amp; family supports, intentionally integrating client and family engagement further into the services offered</li> </ul> <p>Moving forward, we are focusing on improving access, team capacity building, and further service innovation.</p> <p>Dana Hardy noted that the Board Performance, Quality, Risk and Ethics PQRE Committee has been receiving regular updates on this quality improvement plan, including detailed quantitative information. Board members commended Matt and his team on these significant improvements. Helen commended Matt on his leadership with this team, and noted that Anna’s Quality &amp; Risk Team has played a significant role as well.</p>
<p><b>1.0 Welcome; Call to Order</b></p>	<p>Dana welcomed everyone and called the meeting to order.</p> <p>Welcome to Dr. Ava Muir, Physician Lead.</p>

Agenda Item	Discussion and Actions
<p><b>2.0 Territorial Acknowledgement</b></p>	<p>Julia Borges shared a reflection on Treaties Recognition Week, which took place earlier this month. She noted the importance of remembering that the land we live and work on was not “empty” when we arrived, and shared a link to a map of Ontario treaties and reserves. <a href="https://www.ontario.ca/page/map-ontario-treaties-and-reserves">https://www.ontario.ca/page/map-ontario-treaties-and-reserves</a></p>
<p><b>3.0 Declaration of Conflict of Interest</b></p>	<p>No conflicts were declared.</p>
<p><b>4.0 Approval of Consent Agenda</b></p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the October 24, 2024 CMHA WW Board minutes (Deanne Metzloff, Pia Williams). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the November 28, 2024 CMHA WW agenda (Brooke Billings, Lisa Hood). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> that the consent agenda be approved (Deanne Metzloff, Lisa Hood). <b>CARRIED.</b></p>
<p><b>5.0 CMHA WW Physician Lead Update</b></p>	<p>Dr. Muir started in her role as CMHA WW Physician Lead in January 2024 and is also a Psychiatrist with the Guelph Flexible Assertive Community Treatment (FACT) Team.</p> <p>Ava shared that we have been working on building the culture of our Medical Staff Team and Medical Advisory Committee. CMHA WW Physicians also take part in a monthly internal Community of Practice meeting, which is especially important given the increase in complexity and acuity in our clients.</p> <p>We are considering how to improve efficiencies such as piloting an AI software to support documentation. We are also waiting to understand how this software will be endorsed provincially, and will align with that as much as possible.</p> <p>Dr. Muir sits on the Performance, Quality, Risk &amp; Ethics Committee and brings regular updates on physician credentialing to this committee, as per policy 2-006 <i>Board Role in Credentialing</i>.</p> <p>The Board expressed interest in learning more about the goals of the Medical Staff Team.</p> <p><b>ACTION:</b> Helen will add Medical Advisory Committee updates to her monthly Board report.</p>
<p><b>6.0 Helen’s Update and Q&amp;A</b></p>	<p><b>HART Hubs</b> – Applications have been submitted and we are waiting for formal approval from the province.</p> <p><b>Government relations</b> – Helen was invited to appear before the Minister of Finance, Peter Bethanfaly, on Thursday, November 14, 2024 in Kitchener for the pre-budget consultations, and is setting up meetings with MPPs and MPs to discuss our current pressures. We also have meetings planned next week with the Ontario Health and the Ministry of Children, Community and Social Services (MCCSS).</p>
<p><b>7.0 In Camera Meeting</b> 6:45 pm – 7:27 pm</p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to move in camera for the Resources Committee Report and a Woolwich Building update (Neil Dunsmore, Deanne Metzloff). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> to close the in camera meeting (Neil Dunsmore, Pia Williams). <b>CARRIED.</b></p>

Agenda Item	Discussion and Actions
<b>8.0 Fund Development Update</b>	<p>Lisa Hood shared that discussions have taken place with the Executive Committee re: how to integrate the Fund Development Committee with the Resources committee. The goal is to foster a comprehensive understanding of all revenue generation activities – including fundraising, training sales and government/funder relations – and connect this to Resources Committee oversight.</p> <p>Lisa shared that The Grove Campaign Cabinet has shifted to a community-based think tank and we would like to consider initiating a similar structure for CMHA WW in both Guelph-Wellington and Waterloo Region.</p> <p><b>Discussion</b></p> <p>Board members expressed support for integration in some format; however, concerns were raised around committee size and how to balance the functions of both committees. It was noted that finding efficiencies between these committees models the redesign work being done across the agency.</p> <p><b>ACTION:</b> We will continue to discuss this at the committee and Board level in the coming months.</p> <p><b>Opportunities for Board Giving</b></p> <p>Lisa encouraged Board members to take the opportunity to donate and support the <a href="#">Open the Door holiday campaign</a>. She noted that the act of giving is visible in many ways; in particular, grant organizations often request the “percent giving” of the Board.</p>
<b>9.0 Strategic Planning Update &amp; Next Steps</b>	<p>Alison provided an update on the 2025-28 Strategic Plan process. Next steps include input from the Client and Family Councils and further review from the Board in December, with approval slated for the January 2025 Board meeting.</p> <p>Alison noted that Equity, Inclusion, Diversity and Anti-racism (EIDAR) is embedded throughout our proposed strategic plan, and shared that Parminder Bharta, JEDI Lead, now reports directly to Helen.</p>
<b>10.0 Vice-Chair Replacement</b>	<p>Anthony DiCaita recently resigned from the Board due to a conflict of interest. Anthony has held the roles of Vice-Chair, Treasurer and Resources Committee Chair. Irene and Helen shared that we are very grateful for his contributions to the Board and CMHA WW over the last number of years.</p> <p>Katharina has offered to chair the Resources Committee in the interim. The Executive Committee proposed that we appoint an interim Vice-Chair and then elect a new Vice-Chair at our AGM in June 2025.</p> <p><b>ACTION:</b> Board members can contact Irene, Helen or any member of the Board Executive to put their name forward for consideration.</p> <p>We are currently recruiting for a new Board member with senior-level financial experience and hope to bring a name forward at the December Board meeting.</p>
<b>11.0 Wrap Up and Closing Remarks</b>	<p>The meeting was adjourned at 8:06 pm.</p>