

**Present:** Brooke Billings, Board Member  
 Neil Dunsmore, Board Member (Meeting Chair)  
 Dana Hardy, Board Member at Large  
 Somkene Igboanugo, Board Member  
 Pia Williams, Board Member  
 Helen Fishburn, CEO  
 Jeff Stanlick, Director of Services  
 Julia Borges, Board Member  
 Julia Goyal, Board Member  
 Lisa Hood, Board Member  
 Katharina Markowiak, Treasurer  
 Jennifer Prior, Director People & Culture

**Guests:** Brett Friesen, Senior Manager, Children’s Services

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

**Regrets:** Irene Thompson, Board Chair  
 Deanne Metzloff, Board Member  
 Sean Bradley, Board Member  
 Mariah Blake, New Professional on Board

Agenda Item	Discussion and Actions
<b>Board Education Session – Service Redesign Overview</b>	<p>Jeffrey Stanlick and Brett Friesen presented an overview of the CMHA WW Service Redesign, which we are undertaking across the agency to find efficiencies and improvements in service delivery, and to adapt to the increase in complex and intense needs we are seeing in our client base.</p> <p><b>Discussion</b></p> <ul style="list-style-type: none"> <li>• The Board congratulated Brett and Senior Leadership on working through this process, and Jeffrey noted that our leadership team has worked very hard on these improvements.</li> <li>• For future updates, highlighting the impact of the various program changes would be helpful for comparison.</li> <li>• It is helpful and can be impactful to consider possible failure points when building out new models, and use a predictive approach to quality improvement.</li> </ul>
<b>1.0 Welcome; Call to Order</b>	<p>Neil welcomed everyone and called the meeting to order. Welcome to Jennifer Prior, Director People &amp; Culture. Jennifer started with CMHA WW on January 20, 2025.</p>
<b>2.0 Territorial Acknowledgement</b>	<p>Helen shared a Baroness Von Sketch video re: land acknowledgements. This demonstrates the importance of putting meaning and action behind our territorial acknowledgements.</p> <p>Helen reflected on specific actions we are taking to further our partnerships and our commitment to change the way the system works, and in particular to support Indigenous partners and service providers as they provide care to both Indigenous and non-Indigenous community members.</p> <p>For both the Guelph-Wellington and Waterloo Region HART Hubs, we worked to ensure land-based healing and Indigenous pathways were embedded. The Guelph-Wellington HART Hub has also contracted with Southern Ontario Aboriginal Health Access Centre (SOAHAC) who are funded by Ontario Health and have a large presence across Southern Ontario. Funding is confirmed, and we hope the new provincial government resumes business quickly after the election, and flows the funding through.</p> <p>We also flow funding for an Indigenous Liaison through to Crow Shield Lodge; this individual sits with primarily our Mental Health and Justice team, but also other teams</p>

Agenda Item	Discussion and Actions
	<p>across CMHA WW. This position was recently vacated and we will not be pausing on hiring for this; we believe it is important to fulfill our commitment to reconciliation and continue supporting our community by creating pathways whereby services and support can be provided in the community by Indigenous providers. This is a program and partnership that we continue to invest in in many ways.</p>
<p><b>3.0 Declaration of Conflict of Interest</b></p>	<p>No conflicts were declared.</p>
<p><b>4.0 Approval of Agenda</b></p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the February 27, 2025 CMHA WW Board of Directors agenda (Katharina Markowiak, Lisa Hood). <b>CARRIED.</b></p>
<p><b>5.0 In Camera Meeting</b> 6:10 pm – 7:03 pm</p>	<p>It was duly <b>MOVED</b> and <b>SECONDED</b> to move in camera for a Woolwich Building Update, the Resources Committee Report and a financial update (Julia Goyal, Brooke Billings). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> to close the in camera meeting (Katharina Markowiak, Lisa Hood). <b>CARRIED.</b></p>
<p><b>6.0 Approval of Consent Agenda</b></p>	<p><b>Fund Development Discussion</b></p> <p>It was noted that the Resources Committee has seen increased reporting on fund development, which was not reflected in the Fund Development committee report. This also highlights the importance of connecting these two committees, which has been the focus of recent Board discussions. Committee Chair Lisa Hood is meeting with Michael and Alison to discuss.</p> <p>Michael shared that the 2025/26 operating budget will include a stretch fundraising target, a reserve target, and probability markers. Recent reporting has broken down fund development reporting by designation to provide more detail and context.</p> <p>Lisa commended the CMHA WW Fund Development Team on the phenomenal growth we have seen over recent years, given the program is very new. We need to ensure sustainability of our fund development program, and consider the long term goals as we move forward. We are also leaders in fund development among CMHAs across the country.</p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> to approve the January 25, 2025 CMHA WW Board minutes (Brooke Billings, Katharina Markowiak). <b>CARRIED.</b></p> <p>It was duly <b>MOVED</b> and <b>SECONDED</b> that the consent agenda be approved (Dana Hardy, Lisa Hood). <b>CARRIED.</b></p>
<p><b>7.0 Helen’s Updates and Q&amp;A</b></p>	<p><b>New KW Office Site</b> – A group of leaders toured five potential sites yesterday. We will not be list the King Street site until we find an appropriate site to move into.</p> <p><b>2025/26 Operating Plan</b> – we are working hard to align this with our 2025-28 Strategic Plan, and will be bringing this to the March Board meeting for review and endorsement.</p> <p><b>Wait list increases</b> – Children’s Services wait lists grew substantially during the pandemic, particularly for Eating Disorders and Children’s Mental Health. We also saw this with our Early Psychosis program and we have an aggressive plan in place to address the wait list.</p>



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	Wait lists are also being reviewed through our QCC process, and factoring into our program redesign.
<b>8.0 Wrap Up and Closing Remarks</b>	It was duly <b>MOVED</b> and <b>SECONDED</b> to adjourn and move into a regularly-scheduled Meeting without Management (Katharina Markowiak, Lisa Hood). <b>CARRIED</b> . The meeting was adjourned at 7:30 pm.