

**Shoreham Village Senior Citizens Association  
Board of Directors Meeting  
September 26, 2017  
2:00 pm**

**Present:** Sue Neilson, Nancy Timbrell-Muckle, Nancy Guest, John Frizzle, Patsy Brown, Liz Finney, Reinhard Jerabek, and Janet Simm

**Regrets:** Alice Leverman

1. The Chair acknowledged Nancy Guest's resignation and thanked her for the many years of excellent service she has provided to the Board. As a thank you to Nancy for her service, a plaque was presented and some snacks and drinks were provided. Also, a tribute has been published in the Shoreham newsletter.

The Chair acknowledged the importance of recognizing Board members for their service to the Board. It is such an important responsibility and members deserve recognition.

Nancy Guest left the meeting.

2. **Call to Order**

The Chair called the meeting to order at 2:30 pm.

3. **Approval of Agenda**

The agenda had some formatting issues.

There were some brief discussions surrounding agenda items. After discussions, it appeared that the agenda was alright.

***Patsy Brown approved and seconded by Nancy Timbrell-Muckle. Motion Carried.***

4. **Approval of Minutes – June 27, 2017**

The Chair recognized the wonderful job done by Reinhard Jerabek and Josie Ryan while the CEO was away.

***John Frizzle and Patsy Brown moved approval of the June 27, 2017 Annual General Meeting minutes. Motion Carried.***

***Patsy Brown and John Frizzle moved approval of the June 27, 2017 minutes. Motion Carried.***

Reinhard provided a few updates to the Annual General Meeting minutes:

Section 6 – The Annual Community Report that was presented to the Board was the incorrect version. The version presented was before edits and not the final version.

Section 7 – The boiler project continues to be on time and on budget

Section 9 – Reinhard has submitted the Revised By-Laws to the Registry of Joint Stock.

## 5. Business Arising

### 5.1 Foundation Internal Controls

- The Chair had a meeting with Janet Creaser, Foundation Chair regarding receipting. The Auditors had some concerns surrounding the Foundation's receipting and internal controls. Janet Creaser felt that some discussions surrounding this topic would be beneficial. Reinhard will follow up with Janet to arrange a meeting time.

### 5.2 Approval of CEO Report and Executive Monitoring Reports

- A letter was sent to the new Minister of Health. The outcome from this letter will be part of the Strategic Planning.
- The majority of complaints and concerns from residents/families/staff are surrounding our deteriorating building. Accreditation may take longer to achieve with the poor condition of our building.
- The Chair and CEO are trying to arrange a "walk about" of our facility with the new MLA, Hugh MacKay. If we are unable to gain support from political parties, then we may have to go public with our struggles to the community.
- We are in the second stage of implementation with Point Click Care.

### 5.3 Advanced Circulation of Board Meeting Material

- All Board meeting materials were circulated to members in a timely manner. The only document that wasn't included was the Financial Report which was circulated at a later time. Consistency in receiving meeting materials is important. Board members need sufficient time to review materials before meetings.
- It was mentioned that Reinhard's Financial Report is very clear and easy to understand, so the Board feels comfortable receiving this document after other materials have been circulated. It was mentioned that the Financial Report for this meeting wasn't circulated. Copies were made at the meeting and provided to members for review.

### 5.4 Board Planning Cycle: Board Education

- The only education session for this year is Audit Planning in May
- The Chair would like to see more sessions planned for the year and asked which information sessions they would find useful.

The following suggestions were presented:

- Accreditation – A high level briefing on Accreditation was held last year, but a refresher would be useful where we are starting to work towards this goal. A more in depth presentation would be helpful to explain where we are in the process, time frames, procedures, costs, etc.
- Financials – It would be helpful to have a sessions on cheques and balances and how the financials are handed. It was noted that there is great confidence in the work that Reinhard and the CEO are doing, but that it would be beneficial to know the process.

The education topics that will be offered will be:

Strategic Planning  
Cheques and Balances  
Accreditation  
Point Click Care

The Chair and CEO will arrange these education sessions. If there are any other suggestions, please inform the Chair.

#### 5.5 Renovation Project: Email recommendation and vote

- An email was circulated to the Board requesting a decision on what should be done with the \$152,000 that was secured from CMHC through a CMHC program that allowed us to refinance the current CMHC mortgage at a lower rate without incurring a prepayment penalty.

The decision options were as follows:

**Option #1** - Support proceeding based on the above financing proposal.

**Option #2** - Cannot support based on the above financing proposal

**Option #3** - I would prefer to wait for further discussion at the September 26<sup>th</sup> Board Meeting

**Result: Option #1 received the majority of votes**

### 6. Chair's Report

- A thank you card was sent to Linda Bell from the Board recognizing her for the many years of service she has provided to Shoreham.
- The Chair and CEO are preparing to meet with the MLA
- The Chair met with Janet Creaser to see if the Foundation would have an interest in attending the Board meetings. Janet said that she would add this to the agenda for the next Foundation meeting. The Chair also mentioned that she may discuss with Janet Creaser about the potential of having Joint Board meetings with the Foundation. If the Foundation agrees to this, it wouldn't start until after the Strategic Planning Session.
- The Chair mentioned that at Northwood if someone donates a certain amount they automatically become a member of the association. It gives voting rights to high level donors at Annual General Meetings. This may be something for the Board to consider.
- The hope is to have a meeting with the Minister of Health before the next Board meeting in November.

### 7. Financial Report

#### 7.1 Financial Statements to the end of August 2017

- Cash position is steady
- Avondale is the contractor doing the work on our boiler project – Haven't had to withdraw from the promissory note yet.
- The promissory note should be enough to also cover the elevator project.
- \$6,200 surplus year to date.
- \$23,000 favorable variance for the building. This is due to projects being postponed due to the potential of a new facility or facility renovations.  
Some of these funds are dedicated to assist with the nursing station renovations starting next week.
- Food is slightly over budget.
- Five months in and we are in a fairly good position. Eight months into the year we can look at spending any remaining surplus.

***John Frizzle moved acceptance of the Financial Statements. Nancy Timbrell-Muckle seconded. Motion Carried.***

## 7.2 Motions (Attachment)

### Promissory note with Northwood

Promissory note was signed at the June meeting and a resolution is required.

***Motion made by Patsy Brown to approve resolution for the Promissory note with Northwood. Nancy Timbrell-Muckle seconded. Motion Carried.***

### Refinancing related to the CMHC Capital Program

***Motion made by Nancy Timbrell-Muckle to approve resolution for the refinancing related to the CMHC Capital Program. Motion Carried.***

## 8. CEO Report (Attachment)

- A new Recreation Therapist has been hired.
- Anita Wilwand is temporarily filling in for Niki Rodenhizer while she is on a 6 month maternity leave.
- Casual staff at Northwood will be also helping out within the recreation department.
- Looking to hire some more CCAs
- Feedback from families on C wing has been very positive. Only small changes have been made on the wing so far and already the impact to the residents and families has been significant.
- Labor relations in past years has been a major concern. This no longer appears to be an issue. Relations between the Unions, Management, and staff is quite good.
- The CEO acknowledged that the CEO Report and the Monitoring Reports are now separate reports.

***Motion made by Nancy Timbrell-Muckle to approve and seconded by Liz Finney. Motion Carried***

## 9. 2017/2018 1<sup>st</sup> Quarter Scorecard (Attachment)

- The squares on the scorecard were difficult to read where the document was scanned in black and white. It was suggested that the scorecard gets scanned in color which will hopefully make it easier to read.
- There has been a significant increase in resident incidents at Shoreham. The turnover rate for residents has almost tripled. Josie Ryan did a review on a number of the residents that had passed and spoke with resident families. Feedback was positive and there wasn't any serious concerns expressed. The CEO explained that residents are being admitted into long term care facilities much later and residents are in a much frailer state. This could be contributing to the increase.
- There should be a drastic change in the second quarter due to changes being made throughout the building. C wing is already having fewer falls reported on the wing.
- Point Click Care will enable us to incorporate meal plans into the existing program with no extra cost.

***Patsy Brown moved acceptance of the 2017/2018 1<sup>st</sup> Quarter Scorecard. Nancy Timbrell-Muckle seconded. Motion Carried.***

## 10. Breaking News

- This item will be added to further agendas and will be at the top of the agenda.
- The IT team is working on a secured video conferencing system. This will enable Reinhard to attend meetings virtually. Hopefully it will be functioning by the next meeting.

## 11. Monitoring Executive Expectations (Attachment)

11.1 EE-1: General Executive Restraint - Compliant

11.2 EE-6: Interactions with residents and the Public - Compliant

11.3 EE-13: Risk and Incident Reporting - Compliant

***Motion made by Nancy Timbrell-Muckle to accept monitoring reports. Seconded by John Frizzle. Motion Carried***

## **12. Board Policy Review**

12.1 EE-8: Communication and Support to the Board – No recommendations

12.2 EE-10: Public Image

Public Image is very important and a difficult policy to write as there are many factors to consider. Asset protection policy would be related to public image as well. The condition of our facility is the number one factor that will create a positive or negative public image. Changes should be made to the EE-10 Public Image as well as Policy EE-5 Asset Protection. The Chair and CEO will review these policies and feedback will be provided.

12.3 EE-13: Risk and Incident Reporting

- This policy is new and this will be its first monitoring.
- The Chair noted that she is satisfied with the reports that the Board has been receiving related to Risk and Incident Reporting.
- Changes to this policy may be necessary, but where it is new we will wait to take direction in the future.

***Motion made by Nancy Timbrell-Muckle to accept Board Policy Reviews. Seconded by Patsy Brown. Motion Carried***

## **13. Items for Discussion**

13.1 Meeting Attendance via videoconferencing

Previously discussed

13.2 Strategic Planning

### **Vision, Mission, Values draft consultation feedback**

The only value that still required approval was “Team Work”. Some discussions ensued.

**Result: Working together efficiently, effectively, and respectfully to achieve shared goals.**

***Motion made by John Frizzle to approve the “Team Work” value as identified above. Seconded by Patsy Brown. Motion Carried.***

### **Facility Refurbishment Strategy**

Previously discussed

14. **Next Meeting:** The next meeting is being held on November 21, 2017 at 2 pm.
15. **Adjournment:** Meeting adjourned at 4:40 pm
16. **In-Camera:** Meeting went into In-Camera