

**Shoreham Village Senior Citizens Association
Board of Directors Meeting Minutes
November 20, 2019
3:00 pm**

Present: Alice Leverman, Patsy Brown, Joseph Green, Nancy Timbrell-Muckle, Liz Finney, Wayne Arnold, Andrew Snyder, Janet Simm, and Reinhard Jerabek (via Skype)

Guests: Josie Ryan, Northwood

Regrets: John Frizzle

Meeting called to order at 3:10 pm

1. **Welcome and introductions**

1.1 Welcomed Andrew Snyder as a new Board Director

2. **Approval of Agenda**

– No additions to the Agenda

Motion to approve the agenda. Liz Finney/Nancy Timbrell-Muckle. Motion Carried.

3. **Approval of Minutes – September 18, 2019**

- Section 7.1 – 5th bullet down – *Clarification:* Antibiotics - The physician must still write all orders for antibiotics. A greater variety of Antibiotics are stocked onsite, which improves access. They are administered as per doctor's order.
- Section 6.1 – Chairs Report – Policies are, and have always been, the responsibility of the Board and not solely the Chair.

Motion was made to approve the September 18, 2019 minutes. Joseph Green/Patsy Brown. Motion Carried.

4. **Business Arising**

4.1 Strategic Partnerships/Building Renewal Project
-updated building proposal/summary (attached)

- A few additional updates throughout.
- Vicki Elliott-Lopez from the Department of Health and Wellness recommended that we establish a chart outlining what projects were completed at Shoreham and how they were funded. This would provide a good reflection on how many projects are being funded by the community, without DHW funding. This has been provided to DHW.

4.2 Building Renewal Plan – next steps

- **Will pursue a meeting with the Premier**

4.3 Meeting with the Deputy Minister

- The Deputy Minister with the Department of Health and Wellness (DHW) visited Shoreham for a tour of our facility. Shortly after, the Deputy Minister of Transportation and Infrastructure Renewal came for a tour as well. He was not impressed that we had to fundraise for our Main Entrance renovations. He felt we should not have to fundraise for structural improvements such as this.
- As part of the presentation to the Deputy Minister of DHW there was a document included that provided a good introduction to Shoreham. We will now use this as part of future Board orientations.
- The Deputy Minister of DHW suggested that we meet with the Premier. However, Vicki Elliott-Lopez from DHW requested that we give her three more weeks to complete some further work on our file before meeting with the Premier. She ensured us that the file is being reviewed; however, it can take months to years.

4.4 Meeting with MLA Hugh MacKay

- The Chair and CEO to follow up with Hugh MacKay.

4.5 Discussion with the Foundation re Fundraising

- The meeting with the Foundation was very positive. Discussed potential opportunities, where we can get further community support. As a result of this meeting, a Foundation member was able to get a \$4,000 donation for flooring repairs.
- We recommended that True Doors be one of their top fundraising priorities.

4.6 Board Education

- There were some member suggestions for Board Education:
 - Nurse Practitioner, the Doctor, and the Medical Director attend a meeting
 - Volunteer Activities- Niki
 - Presentations on the following - Guarding Minds staff survey, Age Care Technology survey and Itacit

January Education Session- Reinhard to provide an overview of insurance and provide insight into how this compares to others in the Long Term Care industry.

4.7 Concerts for Care

- Concerts for Care has offered Shoreham ten concerts per year. Shoreham has committed to three of those concerts, and decided to share the remaining seven concerts with NW.
One concert will be scheduled at a time. Dates are currently being arranged for the next concert.
- Lunenburg Academy of Music Performance will be presenting a concert over Christmas.

- The Chair suggested that the Board receive a list of upcoming events including ***Family Council/ staff recognition events that are planned.*** The CEO will arrange this correspondence. Board members planning to attend these events will notify the Board Chair.

4.8 Sound System

- NW will be building sound panels in the dining room to help with the sound quality. This is a cost effective solution.
- Once this is complete, we will investigate the cost of a sound system.

5. **Chairs Report (attachment)**

- Partnership with NW has been a very positive experience for both SV and NW.
- Will discuss a post holiday social at the January meeting
- Standing agenda item to be added to the Board meeting- a round table evaluation- how did you find the meeting today/how would you like to see it improved?

6. **CEO Report (Attachment)**

6.1 Q1 Scorecard (Attachment) – Josie Ryan

- As a result of change in practice, assessments are resulting in fewer prescriptions for medications.
- Nurse Practitioner visits every Tuesday.
- Antibiotic prescriptions are down.
- Turnover rate is high - 70% compared to last year. This is due to resident's being frailer than they use to be.
- Good physician support is being provided.
- C Wing has vacant beds. This is due to admission refusals. We will no longer take residents that are not suitable for this unit. The DHW has been sending admission packages for residents with challenging behaviors. C Wing is not a secure unit, so the admissions are being refused. As well, beds are being held if a resident is in a semi private room that cannot have a roommate. The bed remains held until that resident has a private room.
Looking to unlock the doors on C Wing perhaps starting with leaving the doors closed.
- Med errors are higher on B Wing (62%). Reason being there are more residents on this wing – more residents, means more chance of errors occurring.
- Working with Lawtons to implement EMAR. This will help reduce med errors.
- There was a Viral Gastroenteritis Outbreak, which was managed well and the outbreak was over in 4 days. Staff are doing a great job with infection control.
- Food/Activity Survey – We would eventually like to do the Overall Satisfaction survey. However, it is expensive so we decided to break the survey into smaller sections. Each survey focuses on different areas.
Food and Activities were the focus on this survey. Most resident and family responses were ninety percent or higher satisfaction. Twenty two percent of families responded and twenty five percent of residents responded.
A corrective action plan will be developed based on the responses. Once done, then we will start planning for the next survey.

7. Finance Report

7.1 Financial Statements to September, 2019 (Attachment)

September Financial Statements:

- No significant differences
- Cash went from \$455,514 last year, down to \$247,948 this year. This is mostly due to the main entrance project.
- Under "Current Liabilities" – Deferred Revenue went from \$211,051 last year, to \$13,974 this year due to resident contributions. This amount fluctuates as money is banked here and then eventually allocated.
- Have a modest surplus.
- We are close to budget. Revenue is steady
- There is an expense of \$39,973 for contracted services. This is for agency staff that we are using to fill vacant positions.
- Salaries and benefits are favorable due to staffing shortages.
- As a result of the partnership with NW, we are able to make some interest gain when purchasing larger priced items or funded capital projects. This is a result of not having to finance projects. DHW automatically builds in financing costs. For instance - The DHW provides a 5% financing allowance when purchasing larger priced items. The number of years of financing provided depends on the price of the item. We do not need to finance, as we finance purchases through NW, which allows us to benefit from this interest gain.

October Financial Statements:

- Cash went from \$500,051 last year, down to \$400,929 this year.
- There is a \$250,000 "Note Payable" under "Current Liabilities" for the Main Entrance Project. We are in a decent position at this point in the year, with a modest surplus.

8. New Business

8.1 Strategic Plan

- The plan was developed in 2016. It was suggested that it might be better to keep the existing Strategic Plan and review it in another year.
- Opportunities to explore in the next plan include:
 - **Raising our profile in the community**
 - **formally evaluate the partnership with Northwood - demonstrate the results through research.**
 - **Place on the agenda for January to review – send out the existing Plan to new Board members.**
 - **Tammy to send out the most current Board Planning cycle - with the January education session included.**

Motion was made by Nancy Timbrell-Muckle to extend the existing Strategic Plan by one year. Seconded by Joseph Green. Motion Carried.

9. **Monitoring Executive Expectations (Attachment)**

- 9.1 EE-2: Treatment of Employees
- 9.2 EE-4: Financial Condition
- 9.3 EE-5: Asset protection
- 9.4 EE-13: Risk and Incident Reporting

Motion to accept monitoring reports. Moved by Liz Finney; seconded by Joseph Green. Motion Carried.

10. **Board Policy Review**

- 10.1 EE-4: Financial Condition
- 10.2 EE-5: Asset Protection
- 10.3 EE-13: Risk and Incident Reporting
- 10.4 GP-1: Role of the Board

The above policies were reviewed. No changes noted.

Motion to accept EE-4, EE-5, EE-13 and GP-1 without change. Moved by Liz Finney; seconded by Nancy Timbrell-Muckle. Motion Carried.

11. **Self-Monitoring Governance Process**

11.1 GP-4.1: Nominating Committee - ***Compliant***

- **Nominating Policy** - will explore wording to improve for alternating Board member terms. Will bring this back to a subsequent meeting.

11.2 GP-2: Role of the Board Officers - ***Compliant***

- A new Board Planning Cycle/Calendar is under development. Upcoming Board education sessions have been set.

It was suggested that it would be beneficial to have a discussion surrounding governance processes for Accreditation. Timing for this will be discussed at the January meeting.

11.3 GP-3: Conduct of Directors - ***Compliant***

- New members have completed required documentation. Confidentiality has been maintained.

12. **Board Executive Relationship**

- 12.1 BE-1: Global Board-Executive Relationship - ***Compliant***
- 12.2 BE-2: Monitoring Executive Performance - ***Compliant***

Motion: The Board is in compliance with GP- 4.1, GP- 2, GP-3, BE-1 and BE-2. Moved by Joseph Green, seconded by Nancy Timbrell-Muckle. Motion Carried.

13. **Is there anything from our discussion today that we need to communicate with the Shoreham Foundation Board?**
- Have committed to a meeting with the Foundation Board in follow up to the previous discussion. A list of priority items is being compiled. The Sound system will be included on this list for the Foundation to consider

14. **Next meeting – January 15, 2020 at 3pm**

Motion to go in Camera - Joseph Green

15. **Adjournment**

Motion to adjourn. Nancy Timbrell-Muckle. Motion Carried.

Addendum:

- ***Concerts in Care Update. The 3 concerts will be scheduled for April and June. Dates to be determined.***