



**Board of Directors Meeting
Draft Meeting Minutes
Agenda Item # 2.1**

**Meeting of the SHIP Board of Directors
Tuesday March 21, 2023 (6:00 to 8:00 pm)
SHIP Teams Meeting
60 Courtneypark Drive West – Unit 2, Mississauga, ON L5W 0B3**

Members: Brian E. Scott, Krista Collinson, Lori Ker, Tandra Acharjee, Alysha Racktoo, Jennifer Graham, Justyn Mahanger, Sandy Kang-Gill

Regrets: Jennifer Graham

Staff: Lesley Nagoda, Sharon Fernandes, Thomas DiCarlo

1.0 OPENING ITEMS

1.1 Call to Order and Welcoming Remarks

- The Chair welcomed board members and staff and called the meeting to order at 6:04 p.m. Sharon Fernandes was Recording Secretary

1.2 Disclosure of Conflict of Interest

- No conflict of interest was declared.

1.3 Land acknowledgement

- The Chair opened the meeting with a federal land acknowledgement.

1.4 Approval of agenda

- No changes to the agenda

MOTION: Lori moved to approve the regular Board agenda as well as items listed under the consent agenda. Seconded by Justyn. CARRIED.

1.5 Chairs Remarks

- The Chair welcomed members of the Board and Staff.
- The Chair thanked everyone for the great work at the committee level to support our move to bi-month board meetings
- CEO went over SHIPs ethical decision-making principles

1.6 Board Action Log

- n/a

1.7 Statutory Reporting

- The CEO stated that there are no identifiable risks or claims for the organization at this time. All submissions have been reported to the Ministry promptly and we comply with legislation, insurance coverage, rules and regulations as set down by our funders.

1.7.1 Compliance Statement to the Board

- The CEO provided a report on the reporting period January 13, 2023 to March 21, 2023

_____ Secretary and / or _____ Chairman

2.0 CONSENT AGENDA

- 2.1 Approval of the Board Meeting Minutes from January 17, 2023
- 2.2 Receipt of the Governance Committee Minutes from:
 - November 8, 2022
 - February 14, 2023
- 2.3 Receipt of the Finance Committee Minutes from:
 - January 11, 2023
 - March 8, 2023
- 2.4 Receipt of the Quality Committee Minutes from:
 - January 13, 2023
 - February 10, 2023
- 2.5 Receipt of the Health System Transformation Committee Minutes from:
 - January 9, 2023

3.0 BUSINESS OF THE MEETING

3.1 Staff Experience story

- A staff experience story from SHIPs Back to Home program was shared
- We are creating a page on the SHIP website where clients will also be able to share their experiences

3.2 CEO Report

- The CEO highlighted the following from the report:
 - Funding updates
 - Ontario Health update – they indicated we should be receiving a response to our CAPS submission shortly
 - Region of Waterloo wants SHIP to scale up our operations at the Emergency Shelter
 - Outcomes of the 2 all day leadership meetings at SHIP

3.3 Finance and Risk Update

3.3.1 Audit Plan

- The treasurer briefly highlighted areas from the report from the auditors on the audit strategy for the March 31, 2023 year end.
- Overall, the audit plan will be like the prior year.
- The audit fees are increasing to \$27,000 this will be an increase of 10% not does not include the one-time \$1350 fee for the CAS accounting standards.
- The auditors will present a final report to the board along with the financial statements providing details of any findings during the audit.

Cybersecurity Update

- SHIPs IT department will be working on the following risks over the next few months:
 - A firm has been hired to conduct a Cybersecurity Maturity Assessment
 - This firm is also assisting with the building a Business Continuity and Disaster Recovery
 - The IT department will be working on an Incident Response Plan
- Regular updates on the cybersecurity risk will be provided as part of the risk register updates.

_____ Secretary and / or _____ Chairman

2023/24 Risk Register Update

- The Finance and Risk Committee reviewed the refresh of the risk register that was completed for the upcoming fiscal year.
- The 5 key strategic and financial risk identified were:
 - Landlord and Tennant relationship
 - Staff wellness
 - Cybersecurity
 - Funding gaps
 - Succession Planning
- It is recommended that:
 - The Board of Directors approve the 2023/2024 risk register.
 - The Board of Directors approve that the risk policy and that it remain unchanged for this fiscal year.
 - The Board of Directors approve that the risk tolerance matrix and that it remain unchanged for this fiscal year.

MOTION: Tandra moved that the Board approve the 2023/2024 risk register, the enterprise risk management policy and risk tolerance matrix. Seconded by Lori. CARRIED

3.3.2 Approval of 2023-24 Capital and Operating Budget

- In October, the detailed budget process for the operating budget was reviewed by the Finance and Risk Committee.
- The following Guiding principles were used to develop the Budget:
 - Achieve a balance budget
 - Link budget to strategic goals and objectives
 - Compliance with all funding agreements and broader public sector accountability act
 - Realistic and achievable budgets
 - Budget will support organization priorities such as fair equitable compensation practices and EDI efforts
- The following are the key assumptions that went into preparing the budget:
 - 2% increase in funding will be received by Ontario Health
 - Peel Youth Village and Peel Family Shelter funding increase by CPI (approximately 6%)
 - 3% increase in nonunion salaries
 - Union to receive 1% increase per the collective agreement plus wage grid level increases
 - Staffing vacancy rate of 4% in all non 24/7 congregate sites to help balance the budget
- It is recommended that:
 - The Board of Directors approve the 2023/2024 operating budget with the 2% increase from Ontario Health as presented in appendix A to this report. If Ontario Health does not provide the 2% increase the budget will be adjusted to reflect the revised amounts
 - The Board of Directors approve the 5-year capital budget as presented in appendix A

MOTION: Tandra moved that the Board of Directors approve the operating budget for the fiscal year ended March 31, 2024 and approve the 5-year capital budget. Seconded by Sandy. CARRIED

_____ Secretary and / or _____ Chairman

3.4 Quality Committee Update

- The update from the Quality committee covered
 - Selection of a Vice Chair
 - Client experience story
 - Ontario Healthcare Reporting Standards (OHRS)
 - OPOC | Ontario Perception of Care | Client Experience Tool Plan
 - Quality Dashboard – increase in incidents allows us a better line of sight in incident management
 - Quality Improvement Plan:
 - The committee is proposing seven QI initiatives for the 2023/24 year and recommending carrying forward four 2022/2023 initiatives that are still in progress and introducing three new ones.
 - Existing Initiatives:
 - Transitions in Care
 - Involved in Care Decisions
 - Health System Recovery
 - Acceptance
 - New Initiatives:
 - Access
 - Service Utilization
 - Wait Times: ACTT Step Down

MOTION: Justyn moved that The Board of Directors Approve SHIPs 2023/2024 Quality Improvement Plan. Seconded by Alysha. CARRIED

3.5 Governance Committee Update

- The Governance committee updates covered the following topics:
 - Governance EDI oversight:
 - 2022-23 Action plan cover our people, culture, and systems
 - Completed and AODA assessment
 - An EDI SWOT analysis was conducted with all staff. The results will help us develop a new plan for 23-24
 - Review of the Strategic Plan
 - 33 actions were completed – 8 actions were incomplete
 - 1 activity is at risk 2.3 - Professional development strategy developed and implemented to remain current with best practices
 - 3 activities require attention
 - Updated website to be more accessible and informative
 - improve on privacy, data and cyber security based on acceptable industry standards enhanced customer support and services
 - Clients/tenants have access to meaningful activities and social opportunities
 - CHOICES update
 - SHIP is no longer providing HR back office support to the CHOICES organization at this time

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- Board Education
 - The annual training budget is being increased
 - Please send Lori, Lesley, or Sharon any educational topics you would like to see covered at a future Board meeting e.g. what is Ambassadorship? etc.
- Governance Improvement
 - Priority improvement areas for attention because of the Accreditation Canada Governance Functioning Tool (GFT) was the self-assessment surveys
 - The committee discussed a Board Director Self-Evaluation.

MOTION: Lori moved that the Governance Committee recommends approval by the Board for the implementation of the Director Self-Assessment framework in June 2023. Seconded by Justyn. CARRIED

3.6 Capital Properties Updates

- 236 First street:
 - Moving along with construction
 - Working with CMHC on funding through coinvest. An update will be provided at the next board meeting
- 343 Lakeshore:
 - Redoing the roof, windows, and awning by the end of March 31
- Lakeshore Properties
 - More renovation will be done on 110 Stanley
 - Councillor Dasko is working with us on trying to renovate our 183 / 185 lakeshore properties

4.0 OTHER BUSINESS

No other business was discussed.

5.0 INFORMATION ITEMS

5.1 Board Education Opportunities

- There may be an upcoming training course with ICD on social governance. Lori will share more information at the next board meeting
- A staff is presenting at a housing first symposium – Sharon will share with the Board a link to this presentation and future presentations by staff at conferences and symposiums.

5.2 Next Town Hall

- March 27, 2023 – Alysha Racktoo to present

5.3 Next Meeting

- The date of the next Board Meeting is May 16, 2023 and will be in-person.

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6.0 IN CAMERA

n/a

7.0 MEETING WITHOUT MANAGEMENT – CEO

n/a

8.0 MEETING WITHOUT MANAGEMENT

n/a

9.0 ADJOURNMENT

There being no further business brought before the Board, the meeting was adjourned at 7:00 pm

Brian Scott
Board Chair

and / or

Lesley Nagoda
Board Secretary

_____ Secretary and / or _____ Chairman