

## Board of Directors Meeting

### Minutes

#### Agenda Item 2.3

**October 17, 2023 (6:00 to 8:00 pm)  
60 Courtneypark Drive West, Unit 2  
Mississauga ON, L5W 0B3**

Members: Brian E. Scott, Lori Ker, Alysha Racktoo, Sandy Kang-Gill, Krista Collinson, Tandra Acharjee, Jennifer Graham, Justyn Mahanger, Shafquat Suri, Keith Ward, Arun Navaratnasingam

Regrets: Keith Ward, Krista Collinson, Sandy Kang-Gill

Guests: Helene Philbin Wilkinson - Accreditation Canada

Staff: Lesley Nagoda, Sharon Fernandes, Kaya Yansen

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### 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 7:32 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 land acknowledgement.

#### 1.4 Approval of agenda

- No changes to the agenda

**MOTION: Brian moved to approve the regular Board agenda as well as items listed under item 2.0 the consent agenda. Seconded by Justyn. CARRIED.**

#### 1.5 Chairs Remarks

- No remarks

#### 1.6 Board Action Log

- Add EDI to the Action Log (based on last meeting)

#### 1.7 CEO Compliance Statement: Statutory Reporting

- The CEO stated that during this period 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.

\_\_\_\_\_ Secretary and / or \_\_\_\_\_ Board Chair

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### **2.0 CONSENT AGENDA**

- 2.1 Board Meeting Minutes from September 18, 2023
- 2.2 Receipt of the Finance & Risk Committee Minutes June 14, 2023
- 2.3 Receipt of the Governance Committee Minutes September 12, 2023
- 2.4 Receipt of the Quality Committee Minutes June 9, 2023
- 2.5 Receipt of the Health System Transformation Committee Minutes June 5, 2023

### **3.0 BUSINESS OF THE MEETING**

#### **3.1 Accreditation Mock Survey**

- The Privacy and Quality Officer introduced the mock accreditor, Hélène Philbin Wilkinson, from Accreditation Canada to the Board.
- The accreditor proceeded to share information that will prepare the Board for the upcoming Accreditation Canada site visit and Governance survey in November.
- The information sharing was via simulated accreditation questions to create Board dialogue
- Once vetted through Accreditation Canada, the accreditor will generate and share a Mock Survey Report with SHIP of the observations from this Accreditation simulation survey

#### **3.2. Client Experience story**

- This client experience story was shared by Tenant Relations and identified a 75-year-old tenant who the landlord stated was causing interference with the neighbours and that his unit was not kept up to standards. This was leading up to an issuance of an N5 (Notice to evict)
- To address the buildings concerns, SHIP is working to cost share on damages in the washroom in the unit and provide some cleaning services. This client has been with SHIP for 10 years and are confident that with support from SHIP and THP (Trillium Health Partners), he will be able to continue to live in his unit.
- This story depicts the value of a client centered approach, communication, and collaboration with our partners – with both SHIP's external support partner and our landlords. It also speaks to providing an opportunity to educate the Property Owner on how SHIP works to ensure that our clients have quality housing, quality services and quality lives.

#### **3.3 CEO Report**

- This report covers September to October. The past two months focused on continued community and staff engagement, preparation for accreditation and the Annual Meeting, client summer events and community meetings.
- The CEO highlighted the following from the report:
  - Felix house update
  - Funder update
  - Receipt of funding for a consultant to assist with a study on the unmet needs of the population and the development of an action plan

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#### 3.4 Q2 SHIP Operations Report

CEO emphasized the following from the report:

- EDI and ERG (Employee Resource Groups) engagement submission to the collaboration council
- Launched the staff demographic surveys
- Our hoarding approach is receiving a lot of provincial recognition
- Funder targets are on track

#### 3.5 Finance and Risk Update

- Terms of Reference
  - Treasurer went over the Finance Committee Terms of Reference with the Board

**MOTION: Tandra moved that the Board approve the Terms of Reference as recommended by the Finance Committee. Seconded Brian. CARRIED**

- Insurance renewal
  - Treasurer stated Effective Nov 1<sup>st</sup>, 2023, SHIPs policy with Cooperators is up for renewal

**MOTION: Tandra moved that the Board approve the Insurance renewal with the Cooperators at the same coverage as the 2022/2023 year at the rates quoted. Seconded Brian. CARRIED**

#### 3.6 Quality Committee Update

- Terms of Reference

**MOTION: Alysha moved that the Board approve the Quality Committee Terms of Reference as provided. Seconded by Brian. CARRIED**

#### 3.7 Governance Committee Update

- Terms of Reference

**MOTION: Lori moved that the Board approve the Terms of reference as recommended by the Governance Committee. Seconded by Alysha. CARRIED**

- Board Annual Work Plan

**MOTION: Lori moved that the Board approve the Annual Work Plan as recommended by the Governance Committee. Seconded by Jennifer. CARRIED**

- Governance Action Plan
  - The committee Chair stated that the following:
    - The Accreditation Canada Governance functioning tool and the Director self-assessment in June

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- The committee will focus more on feedback from members this year.
- Each Board Committee to do their own assessments and submit to the Governance Committee

**MOTION: Lori moved that the Board approve the Governance Action Plan 2023/2024 as recommended by the Governance Committee. Seconded by Jennifer. CARRIED**

**3.8 Health System Transformation Update**

- Board Vice Chair provided a brief update on work the committee has done and its Terms of Reference
- A report will be provided on a quarterly basis by this committee to the Board

**3.9 Accreditation Report**

- CEO stated the report is to assist the Board with tips and tricks to prepare for the Governance Survey on November 21, 2023
- Overall, there will be 20 meetings with staff, clients, and partners during the accreditation week. This will involve over 50 staff, many partners and over 20 clients.
- The report covers:
  - Key messages
  - Board's role in Accreditation
  - Resources

**4.0 OTHER BUSINESS**

- Peel Regional Police is hosting a charity gala where all donations received will be going to SHIP
- A SHIP table has been purchased for this event.
- SHIP is creating a video montage of staff saying thank you to send back to Peel Regional Police.
- At the end of this meeting the CEO enquired of the Board if they would like to participate in a simple video recording saying thank you. The Board agreed and provided their consent to creating the recording.

**5.0 INFORMATION ITEMS****5.1 Board Education**

- EDI Essentials

**ACTION:** Lesley to re-send out the learning activities to the entire board

**5.2 Next Town Hall**

- October 30, 2023

Board Member to introduce themselves at the October Town Hall is Shafqat Suri

**5.3 Next Meeting**

\_\_\_\_\_ Secretary and / or \_\_\_\_\_ Board Chair

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- The date of the next Board Meeting is November 21, 2023, at the SHIP Head office and will be in person.

**6.0 IN CAMERA**

The Board did not have an in-camera meeting.

**7.0 ADJOURNMENT**

There being no further business brought before the Board, the meeting was adjourned at 8:20 pm

**8.0 MEETING WITHOUT MANAGEMENT**

n/a



Brian Scott  
Board Chair

and / or

Krista Collinson  
Board Secretary

\_\_\_\_\_  
Secretary and / or \_\_\_\_\_ Board Chair