

	<p>4.2 Foundation Update Work in progress with regards to their Articles of Incorporation and AGM being planned for Sept.</p> <p>4.3 OHT-N Update/Advisory Council Collaboration Council supporting the opening of a new walk-in clinic in Port Hope. The Governance Advisory Council is scheduled to meet in Sept.</p> <p>4.4 Health & Safety Commitment Yearly Health & Safety Commitment presented. Some minor wording changes suggested.</p> <p>3.2 CEO Evaluation</p>	<p>For Information Purposes</p> <p>For Information Purposes</p> <p>Motion by: Selena Forsyth to approve the commitment with minor wording changes. 2nd by: Judy McLean. Carried.</p> <p>Motion by: Selena Forsyth to move into camera. 2nd by: Sharron MacDonald. Carried.</p> <p>Motion by: Jessica Clarke to move out of camera. 2nd by: Cindy Anthony. Carried.</p>
5. Termination		Motion by: Selena Forsyth

Next Meeting – In Person, Friday, June 21, 2024 – 11:00 am
Location: Venture13, 739 D’Arcy St. Cobourg, ON
***Luncheon immediately following the meeting.**

Community Care Northumberland Board of Directors Meeting

Friday, May 31, 2024 – 10:00 a.m.

<https://us02web.zoom.us/j/87326502402>

Meeting ID: 873 2650 2402

Passcode: 005082



Community Care
NORTHUMBERLAND

AGENDA

Item	Action	Lead
*Special Meeting of the Foundation Membership happening right before the start of CCN Board meeting.		
1. CALL TO ORDER		
1.1 Confirmation of Quorum 1.2 Declaration of Conflict of Interest 1.3 Approval of Consent Agenda 1.4 Approval of Agenda	Motion	Jackie Jackie Jackie Jackie
2. CONSENT AGENDA		
<i>The following items have been identified as part of the consent agenda for the regular meeting. A Director may request to move an item out of the consent agenda to further discuss or inquire about it before approval of the agenda.</i>		
<u>Items:</u> 2.1 Board Minutes – April 26, 2024* 2.2 CCN Incident Report – Oct. 2023 – March 2024*	Motion	Jackie
3. BUSINESS ARISING FROM MINUTES		
3.1 AGM Update 3.2 CEO Evaluation	Information Information	Trish Jackie
4. BOARD BUSINESS/COMMITTEE MATTERS		
4.1 Client & Volunteer Survey Results 2024* 4.2 Foundation Update 4.3 OHT-N Update/Advisory Council	Information Information Information	Trish Elaine Trish/Jackie
5. Motion to Terminate Meeting		

*Indicates Attachments

Next Regular Meeting: Friday, June 21, 2024 – 11:00 am – In person

Board of Directors Meeting Minutes
Zoom Meeting – Friday, April 26, 2024 – 10:00 am

Present: Jackie Gardner-Nix, Tim Miller, Angela Grogan, Judy McLean, Cindy Anthony, Sharyl Ann Milligan, Stephen Beauchamp, Selena Forsyth, Sharron MacDonald, Jessica Clarke, Tina Stephens, Miranda Ng (Senior Underwriter, HIROC)

Regrets: Elaine Azzopardi, Tim Miller

Topic	Discussion	Decision/Action
Board Education	Director/Officer Liability Coverage – Miranda Ng, Senior Underwriter, Healthcare Insurance Reciprocal of Canada, presented a detailed report on CCN coverages.	Presentation available on the Board Portal.
1.1 & 1.2 Quorum & Declaration of Conflict of Interest	The meeting was called to order by Jackie Gardner-Nix who welcomed everyone. There was a quorum present, and no conflicts of interest were declared.	No conflicts were declared.
1.3. Approval of Consent Agenda	Approval of Consent Agenda	Motion by: Cindy Anthony to approve the consent agenda. 2 nd by: Angela Grogan. Carried.
1.4 Approval of Agenda	Approval of Agenda	Motion by: Jessica Clarke to approve the agenda. 2 nd by: Judy McLean. Carried.
3. Business Arising from Minutes	<p>3.1 Bed Expansion Update Beds officially started being used on April 9th. Still a few outstanding pieces of equipment to come in. Some tours have taken place, but a hard opening will need to be planned. As of March 31, the cost of expansion including equipment is \$439,000, which is well under the projected \$700,000 budget.</p> <p>3.2 Ethics Program Annual Report The 2023/2024 Ethics Program Annual report was presented. The report outlined activities, strategies, processes, and future directions of the program.</p>	<p>For Information Purposes</p> <p>For Information Purposes</p>

<p>4. Board Business/Committee Matters</p>	<p>4.1 Finance Committee – 2024/2025 CCN Agency Budget – The 2024/2025 Budget was circulated. Some line-item changes were suggested, which the Finance Committee will investigate further.</p> <p>4.2 Governance Committee – Consent Agenda Policy was circulated, and the Governance Committee was looking for feedback from the Board on how they felt the use of the Consent agenda was going. The board felt this new process is still working well and suggested no changes.</p> <p>4.3 Foundation Update Talks are being held with SSM Law about adding additional directors, also about the creation of a Nominating Committee and recruitment. Lots of fundraising activities being planned. Handbags for Hospice event raised a net total of \$111, 000.</p> <p>4.4 OHT-N Update/Advisory Council Some meetings are happening now, but things are moving along slowly.</p> <p>4.5 Board Assessment Questionnaire Tina will send out the Board Assessment questionnaire after the Board session has concluded for the year. The Governance Committee will review the results once meetings commence in the fall.</p> <p>4.6 AGM The AGM will be tentatively booked for the end of June. The June Board meeting will be moved to Friday, June 14th (to be confirmed following meeting) which will be virtual. Trish will speak with Katie from KPMG, to find out the timeline of when the financial statements will be ready for presentation to the Board and the AGM will be formally planned after that.</p>	<p>Motion by: Judy McLean to approve the 2024/2025 Agency budget as presented. 2nd by: Stephen Beauchamp Carried. For Information Purposes</p> <p>For Information Purposes</p> <p>For Information Purposes</p> <p>For Information Purposes</p> <p>For Information Purposes</p> <p>For Information Purposes</p>
<p>5. Termination</p>		<p>Motion by: Selena Forsyth</p>

Next Meeting – Friday, May 31, 2024 – 10:00 am – Zoom

Community Care Northumberland – For May 31st Board Meeting – Consent Agenda Item.

Incident/Complaint Report – Oct 1, 2023 to March 31 2024

Number of Incidents this period – 5

Number of complaints this period - 0

Type of Incident	Details	Resolution	Immediate Changes Required/Next Steps
Medical	<ol style="list-style-type: none"> 1. Telephone Reassurance Volunteer was talking with a client who required an urgent medical intervention. Volunteer called 911 and then called the Manager to report situation. 2. Needle stick injury occurred at Ed’s House by one of the nurses. First aid applied, reported to on-call Manager. 3. Participant in a client group meeting in Brighton cut their arm on a shelf in the kitchen. 	<ol style="list-style-type: none"> 1. Manager called emergency contact to update them, they reported they would visit client. Office called client next day to check in. The client refused to be transported to hospital but was thinking she may go to see her doctor. Manager connected with volunteer to update them on situation. 2. Manager consulted with Medical Director. Employee was advised to follow up with family physician with a note that the injury was ‘low-risk’. Manager continued to check in with employee and no symptoms reported. 3. Staff administered first aid to the wound. 	<ol style="list-style-type: none"> 1. No change required other than monitoring client on following calls. 2. A policy on needle stick injuries will be written to cover these situations in the future. 3. None required.
Vehicle Damage	<ol style="list-style-type: none"> 1. CCN Accessible van was driving south on Division St. in Cobourg when a vehicle pulled out onto the road in front of the CCN Van. The CCN Van hit the front left bumper of the other vehicle. EMS was called as there were passengers in the van. EMS checked clients and others and released everyone. No injuries and clients were taken to their appointment. Our vehicle was towed, and police were making a report. 	<ol style="list-style-type: none"> 1. The other driver was charged with careless driving. Our insurer was notified. After assessment there was significant damage to our vehicle (10,000 – 15,000) which will be covered under insurance. 	<ol style="list-style-type: none"> 1. None required.
Other	<ol style="list-style-type: none"> 1. Ed’s House Director received a call early morning from Security Company with a problem to the fire sensor panel registering low attic pressure and the fire department was responding. Building Maintenance got to the building as Fire Department was leaving and was met by Fire Prevention Officer. They investigated and observed no obvious problems. Sprinkler company contacted for a service call. 	<ol style="list-style-type: none"> 1. The building was placed into a ‘fire watch’ situation with monitoring the building every hour on all levels. Problem identified and corrected. All systems back to normal. 	<ol style="list-style-type: none"> 1. No changes required. On-Call worked well. Fire department responded quickly. Maintenance staff very efficient. On analysis, the equipment had been tested recently and during inspection a monitor may have not been turned back on.
Complaints	No complaints reported this period.		
Compliment	A note sent to one of our Nutrition staff.		

Thanks very much for getting XXXX's frozen dinners out to them on short notice and co-ordinating delivery with Brighton's meals. You are a great person to work hard to do this and likely have know idea how relieved a daughter 130kms from her ailing mobility challenged mom, feels total relief that her mom doesn't have to take a second risky trip down to her front door and has extra food stocked up. THANK YOU.

My mom XXXXX has stage 4 pancreatic cancer and has had surgery 2021 and 18mos of chemo and it's been a very long hard 3yrs in which time my father also passed away. It's all been so difficult and the MOW meals have saved us in so many ways, plus they are delicious mom says, she's gained 20 lbs past year stuffing herself with homecooked foods, soups and desserts !!

She told me today that they all came, she opened them all, labelled them all and said they smelled delicious!! We really appreciate your efforts!!

A note sent to Kelly from a Volunteer Peer Support facilitator (volunteer)

Hi Kelly,

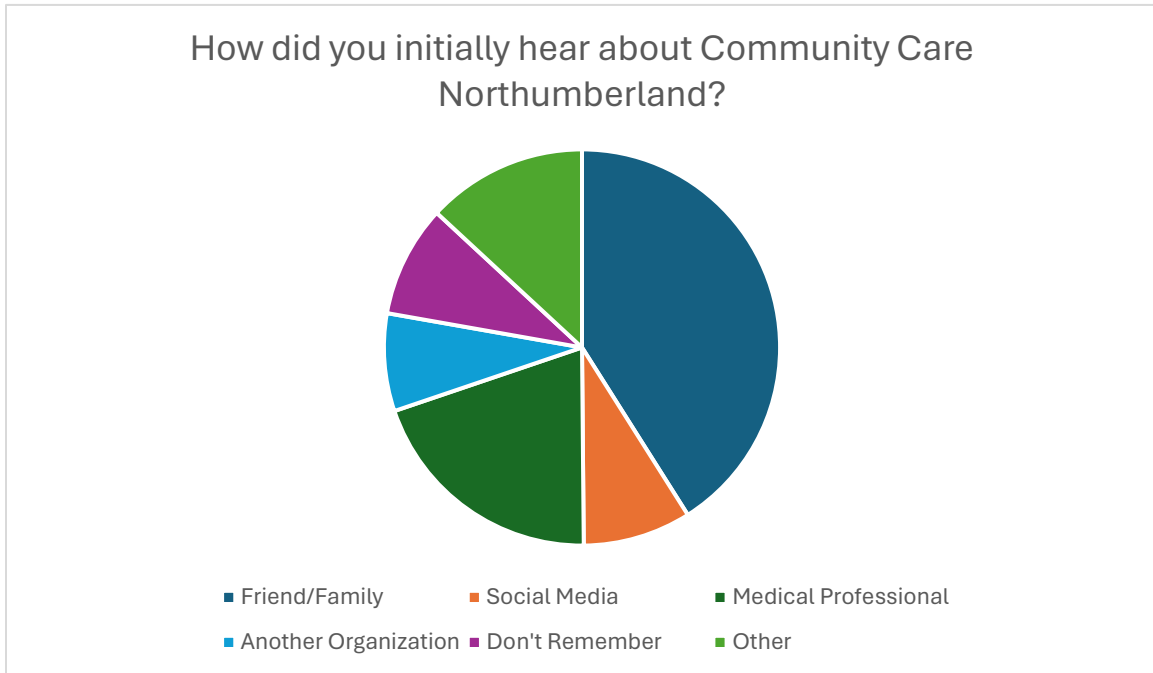
On Wednesday, ML and I had the pleasure of seeing M settled into his room at Legion Village. He was given a lovely welcome by everyone there and it was heartwarming to see all the possibilities of a new life experience start to dawn on him. His sister delivered him early afternoon and by then ML and I had pretty much set up his room (it looks fantastic; he was overwhelmed and so appreciative as was his sister).

ML had ordered a bed (which he will pay for) locally and they set it all up. We (mostly ML) donated the rest with help from friends, the Mission store, the ReStore, Giant Tiger and our homes. She got him a new wardrobe, bedside table, two chests of drawers, shelves, a beautiful lounge chair, back rest, pillows, bedding, 2 lamps, a waste container, towel, a tv, a round table with a rubber plant, coasters, even a framed piece of art! (Wow!) I contributed a duvet, more towels, more wardrobe essentials (a bit lopsided I know, I know, she's hard to keep up with!!). Together we got curtains figured out and installed.

We will take him out the week after next to orient him to the main street (drugstore, bank, etc) and to check in socially. We will ask him about any secondary need(s) on his 'Strengths, Needs, Culture Discovery'. We feel hopeful about helping him achieve the primary 'hope and dream' that he voiced: "To live with others where there are meaningful connections and a community of some sort".

Client Survey Report

In March of 2024 you may have been a part of our Client Survey asking about your experiences as a client of CCN. We received great feedback with just over 400 responses and we want to share with you a summary of your collective responses.



You can see the importance of word of mouth with family and friends, helping us to reach those who need us!

When asked about your overall satisfaction with our programs and services, over 96% were satisfied and 98.5% were likely to recommend our services to family and friends. We are thrilled with this result and will continue to improve until we reach 100% satisfaction.

CCN strives to continually improve our service delivery for clients and their loved ones. In the survey we asked clients for suggestions on how we can improve our services. Below are some of the comments, and our responses on how we will improve.

Program Specific comments *client and family comments in quotations.

Nutrition:

Meals On Wheels

“Frozen meal containers should be recyclable”

- Great news! All of our Frozen Meals on Wheels containers are recyclable. Simply rinse out the container once you are finished your meal and place in your recycle bin with other cardboards.

“When the regular meals on wheels provider is unavailable, portion sizes get smaller”

- Program staff will remind our providers of the appropriate portion size for the Hot Meals on Wheels program

Community Diners

“I wish Diners lunches could be more often”

- Due to constraints such as lack of volunteer community groups and affordable space, community diners locations are limited as to the number of locations and how often they are organized.

In-Home:

"It would be great to have winter setup for snow shovelling"

- Our In-Home Service Team recognizes the challenge that snow removal presents for our clients during the winter months. Our Home Maintenance service depends on dedicated Brokered Workers willing and able to provide services. Just like our volunteer based services, recruitment can sometimes be a challenge. Our team at CCN worked hard last fall spreading awareness of the need for this crucial service, advertising for and recruiting new workers. We will continue to make this a priority for recruitment this fall.

"Make sure workers know what they are responsible for"

- Our Home Help and Maintenance workers are provided with an orientation during which we review the Service Guidelines as well as the type of tasks that fall under "light housekeeping". Our Program Assistants provide the worker with any specific tasks you have requested, as well as general information about your home environment. Each client's home and needs will be unique so we don't provide a general checklist, but rather encourage our client and Home Help worker to discuss the work to be done and prioritize tasks.
- Any concerns should be directed back to the office.

Transportation:

“You need more volunteers, also I’m not able to book drives with short notice”

- Following the pandemic, we had a 25% decrease in volunteers. This has presented a challenge in all programs. We hope to continue to recruit volunteer drivers for this program through advertisement, presenting to various

community groups, and increased promotion of services and volunteer opportunities. If you know of someone who may like to volunteer for this service please have them connect with us.

“Ensure the cars for transportation are clean and tidy”

- Though we know this isn't an issue with the majority of drivers, we will soon be hosting a drivers' meeting and will be sure to discuss keeping cars clean and tidy for clients. Please call our office if you have concerns.

Wellness:

“I like being able to do exercise programs at home. Is there some way they could be recorded to do at another time.”

- We are currently working with a partner organization to apply for funding to have some of our Exercise classes recorded and added to a virtual library that clients in Northumberland can access whenever wanted.

“More Art classes”

- We have been working hard to add more classes: fluid art, multimedia art, glue and watercolour art, garden rocks etc. Costs range from \$15.00 to \$30.00.
- Classes are now being offered in Port Hope, Colborne, Brighton, Campbellford

“I would like a much better website that is showing complete list of classes – more flyers to promote classes”.

- We have recently created new flyers that are available for pick up at each of the office locations or on our website.
- The links to the flyers are currently available on our website <https://commcare.ca/wellness/>

General comments and suggestions

Many clients commented that they felt more secure knowing they would have staff or volunteers checking in on them through our programs and that our programs have been instrumental in enabling them to stay independently living in their homes longer.

Many comments about our friendly and caring staff and volunteers.

Several family members of our clients commented that our program, staff, and volunteers help them to know their loved one is safe and this gives them comfort.

Many people are interested in CCN offering the ability to pay for services through e-transfer. We will be discussing with our finance department to see if this is a possibility for us as a payment option.

There were also several comments that we should look for more ways to make the community aware of the programs that we offer. We are specifically looking at more ways to do this such as expanded public promotion, contacting current clients to ensure understanding of all available services and offering education to our volunteers to increase their awareness of our programs outside of the one's that they volunteer for.

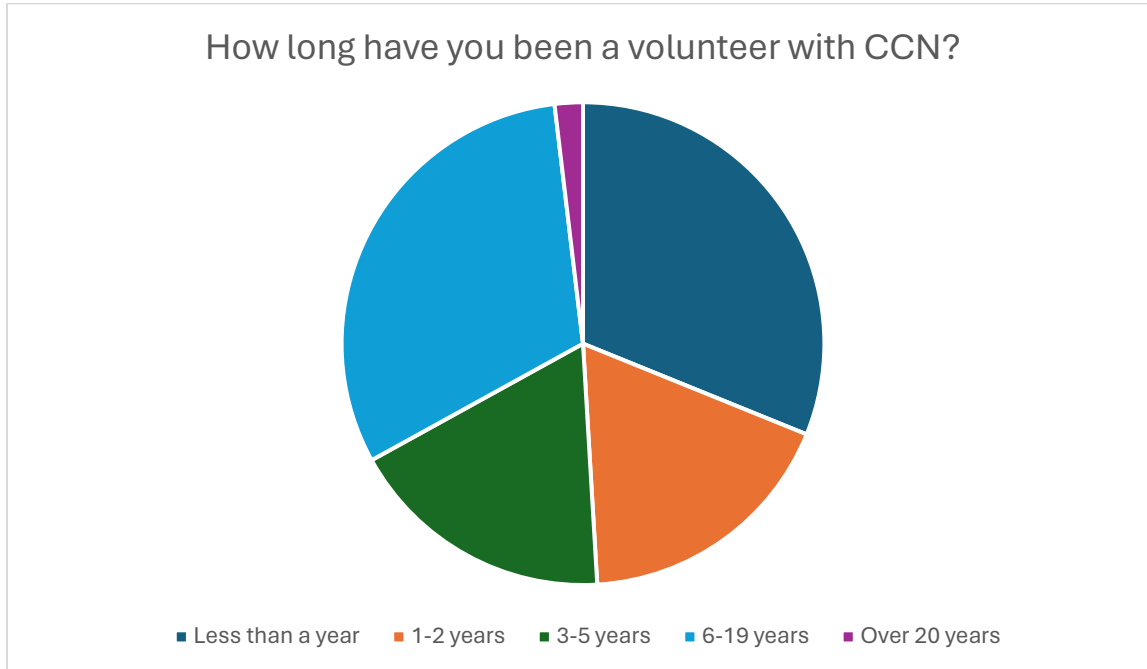
Finally, as this survey is anonymous, we asked our clients if they were veterans. Of those that responded, 24% responded yes. We will ensure this information is shared with local Legions who support us throughout the year.

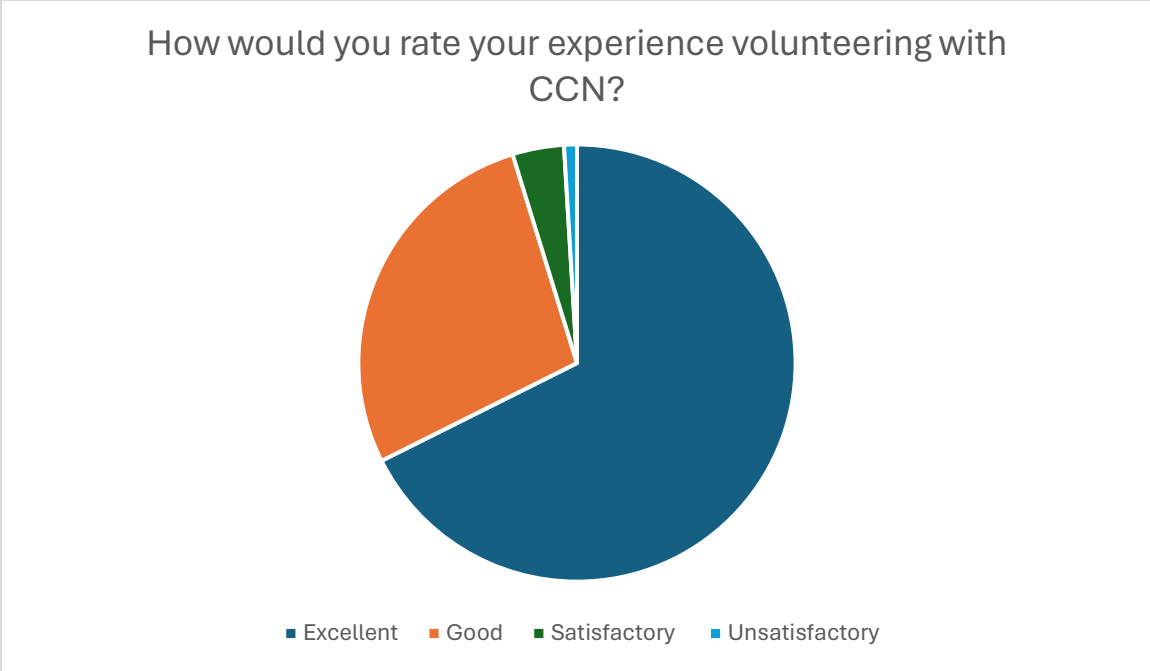
Thank you to all who participated in this survey as the information that you provided will help us to improve the services that we offer.

Community Care Northumberland Volunteer Survey Results

Thank you for your feedback!!

In March of 2024 you may have been a part of our volunteer survey asking about your experiences as a CCN volunteer. We received great participation (106 volunteer responses) and wanted to share with you a condensed snapshot of the feedback as well as some action items we are committing to based on the suggestions made.





When asked to rate their experience volunteering, 99% are pleased with their experiences and that same 99% would recommend a friend to volunteer with us and feel extremely valued here.

Asked why they volunteered, the most common responses were about wanting to give back to their community while helping people stay in their homes as long as possible. Other reasons identified were growing up in a home where volunteering was part of the family culture, and relationship building with clients and other volunteers.

General suggestions and comments:

Please continue to update patient info: Going forward, staff will try to update client information as services are arranged, at least twice per year.

Could you reopen the Port Hope office? While we can't re-open this office, we do have a drop box outside the Community Health Centre at 99 Toronto Rd to drop off any paperwork. This location is also available for in-person meetings if needed by calling our General Inquiries # 1-866-768-7778 to arrange.

Can we have occasional workshops and trainings again along with increased interaction with other volunteers? Though we did stop having these during the pandemic, we are currently planning to resume volunteer trainings and open-house drop-ins starting this Summer.

When having special fundraising events such as the Easter Cookies, could a pickup in Port Hope be arranged? We are looking into the possibility of arranging a pickup location in the Port Hope area, for occasions such as this and will be announced with the next event.

Policy and Procedure information should be shared with volunteers: Volunteers can arrange a time to come in and go through our policies and procedures documents for volunteers. If anyone has any questions or concerns, please reach out to Colleen Williams and she will provide you copies of our policies and any other information needed.

Program specific comments and suggestions.

Nutrition Services (Meals on Wheels & Congregate Dining):

- Program Staff will provide more training with delivery and/or kitchen instructions;
- Reminders will be sent to clients about snow removal;
- We will look into better secondary bags/baskets for delivery;
- Program Staff will be organizing yearly Volunteer Meetings.
- Program Staff will highlight new clients and make sure telephone numbers are on route sheets.

In-Home Services (Home Help and Maintenance, Home at Last/Home First)

"More information provided to volunteers about our clients."

- CCN staff prioritize and respect the privacy and confidentiality of our clients, volunteers and brokered workers. CCN only collects and stores relevant client information which is required for the service being provided. As part of the client's trusted "circle of care", our volunteers and brokered workers are provided this essential information. Please discuss with your staff contact if you feel there is more information that you should be aware of.

Transportation Services (Volunteer, Accessible and Rural Transportation)

"Bring back non-medical drives."

- We have heard this and are now offering the option to clients and volunteers to schedule this type of drive. If you know volunteers who are interested in this opportunity please connect them with our Volunteer Recruitment Coordinator, Colleen Williams at 1-365-400-7564 or by email at c.williams@commcare.ca

“Would like Drivers meetings to have input and share experiences.”

- The Transportation team is planning volunteer drop ins, with snacks and hand outs, and to chat about policies and see what is and isn't working.

“I think that scheduling should be done electronically.”

- Transportation will be conducting a test pilot to observe if that system would work well for all concerned.

Wellness Services (Friendly Visiting, Personal Distress Alarms, Social Groups, Telephone Reassurance Calls, Workshops, Falls Prevention, Fitness Classes, Seniors Centre without Walls)

“Follow up with volunteers should be provided.”

- The wellness team plans to follow up with Friendly Visiting volunteers at least 2 times/year to make sure matches are continuing and going well. We ask volunteers to follow up with the team if Friendly Visiting matches end or go on hold.

“More interaction with other volunteers.”

- The wellness team plans to have volunteer meetings in each of our office locations. We apologize for canceling the meetings scheduled in February. Now that we are back with a full team, we will plan to hold these meetings again. These meetings will be an opportunity to meet other volunteers doing the same kind of volunteer work.