



Community Care

NORTHUMBERLAND

2024 Board Self Evaluation Survey – High Level Results

Survey sent out to 11 members and 11 members participated.

Average score was 90%.

Options to respond to questions were:

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

Areas where all who answered scored Agree or Strongly Agree:

- Our organization operates with a strategic plan or set of measurable goals and priorities. **Comments received:** *“Organization relationship with Ed’s House is changing. Opportunity to establish more strategic focus relating to Ed’s House.” “The organization objectives are clear and aligns with its goals and decisions.”*
- The Board’s regular meeting agenda items reflect our strategic plan of priorities. **Comments received:** *“Efforts are focused and tracks progress of the strength and weaknesses that needs adjustment.”*
- As Board members, we are aware of what is expected of us. **No comments.**
- The agenda of Board meetings are well planned so that we can get through all necessary board business. **Comments received:** *“Board Chair keeps discussion on task.” “Very well guided by our staff. Very professionally done.” “Yes, the agenda is sent out in advance and timely. Meetings are held on time and facilitates engagement.”*
- We receive written reports to the Board in advance of our meetings. **Comments received:** *“The last few meetings appear rushed with a lot of late documents. Normally the timing is good.” “Always in a timely fashion.”*
- We do a good job encouraging and dealing with different points of view. **Comments received:** *“Although sometimes with zoom meetings, I feel we may not see everyone that wants to speak.” “Support open communication in all areas of concerns to support decision transparency.”*
- Our Board meetings are meaningful and productive. **Comments received:** *“At times our focus drifts to the operational side seeking too much detail. There is a fine line between due diligence and seeking to provide too much input.” “Strong leadership, organized agenda, communication are evident in the outcome of decisions made at the Board meetings.”*

- There is a clear understanding on most matters where the board's role ends, and the CEO's role begins. **Comments received:** *"Majority of the time yes, at times we step over the line." "From time to time the Board gets a bit too operational." "This is often emphasized and understood."*
- There is good two-way communication between the Board and the CEO. **Comments received:** *"There is a professional and respectful communication and partnership of the roles".*
- I am aware of what is expected of me as a Board member. **Comments received:** *"My experience is not in healthcare. My strength lies in finance and management." "Orientation of board members and ongoing participation outlined the requirements."*
- I read the minutes, reports and other materials ahead of the meetings. **Comments received:** *"I believe it is important and respectful to others to be fully prepared as possible." "It is important to be prepared in order to participate and contribute to the meeting."*
- I am familiar with Agency By-laws and governing policies. **Comments received:** *"I view these important documents as a guide and reference".*
- I follow through on things I have said I would do. **Comments received:** *"No opportunity has arisen, but this is one of my ethical principles."*
- I maintain the confidentiality of all Board decisions. **Comments received:** *"This is the integral part of any organization strength and growth."*
- I promote the work of our agency in the community whenever I have the chance. **Comments received:** *"Amongst seniors in my neighbourhood."*

Areas where most members scored Agree or Strongly Agree but there are members who also scored Neither Agree nor Disagree (identified in the bracket):

- Board members come to meetings prepared. **Comments received.** *"Not sure everyone does, but on the whole probably so." "Receiving the meeting material in advance allows for easy reference to cite relevant information and awareness of the goals."*
- The Board assesses its composition and strengths in advance of recruiting new Board members. **Comments received:** *"Not everyone has a say in recruiting new Board members."*
- When I have a different opinion than the majority, I raise it. **No comments.**
- I stay informed about issues relevant to our mission and bring information to the attention of the board. **Comments received:** *"Suggestions made by members of the community to enhance services."*

Answers that included disagree or strongly disagree (potential area of improvement?)

- All Board members participate in important discussions. **Comments received:** *"There are still people on the board who do not contribute to discussion very often." "We appear to have a few quiet ones, hard to tell if they agree or don't like to speak." "The discussion allows for active participation to support transparency, accountability and*

sharing diverse perspectives. Each board member brings different experiences to effective decision making.”

- I have a good record of meeting attendance. **Comments received:** *“My travelling gets in the way.”*
- I support board decisions once they are made even if I don’t agree. **Comments received:** *“Not having the need to disagree, but if the need arose, I will be able to express my decision at the time.”*

Board Education Section:

Suggestions made on future Board topics:

1. The difference between the Police checks that are available and what the Board should know about the types of checks there are and what should be applied to our staff and volunteers.
2. Upcoming the Board would benefit in better understanding in 1). Effective interactions with Ed’s House Board, 2). Understanding a roadmap to succession for Trish’s position.
3. Cultural Competency and Sensitivity, Addressing Systemic inequalities in health care, unconscious bias awareness, understanding diversity, equity, and inclusion.
4. I feel we get a good range of education topics. I think keeping the presentation to 30 mins works well.