

Board of Directors Meeting Minutes Zoom Meeting – Friday, Oct. 25, 2024

Present: Jackie Gardner-Nix, Angela Grogan, Sharyl Ann Milligan, Selena Forsyth, Jessica Clarke, Elaine Azzopardi, Tim Miller, Tina Stephens, Sherry Gibson (CCN Hospice Director) Leiann Peart (CCN Client Service Director), Leonora Dudley-Lane, (Service Canada Rep).

Regrets: Judy McLean, Sharon MacDonald, Stephen Beauchamp, Trish Baird

Topic	Discussion	Decision/Action
Board Education	Topic – Canadian Dental Care Plan – Presented by Leonora Dudley-Lane, Citizen Services Specialist.	
1.1 & 1.2 Quorum & Declaration of Conflict of Interest	The meeting was called to order by Elaine Azzopardi 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: Jessica Clarke to approve the consent agenda. 2 nd by: Selena Forsyth Carried.
1.4 Approval of Agenda	Approval of Agenda	Motion by: Jessica Clarke to approve the agenda. 2 nd by: Selena Forsyth. Carried
3. Business Arising from Minutes	Board Member Profile Tina reminded the Board that the updates have been made to the Board Member profiles on the website. If you see any item that needs correcting, please reach out to Chelsea.	For Information Purposes
4. Board Business/Committee Matters	4.1 Board Resignation & Recruitment Cindy Anthony recently resigned from the Board. After much discussion on how to move forward, the Board felt it was necessary to fill the vacant seat, as per the CCN Bylaws. Elaine, Jessica, and Jackie will spearhead the process and report back to the Board at the November meeting. 4.2 Governance Committee Membership With the recent resignation of Cindy, this leaves a vacancy on the Governance Committee. Jackie said	Motion by: Tim Miller to fill the vacant seat of the Board according to CCN Bylaws at its earliest convenience. 2 nd by: Selena Forsyth. Carried. For Information Purposes

	<p>she would fill the Governance Committee until no longer needed.</p> <p>4.3 Ontario Health East Funding Update CCN has received the following Sherry Gibson informed the Board of recent OH East 4% base funding increase as well as an increase of \$25,750 to support Meal services.</p> <p>4.4 Foundation Update The Articles of Incorporation have come through, along with the new Foundation Bylaws. The Foundation is now recruiting 4 new Board Members. Sherry let the Board know that the Wind Phone ceremony is being planned for Nov. 21, 2024, at 11:30 am. Tina will share the formal invitation with the Board when it is distributed, and Selena Forsyth will cut the ceremonial ribbon.</p> <p>4.5 The November Board meeting (29th) will be in person, at Ed's House in the Education Room and Christmas lunch will be enjoyed after the meeting.</p>	<p>For Information Purposes</p> <p>For Information Purposes</p> <p>For Information Purposes</p> <p>For Information Purposes</p>
5. Termination		Motion by: Selena Forysth

**Next Meeting – Nov. 29, 2024 – 10:00 am
Ed's House, Education Room.**

Board of Directors Meeting Minutes
Email sent Monday, Nov. 11th, 2024
Board Resolution

Present: Jackie Gardner-Nix, Elaine Azzopardi, Judy McLean, Jessica Clarke, Selena Forsyth, Tim Miller, Stephen Beauchamp, Sharyl Ann Milligan, Sharron MacDonald, Angela Grogan, Trish Baird,

Regrets:

Topic	Discussion	Decision/Action
1. RBC Credit Line	Email distributed to the Board seeking approval for the \$200,000 RBC credit line application. Majority of Board members responded by email with approval.	Motion by: Tim Miller to approve the RBC line of credit application. 2nd by: Jessica Clarke Carried.



SECTION:	Financial	POLICY:	Capital Purchasing
DATE ISSUED:	July 9, 2001	NUMBER:	F – 160
REVIEWED:	Nov/14, Jan/19		
REVISED:	Feb/13, Nov/21, Nov/24	NEXT REVIEW:	Nov/27

Policy

The purpose of this policy is to define a capital purchase and to establish guidelines to ensure:

- Appropriate approval is received in the procurement of assets.
- Unbiased and objective selection of the most appropriate vendor.
- Purchases are contracted at the most reasonable price.

A capital purchase is defined as a physical asset, such as office equipment (eg. furniture, computers, printers, etc.) vehicles, property or building. These purchases are deemed fixed assets rather than expenses for accounting purposes and are typically subject to depreciation.

Procedure

1. All capital purchases must be specifically identified in approved budgets. If not specifically identified within approved budgets, approval must be obtained as follows:

*Prior approval from the Chief Executive Officer on purchases up to and including **\$10,000**
\$25,000.

*Prior approval from the Board of Directors on purchase over **\$10,000**. **\$25,000.**

2. Capital purchases up to and including \$5,000 will require a minimum of three competitive quotes (i.e. Through websites, catalogue prices, verbal or written quotes)
3. Capital purchases over \$5,000 will require a minimum of three competitive quotes in writing. These quotes are to include the price, all terms and conditions, etc.

Any Capital purchases that are not identified in the approved budget must be reviewed by the Finance Committee, prior to approval by the Board of Directors. The Chief Executive Officer must provide the Finance Committee with the price and rationale for the purchase and demonstrate the availability of financial resources to support the purchase.

4. Subject to quality assurance and timely delivery, the lowest bid or quote will be accepted.
5. A Registry of Assets in accordance with the Ministry of Health Community Financial Policy (2011) will be maintained for all physical assets.

Community Care Northumberland – For November Board Meeting – Consent Agenda Item.

Incident/Complaint Report – April 1, 2024 to September 30 2024

Number of Incidents this period – 13

Number of complaints this period - 0

Type of Incident	Details	Resolution	Immediate Changes Required/Next Steps
Medical	<ol style="list-style-type: none"> 1. Brokered worker was at clients home to cut grass. Worker found client had fallen in their home. They helped the client up and talk with the client to ensure they were okay. Client reported they just had a sore back and did not need to see a doctor. Brokered worker informed office of situation. 2. Client participating in Exercise Class had a medical incident that required 911 to be called. The paramedics assessed the client who seemed to recover. 3. Client fell during an exercise class causing bruising in a couple of areas. Client sat out of the rest of the class. 4. Staff member experienced dizziness and vomiting. 911 was called and staff member left with paramedics. 5. Staff member during Volunteer Appreciation hit their head under a stair well. Staff member had a slight headache later that day but no further medical assistance required. 6. Client that receives security check phone calls had not answered phone for 4 days. Each day, CCN called the family member on file and they were not supportive of asking a neighbour to check (client has a history of not answering phone). After 4 days staff drove to clients home. There was a strong smell of pet feces. OPP were called to do a Wellness Check. Client was found on kitchen floor. Client was alive but could not get up. EMS was called. 	<ol style="list-style-type: none"> 1. Staff called client to ensure they were okay. Client information was updated (emergency contact), and staff from Wellness Services followed up with client to see if they would be interested in a daily phone call or personal distress alarm. Staff members also discussed with brokered worker direction that they should be calling 911 in this type of situation. 2. Client was contacted at the end of the day. The client was feeling better and paramedics could not determine what caused the incident. 3. Staff called client the next day who reported they were feeling better with slight elbow bruise but no ongoing pain. No medical attention was required. 4. Staff member called a few days later and was ready to return to work. 5. No medical assistance required and no lasting affects after 2 days. 6. After recovery in hospital client returned home. 	<ol style="list-style-type: none"> 1. Client file updated. 2. Client was advised that they should consult with their medical practitioner before coming back to class. 3. No changes required. 4. All appropriate documentation was made no further changes required. 5. Review areas where articles are stored at this venue in the future. 6. Staff reviewing procedures to prevent this type of situation happening again. Looking to develop processes where family are not supportive and emergency contacts are not prepared to act on behalf of the client.
Vehicle Damage	<ol style="list-style-type: none"> 1. 	<ol style="list-style-type: none"> 1. 	

Behavioural	<ol style="list-style-type: none"> Client came into the office to ask for assistance with their cell phone. Over time they became very agitated and aggressive with staff member. A second staff member intervened and asked them to leave. Staff had to suggest that the police would be called if they didn't leave. Once the client left the front door was locked for the rest of the day. In follow up to above incident, client came into the office after receiving letter regarding initial situation. Client was very upset and aggressive. Client gave his opinion on his treatment and abruptly left the office. A former staff member of CCN had been reported near their Managers home and confronted the Manager outside the work area on a number of occasions. After the first incident the OPP were involved. The incidents continued for approximately three weeks and then stopped. Client in transportation called the office to book transportation and behaviour was very inappropriate. Clients file had previously tagged this behaviour and arrangements had been made to have their Care Coordinator make the arrangements. This was confirmed with other support agencies who are all trying to assist this difficult client receive the services they need. Transportation client and other identified person were rude and aggressive to the driver who arrived to pick them up. In addition they called the office several hours later to complain (yelling and abusive over the phone) and indicated they were going to lodge a complaint with the Board. 	<ol style="list-style-type: none"> Client was sent a letter telling them to not come into the office because of repeated aggressive behaviour. Staff reported incident to OPP and asked for a 'trespass order'. OPP would issue it to client the next day (client is well known to them). Director, HR and CEO were involved in all the incidents supporting the Manager who was affected. Risk Management plans were put in place. CCN staff are working with Ontario Health at Home and VON to support this clients need to get care in their offices. This behaviour is noted in their file and only certain individuals will be matched with this client for pickup. Incident was recorded in anticipation of a formal complaint. 	<ol style="list-style-type: none"> Two staff members in office at all times when door is unlocked. Staff met to discuss layout of front office reception area. Changes will be made to ensure people do not have easy access to the full office. No further changes required. No further changes required. No complain was received to date.
Other	<ol style="list-style-type: none"> Staff in Cobourg office reporting on 'dead rodent' smell in the downstairs offices. Staff called The Bugman to investigate and dead rodent was removed from crawl space. Baking soda was used to try and absorb the smell. 	<ol style="list-style-type: none"> Situation is an ongoing one happening a couple of times a year. Difficult to resolve. Landlord is sympathetic and tries to accommodate requests. 	<ol style="list-style-type: none"> Items were purchased to try and absorb the odours. Staff were offered to move their office location until smell dissipated.
Privacy Breach	<ol style="list-style-type: none"> During regular audit of client management system a privacy breach by a CCN Employee was found. 	<ol style="list-style-type: none"> Employee was interviewed and appropriate actions were taken. 	<ol style="list-style-type: none"> No further action required.
Complaints	No complaints reported this period.		