



Minutes of the Board of Directors Meeting Held on April 24 th , 2023 At Stonegate Community Health Centre, Meeting Room		
PRESENT	Deborah Creatura (Chair) Charis Romilly Turner (Executive Director) Evan Delaney Erin Fordyce Emily Griffith Lillian Manea	Colin Mang Louis Pike Allison Trenholm Judy Geary Karen Trzaska
REGRETS	Eric Josipovic, Elena Mikhaylova & Melaine Chiu	
RECORDER	Kayleigh McDonald	
ITEM	DESCRIPTION	FOLLOW UP
1. Welcome	Board members welcomed.	
Establishment of Quorum	Quorum Met.	
2. Consent Agenda	<p>Board approved the Consent Agenda consisting of the following items:</p> <ul style="list-style-type: none"> - Approval of Agenda - Declaration of Conflict of Interest - Approve the following Minutes of Meetings (exclusive of Business Arising): <ul style="list-style-type: none"> - Regular board meeting of March 20th, 2023 <p>Motion to Approve Consent Agenda. Moved By Allison Trenholm Seconded By Lou Pike Carried</p> <p>Motion to Approve the Minutes Moved By Evan Delaney Seconded By Erin Fordyce Carried</p>	
2. March Board Meeting Follow-up	<p><u>Communications Work Plan</u></p> <p>The strategic priorities from July forward have been taken out and resent to the board. Once priorities are finalized by the committee they will be added going forward</p>	

	<p>Stakeholder survey follow up responses will be added to the work plan. This will include the process and the plans discussed. A snap shot of the results will be integrated.</p> <p>Board mentioned they would like too see Stonegate being acknowledged by the MP's to Promote and bring recognition to the centre. Ask MP's that visited to write about the centre in their news letter and share on social media.</p> <p><u>In the Ball Park Benchmarking Report</u> External report that shows the comparison of CHC's across Ontario. Charis filtered all the CHC's in Toronto to compare data locally. Explanation of how to read the report: Shading is quintiles, middle line is 50% average or medium. Red line is Stonegate.</p> <p>Administrative and Support services expense is higher (Avg is 22.5) than other CHC's. This was flagged but is due to rent costs sitting in this expense line. This is expected to balance out with these costs being distributed through departments in the future. *Significantly under resourced in organizational management and operational support. This is as a result of rent/building costs etc.</p> <p>Reviewed Service Cost comparison. Hoping that the proposed change for our upcoming MSAA agreement will help balance out the cost differential.</p> <p>Complexity score for Primary Health Care clients is 1.72 compared to the average of Ontario which is 1.68. One thing to take into consideration is even though our clients are more complex, they don't end up in the hospital often. Not an expensive model if you are keeping people out of the hospital. Stonegate takes clients on with chronic issues. Our doctors do not bill OHIP and are paid by salary.</p> <p>Looking at the demographics' Stonegate takes on a lot of newcomer and low income clients when comparing across Canada. Avg chc in Ontario has 13.6% newcomers. Stonegate has 25% newcomers, and 40% of our clients are in lowest income bracket.</p>	
<p>4. Executive Director Report</p>	<p><u>ED Report</u> Mask mandate rules changed at Stonegate. Mask is still mandatory when onsite for a clinical appointment or when waiting in the</p>	

	<p>waiting room. All other sections of the centre are up to the individual's choice if they wish to wear a mask, for staff and clients.</p> <p>Stonegate hosted a visit with Minister Marci Ien, MP Toronto Centre - Minister for Women, Gender Equality and Youth and James Maloney, MP Etobicoke – Lakeshore that focused on food security. The MPs toured Stonegate and learned more about the Good Food Market and Stonegate's food programs. James Maloney would like to follow up and visit the centre again in the future.</p> <p>Stonegate cleared up the Primary Health Care waitlist. Will be starting to accept new people to the waitlist. Criteria for first stage of opening the waitlist is that people must live in the same household as someone who is already a Stonegate client. Once these individuals have been registered and if there is still space for new patients the criteria will become more broad.</p> <p><u>Question follow up from last meeting:</u> Surplus of cash in the bank is the monthly flow of funding from Ontario Health that comes in and out. The money doesn't sit in the account long. Money is used for regular operating costs. Board was wondering if we could use or invest it. Answer is we cannot. Depending on the flow we could go into overdraft.</p> <p><u>MSAA Agreement</u> Received back signed MSAA agreement for the 2% raise for the sector. Received a 2% increase after 10years of no base operating increases. Plan going forward is 1% will be allocated to raises for those eligible (e.g. not physicians, and contract INN staff whose wages are set by other funders etc.). The other 1% is to be allocated to property tax and rent increase. If the 2% increase is revoked at a later date, the centre decided they will not backtrack on raises given to employees, they would look into cutting services.</p> <p><u>Client Incident Report</u> Stonegate isn't set up for emergency care. In this case a client left a voicemail on the PHC line which was followed up by admin staff and their provider. Ambulance was called when the provider couldn't get a hold of their client. There was risk of an over overdose. Client is fine and has had a follow up appointment with their provider.</p>	<p>Charis to get back to the board with what would be cut if the 2% isn't received.</p>
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	<p>Stonegate does have an after hour's phone service available for their clients if there is an emergency.</p> <p><u>Sector news</u> Salary Survey was sent out to the sector to compare salaries among CHC's, Mental Health organizations, and other health service providers. Survey also compares pension and benefit packages.</p> <p><u>Client survey</u> 149 clients answered the survey. Survey was available online and hard copy.</p> <p>Comments from survey</p> <ul style="list-style-type: none"> • No parking • 86% is happy with reception. *Stonegate is working on a new phone tree to triage calls better. • 75% get an appointment same day they call. • Demand for more programming 	
<p>4. Committee Reports</p>	<p><u>Governance Committee</u></p> <p>Board skills matrix was circulated to all the board members via email. 12 of 13 members responded. Results will be compiled and discussed next meeting.</p> <p><u>Board evaluation update</u> Questions in regards to the education committee were circulated to the board. In June the results will be presented</p> <p><u>Board recruitment</u> Requesting any board members who are considering not continuing on the board, to talk to Deb before next board meeting. Lou will be leaving the board in June, as a result the chair for the Strategic Direction Committee is available. Board members interested in taking on this role should speak to Deb.</p> <p><u>Strategic Directions Committee</u></p> <p>Committee is putting finishing touches on the strategic package. They are in the process of clarifying and tightening the S.M.A.R.T. goals. Will have a graphic of the priorities once complete. Planning to send a package to the board including material for review and approval before the June meeting.</p>	

	<p>Stakeholder survey was distributed to the community to communicate who Stonegate is and requested feedback on priorities to focus on within the community. The three main priorities for the community were validated through the survey. One issues that was identified that has not come up as strongly in our community engagement to date was affordable housing. The committee agreed it would be part of a broader initiative but not the focus at this time.</p> <p><u>Education Committee Updates</u> Friday April 28th is the early bird registration for the Alliance conference. This Primary Health Care Conference focuses on building an equitable integrated healthcare. This is a two-day event that will take place on June 7-8, 2023.</p> <p>Next meeting on May 15th a guest speaker, Dawne, will speak to the board about her knowledge in accreditation offering advice and experience. She has experience as an accreditation evaluator for hospitals. Also she can provide advice for accreditation processes as she is a former CHC board member.</p> <p><u>Board Liaison</u> A board liaison webinar is scheduled for Wednesday April 26th. They will be discussing AGM resolutions, Erin will report back to the board with results.</p> <p><u>AGM</u> Scheduled for Mon Sept 18th, 2023 Will be held on a week night instead of the weekend this year. There will be no board meeting held in September. Board to look into a guest speaker for the AGM and food options.</p>	
<p>5. Board Goals & Succession Planning</p>	<p>Board Goals for approval:</p> <ol style="list-style-type: none"> 1. Complete the strategic plan 2. Engage in accreditation preparation 3. Develop Board of Director’s succession plan 4. Assess the diversity of the board to reflect the community we serve 5. Identify the board’s health equity knowledge to further optimize strengths, skills, experience that board members bring in supporting Stonegate CHC <p>Motion to Approve the Board Goals Moved By Colin Mang</p>	

	<p>Seconded By Emily Griffith Carried</p>	
<p>5. Other business</p>	<p><u>Protocol for Public Complaints</u> Policy to be worked on by the governance committee and brought back to the board for approval. Suggestions were discussed during the meeting. Criteria to consider:</p> <ul style="list-style-type: none"> - Have an open and closed portion of the meeting where clients can speak. - Post on the website that the complainant must register. The registration must include their name and brief description of what will be discussed. - Minutes are and will be posted to the website for full transparency of meeting topics and discussions. 	<p>Charis to have public board attendance at meetings removed from web-site at this time.</p>
<p>6. Motion to Adjourn</p>	<p>Motion to adjourn regular board meeting. Moved By Evan Delaney Seconded By Allison Trenholm Carried</p> <p> _____ Date</p> <p>_____ President</p> <p> _____ Date</p> <p>_____ Secretary or Designate</p> <p>Upcoming Meetings: Regular Meeting May 15th, 2023</p>	