

Minutes of the Board of Directors Meeting
Held on December 18th, 2023-Zoom
At Stonegate Community Health Centre, Meeting Room

PRESENT	Carol Barbosa Colin Mang (Chair) Eric Josipovic Deborah Creatura Lillian Manea Elena Mikhaylova	Melaine Chiu Judy Geary Karen Trzaska Erin Fordyce Evan Delaney Allison Trenholm
REGRETS	Charis Romilly Turner (Executive Director)	
RECORDER	Samantha O'Brien	

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 –Approved-Approved by everyone - Declaration of Conflict of Interest- None - Approve the following Minutes of Meetings (exclusive of Business Arising): <ul style="list-style-type: none"> - Regular board meeting of November 20th, 2023 <p>Consent Agenda Motion to Approve Consent Agenda & Approve Board Meeting Minutes November 20th, 2023. Moved By - Deborah Seconded By - Melaine Carried -</p>	
3. Board Education: Population Health	<p>PowerPoint Slides-What is Population Health?</p> <p>Population Health aims to understand the distribution and changes in health status of populations by tracking and measuring indicators for health outcomes and exposures between and across populations.</p> <p>Prevention vs Reaction</p> <p>Population Health also takes into consideration the social determinants of health which can help prevent the onset of future negative health outcomes, by targeting and tailoring interventions and programs for communities.</p>	

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<p>4. Community Programs Report</p>	<p>Objectives</p> <ul style="list-style-type: none"> • Increased awareness of the social issues facing our community and examine how we can provide supports to help mitigate the impact on our community. • To collaborate with partnering agencies to seek out funding to enhance programs and services • To engage 3 new partnerships to support the emerging needs of our community <p>Achievements</p> <ul style="list-style-type: none"> • 92% of clients reported that Stonegate helped improve their health and wellbeing. • 91% of clients said that Stonegate had a positive impact on the community. • 4,194 community program sessions (both group and individual) were accessed by the community. • 25 Collaborations • 18 Health Champions <p>Challenges</p> <ul style="list-style-type: none"> • Rising demand and cost of emergency food program. • Lack of signage to indicate centre location. • Administrative funding 	
<p>5a. Executive & Director, Health Promotion Report</p>	<p>ED Report</p> <p>November/December as expected has brought a rise in client and staff sick rates, however, although busy the centre is still managing service demand.</p> <p>SINCE OUR LAST MEETING • Secured Sarah Hobbes from the Alliance of Healthier Communities as the Guest Speaker at our upcoming Board Retreat.</p> <p>FINANCIAL & FUNDER HIGHLIGHTS Still no new news on 2% or collaborative submissions for Emergency Department diversion with a pediatrics clinic, and BIPOC weekly children's program.</p> <p>OHT UPDATE The West Toronto Ontario Health Team is reconvening its Governance Committee, to begin to have discussions about the options and step towards incorporation of the OHT down the road.</p> <p>Staff voted for a graduated vacation policy based on length of time at the agency. The vacation time ranges from 4 weeks at start to 6 weeks at 20 years.</p> <p>There is no grandfathering so while no staff will lose vacation, staff who started at 5 weeks still have to wait until they have been at the agency for 15 years before they receive an increase in vacation.</p>	

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Communications Work Plan-On Track/Ongoing

- Monthly Calendar posted on Website
- Program Flyers
- Outreach & Public relations
- Facebook/Social Media Updates
- Electronic Client Survey
- Stonegate CHC Newsletter

Client Complaint Report

The complaints for this report are categorized as follows:

Access: issues with clients accessing services, program registration, appointments, staff follow up or returning phone messages.

Building: any issues related internally and externally to our building i.e.: elevator, parking etc.

Customer Service: issues related to communication, staff to client interaction, delayed responses to inquiries, quality of service

Informal: these are complaints that may have been communicated to us in a more casual manner, google reviews, or indirectly through a third party

Discussion followed to explain:

Employee violence assessment

Phone Tree

Staff professional development (De-Escalation Training & Working and Communicating in a Medical Setting)

If there is a plan in place if there are cutbacks and we lose funding for the program reception/INN position

OHS Obligations of a Stonegate Board Member

The BOD ensures that the SCHC provides the appropriate training and education to employees so that they understand and carry out their work according to the SCHC's established policies, practices, and procedures and comply with all necessary legal requirements



5b. Committee Reports

5c. Governance Committee

Eric will touch base with Charis re the board retreat once she returns

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5d. Strategic Directions Committee	Mimi confirmed they did not meet this month but will continue discussions in January	
5e. Board Liaison Update	Erin did not attend the webinar but has received the slides and meeting summary which she will forward to the rest of the group.	
6. Other Business	<ul style="list-style-type: none">• Charis will be on vacation from December 8th returning December 27th• Judy has received the groups food restrictions which she will discuss with Charis in the new year.• Deborah discussed how just talking amongst her different social groups she had met a few people who have donated to the SGCHC Holiday food drive• Reminder the next meeting is in person and will begin at 4pm. It would be great if members could arrive 10-15 earlier to great staff that will be attending.	
7. In Camera Session	<p>Motion to move in Camera Moved By Seconded By Carried</p> <p>In Camera portion In camera start time, finished pm Topic: Human Resources, Legal Mediation & CCA</p> <p>Motion to end the in-Camera camera portion. Moved By - Seconded By - Carried -</p>	
8. Motion to Adjourn	<p>Motion to adjourn regular board meeting. Moved By - Deborah Seconded By - Elena Carried -</p> <p> _____ Chair</p> <p> _____ Secretary or Designate</p> <p><u>JAN. 15 / 2023</u> Date</p> <p><u>JAN. 15 / 2023</u> Date</p> <p>Upcoming Meetings: Board Retreat January 15th, 2023 4-9pm In person</p>	