

Board of Directors Meeting Highlights

Tuesday, November 17, 2020

1. Our new Board Chair Catherine Lane greeted everyone and in particular welcomed our new Board members Sylvie Lalonde, Melissa Salvatore, Bruno Carchidi, Dorothy Scorsone to their first Board meeting and Bill Cuff (in absentia). For information on each of our Board members please visit our web page at <https://www.hospicecareottawa.ca/board-of-directors.html>
2. Claire Maultsaid, RN in the May Court site residence, presented to the Board on “hospice care during COVID-19.” She shared how well the teams have pulled together and described just how committed they are to working through the obstacles of COVID to ensure the best possible patient care.
3. Our Executive Director Lisa Sullivan provided the following highlights from her second-quarter report:
 - a. While client numbers are down in all programs, including residential, in the second quarter due to COVID, they are slowly normalizing in residence.
 - b. Virtual community programs continue to be offered and are well received by clients.
 - c. Training has occurred to update staff on various residence skills, CPR, MAiD implementation and body mechanics.
 - d. A seasonal flu clinic was offered to all staff thanks to our partners at Shoppers Drug Mart – Glebe Apothecary.
 - e. Several successful virtual bereavement events have been held in French and English.
 - f. The first successful MAiD procedure was performed on site by the external MAiD team.
 - g. Due to COVID, Maison de l’Est office has been temporarily closed and Bruyère has waived rent until we are able to resume services.
 - h. Priorities for operations this year have changed somewhat due to COVID. Our

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- priority remains excellence in care in residence, where we remain COVID-free at this point. Other project priorities will remain, including MAiD implementation, anti-racism training, reaching francophones, Circle of Caring Family Advisory Committee, and funding advocacy. However, these projects will have a more limited scope in this fiscal year.
4. Board committee reports were approved with the following updates provided:
- a. **Resources Committee** – This committee is chaired by our treasurer Stephanie Elyea. Thanks to the Canadian Emergency Wage Subsidy and some recent generous donations, we are on track with our budget. We have hired a new HR Coordinator, Catherine Campbell, to assist us particularly with the staffing needs in residence.
 - b. **Communications and Advocacy Committee** is a new committee chaired by Susan Murray. They have been very active advocating with local MPs and MPPs for hospice funding. While the recent provincial budget did not allocate specific funds for hospice, the hope is the March 2021 budget will increase funding to hospices in Ontario to 80% of their costs. A one-pager of key messages will be developed.
 - c. **Fund Development Committee** is chaired by Holly Wagg. Members have been working hard on implementing our upcoming virtual fundraising events including Homes for the Holidays, Giving Tuesday and Shine a Light. We have been successful in increasing our monthly-donor contributions to \$50K annually. The Holes for Hospice tournament was very successful with \$33K raised.
 - d. **Quality and Risk Management Committee** – This committee is chaired by Wendy Nicklin. They have reviewed and updated the Risk Management Plan to ensure COVID issues and cyber security issues are included. An additional column will be added to the plan to combine risk impact and likelihood so that Board members can easily identify the greatest risk areas for hospice. The group has reviewed various quality and risk definitions to include as part of their terms of reference. Indicators to be monitored are falls and

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- medication errors in residence, and we want to start tracking wait times for admission to hospice residence and adding ethnicity data. The indicator “dashboard” is still in its infancy but will eventually be presented in graphs to show trends. The committee is looking for another Board member to join.
- e. **Governance Committee** – Catherine Lane chairs this committee. They have recommended to the Board a change in the bylaws to be ratified at the next AGM. This change is to modify restrictions placed on recruitment requirements for new Board members to read, “candidates nominated to the board must meet the skills and competency requirements established by the board.”
 - f. **Circle of Caring Family Advisory Committee** – This committee held its first meeting with representation from those who have received hospice services (clients and caregivers). Barbara McNally is the chair. It was a very engaging meeting with many ideas shared for future activities. They plan to develop a strategy for input in the new year. The Board was asked and agreed to include “impact on clients and caregivers” as a standing item on the agendas of Board, Board Committee and Leadership Team meetings. The committee is looking for more representatives from clients, if possible, and Board members.
5. The next meeting of the Board of Directors is January 19, 2021. Agenda items will include a presentation by a volunteer on the Legacy project and the Q3 report.