

Board of Directors Meeting Highlights

June 15, 2021

The Board held its second virtual retreat, opening with a Land Acknowledgement and lighting of candles.

1. Acceptance of Audited Financial Statements

Stephanie Elyea, Treasurer, spoke to the report and audited statements from KPMG, Auditors for Hospice Care Ottawa (HCO). The Audited Report is in line with financial reports given to the Board throughout the year, showing a healthy surplus, largely because of receipt of the Canada Emergency Wage Supplement (CEWS). The organization is financially stable but will have to carefully plan for the future when CEWS is not available and expenses will rise.

2. Annual Executive Director's Report

Lisa and the other members of the Senior Leadership Team - Jenn Lockyer, Sue McIntosh and Kim Sheldrick – spoke to a slide presentation highlighting the past year. The smaller numbers of clients, services and volunteers can all be explained due to COVID restrictions. Despite all the challenges of the pandemic, HCO was able to

- pivot quickly as needed and communicate regularly to keep everyone informed
- provide well-received virtual Bereavement Support Groups
- support the community clients virtually
- implement the new MAID policy and practices
- support the vast majority of staff in becoming fully vaccinated
- slowly involve more volunteers on-site
- prepare for a return to regular services once it is safe
- modify our admission forms to better acknowledge and support people from different cultures
- advocate for more support to the Francophone population, with an expectation that funding for this may be forthcoming
- temporarily enhance the wages of front-line workers through government supplements
- increase its advocacy work resulting in the likelihood that new sources of Provincial funding may soon be realized
- carry out successful virtual fundraising events

The biggest challenge is that health-care workers are in short supply. Lisa and Kim will continue to work with the Union and the relevant Board Committees to devise ways to attract

and keep excellent staff. Much attention has been, and will continue to be, focused on the mental health of staff.

The Board expressed their appreciation for the way staff had met the challenges of the past year and support for the 2021/22 priorities which staff will build a work plan around the following priorities:

- address residual COVID fatigue
- reopen community programs
- recruit and retain staff
- implement diversity initiatives
- expand Francophone services
- continue advocacy
- invest in capital improvements

3. Equity, Diversity and Inclusion

As part of on-going efforts to increase equity, diversity and inclusion, the Board participated in a session that concluded with a SWOT analysis of what is facing HCO as it moves toward improvements in these areas.