

HOME AND COMMUNITY CARE SUPPORT SERVICES

Minutes of the Meeting of the Board of Directors of the 14 Local Health Integration Networks, operating as Home and Community Care Support Services (HCCSS) - May 27, 2024

A meeting of the HCCSS Board of Directors (Board) was held on May 27, 2024, beginning at 9:00 am.

PRESENT:

Voting Members: Joe Parker, Chair
Glenna Raymond, Vice-Chair
Stephan Plourde, Member
Kate Fyfe, Member
Carol Annett, Member
John Beardwood, Member
Linda Franklin, Member
Anne Campbell, Member

Regrets:

Staff in Attendance: Cynthia Martineau, Chief Executive Officer
Karin Dschankilic, Chief Corporate Services Officer and CFO
Lisa Tweedy, Chief Human Resources Officer
Lisa Burden, Chief Patient Services Officer
Tini Le, Interim Chief Quality, Safety and Risk Officer
Sabrina Grando, Deputy Director (A), Agencies Legal
Marla Krakower, Chief Strategy, Transformation and Engagement Officer
Erica Jeffery, Corporate & Board Relations Manager and Executive Assistant to the CEO

Guests: Giuliano Celebre, Trish Nelson, Heidi Maanselka, Beverley Kelly, Michelle Nurse, Cindy Cacciotti, Karyn Lumsden, Daryl Nancekivell, Richlyn Lorimer, Robert Del Vecchio, Odelia Andrea, Cathy Kelly, Josephine Kim, Clare McCabe, Nancy Saxton, Jamie Stevens, Janet Wright, Dan Merritt

A. Convening the Meeting

A.1. Call to Order

A quorum was present and the meeting was called to order at 9:21am.

A.2 Land Acknowledgement

The Board Chair shared a land acknowledgment.

A.3 Approval of the Agenda of May 27, 2024

It was moved by Joe Parker / Linda Franklin

That the agenda of May 27, 2024 be adopted, as presented.

This motion was put to a vote and

CARRIED.

A.4 Conflict of Interest

None declared.

B. Patient Story

The CEO introduced the patient story which featured video highlights from the second annual Above and Beyond Caregiver Recognition Event hosted virtually on April 2, 2024. New this year was an interactive facilitated session with caregivers allowing them to hear how their peers meet various demands, challenges and opportunities as they care for their loved ones.

The Board acknowledged the event, the caregivers and staff and are hopeful it will carry forward to Ontario Health atHome (OH atHome).

C. Approval of Consent Agenda

C.1 Approval of Consent Agenda

It was moved by Joe Parker / Stephan Plourde

That the Consent Agenda of May 27, 2024 be adopted, as circulated.

This motion was put to a vote and

CARRIED.

Items on the Consent Agenda included:

- Approval of Meeting Minutes of March 20, 2024
- Status Update Regarding Board Action Items from Open Board Meetings
- Board Overall Work Plan 2023/24 Status Update
- Board Meeting Feedback – March 2024
- People Strategy Refresh 2024/25

The Board acknowledged the efforts of staff in the development of the People Strategy Refresh for 2024/25, including the incorporation of staff quotes and translation into French for sharing internally and externally.

D. Reports from Committees

D.1 Human Resources, Diversity, Equity and Communications Committee

The Committee Chair provided an overview of the Employee Engagement Pulse Survey 1 results resulting from the survey administered in February 2024. The engagement score of 72%, while below the target of 78%, was acknowledged as positive, particularly in light impending transition. Additional pulse surveys will be conducted further into transition this fiscal year. The Board recommended staff provide time for the

Change Action Teams to work on change planning and launch the second of three pulse surveys in the fall. Several recommendations were identified because of the results and will be actioned by staff. The importance of resiliency and all staff having tools available to them to support transition was discussed.

The Committee Chair acknowledged the change management dimension results, noting not only the favourable results, but those that are neutral. The neutral results are also seen as positive noting that these staff may be influenced to help support change across the organization. The Board acknowledged that much remains unknown which influenced the results as well as the limited two-week window for submitting results. For the future pulse surveys, the link will be open for more than two weeks.

Action: Staff to include the pulse survey results in the incoming OH atHome Board onboarding materials.

E. New Business

E.1 CEO Report

The Chief Executive Officer provided a high-level overview of the May CEO Report, including the People Strategy, Change Management activities as well as Equity, Inclusion, Diversity and Anti-Racism (EIDAR) updates. Recent updates related to the patient services portfolio were also highlighted.

Recent engagements with the Minister of Long Term Care and a meeting with University Health Network regarding naturally occurring retirement communities (NORCs) were also shared. NORCs are an initiative that has grown in Toronto, established to support seniors in apartment buildings without other supports. HCCSS has similar programming through 'neighbourhood models'.

The CEO also spoke at an Ontario Health Team (OHT) symposium focused on the initial 12 (i12) OHTs that were selected for acceleration by the Ministry of Health and Ontario Health. There is much work underway with a lot of focus on governance models and working with primary care, beyond the transformational home care model.

The Board inquired about the status and progress on the standardization of the Family Managed Home Care (FMHC) program. Staff advised that efforts continue in making the FMHC consistent across the province and that demand for the program is steady. Patients and caregivers can find it challenging to find providers for care and the program can be quite onerous. Staff confirmed base funding for a new technology system that will make the process easier for families/caregivers to submit invoices.

F. Closed Session

It was moved by Joe Parker / Glenna Raymond

That the Board of Directors to the 14 LHINs move to a closed session to discuss matters of legal, personnel and public interest at 10:00am.

This motion was put to a vote and

CARRIED.

G. Adjournment

After moving back to open session at 11:50am, it was moved by Joe Parker / John Beardwood

That the meeting be adjourned.

This motion was put to a vote and

CARRIED.

There being no further items, the HCCSS Board Meeting adjourned at 11:51am.

original signed by

June 26, 2024

Joe Parker, Board Chair

Date

Original signed by

June 26, 2024

Cynthia Martineau, Corporate Secretary

Date