

Board of Directors
Belleville & Quinte West Community Health Centre
Thursday November 30-2023

OPEN MINUTES

DATE: Thursday November 30, 2023

TIME: 5:30 PM

LOCATION: Belleville Boardroom with Virtual Option

Members: James Huff, President; Kim Egan, Vice President; Mary Lynne Forestell, Treasurer; Scott Robertson, Secretary; Frank Hiebert, Director; Patricia Sukha, Director; Jae-Marie Ferdinand, Director; Lisa Turik, Director; Mike Slatter, Director; and Bruce Maitland, Director

Present: James Huff, Kim Egan, Mary Lynne Forestell, Scott Robertson, Frank Hiebert, Patricia Sukha, Jae-Marie Ferdinand, Lisa Turik, Bruce Maitland, Mike Slatter, Sheila Braidek

Regrets:

Recorder: Janine DeVries

MINUTES

1	Call to Order AND Confirmation of Quorum The Chair called the meeting to order at 5:30 pm. Quorum was established with 10 members in attendance.
2	Conflict of Interest None noted
3	Land Acknowledgement Provided by Pat Sukha
4	Agenda – November 30-2023 MOTION 2023-11-01 MOTION to accept the Agenda for November 30, 2023 Moved by: B. Maitland Seconded by: JM Ferdinand In favor: All Outcome: Carried Changes: none

<p>5</p>	<p>Staff Presentation IT-Information Technology Elizabeth Cole, Manager Decision Support and QI Marc Snelgrove, Information Systems Administrator John Fraser, Information Technology Support Specialist</p> <p>The team has been working on lots of projects this past year including improvements to the HelpDesk (staff support portal) to ensure better end-user experience and efficiencies. Another major project that the team is working on is the migration to Office 365 and Cloud migration.</p> <p>BQWCHC Cloud Migration includes:</p> <ul style="list-style-type: none"> • Modernizing our systems (software and computers) • Migrating to Office 365 platform • System and policy revisions for consistent roll-out and usage • Better control of our enterprise • Updated security software and systems (MFA – multifactor authentication application) • Modernize office productivity • Corporate device control enhancements <p>On the horizon:</p> <ul style="list-style-type: none"> • Moving to Microsoft Teams in near future (elevate team collaboration) • SharePoint (internal website for staff and board) and Windows 11 (allow for enhanced process workflow and reduces errors and risk) <p>Other points noted:</p> <ul style="list-style-type: none"> - All products are Microsoft and are integrated (detailed in our licensing agreement) - We have a hybrid systems (local in-house/physical and cloud-based) - Levels of security will be applied to different levels of SharePoint as required - We are addressing cyber-attack security risks and applying security to all levels of access and usage - We have cyber-attack insurance included in our package with HIROC - Board will eventually transition to MicroSoft Teams in the future - We will eventually be moving our “board portal” to the SharePoint platform - Our EMR (electronic medical records) is not on our system – we have a data-sharing agreement with Telus and access EMR via a secure portal <p>The Chair thanked the IT team.</p>
<p>6</p>	<p>President’s Report</p> <p>No report this month</p> <p>MOTION 2023-11-02 MOTION to accept the President’s Report for November 2023 as presented Moved by: S. Robertson Seconded by: M. Slatter In favor: All Opposed: None Abstained: None</p>

	<p>Outcome: Carried</p>
<p>7</p>	<p>Consent Items:</p> <p><u>7.1 Board of Directors Minutes</u> Board Minutes of October 26-2023 were received and reviewed by the Board</p> <p>MOTION 2023-11-03 MOTION to approve the Open Board Minutes of October 26-2023 and to bring the minutes of in-camera out of in-camera for approval Moved by: B. Maitland Seconded by: JM Ferdinand In favor: All Opposed: None Abstained: None Outcome: Carried</p> <p>Changes noted: none</p> <p><u>7.2 Committee Chair Updates (if applicable)</u></p> <p>CAC – S. Robertson Gift from the Heart – opened a new mobile outreach dental clinic to service QW and area.</p> <p>Finance – ML. Forestell Finance reviewed its process for reviewing and approving the financial statements. R. Snow provides a thorough overview of the statements and the committee has opportunity to ask questions.</p> <p><u>7.3 Committee Minutes and Recommendations</u></p> <p>MOTION 2023-11-04 MOTION to receive the Committee minutes and Committee items as listed below <u>and accept</u> their recommendations. Moved by: ML Forestell Seconded by: K. Egan In favor: All Opposed: None Abstained: None Outcome: Carried</p> <p>Committee Items for November 2023 – received by the board: Finance Minutes – October 24-2023 Finance – Financial Statements 2023-24 Q2 Executive Minutes – November 9-2023</p> <p>Consent Matters for Discussion (if applicable)</p>

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Executive Director's Report

Written report circulated in the board package.

Topic addressed in written report:

- Alliance federal/Provincial/OHT Overview
- The Bridge – SUAP Project
- Ontario Health Teams
- HPE – OHT – Primary Health Care Strategy
- HPE – OHT – Meeting with MOH/OH Reps
- Staffing updates
- Community Annual Planning Submissions (CAPS)
- Capital – Trenton
- Capital – Belleville
- Intimate Partner Violence
- Organizational Development
- Covid, Cold and Flu Care Clinics
- Funding
- Risk Management

In addition, S. Braidek circulated a Legal opinion relating to the Bridge St. project which will be discussed as part of the ED Report.

In addition to the written report:

Ontario Health (OH) – HPE-OHT engagement with OH

On December 5th members of the HPE-OHT will be hosting delegates from OH at our QW location. The purpose is to brief OH on our Primary Health Care strategy and highlight some of the challenges we are facing in our region including Health Human Resources - recruiting and retention.

Staffing updates

We recently hired a new Dental Assistant. Noted that this is a challenging position to retain due to high demand for Dental Assistants in the region.

Our QW Outreach Nurse has resigned. Because the funding is only until the end of March, we will not fill this position at this time. We are trying to secure new funds to support this need going forward.

Capital – Belleville

S. Braidek is in discussions with local developers about and is seeking information on other properties/collaboration in the community. We will have to extend our lease but as to how many years is not clear at this time.

Covid, Cold and Flu Care clinics

We are once again supporting the HPE-OHT Covid Cold and Flu Care Clinics in our region. Clinics will be held at BQWCHC (both sites) and at Gateway CHC in Tweed.

Risk Management

We had our first in-house overdose in November at our QW location. The situation was managed very well by staff and team debriefs were provided. Details are in the ED report.

Questions/ discussion

- **RE Belleville CHC** - Belleville Lease up in May 2025
- **RE SUAP** – SUAP stands for: Substance Use and Addictions Program
- **RE QW homelessness** – QW has smaller unhoused population and encampments and this is one reason there is a difference in resources for both communities. There is no general location for gathering and support in QW as we have in Belleville. Although there are not as many agencies involved as in Belleville, there is an active QW Community Safety and Wellbeing Advisory Committee which we are engaged with as well as services provided by Crossroads
- **RE Intimate Partner Violence** – Briefing Note (BN) circulated on Intimate Partner Violence
 - The BN will be shared with CAC and updates will be provided as we contribute to this conversation
 - We recognize there is a stigma to reporting (both for men and women) and that many situations go unreported
 - The reporting is predominantly focused on woman, but the definition is now broader and includes the language of “intimate partners” to include anyone experiencing violence in a relationship regardless of gender.
 - Moving this crisis to a declaration status allows for more important conversations at the right tables
 - There is a new phone hotline that can be accessed for Mental Health support - 988
 - The conversation is reaching schools as well – there is an article from Western University regarding a new safety app for woman.
 - There is a sense of support from the board for this conversation to continue via the CAC

Legal opinion Re The Bridge

The Board had asked Sheila to seek legal opinion on the risks involved with respects to the MOU’s
The legal opinion provided reflects what we expected – that there are concerns with certain aspects of the MOU’s that present risks to the Consortium and that there is unclear language that can lead to uncertainties between the parties. Legal has advised that the consortium consider creating a separate corporation to limit liabilities.

S. Braidek noted that the language will be reviewed and addressed as the group moves forward and that there will be an evolution of language as the project evolves. The intention with the group is to be transparent with information and to hold each other accountable (in a supportive way). The group has discussed moving to creating a separate corporation and understand that this would simplify matters however, they have not come to a conclusion on this. With regards to Indemnification, each party will be circling back to their insurance companies for input and advice.

Comments

Noted a typo under Background – the use of Brockville instead of Belleville

Noted that there is no mention in the letter of what Andrea Risk’s position is with the Firm and that this should be clear in the document.

Action – S. Braidek to provide feedback to the lawyer and ask for a revised copy

What is the board’s tolerance to moving this forward?

- Noted that the Integrated Care Hub in Kingston is not a corporation and has managed under a similar structure.
- The framework is somewhat comparable to the OHTs with the overarching goal of “moving together in trust”

- The Board can tolerate moving this forward with the understanding that there is progress towards mitigating these risks
- We need a mechanism to measure risk-tolerance and know if/when there is a tipping point, what the consortium is liable for if everything falls apart
- Well thought out contracts and agreements are the cornerstone to success. We need to be clear in our language and how the responsibility is being shared and we need to be clear on our expectations and involvement from the beginning.
- Suggested to share the legal opinion with the other members of the consortium to help give more structure to the conversation – hearing a response from the consortium partners on the legal opinion will help move this forward.

Next steps:

S. Braidek to share the legal opinion with the consortium and report back to the Board in February.

MOTION 2023-11-05

MOTION to accept the Executive Director’s Report and the Board Legislative and Compliance report for November 2023 as presented

Moved by: L. Turik

Seconded by: S. Robertson

In favor: All

Opposed: None

Abstained: None

Outcome: Carried

9 Other Business

9.1 Accreditation

Briefing note circulated

BQWCHC’s CCA Agreement has expired and we need to a) make a decision to continue to participate in an accreditation program and b) to renew with CCA or change to another program.

Noted:

- BQWCHC is required by our agreement with Ontario Health to participate in an accreditation program.
- Cost of CCA participation is \$5785 per year (for four years – 2023 - 2027) – included is access to the standards, access to a consultant and resources
- Cost is based on a sliding scale
- Helpful to be accredited when applying for funding

MOTION 2023-11-06

MOTION that BQWCHC renew our contract with the Canadian Centre for Accreditation for the 2023-2027 period.

Moved by: K. Egan

Seconded by: F. Hiebert

In favor: All

Opposed: None

Abstained: None

Outcome: Carried

	<p>9.2 Alliance for Healthier Communities</p> <p>On November 1st Frank attended the Alliance Board Liaisons and Chairs meeting. There was a webinar on Low Barrier Harm Reduction and Safer Supply Services – What Boards Need to Know. Frank noted that November 1st also happened to be the day Belleville had a record number of calls for overdose emergencies.</p> <p>Highlights from the webinar included the following Key messages:</p> <ol style="list-style-type: none"> 1. The problem is the unregulated drug supply 2. Evidence for prescribed safer supply exists and is growing 3. Evidence shows that prescribed safer supply saves lives and improves well-being 4. More options are needed across the continuum of care for people who use drugs, including harm reduction, prescribed safer supply and traditional addiction treatment <p>Also noted for discussion:</p> <ul style="list-style-type: none"> - Neighborhood safety (bricks and mortar) - Security provisions for staff (do we allow for unsupervised dose injections at our locations) - Reputational risks - Community backlash - Safe Supply diversion challenges - Safe supply and Safe consumption are 2 separate initiatives but both are harm reduction strategies <p>F. Hiebert noted that the occurrence at the South Riverdale CHC in Toronto was brought forward as an example at the meeting. S. Braidek shared the background to this story noting that South Riverdale was one of the first safe supervised consumption sites in Ontario. Post covid, they and Regent Park CHC expanded their safe consumption access and services. 2 months ago there was a shooting outside of the South Riverdale CHC which involved a person using the supervised consumption services and a civilian and has resulted in a review of the supervised consumption sites in Ontario.</p>
<p>10</p>	<p>Generative discussion</p> <p>Topic: Homelessness, Mental Health & Addictions</p> <p>S. Braidek provided an overview of the particulars of homelessness and mental health and addictions. Key area to look at is how these issues (homelessness, mental illness and substance use) are entangled and how the negative cycle makes for a very complex situation to navigate and support.</p> <ul style="list-style-type: none"> - There is a lack of treatment on all levels so the “off ramps” for people facing challenges are very limited - There are no formal detox opportunities in our communities for seeking to take this step and to add to the challenges there is a very limited timeframe to respond to those seeking help. - There are lots of turn-over with agencies causing delays in service - Navigating these services takes lots of knowledge and skill - There are long wait times for all services in our region <p>Comments</p> <ul style="list-style-type: none"> - Addictions treatment and support services were initially privately funded programs – over time some of these became publicly funded - What is the Role of Primary Care (PC) with addictions – some providers feel comfortable providing addictions support and some don’t – this can be based on the type of training they have received (or not received). There are not enough PC providers with this training in this region - similar issues to taking on trans care. That said, all of our providers here are trained. PC providers need to be supported in this area and provided the opportunities for further training. - There is lots of evidence to show that the Rapid Access to Addiction Medicine (RAAM) clinics (specialty clinic for addictions treatment) approach works however, staffing these clinics is challenging .

	<ul style="list-style-type: none"> - Long term support programs are required - Hidden addictions and Hidden homelessness <p>Good discussion - the more informed we are the more we can support this conversation going forward.</p>
11	<p>Next Meeting date No meeting in December</p> <p>Thursday January 25-2024 Quinte West Community Room 223</p> <p>The Chair would like to change the March Board meeting date to the 3rd Wednesday if possible – he will send out an email to the members for input.</p>
12	<p>In Camera Session</p> <p>No In-Camera discussion conducted.</p>
13	<p>Adjournment</p> <p>MOTION to adjourn Moved by K. Egan</p>



Board President
James Huff



Board Secretary
Scott Robertson