

**Board of Trustees Meeting  
MINUTES of Meeting  
Wednesday, May 15, 2013  
6:00 – 8:00 p.m. Boardroom 5E100  
150 Kilgour Road, Toronto, ON**

<i>Present:</i>	D. Allgood, Chair C. Hopper J. Kustec T. Muir (via teleconference)	B. Alman C. Hunt J. Lam	E. Carroll S. Jarvis R. Laxer H. Ort	R. Cranston M. Kardos Burton J. Morrison	J. Hanigsberg A. Kawamura
<i>Regrets:</i>	T. Bailey	C. Everson	G. Milo-Manson		
<i>Sr. Management:</i>	T. Chau	J. Hunter	D. Kline	J. Schleifer Taylor	B. Sybring
<i>Guests:</i>	M. Condren M. Walkington	R. Joslin L. Williams	L. Quirin	S. Pelluzzo	O. Szabo
<i>Recorder:</i>	B. Webster				

The Chair called the meeting to order and invited Sheila Jarvis to introduce our guests for the first agenda item.

Sheila Jarvis introduced Lise Quirin, Director of Volunteer Resources, who was present to recognize Trustees with 3, 5, 7 and 10 years of service. Holland Bloorview clients Mitch Condren and Ryan Joslin joined her to distribute the awards. Volunteer Recognition Awards were given to:

Julia Hanigsberg – 3 years	John Kustec – 7 years
Ron Laxer – 3 years	Tom Muir – 10 years
Mary Kardos Burton – 5 years	Ben Alman – 10 years

The Chair offered congratulations to all Trustees.

A Filmpossible celebration was held recently to recognize this year's prize winners of the competition that brings visibility to disability. One of our clients here tonight, Mitch Condren, was featured in an award winning video. The award winning video was played for Trustees. The Chair congratulated Mitch on his star role in this compelling video.

S. Jarvis explained that 'Patient Stories' is one of the education sessions regularly requested by Trustees. The Quality Committee has been inviting parents to their meetings for the past 2 years where many powerful and important stories have been shared. R. Laxer commented that staff learn so much from these sessions. Laura Williams, Director of Client and Family Integrated Care, introduced the speaker for the Education Session. Mr. Sam Pezzullo, is the father of Linden, a client of Holland Bloorview, who was born at 27 weeks. Mr. Pezzullo presents at many conferences for health care professionals and is an active member of Holland Bloorview's Family Leadership program. He had some words of advice for the management team and Trustees regarding parent/family involvement.

- don't lose the parents who want to give back
- continue to give families a place where they can be heard
- do not add to the increasing challenges families face when trying to access the health care system
- make the system easier to navigate
- humanize the parent and the child; sit next to a parent, follow-up with them, make sure they understand when they ask questions or ask for information
- kindness, respect and good communication skills are key components of CFCC
- put the child and family at the centre of everything we do
- always ask "Is this good for our clients and their families"

- do we measure how compliant we are with CFCC?
- random acts of kindness mean the most
- parents are your best partners

D. Allgood thanked Mr. Pezzullo for sharing his personal story with us and recognized the challenges he put before the Board. He indicated that Trustees will remember this presentation for a long time.

***Declaration of Conflict of Interest for Meeting***

The Chair asked whether anyone wished to declare a conflict of interest on any of the items slated for discussion at this Board meeting, and there were none.

**1.0 Approval of the Consent Agenda**

The Chair asked for a Motion to approve the Consent Agenda as pre-circulated.

**A MOTION for the Board of Trustees to approve:**

- 1.1 Agenda – May 15, 2013**
- 1.2 Minutes – April 17, 2013**
- 1.3 Board Standing Committees Report for May 2013**

***was made by Ben Alman, and seconded by Harry Ort. The MOTION was CARRIED.***

**2.0 President & CEO Report**

S. Jarvis presented her report and asked if there were any questions or comments. She asked Dr. Tom Chau to elaborate on the Pursuit Awards that were held today. T. Chau indicated that the Pursuit Awards is a program to recognize emerging young scientists made possible by generous funding by David and Anne Ward. Three stellar presentations were made by scientists from around the world.

S. Jarvis was asked to clarify the term ‘just culture’. She explained that it relates to how incidents are viewed. We want to create a culture where people are comfortable coming forward to report – we want to create a balance of incidents reported and staff taking accountability for their actions and using the incident as an opportunity to learn and improve.

The question was asked regarding the matched funding that is being sought for the Evidence to Care proposal. We believe there is potential to receive additional funds to support more projects in this area of work.

The question was asked about what new information staff came back with from the CFCC conference in Annapolis. J. Schleifer Taylor explained that this year we chose a group of inpatient nurses along with a few inpatient families to go together. The focus of the conference was on partnerships between professionals and families when the relationship is quite long. The group will disseminate their learning to the larger team.

**3.0 Business Arising**

**3.1 Board Governance Policies (Policy BG-045, BG-065, BG-070, BG-075, BG-085, BG-090, BG-100, BG-105, BG-110, BG-115, BG-135)**

R. Cranston presented several Board Governance Policies that were reviewed by the Governance Committee at their last meeting.

The Chair asked for a MOTION to approve the Board Governance Policies, as pre-circulated.

**MOTION: It was MOVED by Robert Cranston, and seconded by Mary Kardos Burton, that the Board of Trustees of Holland Bloorview Kids Rehabilitation Hospital approve Board Governance Policies BG-045, BG-065, BG-070, BG-075, BG-085, BG-090, BG-100, BG-105, BG-110, BG-115, BG-135 as pre-circulated.**

**Cranston/Kardos Burton**

**CARRIED**

### **3.2 Talent Management Update**

S. Jarvis explained that one of the items in the Board Workplan is Talent Management. As it is one of the Accreditation Governance standards, she has asked J. Hunter to present an update for Trustees.

J. Hunter indicated that we have a fulsome talent management framework at Holland Bloorview. Her presentation focused on the Talent Planning Cycle. We are in Year 3 of the program – 43 managers (or 68% of our current leaders to expand to 80% next year) have been through the process. Next year we will focus on emerging talent. The assessment results have confirmed what the employee survey told us 2 years ago in the area of leadership competencies. A new Leadership Strategy will be ready to be rolled out by June. The 360° feedback is received from 5 others and can include clients and/or families.

### **4.0 New Business**

#### **4.1 Governance Accreditation Standards (Roadmap)**

R. Cranston reported that the Roadmap has been reviewed by the Governance Committee in detail. It is the result of two surveys conducted by nine Trustees in December 2012. We received 2 red flags and 3 yellow flags. S. Jarvis reviewed the reasons for the flags.

Question #40 (Red flag) – we anticipated that this would be a red flag; previously we hadn't asked questions on the performance of the Board Chair; we have recently added this section in the Board Evaluation Questionnaire; we now meet the standard.

Question #42 (Red flag) – we haven't reported metrics results on the website; this years Annual Report will contain more information that will highlight the accomplishments of the Board; all Trustees scheduled to meet with the surveyors will be provided with briefing documents prior to the interview; we meet this standard.

Question #23 (Yellow flag) – S. Jarvis explained that the standard implies that the Board provides "oversight" not "input" into the Talent Management Plan. This was an error on the part of Accreditation Canada and is no longer an issue. J. Hunter was asked to present an update for Trustees on Talent Management. This standard is met.

Question #37 (Yellow flag) – S. Jarvis and B. Cranston will meet over the summer to enhance the Governance section of our website.

Question #41 (Yellow flag) – This year the Governance Committee revised the policy on the evaluation of the Board (BG-050 Board and Trustee Evaluation) in order to meet this standard.

The Governance Committee feels we will be ready for the upcoming Accreditation.

#### **4.2 Proposed Board Committee Members/Officers**

R. Cranston presented the proposed list of Board Standing Committee members for review. He asked Trustees to contact S. Jarvis if they have any questions or concerns regarding committee membership.

A memo from R. Cranston was pre-circulated regarding Board recruitment. The Governance Committee is recommending two candidates for nomination to the Board – Lynda Torneck and Georgina Black. Their CVs were included in the meeting material.

**MOTION: It was MOVED by Tom Muir, and seconded by John Kustec, that the Board of Trustees of Holland Bloorview Kids Rehabilitation Hospital approve the recommendation from the Governance Committee for Lynda Torneck and Georgina Black as nominees for election to the Board of Trustees of Holland Bloorview Kids Rehabilitation Hospital.**

**Muir/Kustec**

**CARRIED**

### **5.0 Reports**

#### **5.1 Quality Performance Reporting 2012-2013**

S. Jarvis presented the Q4 results for the Quality Improvement Plan (QIP) indicators, Holland Bloorview indicators and HSAA indicators. The QIP has already been approved for the current year based on Q3 results. We were pleased that we were able to sustain wait time/access results. The QIP for 2013-2014 has been posted on our website.

## **5.2 Quality Committee Report**

R. Laxer presented a verbal report as the Quality Committee meeting was just held yesterday. He reported that we had two guests from the Children's Aid Society of Toronto (CAST) Board in attendance as observers. S. Jarvis chairs their newly formed Quality & Outcomes Committee. She felt it would be helpful for the CAST staff to see how a more established committee functions. There were presentations from the Risk Management Team, Pharmacy and the Rehab & CCC Team. A parent presented a patient story and provided feedback on our admission assessment process.

## **5.2 Medical Advisory Committee Report**

A. Kawamura presented the MAC Report on behalf of G. Milo-Manson. The question was asked whether or not the rise in infections is concerning. Trustees commented that it is often hard to gauge the seriousness of the rise in infection rates realizing that we only need a small number to be in Outbreak. G. Milo-Manson will be asked to change her reporting to assist Trustees in their understanding of the information.

## **5.3 Foundation Report**

The Foundation report was presented as pre-circulated. There were no further additions.

## **6.0 Fill-out Meeting Feedback Form – All Trustees**

Trustees were requested to comment on today's meeting by filling out the meeting Feedback Form. A sign-up sheet was circulated for the Board Chair's Farewell Reception on June 5<sup>th</sup>.

## **7.0 Adjournment**

The Chair asked for a Motion to adjourn the Board of Trustees meeting of May 15, 2013.

**MOTION: It was MOVED by Robert Cranston, and seconded by Cally Hunt, that the Board of Trustees of Holland Bloorview Kids Rehabilitation Hospital approve the adjournment of the Board of Trustees meeting held May 15, 2013.**

**Cranston/Hunt**

**CARRIED**

## **8.0 Closed Meeting**

An *In-Camera* meeting of the Board of Trustees was held following the Board meeting at 7:25 p.m..

## **9.0 Date of Next Meeting**

*June 5, 2013*

*5–6 p.m.*

*Holland Bloorview, Room 5E100*

*David Allgood, Chair  
Board of Trustees  
:bw*