



NEAR NORTH PALLIATIVE CARE NETWORK
2025 Main Street West, North Bay, Ontario, P1B 2X6
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NNPCN Board of Directors Meeting April 20th, 2020

1. Call to Order

Darren Renaud called the meeting to order at 6:05 PM.

2. Attendance

Directors:

Darren Renaud, *Chair*
Sr. Winnifred McLoughlin, *Motherhouse Liaison*
Jenny Leblond, *Reporting*
Michelle Crepeau, *HCC-NE LHIN Liaison*
Nadine Jensen, *Regulations*
Rev. Fraser Williamson, *Almaguin*
Cam Ducharme, *Mattawa*
Lana Blackborow, *Hagar/Sturgeon Falls*
Scott Taylor, *IT*
Linda Bishop, *Director-at-Large*

Regrets:

Joan Burnett, *Honorary Board Member*
Michael Lowe, *Vice-Chair*
Jenny Leblond, *Reporting*
Bridget Brown, *Metis Liaison*
Dr. Ryland Steel, *Psychometrics*

Guests:

None

Staff:

Monica Do Coutto Monni, *E.D.*

3. Welcome and Introduction

Darren Renaud welcomed those present and proceeded to approval of Motions at 6:05 PM.

4. Approval of Agenda

{Motion 2020-04-01}

Moved by Scott Taylor and Seconded by Linda Bishop THAT the Agenda of April 20th, 2020 Board of Directors' meeting of the Near North Palliative Care Network be approved with amendments. All in favour. Carried.

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5. Declaration of Conflict of Interest

No conflict of interest was declared.

6. Approval of Minutes.

Approval of Minutes of March 27th, 2020.

{Motion 2020-04-02}

Moved by Cam Ducharme and Seconded by Scott Taylor THAT the Minutes of the Board of Directors' meeting held Friday, March 27th, 2020 be approved with amendments and THAT the Chair be authorized to sign them. All in favour. Carried.

7. Guests. None.

8. Executive Reports

08.01. Executive Director

Monica Do Coutto Monni reported the highlights of NNPCN activities.

8.1.1) Oversight and execution of finances, budget, reports and statistics.

- a) Audit 2019-20 started as scheduled on April 14th, 2020. Boxes in quarantine at BDO.
- b) Drew MacDermid applied for Canada Summer Jobs grant in the same model of last year. The grant goals this incoming year are expansion of capacity, education and training, expansion of volunteer recruitment, and conference call technology. However, with the COVID-19 pandemic, North Bay City Hall has to lift the ban on public gatherings so that the Butterfly Release happens. If and when we receive the grant, in case the ban has not been lifted yet, I will inquire CSJ how to use the funds.
- c) We received the usual two NOHFC Grant for Bereavement and Palliative Care Interns, same value as before (\$28,080.00 x 2). Lane MacDermid started on April 1st and Makayla Nowee will start May 18th.
- d) We received two grants from Ontario Trillium Foundation. The Seed Grant for the education and training project "Seniors Connections" paid us \$69,400.00 to maintain and expand all NNPCN training and education activities in North Bay, including activities outside the Main Office, in facilities near a larger concentration of seniors, such as retirement compounds. Johanna Kristolaitis was hired as Project Coordinator. Project should run for one year, from December 03, 2019 to Final Report due on January 01st, 2021. However, with the COVID-19 pandemic, our OTF manager Renee Beauparlant agreed to put our SD105019 grant on hold starting March 27, 2020. Payment and Report schedule has been revised as follows: Final report due date changed from 2021-01-01 to 2021-07-21. Holdback payment due date changed from

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2021-01-21 to 2021-08-11. OTF Manager will reach out some time in August to re-evaluate the situation and determine if project is ready to start again and remove the hold. However, if before then, we would like to resume working on the project, we just have to reach out right away. Johanna Kristolaitis payroll will be on hold from March 26th on (last paid day). Mark to calculate and pay any remnant hours to Johanna.

e) OTF also gave NNPCN a Capital grant of \$6,000.00 to purchase a complete teleconference system. Scott Taylor helped us select the technology and is now selecting the additional pc dedicated to the teleconference system. The project was developed in collaboration with the Motherhouse and consultation with the Motherhouse Administrator, Sr. Josie, and must be completed by September 18, 2020. The teleconference centre will be installed at the McColgan room and will be available to NNPCN and Motherhouse activities.

f) The grant from District of Nipissing Social Services Administration Board in the value of \$5,650.00 for the Indigenous Engagement Program developed by our master's degree Placement student Nusha Ramsoondar is now almost finalized. We established a placement partnership with Nipissing University for Indigenous Placement Students and are also recruiting and training Indigenous Volunteers. We have two Indigenous placement students and 3 Volunteer applicants in training. At least one additional training workshop will be delivered in early 2020 to complete the grant budget. We still have \$259.00 dollars from this grant, that can be used for mileage, printed materials, and travel expenses such as a meal for presenter(s). The workshop must be delivered maximum by May 29, 2020 (last Friday of May).

g) We received a grant of \$2,000 from the North Bay and Area Community Foundation, to work with the Heritage Gardeners in a pollinator flower bed at the waterfront, as a complement of our Butterfly Release. We must wait for the City Hall to lift the ban on public gatherings to organize it. The grant cheque will come in the next fiscal year.

8.1.2) NE LHIN. ONTARIO HEALTH TEAM.

a) **Ontario Health.** NBRHC changed its status from Member to Affiliate of NNH&W and the leadership is now in transition. We are looking at info to become Affiliate of the Parry Sound OHT. The period of transition of operations to an optimized healthcare continuum will take at least a couple of years. NNPCN Executive of the Board and Monica assessed capacity and for the time being NNPCN status will be changed to Affiliation. With just 2 FTE's, we don't have capacity to participate in further planning activities. The priority is to serve our clients and thus support our healthcare partners by alleviating hallway medicine and pressures on primary care and long-term care beds. Also, we are doing our best to support palliative care clients and their caregivers at home (Item 10.01 of these Minutes).

b) **Palliative Care Education Services.** The Winter Conference was held on February 25th, 8:00 am to 4:30 pm at the Best Western Hotel (item 9.04 of these minutes). LEAP training was offered on November 9 and 10, 2019. Meetings of the PCES Committee to stay at the banker's facility as always.

8.1.3) Support to Almaguin, Mattawa and West Nipissing Teams.

Almaguin. We purchased a new printer to Almaguin. Fraser purchased a new TV screen and NNPCN technology will be based in Zion Church, for purposes of NNPCN training and meetings in the Almaguin area. Monica and Fraser delivered the first Bereavement training to local volunteers in the week of

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January 20 to 24, 2020. We had 18 participants (item 9.02 of these Minutes). Two new active Bereavement facilitators.

Sturgeon Falls. McGuinty Funeral home offered facility to NNPCN at no charge, to conduct our grief sessions. Lana visited them and we are currently developing the collaboration agreement. Lana and Jenn Ritchie, McGuinty Funeral Home manager, to meet with Monica when the COVID situation is over. Lana and Alison organizing face-to-face palliative care training in Sturgeon.

Mattawa. Bereavement Training at the Mattawa Hospital was planned to happen in May but is now on hold until the COVID situation is over.

8.1.4) Alliances, Partners and Memberships.

a) **NBRHC.** Collaboration with NBRHC is ongoing.

b) **St. Joseph's Motherhouse.** NNPCN is now paying a small rental sum for the rooms we use. Sr. Josie generously found a storage room to us on floor 2.5 North Wing. Metal shelves were purchased and assembled. Sr. Josie, Lisa (Motherhouse IT Department), Bev Christie-Froud (NNPCN Grants) and Monica visited the potential rooms for the Conference Centre, and the McColgan Room was chosen. Scotty Taylor finalizing choice of dedicated pc. This is a bigger shipment and set up, so we will wait to purchase when the worst of the COVID situation is behind us. Sr. Winnifred and Sr. Josie approved the request to have a bed and wheelchair to offer Body Mechanics training session twice a year, in Spring and Fall, at the McColgan Room. Dialogue between Sr. Josie and Monica, about extending the OTF grant education and training opportunities offered by NNPCN to the retired tenants of SJOTL East and North Wings, staff in the second floor, and the resident Sisters of St. Joseph currently on hold due to the COVID situation. Monica currently conducting phone visits to retired tenants of the facility for psychosocial support.

c) **IAHPC.** NNPCN renewed membership with International Association for Hospice and Palliative Care (IAHPC).

d) **Cassellholme.** Everything is going well.

e) **Water's Edge.** Collaboration Agreement practical aspects proceed slowly due to lack of capacity on both sides.

f) **Heritage Gardeners.** An MOU was signed, with the common goal of recruiting Volunteers to tend for pollinators' flowerbed no. 6 at the waterfront, to help feed the butterflies released by NNPCN every year. This partnership is an important step to demonstrate the active participation of NNPCN in Community Responsibility to the environment, since our main fundraiser is about releasing live butterflies in our area. We received the grant to develop the flowerbed (Item 8.1.1.h) and we have received a few applications for Volunteers on our Facebook page. Project on hold during COVID.

8.1.5) Representation at External Committees, NELHIN, HPCO.

a) **EOL.** Michelle Crepeau is the new Chair. Monica and Michelle will collaborate in both EOL and PCES Committees when the COVID situation is over.

b) **HPCO.** NNPCN in ongoing strong collaboration with HPCO. Alison and Monica participate in: Bereavement Interest Group, Bereavement Standards Expert Panel, Coordinators of Volunteers Interest Group, Hospice Metrics, VHiG, Volunteer Management Expert Panel and Volunteer Standards iG. We

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applied for Accreditation Review, our cohort will possibly be Fall 2020, depending on the COVID situation. Monica is preparing Alison, Lane and Makayla to collect the requested data. Nadine helping with the update of By-Laws, Policies and Procedures. HPCO is holding weekly online meetings and regular emails to support and inform hospice E.D.'s during the COVID situation.

8.1.6) NBRHC Palliative Education Committee. NBRHC and other facilities such as long-term, assisted living and independent retirement living facilities are now closed to visitors and any meetings will be held by teleconference until the end of the COVID situation.

8.1.7) Placements

- a) **Ministry of Northern Development and Mines.** Item 8.1.1.b of Executive Report
- b) **Laurentian University.** No students so far.
- c) **Canadore College.** We have 2 Canadore students from January to April.
- d) **CTS.** 2 CTS students are finalizing their placements on January 17. 1 new placement student with us until end of April. They are almost completing JukeDocs. We purchased a good shredder and are freeing as much as we can for storage space.
- e) **Nipissing University.** We have 2 Indigenous placement students right now for 40 hours each, and will receive 4 BSW placement students from January to May. The ELAS grant sent us two students more, one from Psychology and another from Social Work. The Social Work placement student unfortunately had to leave Nipissing University so not completing her placement.
- f) **Saskatchewan University.** Master's student Nusha Ramsoondar finished her placement and did an outstanding job to develop NNPCN Indigenous and Metis palliative care program. She will not be able to organize the 2 final workshops paid by the DSSBA grant in the first half of 2020.
- g) **Wilfried Laurier University.** We will receive a Masters' Degree placement student to work in the project "Augmentative Communication Devices," new training Module at NNPCN that will train volunteers how to use augmentative communication devices with clients with verbal communication challenges (cerebral palsy, ALS, stroke, brain cancer, etc). Placement will be remote.
- h) We got the placement partnership with the Nursing School at Nipissing and will continue to pursue the same with the Nursing School AT Laurentian University.

8.1.8) Organizational Communications. Weekly communication with the Board, Volunteers, Health Care Partners and the public continued.

- a) **NNPCN Newsletter.** Winter 2020 skipped due to the workload priorities at the Office. We'll come back in Spring-Summer.
- b) **OTN and Zoom.** Zoom is working well and will help us expand training and education online in 2020. Please tape your webcams when not using teleconference.
- c) **In-House Videomaking.** Monica created NNPCN YouTube Channel and we are slowly perfecting in-house videomaking of events and training sessions. Videos will be shared on NNPCN YouTube, Website and social media.

8.1.9) Technology. JukeDocs is now almost completed by placement students. Monica created NNPCN PayPal linked to our EBay page. Northern Business Solutions replaced our photocopier since the one we

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leased cannot be fixed. They honoured the contract by installing another photocopier for free. We still have to pay the current lease until August 2021, upon which we will have the option of returning the Ricoh photocopier in use or to buy it out. We bought a new Canon from Laurentian Business Products and will keep both machines until the end of the lease with Northern Business Solutions.

8.1.10) Fundraising, awareness and events.

a) **Butterfly Release 2020.** We started the cycle of organizing the Butterfly Release in January 2020. The plan was to release a thousand butterflies in 2020, date of Butterfly Release: July 11th, 2020. However, we depend on the lift of the ban on public gatherings to hold the event this year, which is not a certainty. We will start organizing a virtual Butterfly Release.

8.02 Palliative Care, Bereavement, Volunteer Recruitment, Education and Training

8.2. 1) Training and Services

a) **Palliative Care and Bereavement.** The LHIN stopped sending palliative care referrals due to the COVID readiness preparations. We adapted rapidly to phone visits exclusively, to palliative care and bereavement clients. NNPCN is going the extra mile during the COVID-19 pandemic. We are extending phone visits with our highly trained Volunteers to provide psychosocial support, and to combat social isolation, to all members in distress in our community: long-term care, assisted and independent living facilities, and homes. With the support of Team Leads, staff and members of the Board like Nadine, we are contacting NBRHC, WNGH, Mattawa Hospital, all NNH&W colleagues, funeral homes, healthcare partners, long-term-care facilities, assisted living and independent retirement living facilities, and other stakeholders and open community in our catchment area to offer our new services. With the support of our Satellite Team Leads, we created the structure of the new COVID readiness operations, and we trained Volunteers to work from home, mostly with phone visits. COVID-19 is causing greater social isolation and new forms of stress among healthcare professionals and the vulnerable sector. It is triggering a new form of individual and social grief that must be addressed. Primary care and long-term care are especially impacted due to the ban to visitors. We hope to alleviate the pressure on primary healthcare, facilities, and the community.

Our numbers as of 04.20.2020: 30 active volunteers conducting phone visits. 118 active palliative and bereavement clients receiving phone visits. 15 clients on waitlist.

b) **Volunteer.** Number of Volunteers are slowly expanding again: 121 during Q3.

c) Rose Joly is moving to Sudbury in August. We were planning a surprise celebration for her during the Butterfly Release with a trophy and a gift but due to the COVID situation we may need to change how to recognize her great contribution to NNPCN.

d) **Training and Education.** Training and education workshops in NNPCN were being reorganized under the umbrella of the OTF grant "Seniors Connections." However, the project is currently on hold due to the COVID situation. NNPCN Office is doing all efforts to adapt training to online remote webinars training and communication with clients and volunteers. It is a challenge since a good part of local Baby Boomers elderly people resist to using computers, including Volunteers and clients. A few are open to be trained for teleconference. The favoured technology to support the majority is still house phone.

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e) **HPCO Online Training.** All going well, Alison is coordinating Volunteer training remote online from home.

f) **Palliative Care Interdisciplinary Education Services.** Karen Smith and Monica conducted a poll to assess the training needs of sister agencies. Agencies want PSW training. Monica and Karen contacted Canadore and the PCES will pay for a few PSW scholarships to interested agencies in 2020-2021. One scholarship was granted to Care Partners. The year of transition from PHARA to NNPCN is now completed and PHARA left the PCES. With the COVID situation, there will be a delay in the next teleconference meeting since all PCES members are healthcare agencies and we are all overwhelmed with the COVID readiness preparations.

9. Board Reports

9.01. **Treasurer's and Finance Committee Report.** We are closing the year in good shape, \$231,203.36 CAD as of 12.05.19 in Caisse Populaire General Account. A good part of it are grant dollars to be spent in the next fiscal year. However, Bingo expenses for mileage were growing with our growing services and Monica will try to find more funding for mileage from 2020 on. However, with the COVID situation, the Bingo Hall is closed, and Volunteers are working from home, so mileage expenses have come to a halt.

9.02. Satellite Team Reports.

a) **West Nipissing.** Item 8.1.3 of Executive Report. Lana visited McGuinty Funeral Home to establish the partnership for local Bereavement Services. She is engaging and training local volunteers for phone visits in the area. Lana received the list of patients from WNGH. Lana and volunteers are doing phone support visits. Clients appreciate the contact. Lana is making sure to keep in touch.

b) **Mattawa.** Item 8.1.3 of Executive Report. Cam is engaging and training local volunteers for phone visits in the area. Sr. Ginette is not available at the moment for face to face visits. Phone Care visits being done by local volunteers. Judy Meades staff of ANH applied to Volunteer so that she can visit residents. Sr. Ginette is isolated. In sum, Cam is really pleased the way things are working at Mattawa.

c) **Almaguin.** Item 8.1.3 of Executive Report. Fraser is finalizing his quarantine and services are gradually expanding with the help of our new volunteers. Fraser had volunteers matched with clients and keeping in touch via phone. Clients reporting being happy with phone calls.

d) **Hagar.** Item 8.1.3. of Executive Report. Newly trained volunteer Lindsay MacLean helping Lana locally.

9.03. **Regulations.** Nadine and Monica are finalizing the update of our By-Laws in the new format of non-profit charities and will bring the final result to the Board for review in the near future.

9.04. **Palliative Care Interdisciplinary Education Services.** Items 8.1.2 and 8.2.1.f of Executive Report.

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10. Business Arising from Minutes

10.01. OHT, NNH&W, COVID update. Item 8.1.2.a of Executive Report (Item 8.1.2.a of these Minutes). The Board discussed the current overload in operations and supported NNPCN change of status from Member to Affiliate of NNH&W, to prioritize actual services to clients, and to support partners by alleviating hallway medicine with our Volunteers. Motion to change NNPCN status with the local Ontario Health Team (O.H.T.) Near North Health and Wellness (NNH&W) from Member to Affiliate.

10.02. BDO Audit 2019-20. Boxes delivered to BDO are now in quarantine with them.

10.03. 11th Butterfly Release 2020 – Saturday, July 11th, 2020. All charities that depend on fundraiser are bracing to have a very poor year. There is a strong chance the ban on public gatherings will not be lifted before the Butterfly Release. It is still uncertain how long the COVID-19 situation will last. Darren suggested that we organize a virtual Butterfly Release.

11. New Business.

11.01. Financial austerity until the end of COVID. Return to classic fundraising events not likely in the next year or two.

12. In Camera. None

13. Information Sharing.

Michelle will be authoring a course of Palliative Care to Laurentian U. School of Nursing. Michelle sits at the Palliative Care Committee in the Hospital, Monica to come back as soon as there is capacity at the Office.

Monica proposed to continue with the same theme for our joint efforts in 2020, during which each Board Director, staff, volunteers and stakeholders makes a special commitment to reinforce our main role and responsibility in a special way: **to protect, advance and promote the interests and good name of NNPCN, with positive action and words. To acknowledge and promote the good action of NNPCN Board, staff, volunteers, donors, clients and stakeholders, with positive words.** This builds up brand name value and organizational reputation in the community. The current Administration will go on investing gradually in quality improvement, best practices, professionalism, stronger infra-structure and logistics to NNPCN.

14. **Accomplishments.** Monica was officially admitted by two Ivy League universities: Illinois U and Cornell. She completed the Summer Course of Illinois U. MBA, grade 90.675 in 100. She is now completing the Executive Healthcare Leadership Certification at Cornell U. and the Statistics primer and preparatory courses at Illinois. She decided to do the MBA at a slow pace.

15. Next Board Meeting. Monday, May 11th, 2020, 6 PM (Zoom Teleconference).

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16. Adjournment.

Adjournment called at 7:10 pm. Motion by Fraser Williamson.

Darren Renaud
Chair of the Board

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