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NNPCN Board of Directors Meeting August 10th, 2020

1. Call to Order

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

2. Attendance

Directors:	Darren Renaud, <i>Chair</i> Jenny Leblond, <i>Reporting</i> Scott Taylor, <i>IT</i> Sr. Winnifred McLoughlin, <i>Motherhouse Liaison</i> Rev. Fraser Williamson, <i>Almaguin</i> Jenny Leblond, <i>Reporting</i> Lana Blackborow, <i>Hagar/Sturgeon Falls</i> Linda Bishop, <i>Director-at-Large</i>
Regrets:	Joan Burnett, <i>Honorary Board Member</i> Michael Lowe, <i>Vice-Chair</i> Nadine Jensen, <i>Regulations</i> Cam Ducharme, <i>Mattawa</i> Bridget Brown, <i>Metis Liaison</i> Dr. Ryland Steel, <i>Psychometrics</i>
Guests:	Dean Decaire, BDO
Staff:	Monica Do Coutto Monni, E.D.

3. Welcome and Introduction

Darren Renaud welcomed those present and proceeded to approval of Motions at 6:00 PM.

4. Approval of Agenda

{Motion 2020-08-01}

Moved by Rev. Fraser Williamson and Seconded by Lana Richardson THAT the Agenda of August 10th, 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 July 13th, 2020.

{Motion 2020-08-02}

Moved by Jenny Leblond and Seconded by Rev. Fraser Williamson THAT the Minutes of the Board of Directors' meeting held Friday, July 13th, 2020 be approved with amendments and THAT the Chair be authorized to sign them. All in favour. Carried.

7. Guests. Dean Decaire presented the Audit 2019-2020.

{Motion 2020-08-03}

Moved by Jenny Leblond and Seconded by Rev. Fraser Williamson THAT the Audit 2019-2020 Report and Financial Statements prepared by BDO be approved with and THAT the Chair be authorized to sign them. All in favour. Carried.

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, grants, budget, reports, and statistics.

a) Audit 2019-20 is now completed.

b) Drew MacDermid applied for Canada Summer Jobs grant and we got it 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. Three students were hired: Olivia Todd, Jacqueline Cottrell, and Sydnee Wiggins. They are working remote online, one of them full time for 8 weeks (ending on July 31st) and two working part-time for 16 weeks (ending on September 25). We will not stop the fundraising campaign; we will extend it and the students will help us develop new fundraisers such as Better Together.

c) We received the usual two NOHFC Grant for Bereavement and Palliative Care Interns, same value as before ($$28,080.00 \times 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

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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 2021-01-21 to 2021-08-11. OTF Manager reached out in August to re-evaluate the situation and determine if project is ready to start again and remove the hold. Johanna Kristolaitis moved on to open her own business and Francine Leclair was hired by NNPCN for one year, in Johanna's place. OTF agreed to have the project totally online and Francine is starting the adapted online project from the scratch.

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. Part of the technology is now purchased.

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). 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. The grant was received, the City of North Bay allowed us to put a plaque in the flower bed 8A and a few volunteers recruited by NNPCN are already working in the flower bed. It will be mature for next year.

h) Drew MacDermid and Lane applied for two grants, one to the McConnell Foundation (not approved) and another together with the Motherhouse to the United Way (in evaluation).

i) Monica applied for a COVID emergency fund grant with Rotary Clube via North Bay and Area Community Foundation and we received \$2,000.00 to buy PPE's.

j) Monica applied for a COVID emergency fund grant with New Horizons for Seniors in the value of \$18,000.00 and we received \$25,000.00 to develop projects online to combat social isolation among seniors.

k) Drew MacDermid stepped down from grants as the birth of their first baby in December approaches. Lane, Makayla and a student (Kayla Strood) now trained to write grants.





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I) Bev Christie-Froud will not be able to lead Seniors Sharing the Caring due to illness in the family. Monica to recruit new Project Lead among past candidates already interviewed with with References checked.

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 do not 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). NNH&W on pause since March due to the COVID situation.

b) Palliative Care Interdisciplinary Education Services. Monica working to implement collegial professionalism, collaboration, efficiency, and structure to the PCIEF. She is formalizing all palliative care training and education that can be offered to member agencies, so that more of their staff can benefit from these dollars. Courses being offered on an ongoing basis: Canadore Palliative Care and PSW courses; CAPCE; Fundamentals of Hospice Palliative Care; LEAP. The Winter Conference will be held recurrently every year on the first Friday of February, to create a professional cycle of Conference organization. Monica sees improvement in the PCIEF operations already. There is still some work. Training and education of representatives to do to be done, so as to get the PCIEF representatives used to the new professional management of the operations.

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 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.





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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. With Stage 3 Reopening announced today, we must think about the AGM and decide if it will be completely online or face to face.

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

d) Cassellholme. Everything is going well. Cassellholme is closed for visits

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.

8.1.5) Representation at External Committees, NELHIN, HPCO.

a) **EOL.** Michelle Crepeau is the new Chair. Monica will collaborate in both EOL and PCES Committees. Michelle is reorganizing the EOL, with a new TOR to start with. NNPCN staff participating in regular meetings

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 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. NNPCN staff participating in Regular meetings.

8.1.7) Placements

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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.** Canadore communicated with Monica and will send placement students soon. Number TBD.

d) **CTS.** 10 CTS students in placement, divided in teams under the leadership of one NNPCN Staff (Alison, Lane, Makayla, Francine) working in diverse projects.

e) **Nipissing University.** 40 students to start through Biidaaban School, to work under their professor with the Pen Pal project with NNPCN clients. 5 students from the School of Nursing, to work under Alison. ELAS also to send students, number TBD.

f) **Wilfried Laurier University.** 2 Masters' Degree placement students from Wilfrid Laurier working in online placements with us.

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

a) NNPCN Newsletter. Fall issue will be out soon

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. Monica created the online shop of Facebook for donations from local businesses through Better Together. Northern Business Solutions replaced our photocopier since the one we 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. Technology for the Conference Centre almost completed. We bought 3 new laptops and one screen for the Office, to grow 8 workstations at the office. 4 tablets were donated to NNPCN and allocated one at each satellite team and one in North Bay, for the use of volunteers visiting palliative clients. We migrated from OneDrive to Google Suite (still adapting to migration). We cancelled OneDrive and Grant Station subscriptions. As soon these projects are consolidated, we will evaluate migrating from Infoanywhere to SUMAC. Monica to discuss with Brian Tramontini they metrics and QA platform. Pen pal project to be run online by Caring and Connecting Project.

8.1.10) Fundraising, awareness and events.

a) **Butterfly Release 2020.** The Butterfly Release on July 11th, 2020 was an unexpected small success. We livestreamed the Butterfly Release, with a smaller swarm of 300 butterflies released from the gardens of St. Joseph's Motherhouse, on behalf of our donors and In Memory of their loved ones who died. Up to this day, we have fundraised around \$5,000.00 net, almost \$10,000.00 gross. We will not stop the fundraiser campaign online. Better position on the revenue achieved will be brought to the

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Board meeting in August. We grew a lot in visibility and public awareness. Almost 3,000 likes on Facebook and over a little 4,000 views of our livestreams on Facebook and Youtube as of today. This is 4 times more people engaging with us than in the waterfront.

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-car 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 06.08.2020: 34 active volunteers + 4 staff conducting phone visits. 150 active palliative and bereavement clients receiving phone visits. 6 clients on waitlist, 5 volunteers waiting for clients.

b) Volunteer. Number of Volunteers are slowly expanding again: 121 during Q3 2019-20.

c) Rose Joly is moving to Sudbury soon. We planned a surprise celebration for her during the Butterfly Release with a trophy and a gift, 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.

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

f) **Palliative Care Interdisciplinary Education Services.** Despite the COVID situation, we had our first meeting on Zoom on the right date 05.12.2020. Next meeting on July 14. Member Agencies are applying to LEAP and Canadore training. NNPCN has credit with LEAP online, paid upfront with the funding dollars of last fiscal year.

9. Board Reports





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9.01. **Treasurer's and Finance Committee Report**. We closed 2019-20 fiscal 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 current 2020-2021 fiscal year. However, Bingo expenses for mileage were growing with our growing services but with the COVID situation, the Bingo Hall closed in March, 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 has 10 clients and referrals keep coming. Volunteers are not helping so much as she would like to. Lana will get in touch with France to ask her help. Lana is doing calls for clients but the team is shrinking (health issues, summer).

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. Cam needs the status of our two new applicants. Lynda Kovacs moved to the South. Cam is checking palliative clients with Alison. Cam will check with Tanya Belanger about the room at Mattawa Hospital to NNPCN. No COVID in Mattawa. All is under control.

c) **Almaguin.** Item 8.1.3 of Executive Report. Fraser had volunteers matched with clients and keeping in touch via phone. Clients reporting being happy with phone calls. New applicants trained for Bereavement in need of shadowing. Two new applicants starting training. Volunteer numbers are growing mostly because of the Bereavement training.

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. **Board to vote next meeting**

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

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. NNH&W is on hold during COVID-19.

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10.02. BDO Audit 2019-20. Now finalized.

10.03. **11th Butterfly Release 2020** – Monica presented results (with these minutes). She said she was impressed and pleased. As per last week, our Butterfly Release Livestreams on YouTube and Facebook had a total of 21,545 views and 3,306 thru-plays (people who watched the whole video).

11. New Business.

11.01. Gradual reopening to face to face visits during COVID. Monica presented the Gradual Reopening Procedures for Board approval.

{Motion 2020-08-04}

Moved by Jenny Leblond and Seconded by Lana Richardson THAT the new NNPCN procedures "Covid-19 Operational Requirements: Reopening" be approved with and THAT the Chair be authorized to sign them. All in favour. Carried.

12. In Camera. None

13. Information Sharing.

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, September 14th, 2020, 6 PM (Zoom Teleconference): https://us02web.zoom.us/i/424866270

https://us02web.zoom.us/j/434866370





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16. Adjournment.

Adjournment called at 7:47 pm. Motion by Rev. Fraser Williamson.

adminim

Darren Renaud *Chair of the Board*