



**NEAR NORTH PALLIATIVE CARE NETWORK**  
2025 Main Street West, North Bay, Ontario, P1B 2X6  
Phone: (705) 497-9239 1-800-287-9441  
Fax: (705) 497-1039  
E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)  
Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par :



NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 1 of 13

## NNPCN Board of Directors Meeting September 14<sup>th</sup>, 2020

### 1. Call to Order

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

### 2. Attendance

#### Directors:

Darren Renaud, *Chair*  
Jenny Leblond, *Vice Chair*  
Scott Taylor, *Secretary*  
Sr. Winnifred McLoughlin, *Motherhouse Liaison*  
Rev. Fraser Williamson, *Almaguin Lead*  
Cam Ducharme, *Mattawa Lead*  
Lana Richardson, *Hagar/Sturgeon Falls Lead*  
Linda Bishop, *Director-at-Large*

#### Regrets:

Joan Burnett, *Honorary Board Member*  
Michael Lowe, *Treasurer*  
Dr. Ryland Steel, *Psychometrics*  
Bridget Brown, *Metis Nation Liaison*  
Nadine Jensen, *Regulations*

#### 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 6:00 PM.

### 4. Approval of Agenda

#### **{Motion 2020-09-01}**

*Moved by Jenny Leblond and Seconded by Sr. Winnifred McLoughlin THAT the Agenda of September 14<sup>th</sup>, 2020 Board of Directors' meeting of the Near North Palliative Care Network be approved with amendments. All in favour. Carried.*

**Confidentiality.** *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*

NNPCN Board of Directors Meeting | Minutes (electronic format) - 3/23/2021



**NEAR NORTH PALLIATIVE CARE NETWORK**  
2025 Main Street West, North Bay, Ontario, P1B 2X6  
Phone: (705) 497-9239 1-800-287-9441  
Fax: (705) 497-1039  
E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)  
Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



## NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 2 of 13

### 5. Declaration of Conflict of Interest

No conflict of interest was declared.

### 6. Approval of Minutes.

Approval of Minutes of August 10<sup>th</sup>, 2020.

#### **{Motion 2020-09-02}**

*Moved by Lana Richardson and Seconded by Linda Bishop THAT the Minutes of the Board of Directors' meeting held Friday, August 10<sup>th</sup>, 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, grants, budget, reports, and statistics.**

- a) **BDO.** ARR 2019-20 is now completed and CRA was sent in.
- b) **CSJ.** 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. Sydnee Wiggins ended her full-time employment for 8 weeks (ending on July 31<sup>st</sup>). Olivia Todd and Jacqueline Cottrell are working part-time for 16 weeks (ending on September 25<sup>th</sup>). Lane MacDermid and I will send the final report and final pay claim on the week of September 25<sup>th</sup>. 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) **NOHFC.** 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 1<sup>st</sup> and Makayla Nowee will start May 18<sup>th</sup>. Makayla Nowee and Kayla Strood are already working in the Application for the 2 grants 2021-22.
- d) **OTF.** 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

**Confidentiality.** *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*



## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par :



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

### NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 3 of 13

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 2020 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. The project is now active again and running for the period starting August 14<sup>th</sup>, 2020 to August 13<sup>th</sup>, 2021. We will also hire the Project Supervisor (\$3,500 to help write the final report) soon.

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, and we are waiting for installation and receipt of final components.

f) **DNSSAB**. 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) **NBACF**. 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. The project will be consolidated by next year's Butterfly Release.

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

j) **New Horizons for Seniors**. 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. This grant must be completed by March 31<sup>st</sup>, 2021.

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

**Confidentiality.** *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*



## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

### NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 4 of 13

- l) **New Horizons for Seniors Sharing the Caring.** 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 their References checked.
- m) **Bingo.** Will restart in October. Monica completed the Application for the quarter and sent to the Bingo Hall. The slots and times allocated to each charity are now reduced and NNPCN so far has confirmed just one slot every other Wednesday at 12:15 to 6:30 pm. Monica is waiting for June Kennedy's answer. Overall, we must expect less hours and dollars coming from Bingo.
- n) **Better Together** project is now in place with a page on NNPCN website and a shop on our Facebook page. Monica is slowly developing new partnerships.
- o) **Lottery.** Monica got info from Town Hall and will apply to both local and national lotteries to learn how they work and as part of our new effort to diversity fundraising.
- p) **HPCO Metrics.** Monica will have a meeting with Brian Tramontini to learn about the new platform of Metrics and QA he is offering through HPCO.
- q) **HPCO Accreditation Renewal.** Monica and staff starting the pre-assessment for the renewal, deadline September 30<sup>th</sup>. Monica invited Nadine to join the team, since she is the Regulations Board Director.
- r) **LHIN-MOH Quarterly Reports.** Monica and staff working in Q1 and 2, deadline September 30<sup>th</sup>.
- s) **NNPCN Newsletter.** Fall Issue in the works, will be released by September 30<sup>th</sup>.
- t) **AGM 2020.** See Item 11.02.
- u) **Budget and Projections.** Jenny and Monica to bring a mature plan and projections to the Board, RE: investments and earmarks 2020-21, budget projection 2020-23. We are waiting for her laptop to be fixed and have SAGE cloud installed by Lane.

#### 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 and general attitude of Member Agency Representatives already. There is still some work to be done in terms of training and education of

*Confidentiality. The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*



## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

## NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 5 of 13

representatives, so that representatives get used to the new professional management style of the PCIEF operations. Monica contacted Megan Waque to discuss getting more agencies on board, and scope of our local PCIEF (Nipissing sub-region).

### 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. Lana emails Jenn to schedule meeting soon.

**Mattawa.** Bereavement Training at the Mattawa Hospital was planned to happen in May but is now on hold until the COVID situation is over. Monica and Makayla are working to offer online Bereavement Training to Mattawa soon.

### 8.1.4) Alliances, Partners and Memberships.

a) **NBRHC.** Collaboration with NBRHC is ongoing. NNPCN volunteers can visit our clients at the hospital when needed.

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. 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 is now consolidated and our flyers are already being displayed at the Motherhouse elevators. Monica to follow up with the project of Hearing Loop with Sr. Josie.

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

d) **Cassellholme.** Everything is going well. Cassellholme is gradually reopening to visitors and was recontacted by NNPCN staff.

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

**Confidentiality.** The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.





**NEAR NORTH PALLIATIVE CARE NETWORK**  
2025 Main Street West, North Bay, Ontario, P1B 2X6  
Phone: (705) 497-9239 1-800-287-9441  
Fax: (705) 497-1039  
E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)  
Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



## NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 6 of 13

- f) **Nipissing Manor and Eastholme.** Collaboration being revitalized also through the PCIEF.
- g) **Algonquin Nursing Home and Au Chateau.** Ongoing collaboration. Volunteers to gradually resume face-to-face visits in the COVID reopening.

### 8.1.5) Representation at External Committees, NELHIN, HPCO.

- a) **EOL.** Michelle Crepeau is the new Chair and she is reorganizing the EOL, with a new TOR to start with. NNPCN staff participating in their regular meetings and briefing Monica.
- b) **HPCO.** NNPCN in ongoing strong collaboration with HPCO. Alison, Makayla 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 Fall 2020. Monica is training 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.** NNPCN staff participating in Regular meetings and briefing Monica.

### 8.1.7) Placements

- a) **Ministry of Northern Development and Mines.** Item 8.1.1.b of Executive Report
- b) **Laurentian University.** No students.
- 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) **Wilfrid 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, Google Meet 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. Google Meet now in place for placement meetings with students.
- c) **In-House Videomaking.** Monica and Makayla created a new NNPCN YouTube Channel and we are slowly perfecting in-house videomaking of events and training sessions. Videos are being shared NNPCN YouTube, Website Training page and social media.

**Confidentiality.** The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.



## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

## NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 7 of 13

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 must 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 their 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 11<sup>th</sup>, 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 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 local HCC NE LHIN is gradually sending palliative care referrals with the COVID reopening. We will keep phone and teleconference visits and gradually resume face-to-face 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.

**Confidentiality.** *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*



## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

## NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 8 of 13

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.

### 8.2.2) Staff Portfolios Reports

#### a) Lane MacDermid

##### **Palliative:**

Active Palliative Clients: 19 (all teams)

New Referrals this Week: 0 (all teams)

Newly Matched Clients this Week: 1

Waiting for Volunteer Match: 6 (all teams)

Clients on Hold: 5 (North Bay)

Closed Files this Week: 0

##### **Ongoing Projects:**

- Organize office (bins, set up Alison's cabinet, conference room)
- Quarterly Reports
- Finalize purchases for OTF Capital Grant (tablets, conference equipment)
- HPCO Accreditation Audit
- Sync/download forms to Canon Printer for easy printing
- Sync computers to My Cloud external hard drive (aka, "Z-drive")

##### **Students:**

Kayla Shrood: HPCO training; Palliative Care for People Living with a Developmental Disability Presentation

Samantha Youngsen: Have not heard from her. Emailed her yesterday. May have internet problems where she is residing.

#### b) Alison Wilkes

##### **Applicants: 45**

-1 Thorne

-1 Dokis

-3 Mattawa

-4 Almaguin

-37 North Bay

##### **In past week:**

0 new applicant

2 closed applicants

##### **Volunteers:**

81 total (32 doing phone visits + 4 staff)

##### **Palliative face-to-face:**

Lana

**Confidentiality.** The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.





## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

## NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 9 of 13

Jo-Anne Lamb

Bev B

Ginette Savard

Val Sheeky

Carla Green

Madeleine Mantha to start next week

Sherry Kelleher ready to volunteer (Susan Srigley to mentor)

Leah Currie interested in face-to-face visits (needs to confirm)

Wanda Bradley-Baril

Helen Liinama (next week)

### **Bereavement face-to-face:**

Monica

Carol F

Cathie

### **Training of volunteers:**

HPCO online training: 15 enrolled

Red Cross Training: 16/50 spaces filled - opened up to students, will open up to PCIEC next week

### **Ongoing:**

Volunteer check-ins

Volunteer Spotlights

Let's Talk About series, new speakers with interesting topics

### **Students:**

- **Nipissing School of Nursing.** 7 Nursing students starting next week- 4 BScN (3rd year - don't know their names yet) and 3 RPN to BScN (Jennifer Demers, Nancy Jackson, Julie Bedard)

-they will be doing a community needs assessment for the first couple of weeks and come up with a project for NNPCN based on their findings. We can also suggest a project. They are not allowed to do face-to-face visits.

### **- CTS:**

Gurpreet Kaur

Kassidy Dunn - completed Red Cross training

- Both working on volunteer recruitment in highschools and obtaining free clear masks for clients who are deaf and hard of hearing (DHH). Will touch base today at 1.

### **Volunteer Recruitment:**

Garden Bed - Lane is finishing up stakes on sign, left VM for Jade re: garden design

### **Accreditation:**

Almost finished my part for compliance assessment.

## **c) Makayla Nowee**

### **Bereavement:**

Active Bereavement Clients: 60

Waiting for services: 11

*Confidentiality. The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*



## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

## NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page 10 of 13

On hold: 1

New Referrals this week: 4

Newly Matched Clients this week: 4

### **Bereavement Training:**

Happening Week of September 14th to September 18th, 9-11am over Zoom

Next Bereavement Facilitator Gathering: September 29th

### **Student Team:** (Peggy Sue and Jessica Mclean)

Peggy-Sue completed a training module for working with people with developmental disabilities and grief. She is also working on lifting, crouching and body mechanics for the ergonomics project as well as the HPCO training. She will present her training to the bereavement volunteers on September 29th  
Jessica is working on jukebox scanning and shredding as well as filing for us. She will be doing more work from home due to personal reasons - looking into grants, continuing the ergonomics project, bereavement readings, webinars etc.

### **Ongoing Projects:**

Let's Talk About series

Getting our Youtube up and running with all of the videos/trainings we have, as well as creating the page on our website for volunteer training

Q1/Q2

HPCO Accreditation

AGM

Looking into SUMAC

Client Check-ins

Facebook Shop

### **d) Francine Leclair**

#### **OTF Seniors Connections:**

Attended a meeting for the Pen Pal Project

Delivered flyers

Spoke with OPP Officer Carrie Morgan to collaborate on a future event on Fraud and Scams

Done some research

#### **Students:**

Alexus Russell was given a task to make care packages out of art supplies that were given to us from the Alzheimer's Association. And was given time to get caught up on her readings.

Sabrina Miles was recovering from a surgery she had, so not much was delegated to her this week. She still has flyers and surveys to deliver, that was given to her last week.

#### **What's next?**

Creating more events

Next week I am attending the Bereavement training

Hosting my first event on the 17th

Find new ways to attract seniors to participate in our online activities

**Confidentiality.** The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.



## NEAR NORTH PALLIATIVE CARE NETWORK

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



Ontario

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page **11** of **13**

## 9. Board Reports

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 Jenn at 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). She is waiting from Jenn's report to start face-to-face sessions in Sturgeon Falls. Lana will do just one palliative client at a time.

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. Wanda is doing face to face. Chantal and Ray are now full-time staff of Canada Mental Health and they can take part of the Bereavement Zoom regular meetings.

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. Val is doing one face-to-face palliative client. Fraser was concerned with mileage (around 144 km to cover). He is glad that the Bingo money is coming back and the LHIN money can be used for mileage.

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 result to the Board for review and motion to approve By-Laws.

9.04. **Palliative Care Interdisciplinary Education Services.** Item 8.1.2 of Executive Report.

**Confidentiality.** *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*



**NEAR NORTH PALLIATIVE CARE NETWORK**  
2025 Main Street West, North Bay, Ontario, P1B 2X6  
Phone: (705) 497-9239 1-800-287-9441  
Fax: (705) 497-1039  
E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)  
Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par:



## 10. Business Arising from Minutes

10.01. **Gradual Reopening Report.** Reopening procedures and new forms finalized, approved by Board, staff and volunteers were trained, procedures being followed and monitored by NNPCN staff at every new face-to-face visit approved.

10.02. **Bingo reopening.** Item 8.1.1.m of Executive Director Report.

10.03. **Executive of the Board.**

### Motion

**Scott Fraser motion and Jenny seconds**

**Jenny Linda motion and Scott seconds**

## 11. New Business.

11.01. **Accreditation Renewal.** Item 8.1.1.q of Executive Report.

11.02. **AGM online October 15<sup>th</sup>, 6 pm.** Theme "I Just Called to Say I Love You." NNPCN met last week to start organizing. Will be broadcast from the McColgan Room on Zoom. Tim Horton's gift cards will be mailed to all volunteers that register in lieu of our formal dinner. Certificates and awards will be mailed to volunteer awardees with their respective gift cards. The model will be like our Livestream Butterfly Release: staff and a few Board Directors will broadcast from the McColgan Room. There will be 2 opening songs by two guest entertainers at the beginning of the AGM, to celebrate Volunteers. Monica and staff preparing Agenda and materials.

12. **In Camera.** None

## 13. Information Sharing.

Monica said that NNPCN has reached the point of growing to portfolios under staff leads. This is the seed for future departments under their respective managers in some years from now.

In the last 6 years, Monica brought a theme to help change management and the creation of a more collaborative organizational culture: **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 built up brand name value and organizational reputation in the community and is now consolidated. The current Administration will go on investing gradually in best practices, professionalism, stronger infra-structure and logistics to NNPCN.

The next step for the upcoming 6 years is to implement Quality Assurance processes and prepare succession at the Board and staff levels. The new theme for this next push towards NNPCN future is the **clear understanding about the meaning of Human Value, Assets and Liabilities within an organization. In terms of Human Value:**

- **Assets** are Board, staff, volunteers, and stakeholders who: 1) are loyal, and consistently defend the Mission and interests of their organization; 2) add Value to their organization, with collegial constructive attitude, significant contributions, and efficient work. Promotion and retention of Board,

**Confidentiality.** *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*



**NEAR NORTH PALLIATIVE CARE NETWORK**

2025 Main Street West, North Bay, Ontario, P1B 2X6

Phone: (705) 497-9239 1-800-287-9441

Fax: (705) 497-1039

E-mail: [office@nnpccn.com](mailto:office@nnpccn.com)

Website: [www.nnpccn.com](http://www.nnpccn.com)

Supported by: / Financé par :



**Ontario**

North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

NNPCN Board of Directors Meeting | Minutes 09.14.20 | Page **13** of **13**

staff, and volunteers within NNPCN are merit-based, and follow an ongoing internal process of training and evaluation of those who bring outstanding contribution along the years.

- **Liabilities** are Board, staff, volunteers, and stakeholders who: 1) defend external / personal interests in clear conflict with the current directions of their organization, thus detracting from their organization's current efforts; 2) bring tensions and instigations into their organization, do not value the efforts of Board, Executive Director, staff, volunteers, and fail to bring any significant contribution and efficient work to their organization. Serious organizations cannot afford and do not keep liabilities.

With change management almost completed and successfully consolidated with the support of NNPCN Board, the timeframe for the initial organizational transformation, of being patient with allowing liabilities within NNPCN, has now come to an end. We will work hard to implement better Quality Assurance and to fill positions within the organization with a growing number of high-quality professional profiles.

**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. AGM ON THURSDAY, OCTOBER 15<sup>th</sup>, 2020, 6 PM (Zoom Teleconference):**

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

**16. Adjournment.**

Adjournment called at 7:47 pm. Motion by Lana Richardson.

**Darren Renaud**  
*Chair of the Board*

**Confidentiality.** *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*