



NEAR NORTH PALLIATIVE CARE NETWORK
2025 Main Street West, North Bay, Ontario, P1B 2X6
Phone: (705) 497-9239 1-800-287-9441
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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 05.13.19 | Page **1** of **8**

NNPCN Board of Directors Meeting May 13th, 2019

1. Call to Order

Darren Renaud called the meeting to order at 6 PM.

2. Attendance

Directors:

Darren Renaud, *Chair*
Michelle Crepeau, *HCC-NE LHIN Liaison*
Sr. Winnifred McLoughlin, *Motherhouse Liaison*
Cam Ducharme, *Mattawa*
Lana Blackborow, *Hagar/Sturgeon Falls*
Linda Bishop, *Director-at-Large*

Regrets:

Joan Burnett, *Honorary Board Member*
Michael Lowe, *Vice-Chair (electronic vote)*
Scott Taylor, *IT (electronic vote)*
Fraser Williamson, *Almaguin (electronic vote)*
Jenny Leblond, *Reporting (electronic vote)*
Nadine Jensen, *Regulations (electronic vote)*
Ryland Steel, *Psychometrics*

Guests:

Dean Decaire, *BDO Audit*

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 2019-05-01}

Moved by Lana Blackborow and Seconded Michelle Crepeau by THAT the Agenda of May 13th, 2019 Board of Directors' meeting of the Near North Palliative Care Network be approved with amendments. All in favour. Carried.

5. Declaration of Conflict of Interest

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No conflict of interest was declared.

6. Approval of Minutes.

Approval of Minutes of April 08th, 2019.

{Motion 2019-05-02}

Moved by Linda Bishop and Seconded by Lana Blackborow THAT the Minutes of the Board of Directors' meeting held Monday, April 08th, 2019 be approved with amendments and THAT the Chair be authorized to sign them. All in favour. Carried.

7. Guests. The Board welcomed Dean Decaire, BDO, for the presentation of Audit 2018-19 (with these Minutes).

Approval of Financial Statements 2018-19.

{Motion 2019-05-03}

Moved by Cam Ducharme and Seconded by Linda Bishop THAT the Financial Statements 2018-19 be approved as presented 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 Executive Director's. Written update on the progress of the Report below next month.

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

- a) Jenny and Monica finalized the CAPS 2019-22.
- b) Monica asked the final reimbursement from NOHFC for Kim Hamilton (\$9,288.00 payment received on May 01st) and will ask the final reimbursement for James Donovan on May 22nd.
- c) Bev Christie-Froud is writing grants 201920. The grant goals this incoming year are expansion of education and training, expansion of volunteer recruitment, and if possible, new database and conference call technology. We received the acknowledgement of the first NOHFC grant to the Bereavement position.
- d) The MOHLTC confirmed concession of the \$2 million-dollar contract to the Consortium of St. Elizabeth Foundation-HPCO-Hospice Toronto-Alzheimer Ontario>NNPCN. Monica was contacted beginning of February to have content written to the Project up to March 31st, 2019. Instead of the \$65,000.00 requested, the Consortium proposed \$12.100 from April 1st, 2019 on. Monica asked for an Agreement and an extension to the deadline. Agreement is now signed with an

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extension of one year. NNPCN received the payment for the first part of content production (\$700.00).

8.1.2) NE LHIN.

a) **Health Ontario.** The transition from the LHINS to Health Ontario Teams started. Monica attended the two first meetings summoned by Paul Heinrich, NBRHC CEO. As a result, NNPCN sent a self-assessment draft to OHT and Paul. NBRHC is spearheading the proposal of North Bay Health & Wellness OHT (with these Minutes) to be sent in for Ministry evaluation on May 15th.

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

Almaguin. For now, the members of Almaguin team are not meeting monthly but a few local clients are being seen by Fraser and local volunteers. Bev Beavis completed her training. Fraser and Bev have been seeing a few palliative care clients.

Sturgeon Falls. No meeting in April. May meeting happened on 05.13.19 morning. Progress being made RE: communication between satellite team and central office by email. Monica shared training about how to communicate new intakes, clients in waitlist, pairing up clients and volunteers (palliative care and bereavement), and more. The bereavement team in Sturgeon Falls accepted to give group sessions locally. Group sessions cannot be done anymore at l'Alliance anymore. Monica will help the team to make a partnership with WNGH or College Boreal and find a convenient place to conduct grief sessions in Sturgeon Falls. Monica requested them to send the contact of the right person to talk about an alliance between College Boreal and NNPCN. Rose will approach Cynthia regarding the use of the Board Room. The complete materials for Bereavement in French are print-ready, and the PowerPoints are done.

Mattawa. Cam led April meeting. Monica met with Pierre Noel, Amy and Tanya to continue the dialogue of gradually developing a closer collaboration. We have a few new applicants for Mattawa Region. Mattawa is right now trying to contain the flood in the downtown area. Monica is monitoring the situation with Cam and our volunteers are so far safe.

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. The Sisters of St. Joseph generously kept the lease for 2018-19 at the same rates of 2017-18. St. Josie, Lisa (Motherhouse IT Department), Bev Christie-Froud (NNPCN Grants) and Monica in dialogue about a grant to get Conference Centre technology, and other alternative projects. Sr. Winnifred and Sr. Josie approved the request of a room with bed and wheelchair to offer Body Mechanics training session twice a year, in Spring and Fall.

c) **IAHPC.** NNPCN is now a member of the International Association for Hospice and Palliative Care (IAHPC). Some of the offered benefits are:

- monthly newsletters

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- information on scholarships and invitations to participate in global projects as well as advocacy opportunities.
 - access to the CINAHL database with unlimited on-line access / downloads of full text articles from leading palliative care journals and many more.
 - eligibility to participate in the:
 - traveling fellowship program for teaching and
 - traveling scholarship program to continuing your education;
 - support & participate in IAHP's global aims:
 - participating in advocacy campaigns with WHO, INCB and other UN organizations, for the recognition of palliative care and pain treatment as a component of the right to health and its inclusion in international and national health care policies and documents
 - implementing in countries an Essential Package for Palliative Care as recommended by the Lancet Commission on Global Access to Palliative Care and Pain Control
 - participating in global research projects
 - access to the IAHP's website with resources;
 - IAHP monthly e-newsletters with updates on palliative care advances around the world;
 - ability to nominate candidates to our Board.
- d) **Cassellholme**. Everything is going well.
- e) **Water's Edge**. Collaboration Agreement practical aspects proceed slowly due to lack of capacity on both sides.

8.1.5) Representation at External Committees, NELHIN, HPCO.

- a) **EOL**. Monica sent regrets to April meeting but followed up with the minutes.
- b) **HPCO**. NNPCN in ongoing strong collaboration with HPCO. Monica is participating in: Bereavement Interest Group, Bereavement Standards Expert Panel, Coordinators of Volunteers Interest Group, Hospice Metrics, VHiG, Volunteer Management Expert Panel and Volunteer Standards iG.
- b.1) **Visiting Hospice, Metrics, Bereavement and Volunteer Standards Interest Groups**. Monica accepted being a member of the Volunteer Standards group.
- b.2) **QHPCCO**. Rick Firth, HPCO CEO, sent an update about Ontario Government reform of Health Care defending the position that Palliative Care doesn't need any extensive reform but continuity.
- b.3) **HPCO Conference**. Estella Pelkey was nominated to the June Callwood Award.

8.1.6) Palliative Education Committee. Item 8.1.2 of this report.

8.1.7) Placements

- a) **Ministry of Northern Development and Mines**. James Donovan ends his internship on May 22nd, 2019. Kim Hamilton started on November 1st, 2018 and received her 30-day notice on 03.19.19. Reimbursement of months worked was received on May 1st.
- b) **Laurentian University**. No students so far.
- c) **Canadore College**. Kyla Mehring completed her placement in April.

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d) **Nipissing University.** Social Work placement student Tessa Kennedy completed end of April. Lane MacDermid completed his Social Work placement end of April. The Experiential Learning Program ELP was completed on March 29th and NNPCN received a stipend for accepting two BA Psychology placement students for 5 weeks: Alison Hudyma and Cameron Haleshurst.

e) **CTS.** Candidate to new placement student Santana Hughes found another placement.

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

a) **NNPCN Newsletter.** Spring 2019 issue was sent to Volunteers.

b) **OTN and Zoom.** Zoom became the favoured tool for teleconferences. It is intuitive and user friendly, and integrates with Google Calendar. It is a straightforward platform and will allow NNPCN to schedule all our training and education activities by teleconference, besides face-to-face.

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 CTS placement students. Monica created NNPCN PayPal linked to our EBay page. Steps this month: still solving technical glitches with our emails and OneDrive, as we have more hands-on deck at the Office. We got a second telephone line for the Bereavement. Our router broke and our IT support Jeff Johnson replaced it and corrected a few other technical problems. As soon as we have funds, the ideal is to migrate to a business email system and to a different database. SUMAC, Inter-Rai and CRISP are some options; however, we are now waiting for the consolidation of the new super-agency and there may be delays.

8.1.10) **Fundraising, awareness and events.**

a) **Butterfly Release 2019.** Preparations started. Canadore placement student Kyla Mehning helped with permits and administrative tasks during her placement. Three Canada Summer Jobs being recruited this week. Two already hired. The Butterfly Release saw a turning point: it is not an internal event any more but a well-established community event. We celebrate the 10th Butterfly Release in 2019 and Monica proposes a joint effort to make it an even bigger event. Monica met with the Town Hall representatives to ask their support to develop bigger visibility to the event, since 30% of Butterfly Release donors are from the surrounding areas and the event attracts visitors to North Bay.

b) **Music Night North Bay 2019.** Great turn out this year. Marg O'Hagan phoned to say that procedures are a little over \$7,000.00, which is outstanding.

c) **Music Night Mattawa 2019.** Cam and Richard expect to have the Music Night down the road this year, probably in June, to give time for Cam to reorganize volunteer capacity.

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

8.2. 1) Training and Services

a) **Palliative Care.** We saw a noticeable increment of palliative care referrals in the last two months. Monica will devote 2019 to speed up the next strategic step that must be taken to respond to the growing needs: targeted marketing, expansion of operations in the areas of Volunteer Recruitment and Volunteer Engagement. We are resuming personal appeal phone calls, plus the appeal email, to engage more volunteers. Alison and Nadine are coordinating the training to 36 applicants that will hopefully add to our teams in the incoming couple of months. Training palliative care volunteers takes more time and is a bigger investment than training Bereavement facilitators. The current number of Palliative Care Volunteers in North Bay is 16, and we must push this number to at least double of it. We are receiving an average of 2 new referrals/week (an average of 96-100 clients/year), in contrast with our workload 4-5 years ago (an average of 18-20 clients/year).

b) **Bereavement.** Main Facilitators are Cathie Foisy (assessment and complex grief), Monica (complex, suicide and trauma grief clients), Marie Loewen, Laura Fisher, Carol Fleming, Morris Chaput (healthy grief to moderately complex clients). The new facilitators trained in Jan/Feb 2019 are finalizing their shadowing training to become active facilitators. Among active and trainee facilitators, we currently have 28 Bereavement facilitators in North Bay. This is more than the current number of Palliative Care Volunteers in North Bay (16), which proves that consistent recruitment and training can bring up the number of trained Volunteers.

c) **Volunteer.** Number of Volunteers are slowly expanding again. It takes time to get the palliative care volunteer to completion of training.

d) Extra Training and Workshops.

d.1) **Seniors Helping Seniors.** Lana Richardson and Monica presented "What is Palliative Care" in May and will present "Volunteers and Caregivers – information sharing and update about palliative care and MAiD."

e) **HPCO Online Training.** Going great. Alison and Nadine Jensen support the students via email while they complete the online piece and delivers one face-to-face workshop of revision every month at the Motherhouse, March to June, September to December.

f) **Palliative Care Interdisciplinary Education Committee.** The local Conference 2019 happened on February 27th. The presenter was snowed in at Los Angeles and could not attend personally. Monica is very grateful for the support given by our Director Scott Taylor, without whom it would have been impossible to bypass the technical needs of arranging a teleconference in 24 hours. Participants gave great evaluations of the conference. Monica met Karen Smith this week to wrap up yearend budget. The NE LHIN deposited the funds of fiscal year 2018-19 as a lumpsum to NNPCN account on March 1st, 2019. NNPCN reimbursed PHARA for the expenses they paid during 2018-19. From April 2019 on, the NE LHIN is depositing the funding for 2019-20 on a monthly rate.

9. Board Reports

9.01. **Treasurer's and Finance Committee Report.** Jenny will do our ARR 2018-19. She submitted the CAPS and there was a change in the functional centre due to the transfer of the PCES to NNPCN. The

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Data Maintenance Unit of the Ministry of Health & Long-Term Care sent the Fiscal Year 2019/2020 Data Submissions Timelines Memo. Jenny is checking with the CMHA if there are any significant changes.

9.02. Satellite Team Reports.

a) **West Nipissing.** Item 8.1.3 of Executive Report. Sturgeon Falls meetings happen on the second Monday of the month at 10:00 AM. Lana talked to France and she will mentor France to accept her first bereavement clients at the hospital. Lana is seeing a complex client in Cache Bay. There was no meeting in April, Rose is still not well. Meeting in May happened this morning.

b) **Mattawa.** Item 8.1.3 of Executive Report. Mattawa meetings happen on the first Tuesday of the month at 11:00 AM. Mattawa is now facing flood. Cam led the April Team Meeting and due to no quorum, the meeting was converted to Introduction and Information meeting. Richard Lebel will lead the Music Night. Mattawa Music night might be a little late this year, instead of May, it might happen in June. Linda Minor asked some time out from night shift. Cam will meet with Richard soon. Monica will follow up with the City Council asking their support to organize an awareness and recruitment community event with the goal of finding more volunteers in Mattawa. Linda Minor is confident she knows everything about Music Night.

c) **Almaguin.** Item 8.1.3 of Executive Report. Recurrence of monthly meetings in Almaguin to be confirmed by Fraser: he is reorganizing meeting schedule due to change of his personal schedule. Fraser had two palliative clients, and both passed away within the same week. Bev Beavis shadowed the client and that was good training for her. Fraser said that compared to same time last year Almaguin has been pretty quiet. Fraser will talk with the HCC-LHIN case manager.

d) **Hagar.** Item 8.1.3. of Executive Report.

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

10. Business Arising from Minutes

10.01 **MOHLTC Grant.** Item 8.1.1.d of Executive Report

10.02 **2018-19 placements and internships.** Item 8.1.7 of Executive Report

11. New Business.

11.01 Alison Wilkes back from Maternity Leave on April 15.

11.02 New placements 2019-20. Master's Degree placement student from Saskatchewan University Nusha Ramsoondar started her 12-week placement and proposes to is developing a needs assessment and Palliative Care Program for First Nations and Metis for NNPCN, in collaboration with local stakeholders.

11.03 Butterfly Release 2019. Background work is ready and campaign was launched on April 13th on our website and social media.

11.04 Monica shared the latest about the transition from the LHIN to OHT. She completed the self-assessment to NNPCN and reviewed the Self-Assessment draft of Near North Health & Wellness prospective OHT local group being organized by Paul Heinrich, NBRHC CEO (with these Minutes).

12. In Camera. None

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13. Information Sharing.

13.01. Monica said that she expects 2019-20 to be the second year of consolidation, after our rapid growth in 2016-18. Parallel to consolidation, we have growth with the Palliative Care Education Committee operations, mainly the organization of the local Palliative Care Conference. She counts on each Board Director to support the new Administration for a year of peaceful consolidation plus growth in NNPCN. She proposed to continue with the same theme for our joint efforts in 2019, 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, June 10th, 2019, 5 pm (Dining Room, supper), 6 PM (Conference AGM, McColgan Room).

16. Adjournment.

Adjournment called at 8:20 pm. Motion by Lana Blackborow.

Darren Renaud
Chair of the Board

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