

**SRCHC BOARD OF DIRECTORS' MEETING – MINUTES**

**Thursday, September 15, 2022**

**Present:** B. Bereket, M. Cheng S. Darling, A. Hamidian, E. Hill, R. Ho, A. Kajenthira, K. Nakhuda, J. Quito, R. Pradhan, M. Wilson (Chair), K. Yee  
**Staff:** J. Altenberg, J. Grgar (recorder), Z. Malik (recorder), S. Wiens  
**Guests:** L. Adnan, A. Burnett, M.A. Phillips, A. Ssawe  
**Regrets:** S. Darling

**1.0 Welcome, Conflict of Interest, Confidentiality, Code of Conduct**

The Chair welcomed all of the attendees and reminded participants to declare any conflicts of interest, and their responsibilities under the code of conduct and confidentiality agreements.

The Land Acknowledgement video played.

**1.1 Confirmation of Quorum and Approval of Agenda**

**MOTION TO APPROVE THE AGENDA**

**(1) K. YEE (2) K. NAKHUDA CARRIED**

**1.2 Consent Agenda**

**1.3 Governance Policy Reviews on Consent Agenda**

**MOTION TO APPROVE GOVERNANCE POLICIES: 1.7 ADVOCACY, 1.7.1 ADVOCACY DECISION-MAKING TOOL, 2.8 BOARD ORIENTATION, 3.3 CHIEF EXECUTIVE OFFICER HIRING PROCESS, 4.1 EMERGENCY EXECUTIVE SUCCESSION, 4.12 ASSET PROTECTION, 5.1 APPENDIX I VOLUNTEER RIGHTS AND RESPONSIBILITES, 5.2 APPENDIX II CLIENT RIGHTS AND RESPONSIBILITES, 5.3 APPENDIX II STAFF RIGHTS AND RESPONSIBILITIES, 5.4 APPENDIX IV MEMBER RIGHTS AND RESPONSIBILITES**

**(1) A. HAMIDIAN (2) R. HO CARRIED**

**1.4 Monitoring Reports – Consent Agenda**

**MOTION TO APPROVE MONITORING REPORTS: 4.3 COMPLIANCE WITH LEGISLATION AND 4.12 OPERATING RESERVE FUND**

**(1) A. HAMIDIAN (2) R. HO CARRIED**



**1.8 Approve Minutes from the June 22, 2022 AGM**  
**MOTION TO ACCEPT THE DRAFT MINUTES FROM THE JUNE 22, 2022 AGM**

**(1) A. HAMIDIAN (2) R. HO CARRIED**

**1.9 Approve Minutes from the June 22, 2022 Post AGM**  
**MOTION TO APPROVE THE DRAFT MINUTES FROM THE JUNE 22, 2022 POST AGM**

**1.10 Approve Board Work Plan 2022-2023**  
**MOTION TO APPROVE BOARD WORK PLAN**

**(1) A. HAMIDIAN (2) R. HO CARRIED**

**1.11 Knowledge Exchange Report**

The report was included in the September board package for board review.

**2.0 Consent Agenda**  
**MOTION TO APPROVE CONSENT AGENDA**

**(1) A. HAMIDIAN (2) R. HO CARRIED**

**3.0 Annual Client Engagement Survey 2022 Report**

M.A. Phillips introduced summer youth L. Adnan & A. Burnett. The Summer Youth presented the results of the Client Engagement Survey 2022. 2020-2021 statistics were also presented to reflect the positive impact of client feedback from a wider demographic.

The Board appreciated the presentation and noted the approach to recruiting clients that are representative of a wider demographic, and overall positive comments. The Board discussed the deteriorating state of clients' mental, physical and spiritual wellbeing, the increased affordability crisis and increased isolation over the past couple of years. Access to food and shelter has also been hindered since the pandemic.

The CEO also acknowledged that additional outreach protocols helped reach people that would have been difficult before. Moving forward, SRCHC is establishing an organizational approach to how clients can make a complaint and have their voices heard.

**3.1 Board of Directors Governance Orientation – Fiduciary Responsibilities**  
**(item 12 on the draft agenda)**

The Chair reviewed Fiduciary Responsibilities for new and returning Board Directors. No questions were asked.

#### 4.0 CEO Communication and Counsel

**Action Item: Distribute the presentation deck from today’s meeting - 5-point plan introduced by OH (OHT All Partner Information Session with Anna Greenberg)**

The CEO highlighted items from the written report submitted to the Board and highlighted changes around pandemic response.

On-site working capacity is expected to stay consistently high, while having measures to accommodate staff for sick days accordingly.

OHT presented Data that helps contextualize Bill 7 *More Beds Better Care Act*. OH shared that the current COVID numbers have plateaued. This data emphasizes an incoming higher demand of hospital beds by the end of this year. S. Wiens spoke to the ongoing burnout experienced by staff, which further impacts SRCHC capacity to help clients.

Turnover stats will be presented to the Board in a subsequent meeting. Programs where we’ve seen the most turnover is overdose response. The CHC sector does not receive increases in cost of living, which presents us with organizational challenges.

Recently, SRCHC graduated its first group of peer leaders from the Hep C program since COVID. Most recently, SRCHC held a Memorial and a healing circle for International Overdose Day.

#### 5.0 Monitoring Reports outside of the consent agenda:

##### 4.12 Financial Condition

The VP Strategy & Systems reviewed Financial Condition Monitoring Report with the Board. The Board was informed that SRCHC has complied with all of the policies the board has set out from a financial perspective. The Board discussed the variances to budget year to date.

**MOTION TO APPROVE MONITORING REPORT 4.2 FINANCIAL CONDITION WITH NOTED VARIANCES**

**(1) A. HAMIDIAN**

**(2) R. HO**

**CARRIED**

#### 6.0 Governance Policy Reviews not in Consent Agenda

There were no governance policy reviews outside of the consent agenda.

#### 7.0 AGM Debrief and Survey Summary

The voting process and motions were cumbersome using Get Quorum this past year

#### 8.0 Review of Committees and Work Groups

The Chair gave an overview of Committees and Work Groups.

**Action Item: Provide Committee Work Group Preferences prior to October Board meeting**

**9.0 Standing Committees of the Board**

**a) Audit Committee**

Audit fees have increased by 30%. Since the membership has already approved this year's auditor, SRCHC will move forward with Deloitte for the next year; however SRCHC will go to tender for the 2023-2024 audit year

**b) CEO Performance Appraisal**

**MOTION TO APPROVE CEO PERFORMANCE APPRAISAL TERMS OF REFERENCE**

**(1) A. HAMIDIAN (2) K. YEE CARRIED**

**10. Work Groups and Alliance G2G**

**c) Accreditation Work Group – Terms of Reference**

The Chair & CEO gave a brief overview of the Accreditation process.

**MOTION TO APPROVE ACCREDITATION WORK GROUP TERMS OF REFERENCE**

**(1 ) K. YEE (2) A. KAJENTHIRA CARRIED**

**11. Community Feedback**

In addition to the two items reported in the board package, the Board discussed the positive impact of the Client Engagement Survey, on both clients and staff. S. Wiens touched upon SRCHC's effort to incorporate food into programming, so that clients are able to share meals in a community setting which has been noted by many clients as something missing in their lives since COVID

**13. Motions to Approve In Camera Minutes**

**MOTION TO APPROVE JUNE 16, 2022 IN CAMERA MINUTES**

**(1) R. HO (2) A. HAMIDIAN CARRIED**

**14. Meeting Feedback**

The CEO thanked all board members. The Board Directors expressed their appreciation of the presentation, and the work by the Leadership Team and staff to keep the meetings organized and productive.

**15. Motion to adjourn the meeting**

**MOTION TO ADJOURN SEPTEMBER 15, 2022 BOARD MEETING AT 8:24 PM**

**(1) A. HAMIDIAN**

**(2) K. NAKHUDA**

**CARRIED**



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**Mike Wilson, Chair**



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**Rebecca Ho, Secretary**