



**Minutes**

**Board of Directors Meeting**

**Date/Time:** December 22, 2021, 1:30-3:30 via Microsoft Teams

**Attendees:** Scott Semple Chair, Jennifer Foster, Emily Leslie, Dr. David Messenger, Brian Devlin, Pytor Hodgson  
Marie-Line Jobin, Betty Jo Dean, Carol Ravnaas

**Regrets:** Dr. Kim Morrison

**Guests:** Julie Lambert, Program Manager

Item	Topic	MRP/ACTION
1.	<p><b>Orientation to AMHS Education Case Management, Justice Services</b></p> <p>Julie Lambert, Program Manager, provided an overview of her AMHS portfolio. Information provided included case management, criminal justice, and support, the rural Mobile Crisis Response Team (MCRT), and outreach services provided by AMHS. Information regarding the self-isolation for homeless individuals and positive client stories were shared.</p>	
2.	<p><b>Welcome Declaration of Conflict of Interest</b></p> <p>S. Semple welcomed Board members to the meeting. No conflicts of interest were declared.</p>	
3.	<p><b>Consent Agenda Items</b></p> <p>a) <b>Approval of the Agenda</b> b) <b>Minutes of November 24, 2021</b></p> <p><b>Moved by Dr. Messenger, seconded by M. Jobin</b> <b>MOTION: That the Consent Agenda items of December 22, 2021, be approved</b> <b>Carried</b></p>	
4.	<p><b>New Board Policies</b></p> <p>a) <b>Feedback – Compliments and Complaints</b></p> <p>While the agency maintains an operational policy that outlines processes for feedback, there may be a need for feedback to be referred to the Board of Directors. The Feedback – Compliments and Complaints policy outlines the Board’s commitment to receiving and responding to feedback. Compliments and complaints will be documented in the Risk Reporting System and a report including all risk items will be provided regularly to the Board.</p>	

Item	Topic	MRP/ACTION
	<p>A recent complaint regarding clients at AMHS properties has provided AMHS a chance to make improvements in processes in dealing with such complaints which include:</p> <ul style="list-style-type: none"> <li>▪ The police have been provided a list of AMHS properties and are encouraged to contact the agency when they receive a complaint.</li> <li>▪ The AMHS Property Operations Manager (who is the agency landlord) will carry copies of the complaint form to be available as needed</li> <li>▪ A review of the Agency Website to ensure feedback forms are easily accessible</li> <li>▪ AMHS is investigating having a neutral 3<sup>rd</sup> party to act as a liaison officer.</li> </ul> <p>P. Hodgson suggested looking at a parallel process around community building and engagement where the agency has properties that could build good relationships with neighbours.</p> <p><b>b) Conflict of Interest</b> This Conflict of Interest Policy applies to all directors, including ex officio directors. Directors will ensure that their actions and behaviours are in compliance with the By-laws of the Corporation and disclosure of any conflict of interest is made as soon as it is known in accordance with Article 6.10, Disclosure of Interest.</p> <p><b>Moved by Dr. Messenger, seconded by J. Foster</b> <b>Motion: That the Feedback – Compliments and Complaint and the Conflict of interest Policies be approved.</b> <b>Carried</b></p>	<p>Conflict of Interest Policy needs to be formatted</p>
5.	<p><b>Work plan for 2022</b> B. Dean and C. Ravnaas introduced a draft Board work plan for 2022, seeking Board discussion and input. The background, current status, and possible items for the work plan were discussed including adding risk reporting. The December 28, 2022, meeting date will be rescheduled.</p> <p>Discussion ensued regarding review of the Board Membership and succession planning. Timing of reaffirming or appointing AMHS Board members may not align with cross-appointments from other agency Boards. AMHS Bylaws are important in the context of the makeup of the Board.</p>	<p>Provide a new December Board meeting date</p> <p>Dates to be updated on the work plan.</p> <p>Board to consider engaging a corporate lawyer to</p>

Item	Topic	MRP/ACTION
	<p>The Not for Profit Corporations Act provides 3 years for the agency to be in compliance with new changes. B. Dean suggested the Board consider engaging a corporate lawyer to support the agency being in compliance with the Act and any changes to the AMHS Bylaws regarding the structure of the AMHS Board.</p> <p>More discussion is required around succession planning. Discuss at another meeting or a subcommittee could be formed to review this item.</p> <p>A policy review schedule could be added to the work plan.</p> <p><b>Moved by J. Foster, seconded by E. Leslie</b>  <b>Motion: That the Work Plan 2022 be approved.</b>  <b>Carried</b></p>	<p>support compliance with Not For Profit Act and potential changes to the Bylaws regarding structure of the Board</p> <p>Bring forward succession planning to a future meeting or convene a committee</p>
6.	<p><b>Board to Board:</b></p> <ul style="list-style-type: none"> <li>- <b>Update on activities</b>  S. Semple, B. Dean, and C. Ravnaas attended the Kingston Community Health Centre (KCHC) Board of Directors meeting and presented an overview of AMHS. KCHC will attend a future AMHS Board meeting to present information about their agency.</li> </ul> <p>S. Semple has also met with Board Chairs from Kingston Health Sciences Centre and Providence Care.</p>	
7.	<p><b>Joint Executive Directors' Report</b></p> <p>B. Dean and C. Ravnaas provided an overview of their Joint Executive Directors' Report which included information on planning and activity updates as well as work on the Culture, Values, and Engagement Project. Board members were informed of the current financial status, service statistics, and current risks.</p> <p>A discussion was held on AMHS vaccination status which currently follows MoH Directive 6. Board members shared their support for a full vaccination policy.</p>	
8.	<p><b>Other/New Business</b></p> <ul style="list-style-type: none"> <li>a)</li> <li>b)</li> </ul>	
9.	<p><b>Round Table</b></p>	

Item	Topic	MRP/ACTION
10.	<b>Adjournment &amp; Holiday Greetings</b> <b>MOTION for adjournment</b> <b>On a motion by B. Devlin, seconded by J. Foster, the meeting was adjourned.</b>	
11.	<b>Date of Next Meeting</b> <b>January 26, 2022</b> <b>Work Items:</b> <b>CFAC Update</b>	

Board Portal: <https://board.amhs-kfla.ca/wp-login.php>

Chair: Scott Semple

Vice-Chair: Jennifer Foster

Secretary: Emily Leslie

Treasurer: Dr. David Messenger