



# FIREFLY

## BOARD OF DIRECTORS MINUTES

September 27, 2019

*Red Lake*

PRESENT: Debbie Larson Caroline Collins Michelle Simone  
Kim Vares Julianne Jollymore Carlynn Bell

TELECONFERENCE: Chris Bonner-Vickers Jennifer Esterreicher

REGRETS: Peter Harland

STAFF: Karen Ingebrigtson Bruce Meisner Tammy Hanstead

TELECONFERENCE: Ashley Hoffmeister

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Ms. Debbie Larson called the meeting to order at 7:04 p.m.

### EVALUATOR SELECTION

Ms. Vares offered to evaluate the meeting.

### REVIEW OF AGENDA

The agenda was accepted with additions.

### DECLARATION OF CONFLICT OF INTEREST

No conflict of interest was declared.

### APPROVAL OF CONSENT AGENDA

MOTION #1 Moved by Carlynn Bell  
Seconded by Caroline Collins  
That the consent agenda of June 14, 2019 be approved.  
CARRIED

### BUSINESS ARISING

#### *Privacy Update*

Ms. Hoffmeister shared that in June, all FIREFLY staff attended Privacy training with our Privacy lawyer, Kate Dewhirst. Ms. Dewhirst engaged staff through sharing scenarios. A FIREFLY Privacy Champion Committee has been formed. All members have received additional training, enabling them to answer peer's questions and link staff to FIREFLY's Privacy Officer when encountering more complex situations. Our first Privacy campaign, the Life Saver Campaign kicked off October 1<sup>st</sup> until December 31<sup>st</sup>. This campaign encourages staff to lock their computer when they walk away from their desk. Privacy Champions have sticky notes and life saver candy to share with staff to promote this campaign.

*Discussion re: Karen Stalus MOHLTC presentation*

Ms. Ingebrigtsen shared that Ms. Karen Stalus is a program supervisor with the Ministry of Health. Ms. Stalus is a resident of Kenora, so she is more accessible for in-person meetings and holds local knowledge. It was pointed out that she made very positive and supportive comments about our Board Meeting and processes.

CEO and LEAD AGENCY REPORT

**CEO Report**

Ms. Ingebrigtsen referred to the two documents that were included in the Board package. These documents offer background on the government's approach with respect to Ontario health teams.

1. Ontario Health Team Handbook for Boards
2. Collaborative Governance for Ontario Health Teams

Ms. Ingebrigtsen shared that in our Region, there are two applicants for Ontario Health Teams.

1. North West LHIN
2. All Nations Health Partners (ANHP). This submission was selected to move forward to full application.

ANHP group has been meeting for three years. Early projects were focused on physician recruitment and securing support from the Ministry of Health to support initial planning. FIREFLY has been involved with ANHP for the past two years. The application is due in early October. Priority areas identified:

- Pathway for Mental Health
- Access to Primary Care
- Emergency Departments
- Homelessness
- Homecare program
- Youth
- Crisis Services

Ms. Ingebrigtsen shared that all partners must have Board Chair signature to move forward. The Board agreed that Ms. Larson would sign the document.

MOTION #2      Moved by Julianne Jollymore  
                          Seconded by Carlyne Bell  
                          That Debbie Larson, FIREFLY Board of Directors Chair sign Membership Approval on the All Nations Health Partners Ontario Health Team Full Application.  
                          CARRIED

*Youth and Family Engagement*

Ms. Ingebrigtsen shared that there will be a local Advisory group for the Family Engagement Pilot Project. Ms. Ingebrigtsen asked if there are Board members interested in joining the Advisory committee.

Ms. Hoffmeister shared that she attended the kick off for the Engagement Pilot Project in Ottawa. Training will begin the week of November 18<sup>th</sup>, travelling to communities in our Region. The time commitment will be about 10 hours, between November and March. The Advisory committee will cover

a broad range of representation across the agency; Board members, administrative assistants, human resources, finance, as well as front line and leadership members. Ms. Larson and Ms. Vares volunteered to participate. Ms. Jollymore is interested and will advise on review her schedule.

#### *Roundhouse*

Ms. Ingebrigtsen shared that we are currently behind schedule, due to building changes requiring oversight approval.

#### *LEADS Program*

Ms. Ingebrigtsen shared that FIREFLY will participate in the LEADS program. Ms. Hoffmeister, Ms. Gaudet and Ms. Marquis will attend LEADS training in Thunder Bay next week. FIREFLY has entered into partnership with Lake of the Woods District Hospital. The Hospital will cover a portion of the cost, in return for our staff to offer LEADS training support for LWDH and FIREFLY.

#### **LEAD Agency Report**

Ms. Ingebrigtsen shared that there have been many meetings with the Ministry. Crisis Services is a Lead Agency priority. As Lead agency, FIREFLY has been partnering with Red Lake/Ear Falls, Dryden and Kenora to plan and implement new crisis services models with consideration of a life span approach. FIREFLY is currently co-facilitating Kenora area crisis services planning with Kenora Chiefs Advisory. A question and answer period followed.

MOTION #3      Moved by Michelle Simone  
                          Seconded by Carlyne Bell  
                          That the September 2019 Lead Agency Report and September 2019 CEO Report be  
                          accepted as presented.  
                          CARRIED

#### FINANCE

Mr. Meisner reviewed the draft financial statements ending August 31, 2019. The Board did not have the opportunity to review financial statements ending July 31, 2019. It was recommended by the Fiscal Advisory Committee that the statements be accepted recognizing that the July finances will be embedded in the August Statements. A question and answer period followed.

MOTION #4      Moved by Caroline Collins  
                          Seconded by Julianne Jollymore  
                          That the financial statements for the period ending August 31, 2019 be accepted as  
                          presented.  
                          CARRIED

#### SERVICE REPORT

Ms. Ingebrigtsen reviewed the August 2019 Service report with the Board, highlighting the SNAP program. The SNAP program is celebrating their success this Monday, September 30<sup>th</sup> by inviting Stakeholders, staff and family to join the “SNAP Data Party” at the Minis Hall. A question and answer period followed.

MOTION # 5 Moved by Kim Vares  
Seconded by Chris Bonner-Vickers  
That the August 2019 Service Report be accepted as presented.

CARRIED

#### QUALITY OF CARE

Ms. Hoffmeister shared an update on the status of the seven LEAN projects with the Board.

1. Workload vs. Caseload

This massive project has been broken down into phases. The first phase is time entry, asking staff to track their time. A time entry manual will be created for all staff. The final step of this project will be time entry training for staff.

2. Onboarding

This Onboarding project ensures that new staff have everything necessary for their first day of work. The new BambooHR system can track the items through a checklist. The next step is to put this system in place.

3. Intake Phase 2

This project tracks the length of time from the time dispositioned to service, to the client's first appointment with the goal of reducing the number of days. The team is collecting and analysing data from EMHware.

4. Intake Phase 1

This project reduces the number of days waiting for service. A triage worker has been added, which reduces wait time. The team is working on a communication plan.

5. Purchase Requisitions

This project will reduce the amount of time to process a purchase requisition from two business days to one business day. A new purchase requisition form was created with data pieces that run in the background. The next step is to launch and monitor the new process.

6. Report Writing

This project will allow report writing to be completed in a timely manner. Report templates have been revised. Staff will be supported in the new process.

7. No Shows

This project will reduce the cost of no shows. A report has been created in EMHware to capture data. The team is creating an attendance policy.

Ms. Hoffmeister shared that the projects will be completed by October 30<sup>th</sup>.

#### STRATEGIC PLAN

Ms. Ingebrigtson presented a Strategic Plan Doodle video created by Jennifer Marquis to the Board. A question and answer period followed.

#### COMMITTEE UPDATES

##### *Fiscal Advisory*

The Fiscal Advisory Committee minutes of June 14, 2019 were reviewed by the Board of Directors.

##### *Governance and Quality*

The Governance and Quality Committee minutes of 14, 2019 were reviewed by the Board of Directors.

#### CORRESPONDENCE/READING

- ANHP – Ontario Health Team
- Hometown Heroes
- CMHO Meeting

#### NEW BUSINESS

##### *MOH Organization Announcement of Sept 16, 2019*

Ms. Ingebrigtsen shared an update.

##### *Board Evaluation*

Ms. Larson shared that in the past evaluations were completed over the telephone with the Chair. Ms. Vares has shared an evaluation document with Ms. Larson. The Governance and Quality Committee will review the document at the next meeting in October and the committee will make a recommendation with how to proceed with evaluations.

##### *Report from CMHO Provincial Vision and Action Session September 23*

Ms. Ingebrigtsen shared an update from the CMHO conference. This meeting was both the AGM of Children's Mental Health Ontario as well as a session that focused on updates on changes in the health system, CMHO strategies in elevating the needs of child and youth mental health service needs with upcoming government budget plans and a consultation with members to seek feedback on proposed strategic priorities for CMHO. CMHO was encouraged to place an emphasis on advocacy for child and youth mental health services.

##### *Board Member Resignation*

Ms. Larson read a letter and shared that FIREFLY Board of Directors member Terri Sirman resigned from the Board effective September 4, 2019.

##### *Mendicant*

Ms. Ingebrigtsen shared an update with the Board. Mendicant will prepare a risk analysis for FIREFLY. Ms. Ingebrigtsen asked for Board support for a presentation by Mendicant at the Board meeting on October 25<sup>th</sup>. Agreed.

##### *Surface Pro Training*

Ms. Hoffmeister will provide Surface Pro training to Board members at the Board meeting on October 25<sup>th</sup>. Ms. Hoffmeister asked Board members to bring their Surface Pros with them to the meeting. A Skype practice meeting will be arranged before the first Skype meeting in December.

#### IN CAMERA

Motion #6      Moved by Kim Vares  
                    Seconded by Michelle Simone  
                    That the Board moves to in-camera at 8:52 p.m.  
                    CARRIED

EVALUATION

Ms. Vares provided an evaluation of the meeting. Ms. Vares appreciated the journey the Strategic Plan Doodle video provided to the Board, noting that there were opportunities for Board member involvement.

NEXT MEETING

October 25, 2019 in Dryden

ADJOURNMENT

Having no further business, the Chairperson accepted a motion to adjourn at 9:07 p.m.



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Tammy Hanstead  
Recorder

October 17, 2019

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Date



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Debbie Larson  
Chairperson

October 17, 2019

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Date