



HALIBURTON HIGHLANDS HEALTH SERVICES (HHHS)
MINUTES

REGULAR OPEN MEETING of the BOARD OF DIRECTORS
Thursday, April 24, 2025 / 2:00 pm / HHHS Boardroom - Minden

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| Members: | Irene Odell, Board Chair* Diana McNiven, Director* Kurtis Bishop, Director* Clifford Ottaway, Director* John Herald, Director* Jennifer Dailloux, Director* | Mark Bell, Director* Connie Phillipson, Director* Don Pierson, Director* Charlotte Snider, Director* Michael Tambosso, Director* Al Aubry, Director* Sharon Kaasalainen, Director* |
| Ex-Officio: | Veronica Nelson, CEO Dr. Keith Hay, Chief of Staff | Jen Burns West, CNE & VP |
| Regrets: | Dr. Norm Bottum | Liz Danielson, Director |
| Guest: | Ulvi iskhagi-Bayat, CFO | |
| Staff | Michel Henry, EA, Recorder | |
| Resources: | | |
| *counts toward quorum | | |

1. **CALL TO ORDER**

Irene Odell, Chair, called the (Open) meeting to order at 2:00 pm.

1.1 **Quorum** – Quorum was confirmed.

1.2 **Approval of Agenda** – The agenda was reviewed and there were no changes.

MOTION: *THAT the agenda be approved as circulated.*

Kurtis Bishop/Diana McNiven, **CARRIED.**

1.3 **Declarations of Conflict of Interest** – None declared.

2. **CONSENT AGENDA**

Items identified as part of the consent agenda were pre-circulated and the related motions were presented as follows:

1. **MOTION:** That the draft minutes of the (Open) Board of Directors meeting of March 27, 2025 be approved.

2. **MOTION:** That the Board of Directors receives the Highland Wood Residents Council meeting minutes of April 10, 2025.

Thereafter, there was a

MOTION: THAT the Board of Directors approves motions 1 through 2 on the (Open) Consent Agenda for April 24, 2025.

John Herald/Cliff Ottaway, **CARRIED.**

In response to an item from the Board meeting in March, Jen Dailloux reported she would continue looking into Diversity, Equity and Inclusion data for Haliburton County.

3. **BOARD BUSINESS – QUALITY, GOVERNANCE & PLANNING COMMITTEE**

3.1 No meeting held.

4. **BOARD BUSINESS – FINANCE, RESOURCES & AUDIT COMMITTEE**

4.1 No meeting held.

5. **BOARD BUSINESS – EXECUTIVE COMMITTEE**

5.1 No meeting held.

6. **REPORTS**

6.1 Report of the Chief of Staff

Dr. Hay informed the Board that he had attended a meeting of the KLH-OHT (Kawartha Lakes Haliburton-Ontario Health Team) in response to the call of the Provincial Primary Care Action Team. The postal code KOM was selected as a targeted region, with 7,000 unattached patients in this area. The deadline for submitting a proposal is May 2nd with a 6-month timeline for implementation. Dr. Hay explained how the Renfrew County primary care example works, and its efficiencies. Dr. Hay also reported on recruitment in the County with one physician waiting on his license to come to Haliburton, and 3 others interested in exploring opportunities in Haliburton County, all primary care physicians.

MOTION: THAT the Board of Directors receives the Report of the Chief of Staff.

Sharon Kaasalainen/Mark Bell, **CARRIED.**

6.2 Report of the Chief Executive Officer

In addition to her written report, the CEO reported that the annual staff survey had closed. Early results had shown significant improvement since the last 2023 survey, with lots of written feedback. A meeting with Minden Hills planning officials had taken place and the plan to expand parking spaces with another 28-32 spots along with our re-zoning application was reviewed. The Small Rural Northern Hospital CEO meeting was scheduled to meet next week at the Ontario Hospital Association (OHA) Summit. It was reported that the Temporary Locum Program for emergency physician funding had ended March 31st, however, the Rural Emergency Medicine Coverage Investment Fund would be rolled out retroactive to April 1st noting no details had been provided. The refreshed strategic plan was being rolled out on Monday, May 5th, delayed due to the ice storm and Code Grey event.

Following an opportunity for discussion, there was a

MOTION: THAT the Board of Directors receives the Report of the President & CEO

Kurtis Bishop/ Diana McNiven, **CARRIED.**

7. **OTHER BUSINESS**

7.1 2024-2025 Chief of Staff Goals & Objectives Q4

Dr. Keith Hay reviewed his goals and objectives submitted for Q4. CMaRS physician credentialing software had been implemented, which he noted was one of his goals from 2019, and the system was working very well. Dr. Hay also reported on the physician welcoming package. He expressed his thanks to the Board and staff for their support over the past year.

Following discussion, there was a

MOTION: *THAT the Board of Directors receives the Q4 Goals and Objectives of the Chief of Staff.*

Cliff Ottaway/John Herald, **CARRIED**

7.2 2024-2025 Chief Executive Officer Goals and Objectives Q4

CEO Nelson reviewed her goals and objectives, updating the Board on ENHANCE Ontario, and explained how its Board and tier groups worked. CEO Nelson thanked the Board and her team for the support in such a successful year. It was requested that the item regarding personal development on the CEO's report be discussed in the closed session.

Following an opportunity for discussion, there was a

MOTION: *THAT the Board of Directors receives the Q4 Goals and Objectives of the Chief Executive Officer.*

Mark Bell/Diana McNiven, **CARRIED.**

7.3 2024-2025 Q4 Corporate Goals and Objectives

The Board reviewed the corporate goals and objectives for Q4 noting that the employee survey results had improved significantly compared to the survey done during the 2023 Accreditation survey up from 28% to 75%.

MOTION: *THAT the Board of Directors receives the Q4 Corporate Goals and Objectives, and that the Board congratulates the CEO and team on the excellent results.*

Sharon Kaasalainen/Al Aubry, **CARRIED.**

7.4 Green Care Farm Report

CEO Nelson provided the Board with a presentation regarding a recent trip to the Netherlands to study their approach to long-term care. She expressed her gratitude on behalf of HHHS to McMaster University on being included in this study. It was noted that the philosophy of long-term care in the Netherlands was helping individuals suffering from dementia to live as normally as possible. It was reported that there was no legislation on these 'farms', there was very little to no waitlist, and 'day-care' was provided 7 days per week. Their focus was on getting people out of the home for activities and then going 'home' in the evening which resulted in better sleep and disposition. Pictures of the homes were shown, and their attitudes towards long-term care were described, noting that the staff were described as coaches rather than caregivers. Some ideas that HHHS could implement now or in the future were discussed,

as well as the cultural differences of the two countries.

7.5 Next Meeting Date: May 29, 2025 in the **Haliburton** Boardroom.

8 FOR INFORMATION

8.1 Accessibility for Ontarians with Disabilities Act (AODA) Compliance – Following a detailed desk audit, HHHS received a certificate of compliance.

8.2 BLG: How Responsible AI Adoption Can Drive Innovation and Productivity.

8.3 Long-Term Care Homes Cultural Pilot.

8.4 Report from Minden Health Care Auxiliary.

8.5 Work Plan.

9 MOTION TO ADJOURN THE OPEN MEETING & MOVE INTO THE CLOSED MEETING

On a motion by Mark Bell, the open meeting adjourned and following a brief break, the closed portion of the meeting would commence.

Chair

Date