



**2023/2024
Board of Directors**

**MINUTES
Monday, February 5, 2024
5:30 p.m.
Conference Room #1 - The Dunn Building
440 Elgin St., Brantford**

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Core Gift Statement

"Our signature Core Gift is improving lives.

We do it through having integrity, being forward thinking, having fiscal responsibility and by being engaged and doing more!"

In attendance:

Daniel Custodio, President
Cristin Ladner, Secretary/Executive Director
Stefennie Jagt, Director

Lonnie Johnson, Vice-President
Marylou Chatland, Director
Tim Papez, Director

Tricia Klunder, Treasurer
Greg Hall, Director (on Zoom)
Duncan Ross, Director

Administration:

Wendy Matthews, Administrative Assistant, Recording

Guests – Potential Members:

Jim McAlpine and Matthew Marriott

PRESENTATIONS:

1. **Harm Reduction** – Presented by: Saedie Martino, Program Assistant on the Individualized Funding/Pathways Team, and Karah Plante, Temporary Support Worker on the Pathways Team. ***A copy of their presentation is attached.***
The Board was very appreciative of receiving this presentation and thanked Saedie and Karah for the important roles they carry out on their teams to support the lives of the people in this program. They left the meeting.

2. **Insurance Presentation and Q&A** - Presented by: Scott Murray, our Account Manager with Cowan Insurance Group, and Kathryn Dubicki, Senior Director.

Highlights of the presentation were:

- CLBrant's insurance coverage is through Intact Public Entities (IPE) – with Cowan Insurance Group as our Broker. Scott is our Account Manager at Cowan's.
- The industry has seen some significant increases, and although still in a hard market, there has been some softening noted.
- Some IPE renewals have been flatter, but tough for the non-profit sector.
- Property Line: This is where we will not see it quite flat or at a 5% increase due to increased water claims. Scott recommends that the agency review ways to avoid potential future water claims – as our buildings are aging, we should investigate where incidents might occur. CLBrant had some claims on property, such as burst pipes at the Dunn causing flooding, water leakage from a toilet in a group home, and air conditioner copper stolen from the roof of Head office. (All had to be replaced, but we have added additional preventative measures.)
- Cowan has gone to market on our account. Some of the carriers offer all-in-one packages, but some won't be able to present ours as IPE did for us, so they might have to break out to other carriers with the goal to keep premium costs down. Scott noted that there are some Community Living organizations who have successfully moved to Northbridge Insurance. They have been growing in Canada and taking an interest in the non-profit sector. They reached out to us for the opportunity this year. Their renewal process is more simplified than IPE.
- From a claims standpoint, IPE has been good to us over the years, and we don't want to leave; however, the newly submitted quotes will be reviewed by Scott's team, and if it makes sense, it might result in a recommendation to move the policy to Northbridge this year.
- Auto rates are still climbing on our personal autos and commercial vehicles.
- The timeline for our renewal is April 1st, so probably in the next couple of weeks we will see the new terms. Scott hopes it will be able to be presented for the Board's review at its March Board meeting.
- Concern with leaving IPE will be the loss of the abuse coverage we have. Cowan's abuse coverage was "hands down" the best. It was always what we looked at when we went to market - no one could come up to that level of coverage. This will be part of the review.

- Scott noted that Northbridge would be able to provide the whole coverage – they have the major lines we require. For auto coverage, there are a few more options for carriers out there. Scott said he hopes not to break out the coverage with too many companies, but if they can get coverage with 2 or 3 carriers compared to what we have now, they will look at that.
- Northbridge’s negotiations for renewals will be below 5%, which was promised to those who made the move. They have promised us more of a gradual and less dramatic increase.
- The Board’s Directors and Officers non- profit liability insurance is part of this coverage with IPE.

The Board was appreciative of receiving Scott and Kathryn’s information and look forward to receiving the renewal for review. Scott left the meeting.

3. **Update on our Strategic Plan, Asset-Based Community Development (ABCD), the Family and Caregiver Network and the Wrap-up of Belonging Brant** by Presenter, Sara Collyer, Director of Community Development and Support Services. ***A copy of her presentation is attached.***

Sara provided a report and an update on the status of the 3 Factors in our Strategic Plan, which were selected by our stakeholders during the week of Accreditation in 2020 and last reported on to the Board in November:

o **Factor 4: Community Connection** - Through our asset-based lens community encompasses place, people, culture, services and trust. We support members to connect to people and assets within the community and perform valid social roles in return. This ensures full citizenship for organization and individuals.

Sara also included a wrap-up report on Belonging Brant under this factor.

o **Factor 2: Person-Centred Planning** - Person-centred planning keeps the focus on each person as the key decision maker in their life. This life planning process is rooted in what is most important to the person and involves the person directly with their community, network of connections and close personal relationships in order to attain life goals and dreams.

o **Factor 5: Workforce** - A person-centred focus is built on an engagement cycle of learning about, listening to and responding to people. The ongoing learning process about personal priorities provides focus on diverse cultures and ideas of people we support, employees and overall community.

Our current 4-Year Accreditation period ends September 30, 2024, and we will be looking into a re-accreditation process with CQL for the next 4 years beginning later this fall. It is already in the planning stages. A new Strategic Plan is developed by all of our stakeholders during the week of accreditation.

The Board thanked Sara for her presentation, and she left the meeting.

- 1.0 **Call To Order**
Daniel Custodio, President, called the meeting to order 6:32 p.m.
- 1.1 **Recommendation No. 2023/2024 – 22: Person-Centred Excellence Strategic Plan Update**
Moved by: Tricia Klunder and Seconded by: Marylou Chatland that the Board approves the update report for the Person-Centered Excellence Strategic Plan as presented. Carried.
- 2.0 **Approval of Agenda**
Moved by: Tricia Klunder and Seconded by: Duncan Ross that the Board approve the agenda as circulated. Carried.
- 3.0 **Declaration of Conflict of Interest**
Based on the agenda, there were no declarations of conflict of interest.
- 4.0 **Approval of Minutes of Meeting held January 8, 2024**
Moved by: Marylou Chatland and Seconded by: Tim Papez that the minutes of the meeting held on January 8, 2024 , be approved as circulated. Carried.

ITEM	DISCUSSION/CONCLUSION	ACTION/RECOMMENDATION
5.0 Executive Director's Report	<p>Cristin Ladner's report was circulated with the agenda, and she provided additional comments to accompany her report.</p> <p>Provincial Campaign to appeal for 5% increase to ds agencies' base funding:</p> <ul style="list-style-type: none"> • Cristin provided an update on her meeting with MPP Will Bouma and his constituency assistant on January 30th. Mr. Bouma agreed with the cause and the lack of funding and noted he would contact MCCSS Minister Parsa to discuss. In follow-up to Mr. Bouma's call to Minister Parsa, Cristin reported that Minister Parsa indicated that he found our letter writing campaign to be aggressive and offensive and that we could have taken a lighter approach. Our agency's social media requests resulted in us being the second 	<p>Moved by Stefennie Jagt and Seconded by: Marylou Chatland that the Board accept the Executive Director's report as presented. Carried.</p>

	<p>largest group in the province in sending letters to both of our Minister and local MPP, which achieved in gaining their attention.</p> <ul style="list-style-type: none"> • Mr. Bouma requested that CLB join with other service agencies in the city to produce data for the provincial government to demonstrate how our services are reducing pressures in other services and to help fuel a larger plan going forward. The DS agencies in Brantford will be meeting at the end of February to discuss this future planning approach. Cristin will continue to keep the Board updated on this issue. • <i>The Legislative and Contractual Obligations and Compliance Report, Current Potential Risks to the agency, and Potential Future Risks to the Agency</i> were listed. • Monthly Governance Policy Update provided on G9.4 – Staff Compensation and Benefits 	
<p>6.0 Financial Report</p>	<p>Daniel noted that Kathryn’s report was posted and she was in attendance to present her report.</p> <p>The financial statements and summary for the period ended December 31, 2023, were distributed with the Ministry Operations deficit at \$231,451. Kathryn noted there has been continued improvement in the deficit in the past month.</p> <p>Daniel noted that at the January Board meeting, where Kathryn was not in attendance, the Board felt there was a lack of clarity as to how we would reach the balanced position at March 31st with the size of the deficit that was reported at the December meeting of \$422,919, and that there were difficult decisions that had to be made by the Board in the face of this amount.</p> <p>The Board inquired what strategies will the agency be putting in place moving forward to bring this to a balanced position at March 31, 2024. Kathryn noted that this deficit is about 1.5% our the overall Budget. The</p>	<p>Moved by: Lonnie Johnson and Seconded by: Tricia Klunder that the Board accept the Financial Report as presented. Carried.</p>

processes with the Ministry are if an agency ends the year in a deficit, that is carried forward, and if an agency ends the year in a surplus, those funds are required to be returned to the Ministry.

Strategies:

- We will continue to work within the Ministry guidelines, delaying expenses, and monitoring costs.
- One of the challenges that contributed to the deficit was staffing overtime costs. Staffing represents 80% of our costs. We continue to put increased effort into our hiring processes to get to a better level of staffing to help manage overtime. Staffing continues to be challenge across the community, but we have seen much success in the last 6 months.
- All vacant positions are being reviewed to determine any potential cost savings.
- These impacts will be seen in the January and 4th quarter statements.
- -CLBrant has coverage for its life insurance and disability coverage for the Group Benefit Program with Beneva. For 2024, Cowan was able to negotiate an overall reduction in the Beneva premium of 6% for our group insurance for an annual decrease of \$28,839.
- We made a submission to the Ministry for funding for the unexpected repairs and maintenance that we already paid for this year, and today we were notified that we received \$69,000 to help offset these costs.
- Over the next two months, we will monitor some discretionary expenses that can be delayed into next year, but if funds are available, they will be covered in March.
- EarlyOn received a 5% increase to their budget from the City, which will offset their salary increases from the newly negotiated Collective Agreement. A copy of their Annualized Budget for 2024 and the Capacity Budget for 2024 were posted with the financial report.
- We are monitoring the Passports/Individualized Funding program and are working with staff and Supervisors to ensure they are

capturing accurately all of the hours they spend supporting people to ensure we are getting the proper information in order to submit claims for funding.

- Kathryn noted we anticipate a balanced position at the end of March, and continue to be successful with this as we have been in the past.

Daniel asked Kathryn about her confidence level to achieve a balanced budget or not. Kathryn responded that based on our history she feels confident we can balance. However, our agency supports people and their futures are unknown. If those increased financial pressures arise, we would also work the Ministry around funding requests to assist.

CLBrant has worked hard in the last decade, during better financial times, to ensure we set aside reserves. At this point, we have a retained surplus of \$1.1M. Greg commented that over the previous years Kathryn has been doing a good job of ensuring sufficiency in our reserves.

The Board inquired if the agency acquires the 5 properties from the Foundation how would this effect the deficit. Cristin noted that we are still waiting to hear from their lawyer on the timeline. The properties have been appraised. There will be a cost of the land transfer tax. This cost will impact the Association Operations budget, and not the Ministry Operations budget. On the converse, there will be future savings as we will no longer have to pay the monthly rental cost of \$7,600 to the Foundation. We will have to work through the process of outstanding mortgages.

Kathryn noted the upcoming renewals for:

- Health and Dental Coverage through Greenshield - due in March.
- WSIB's new rate for 2024 – slightly up from 2023 - \$1.47/\$100 up from \$1.28/100. We had a substantial reduction in claims in 2023, which included some for COVID. We hope that our experience will produce a rebate this year.

	The Board thanked Kathryn for your presence and reporting tonight. Kathryn left the meeting.	
7.0 New Business		
7.1 Serious Occurrences reported to the Ministry in January	Cristin reported that there were 6 Serious Occurrences reported to the Ministry in January.	
	As our Guests, Matthew Marriott and Jim McAlpine, are still in the process of completing their applications and are not yet official members of the Board, they were not permitted to remain at the meeting for the In Camera session. They both left the meeting.	
8.0 In Camera		<p>Moved by: Stefennie Jagt and Seconded by: Tim Papez that the Board move In Camera at 7:15 p.m. Carried.</p> <p>Moved by: Marylou Chatland and Seconded by: Lonnie Johnson that the Board move Out of Camera at 8:20 p.m. Carried.</p> <p><u>RECOMMENDATION No. 2023/2024 – 23: Personnel Compensation</u></p> <p>Moved by: Daniel Custodio and Seconded by: Lonnie Johnson that the Board rise and report to the Committee of the whole that that the conversation and final recommendations made in camera around the compensation package presented be approved. Carried.</p>
9.0 Monthly Board Meeting Evaluation	This meeting's evaluation was completed by Tricia : On Track – 3 ; Participation – 4; Listening -4 ; Leadership –4 ; Decision Quality – 4; Candour -4 and Fun – 4 .	

10.0 Next Meeting	Monday, March 4 at 5:30 p.m. – Conference Room #1 – Dunn Building
11.0 Adjournment	There being no further business, it was Moved by: Tim Papez and Seconded by: Duncan Ross that the meeting be adjourned at 8:32p.m. Carried.

Daniel Custodio, President

Cristin Ladner, Secretary/Executive Director