

# Board Highlights



*Highlights from the regular meetings of Northwood's Board of Governors*

## **Board Members:**

Patrick Flinn, Chair  
Peter Wilde, Vice Chair  
Louise Cloutier  
Rhonda Church  
Doug Clarke  
Sandra Hennigar  
Susan Kirkland  
Sheldon Lipkus  
Ed McHugh  
David Morrison  
David Perrier  
Michael Sherar

## **Our Vision**

*People living life to the fullest, flourishing in a community of belonging, dignity and choice.*

## **Our Mission**

*As a leader in continuing care, we build meaningful relationships with our clients everyday and make a positive difference in the communities we serve.*

## **Our Core Values**

*People Come First  
Everyone Plays a Part  
We Promote Social Justice  
We are All Accountable  
We can Always Do Better*

## **Highlights from the Northwood Board of Governors, meeting held on Monday, September 8, 2014 at 5:00pm in the Penthouse, Edward L. Roach Centre for Living, Halifax.**

Patrick Flinn, Board Chair, welcomed members back after a summer break. He advised members that the next four months could be demanding. Issues facing the Board include:

- Financial sustainability of Home Support
- Ensuring the future of Adult Day
- Accreditation
- Planning for the Board Retreat
- Addressing the future of Northwood's land in Bedford

## **CEO Report**

Janet Simm provided an overview of the successes and challenges she has observed in her first 100 days as CEO of the Northwoodcare Group.

Ms. Simm highlighted the consistent, positive themes she found throughout the organization as well as the key challenges. Ms. Simm called on Northwood to be a leader.

Josie Ryan, Executive Director, In Care Living Program, provided a report on the bed bugs found in the retirement living area at our Halifax location. We are currently "bed bug free" and, while they remain a challenge for many landlords in Halifax, Northwood was able to deal with the issue by establishing a team under the direction of Environmental Services to oversee our response. General inspections continue to be carried out and a process is now in place to deal with future outbreaks.

Josie also reported on the success of our electronic Wound Care system which has reduced the amount of wounds and associated costs. Northwood's success has been recognized in the industry.

Michele Lowe, Executive Director, Northwood in the Community, spoke about the Assisted Living Program and the growing gap between what people can afford and what they need. Northwood's focus is an "affordable" program and is designed to provide access to basic needs i.e. meals and medications, at a more affordable price than currently offered in the market.

Michelle also discussed Home Support Cost Mitigations efforts and the Recruitment Initiative. The challenge is finding a balance between funding and recruitment.

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September 8, 2014

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Janet Simm noted that significant improvement has been made to address the Home Support cost structure by making changes to the staffing infrastructure. The goal is to cut costs while maximizing the skill sets of the people we have. We know this has created anxiety amongst staff and have a plan in place to report on our progress in the Fall.

The financial difficulties faced by the Adult Day Program were also discussed. Ongoing challenges around increased leasing costs, recent sick time issues, collective agreements and retro pays have led to a significant deficit for the current fiscal year. The Board agreed to maintain the program as currently structured by accessing surplus revenues from the Intouch program and proceeds from the 2014 Appetite for Life dinner. This program provides over 4,000 hours of dementia specialized respite care per month.

The Board also heard that ReBoom is setting up offices in Bedford to encourage more community engagement and Intouch is unveiling a GPS watch this Fall.

## **BOARD ADVISORY COMMITTEES**

### **Quality and Performance Committee**

Sandra Hennigar informed members that the Quality and Performance Committee met on August 25, 2014 to discuss the Accreditation Mock Survey which will help prepare the Board for Accreditation in February 2015. Recommendations are:

- i. Board members to review an education video in advance of the October Board meeting.
- ii. October Board education session to include:
  - Review of the new standards
  - Review yellow and red flags
  - 30 minutes of each Board meeting be dedicated to accreditation education

### **Executive Committee**

Patrick Flinn reported that the Executive Committee met on August 20, 2014. A draft agenda for an orientation program schedule for new members was reviewed. Members also looked at revisions to the Corporate Signing Officer Policy.

### **H.R. Committee**

Report was deferred.

### **Finance and Audit Committee**

Peter Wilde reported the Committee met on September 4. He welcomed Doug Clarke who will be taking over as Chair of the Finance and Audit Committee in the near future.

Members reviewed the pre-circulated financial reports for Northwood Homecare. Janet Simm reported that she recently met with Department of Health and Wellness staff to provide them with an overview of actions taken in Homecare to date.

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## **Foundation Board**

Janet Simm discussed the staffing structural changes that have taken place. The Foundation team now reports to Reinhard Jerabek. The Board recommended that John Bonnell, Chair of the Foundation Committee be invited to an upcoming Board meeting to make a presentation.

## **BOARD RETREAT**

Patrick Flinn informed Board members that a Board Retreat will take place at Ivany Place. The proposed dates are November 28 and 29, 2014. Carla Anglehart has been approached to facilitate the retreat.

## **NEXT MEETING**

Monday, October 6, 2014 at 5:00pm