

Official Minutes

Meeting: Open Meeting
Location: Wheat Country Special Needs Society, Vulcan
Date: April 23, 2009
Recorder: Leah Bruder

In Attendance:

PDD Board: Henry Heinen; Jo-Lee Godfrey; Joy Lawson; Leo VandenHeuvel; Lorne Abells; Sandy Annis; Syl Bellefeuille; Tom Hopkins;
PDD Staff: Leigh Bremner; Janet Rosentreter;
Community Partners: Darren Bennet, SASH & Service Provider Council;, Barbara Nish, Community Navigator Project; Quinselle Duce, Joy Donovan, WCSN Board Members, Alberta Locken; Mary Mullory, Shirley McIlwain; Shannon Thorpe, Board; Kevin Menin; .
Regrets: Judy Brown, SAIPA, Chris Rowley, SRSAN; Dani Hanna, Family Voices;

1. Call to Order

The Chair called the closed meeting to order at 9:36 a.m.

MOTION 09-16: that the meeting move in-camera

MSC Tom Hopkins, Leo VandenHeuvel

MOTION 09-17: that the meeting move out of the in-camera session.

MSC Henry Heinen, Jo-Lee Godfrey

The open meeting was called to order at 11:19 a.m.

2. Welcome and Introductions

The Chair thanked everyone for travelling in the wintry weather. Introductions were made. The Board provided an overview of the meeting format and invited attendees to participate and ask questions. The Board recently send letters to all Service Provider Boards requesting an opportunity to meeting with the board to provide an overview PDD South Boards role.

3. Engaging our Community

3.1. What does it mean to be as independent as possible?

Tom Hopkins lead the group in a facilitated discussion regarding what it means to be as independence as possible. The results of the facilitated sessions will be compiled and utilized in the Business Planning process.

4. What is happening outside the PDD Boardroom?

4.1. SODA Presentation

The SODA Group stands for speaking Out for the Disabled Actively. This year is SODA's 20th anniversary. The SODA Group is for anyone receiving services from Wheat Country. SODA meets monthly. The meetings are comprised of a General meeting, where information is shared and every member has a say. SODA members report on all of the different programs SODA is involved with. Following the General Meeting, the SODA Executive meetings and all of the motions and important decisions are made. The Executive is voted in by the general SODA Membership.

The oldest program is the Supported Employment Program. One member was placed at Mullin Trucking and has had that job for 20 years. SODA members continue to get jobs through the program. SODA owns and operates the "New to You" Thrift Shop which was 18 years ago. SODA has paid for every repair and upgrade done to the business and pays full taxes. The money from the Thrift Shop Business is managed by the SODA Executive. Some SODA accomplishments include:

- 18 years ago the first SODA member was placed at the Wheat Country Homes (one of the seniors housing units in the County of Vulcan). 15 years ago SODA supported the agency in getting the Glenn House through the Municipal Housing. However, 12 years ago the housing manager the Marquis Foundation gave notice of eviction to every SODA member living in the Wheat Country Homes at the time. SODA made a formal complaint to the Alberta Human Rights Commission. SODA's complaint was so successful that Alberta Municipal Housing made an exception to their policy and contracted with the agency to take over the management of the housing units. This is one example of SODA's strength has self advocates.
- 18 months ago SOADA was asked by the agency to fund the cost of running one whole apartment for staff to provide 24 hour support to the other 7 apartments at Wheat Country Homes.
- 12 years ago the SODA Group invested \$15,000 through a loan (at the request of the agency) to buy the Bottle Depot.
- 11 years ago the SODA Group put on their 1st SODA Players Dinner Theatre. This started as a literacy program. The participants prepare skits of all kinds to present at a big gala dinner for the community. This year's show is May 29th.
- 4 years ago SODA put a down payment of \$12, 5000 for the agency to purchase a house for 2 new SODA Members. SODA also gave a \$30,000 loan with interest to the Agency to build a Mini storage complex as a future fundraising venture.
- 3 years ago SODA supported the idea of starting a SODA Club a community program to support SODA members to get busy out in the community to do worth while projects. SODA supports the entire cost of the program.
- SODA has established the SODA Puppet Company that makes and performs puppet plays.
- SODA established a Literacy Program Called Reading to the Dogs. SODA members take dogs into the Elementary Schools and assists children in building their literacy skills by having the children read to the dog with SODA members assisting them.
- SODA Club volunteers once a month at the Long Term Care – they bring a program called Music Jeopardy. For 2 hours they volunteers provide music therapy and home made treats.
- Individual SODA members volunteer at the hospital, FCSS and they have a Media rep that puts articles in the paper.
- The SODA Group have policies in supporting its members in all SODA activities in assisting with the travel costs
- SODA subsidizes all SODA Group planned Camping trips and Vacations
- SODA has received national and international awards on advocacy
- SODA provides a place for the Bridge Club to meet weekly
- SODA works with Victim Relief Program/Health Units and FCSS to provide clothing and house wares to people in need.
- SODA Works with the Secret Santa Society in Calgary for Seniors
- SODA Partners with the Vulcan Fitness Club and the Kinettes Club on Community Projects.
- SODA has a presence in the community; everyone knows of or has heard of SODA.
- The new SODA theme is 20 years of putting people first.

Andrea Ingraham has been a member of SODA for 17 years. This program supports and encourages individuals to pursue their own unique gifts. Prior to SODA Andrea was in a 'typical' rehab program with no "platform" for an individual who had something to say. SODA is the oldest Self Advocacy Group in Alberta. Being a self advocate means being silent no more. This gift has lead to speaking on the groups behalf at various seminars and international conference. SODA helps individuals to be heard so that barriers can be dissolved.

Evan has been a SODA member for two months. Prior to moving to Vulcan, Evan moved from place to place now, he plans to stay with SODA. He helps out with Wheat Country he also works at the Bottle Depot and at the Thrift Store.

Quincelle Duce created SODA 20 years ago out of a University project. The goal was for SODA to be contributing to the community and not always "taking". Concept that SODA would have an identity separate in the community. SODA was identified in a Health Survey as a Service Club, the number one service club in the community. The age range for SODA is 18 and older and there are approximately 20 members.

The Chair thanked the presenters for the presentation and congratulated them on the successes and wishes them even greater success as they move forward.

4.2. Navigator Project (Barbara Nish)

The Community Navigator Project was part of the Achieving Better Outcomes Initiative and was funded through the provincial branch and piloted in the Calgary Region and in the South Region. The Project is slated to end May 31st. The purpose was to pilot a new way and new approach to achieving positive outcomes for individuals. This was done with two teams of navigators. The project used the community based navigators to assist individuals and families in finding natural resources and required supports. 56 families were contacted to participate and 40 participated ended up in the program. The individuals had to be most likely to be eligible for PDD funding or be receiving PDD funding. In most cases the response from community was amazing.

In Lethbridge the Navigator worked with 9 families in Medicine Hat the Navigator worked with 5 of them.

Success Story:

The Navigator worked with a couple who had been married for a few years and lived with one of their parents. The navigator took the time to get to know the wife, learn her dreams, goals and aspirations. One of her ultimate goals was to get a job, the navigator helped her develop her resume, prepped her on how to prepare for an interview and what to expect in the interview. The navigator did not participate in the interview. However, the navigator met with the potential employer prior to the interview to lay the ground work for the employer. At the end of the interview the individual was offered the job. This was the first job for the individual where she would get her own pay cheque. It was critical that the navigator meet with the employer and laid the ground work. The navigator facilitated the individual taking a food safety course and the navigator assisted the trainer on how to modify the course to make it understandable for the individual. The individual is now taking a course on customer service. The couple the navigator supported met another younger couple during a volunteer placement and they exchanged contact info. The couple joined a bowling league and were able, through the league, to raise money for a community fundraiser. The Navigator helped the couple join the bowling league. The husband has a volunteer job with the hospital and the head of the volunteer department is helping him try to find a job in the golfing community as he is an avid golfer.

The Navigators role was to:

- Be able to make natural connections
- Research where opportunities are
- Assist the individuals and families to develop the natural connections.

Families reported the Navigator project is a very worthwhile project to participate in as it has them thinking about what it means to be included in community. A final report will be developed for end of May.

PDD contracted with AACL to operate the project. There were 4 staff and 1 coordinator and an oversight committee. The project may have been too short, as it takes time to develop the rapport and trust with families to find the balance between paid and natural supports.

Is there anything in place for families once the project is completed? The Navigators have tried to connect families to the resources in the community. In essence the navigators have undergone significant exit planning.

The Chair thanked Barbara Nish for her presentation.

5. Review and Approval of Agenda

MOTION 09-18: that the agenda be approved

MSC Sandy Annis, Joy Lawson

6. Review and Approval of the Minutes of March 26, 2009

MOTION 09-19: that the minutes of March 26, 2009 be approved

MSC Leo VandenHeuvel, Henry Heinen

7. What is PDD doing in the South Region and across the Province?

7.1. Chairperson's Report:

The Chair paid tribute to Jo-Lee Godfrey and Syl Bellefeuille as long standing Board members. Jo-Lee has been a faithful Board member traveling great distances to attend meetings for 6 years. Jo-Lee has done a wonderful job and has been wonderful ambassador and personally engaged. Jo-Lee comes to the board with a unique awareness, empathy and understanding of the PDD world. The Chair thanked Jo-lee for all of her contributions and on behalf of the Board wished her the very best as she moves forward in her future roles.

Syl has given of himself for 10 years to this Board and has filled so many responsibilities, and led so many committees. Syl has been a mentor to many board members. Syl works in the family services sector and brings a unique perspective to the Board. Syl has served on all Board committees and if you are looking for someone to do a job you can count of Syl. On behalf of the Board, the Chair expressed appreciation of Syl's diligence, commitment, loyalty and guidance.

Board is in the process of filling three vacancies and requested volunteers for the Board Orientation Committee. Tom Hopkins and Joy Lawson volunteered with Tom to be Committee Chair. The new Board members will most likely start towards the end of May or early June.

The Chair asked the Board to mark their calendars as the next Governance Symposium is scheduled for October 7 and 8th.

Meeting with Service Provider Council

The Chair and CEO met with the Service Provider Council and had the opportunity to talk about the Role of the Board and responded to questions. The Chair and CEO appreciated the opportunity to meet with the Service Provider Council.

ACDS Conference

The conference was very well done with a lot of excellent presentations. A presenter from Minnesota provided practical tips on how to naturally connect individuals to the community. For example an individual loved to dance or photography, it make sense that those will common interests would make the natural connections. The session provided frontline workers with practical tools and tips.

A second presentation on Community Partnerships given by two people from Williams Lake outlined how 5 organizations formed a cooperative (Community Living Association, Mental Health, Local Service Provider and Boys and Girls Club). The groups maintained their identity but shared a number

of resources. The members became aware that their individual budgets were going to be cut and recognized a need for change. The Cooperative shares accounting, training and education, staff, bulk purchasing, etc. They shared how it worked and the cooperative nature of the relationships.

Council of Chairs

Action Plans are being developed for the Ministers 6 Priority Areas for Action. A considerable amount of work has been done and will be done over the next several months to move the initiatives forward. In addition to the 6 Action Plans a stakeholder engagement process is being developed to be presented to the Minister for Approval.

7.2. CEO Report:

ACDS Conference

There were some excellent sessions and it is always to connect with people. Impressed with one speaker who talked about leadership and that we have gift and skills and sometimes they are obvious and sometimes they need to be massaged and grown. Leadership has many different faces and approaches and the session was very enlightening.

Provincial Work

The bulk of the provincial work is around the Ministers 6 Priority Areas for Action. The Minister took an active role with becoming familiar with PDD and asked Boards to engage stakeholders in terms of innovation in the sector and to address staffing issues. The Minister toured the province, went down east and even to Boston to learn more about the disability service sector. Based on all of her information gathering she identified 6 priority areas for the PDD Program.

1. Eligibility Regulation
2. Mission and Core Businesses
3. Common Assessment
4. Family Managed Supports
5. Complex Needs
6. Efficiency and Effectiveness

The CEO is a co-lead on two of the priority areas. The majority of her time has been spent on priorities.

Building the Bridge to Change Celebration and Symposium

The Board hosted the Building the Bridge to Change Celebration March 26. The Chair identified the success throughout the region at a Board, PDD Staff, Service Provider, Family and Individual Level. There were approximately 60-70 people in attendance for the dinner. The Wheel of Life report was presented by Tom Hopkins, PDD Board Member and facilitator. The Wheel of Life was a facilitation process that determined the wants and needs of individuals, families, and service provider staff.

Year End

The formal audit was conducted, and a contract audit is underway.

7.3. Liaison and Community Engagement Committee:

The Liaison and Community Engagement Committee was established as an advisory committee to the board on how to connect to community, open doors and develop natural supports. Initially there was one committee for the entire region; however, recently a second committee was established to recognize the different issues across the region. Advisors include individual, family members, service provider, community at large, PDD Board member and PDD staff.

- East: Medicine Hat has established three priority allies for the next year. Committee members have volunteered to give recommendations with regard to how the Board can connect with the City of Medicine Hat, Medicine Hat Community College and the MLA's in Medicine Hat.
- West: The West Committee will meet next Friday.

7.4. Committee Reports (update on SMART Plans)

Executive Committee

The Executive Committee has not met since the last board meeting. It is time to transition Board members to the committee. The Chair thanked Sandy for her participation

MOTION 09-20: that Leo VandenHeuvel be appointed to the Executive Committee for the next 6 months.

MSC Syl Bellefeuille, Jo-Lee Godfrey

Audit Committee

The Audit committee has not met since the last meeting. Administration is completing year end and the financial statements are developed in a very timely matter, and require Board approval. It is required that the board approve the statements prior to submission. Given the tight timelines the Audit Committee Chair would like to propose that the Audit Committee Chair and Board Chair be given the authority to approve the statements on behalf of the Board.

MOTION 09-21: In the event that the Board is unable to convene to approve the financial Statements, the authority is given to the Chair of the Board and Audit Committee Chair to approve the statements once they have been circulated to the Board by email for comment.

MSC Leo VandenHeuvel, Henry Heinen

The Audit Exit Conference is scheduled June 5th at 10:30 a.m. and all Board Members are required to attend.

Task Force on Community Engagement

The Task Force is engaging the community on a process as presented today.

Communications Committee

The Communications Committee met with Monica Kohlhammer, MK Strategic Group on April 3rd to discuss the development of a Strategic Communication Plan.

The Chair asked Leo VandenHeuvel to join the Communication Committee to ensure continuity given Syl's imminent departure.

MOTION 09-22: that Leo VandenHeuvel be appointed to the Communication Committee
MSC Syl Bellefeuille, Sandy Annis

CEO Evaluation Committee

The Evaluation has been submitted to the Assistant Deputy Minister (ADM). The ADM & Board will be meeting with the CEO in the next couple of weeks. The Chair thanked the CEO Evaluation Committee for their assistance in completing the process.

Board Evaluation Committee

The Board Evaluation Process includes, Board Evaluation, Chair Evaluation and Board member self evaluation. The Board is tasked with completing their evaluations for the next board meeting.

Sharon Rowntree Family Leadership Award

The deadline for nominations is today at 4:30 p.m. the committee will meet on Monday to review submissions and identify the winner. The award will be presented at the LACL Dinner, Dance and Auction May 2, 2009

7.5. Finance Report:

Working on Fiscal Year End (March 31st 2009) significant amount of work has gone into the draft financial statements. PDD South will be ending with 0.3% surplus.

In terms of the Budget, the PDD Program received an additional \$33 million, \$23 million for Recruitment and Retention and \$11 million to support individuals with Complex Needs. PDD South has not received its actual budget for 2009-10.

Board Member Reports

Henry Heinen: Governance Council met and decided to move forward. Attend the open house at Woods Homes Emergency Youth Shelter on April 6th and attended their fundraising Gala on April 18th. The notes from AACL conference were included in the Board package. The notes from the Symposium were circulated. Henry felt it was a good day with great representation.

Jo-Lee Godfrey: Jo-Lee had lunch with the Premier last Saturday. The government is viewing all possibilities in helping individuals and seniors to stay in their homes as long as possible.

Sandy Annis: is working with Communication Committee and the Consultant on the Strategic Communication Plan

Joy Lawson: attend the Rehab Volunteer Awards. The volunteers documented approximately 12,000 hours of volunteerism last year. The volunteer coordinators from the various placements spoke about the benefits of the volunteers.

Tom Hopkins: attend the AACL conference and his notes were circulated at the meeting.

Leo VandenHeuvel: Looking forward to participating on the Communications committee and the results of the Audit.

Syl Bellefeuille: no additional report

Lorne Abells: Leigh and Lorne attended the 13th Anniversary Celebratory event for Job Links. The purpose of the event is to recognize all of the businesses that provide opportunities for individuals. Lorne attended the Governance Council meeting, School District 51 has formally withdrawn and the City of Lethbridge has informally withdrawn from the Governance Council. The remaining members passed a resolution to meet with all of the MLA's in the region to discuss concerns with the delivery of Health Services and the impact in our community. Lorne thanked Leigh Bremner and Leah Bruder for organizing the symposium in a very short time frame. It was a wonderful event and if resources permit the Board would like to continue to host similar events.

8. What are our Partners doing?

8.1. Family Voices

Due to the adverse weather conditions the representatives sent their regrets.

8.2. Lethbridge Association for Community Living regrets

Due to the adverse weather conditions the representatives sent their regrets.

8.3. South Region Self Advocacy Network (SRSAN)

Due to the adverse weather conditions the representatives sent their regrets.

8.4. Southern Alberta Individualized Planning Association

Due to the adverse weather conditions the representatives sent their regrets.

8.5. Service Provider Council – Workforce Council (Darren Bennett)

The Work Force Council is a committee of the Service Provider Council and a member of a Provincial Workforce Council. The South Workforce Council develops an annual plan. Included in this years plan are three key strategies:

1. Branding and Marketing

Key commercials were developed about the disability services field and have been running since January through to June on Global TV throughout the province. The South Workforce Council has purchased some time with Mark Campbell and Seen and Heard. A representative from ACDS will be assist with developing key messaging for the segments.

2. Human Resources Infrastructure

All agencies have been asked to take existing job description and compare to the standards established in the Haig Report. A workforce classification system has been established, and ACDS is strongly encouraging all agencies to participate. This will provide bargaining opportunities and ensure consistency throughout the region.

3. Skilled Workforce

With changes in the field and significant staff turn over the South has established a goal to have 60% of all front line staff in the region trained in the foundations training by the end of this year. ACDS is also looking at the possibility of establishing a professional association. A grass roots café was hosted at the ACDS conference to discuss the option and over 250 staff from across the province attended.

The Workforce Council received funding from PDD to implement some of their initiatives and are very grateful for the funding.

The Chair thanked Darren for his presentation.

9. What is happening in our communities? (Upcoming Events)

9.1. LACL 9th Annual Dinner, Dance and Auction May 2nd

9.2. Now We're Talking May 13 & 14th

Conference in Medicine Hat, it is a day and ½ event. The Chair plans on attending. There is room for one more board member to attend. Tom Hopkins will attend and Henry Heinen has agreed to attend as Lorne's alternate.

9.3. Sharon Rowntree Family Leadership Award Nomination Deadline

10. Correspondence and Information

10.1. Bridges Spring 2009 (circulated at the meeting.)

MOTION: that the meeting be adjourned at 3 p.m.

MC Jo-Lee Godfrey

11. Next Board Meeting:

May 28, 2009 in Elkwater

Date of Approval

Lorne Abells, Board Chair

Leah Bruder, Recorder