



**Windsor Essex Community Health Centre (weCHC)
11TH ANNUAL GENERAL MEETING (AGM) MINUTES
Wednesday June 23, 2021 from 6:30 P.M. to 8:00 P.M.
By Zoom**

Present: Kathryn Hengl (Chair), William McClounie (Vice Chair), Jackie Dent (Treasurer), C. Howitt, (Secretary), Helen Bolton, Ken Stewart, Camille Armour

Regrets: Bob Fetherston

Staff: Rita Taillefer, Executive Director, Sheraz Thomas, Director Data Management & Corporate Services

Guest: John Blanken, Grant Thornton

Recorder: Lynn Thomson, Executive Assistant, & Privacy Officer

Quorum was achieved. Seven (7) of eight (8) members were present.

Proxies

One proxy was received from Bob Fetherston which will be reported under item 7.

1. K. Hengl, Chair, called the meeting to order at 6:03 pm and asked members to identify any conflict of interests at this time, none were declared.

2. Presentation

R. Taillefer acknowledged the loss of one of our Team Members, Sandi Dennison. Sandi was a Registered Nurse and Certified Diabetes Educator (since 1999) who passed away on June 21st, 2021. She was an advocate for Diabetes awareness and management working collaboratively with her colleagues providing care and education to our community in a unique and sincere way, living with Type 1 Diabetes herself. She will be greatly missed and fondly remembered by her coworkers and her clients.

A video was shown that was put together by the organization to celebrate the many achievements over the past year. Thanks were extended to Gabby Manroe who compiled the video.

3. Approval of the June 23, 2022 Agenda

Motion: A Motion was made for approval of the agenda as presented.

Moved: H. Bolton **Seconded:** W. McClounie No Discussion Carried

4. K. Hengl introduced the weCHC Board Members and the Auditor from Grant Thornton.
5. **Governance Committee Report:** William McClounie (for Bob Fetherston, Chair Governance Committee), reported that one new Board Member was recruited during the year to bring the Board to its full complement of eight.
 - Gina Graston resigned from the Board in November 2020. Gratitude and thanks were extended for the time and commitment to the Board in the role of Director and Secretary.
 - Camille Armour was recruited to the Quality Utilization and Risk Committee (QUR) of the Board as a Community Member in October 2020 and was appointed to the Board in November 2020. Her wealth of knowledge and contributions to the Quality Committee and the Board were recognized.
 - Two Board Members who have completed their Terms will be leaving the Board following the AGM. Kathryn Hengl, Board Chair and Bob Fetherston, Director and Chair of the Governance Committee were thanked for their service on the Board and the significant contributions made in supporting the organization.
 - After a very successful recruitment campaign two new Board Members and two Community Members were recruited to sit on the Quality Utilization and Risk Committee (QUR).
 - Justine Taylor, weCHC Board Member, Director
 - Alix Khanafer, weCHC Board Member, Director
 - Christian Janisse, Committee Member, QUR Committee
 - Nicole Dziamarski, Committee Member, QUR Committee

Motion: A Motion was made to approve the Governance Committee's report and the election of new Board Members.

Moved: K. Hengl **Seconded:** K. Stewart No Discussion Carried

6. **Notice of Meeting:** Clara Howitt, Secretary, reported that the meeting notice and agenda were emailed to members on June 11, 2021 in accordance with the weCHC Board bylaws.
7. **Report on Attendance Including any Proxies received:** Clara Howitt, Secretary, reported that Seven (7) of eight (8) Board Members were in attendance. One proxy was received from Bob Fetherston appointing William McClounie to vote on his behalf.
8. **Approval of June 24, 2020 AGM Meeting Minutes**
Motion: A Motion was made to approve the June 24, 2020 AGM Meeting Minutes.
Moved: C. Howitt **Seconded:** H. Bolton No Discussion Carried

9. Reports

weCHC Executive Director & Board Chair's Report - K. Hengl reported

The joint Report was included in the AGM Report and was previously distributed.

Another year has passed, and this year promises to be one we will never forget.... I wrote those words at this time last year and little did I know how true they would be. We will refer to the 2020-2021 year as one "that will go down in the history books".

Last year's AGM report spoke of a year of growth, stabilization and partnerships, this past year was one of innovation, creativity, partnership and one where we saw community/client needs and quickly responded to those needs. weCHC has lived the essence of what makes

a CHC a CHC: advocacy, meeting our clients where they're at, quickly shifting to meet our client's needs, and continuing to provide quality equitable care. Throughout the past 15 months, the staff at weCHC have worked tirelessly within our organization and with our partners to overcome the obstacles that we have been presented with throughout the year.

Despite the pandemic, this year brought some significant changes and successes.

We highlighted many achievements last year, and have many more to highlight this year:

- ✓ **Accreditation** our organization received full accreditation. The reviewers spoke of how impressed they were by the passion and advocacy and caring that they witness across the organization. Although there were some small suggestions for improvement, most of the review focused on the significant strengths that were evident across all of our sites. We will continue to improve client services and continue to prepare for the next review in December of 2024.
- ✓ **New Electronic Medical Records (Telus PS Suites)**
Our organization moved to a new EMR in the virtual world. Although we had hoped to have onsite education and support prior to and during go live, the pandemic made this impossible. weCHC staff and IT department completed all our preparation, education and "go live" virtually. Once again, the weCHC staff rose to a challenging situation and made the best of it. A benefit that comes with PS Suites is the ability to complete virtual (video) visits with clients. This is part of a suite of tools that will remain with us for years to come.
- ✓ **Meeting community needs**
This past year has come with many needs. From COVID19 swabbing, to care for the homeless, to mobile outreach swabbing teams to vaccination. weCHC staff have worked with our partners to address all the above. We have worked very closely with our Public Health Unit throughout the pandemic: we provided support for drive through and outreach swabbing. We worked with the City of Windsor, HDGH, the Health Unit to provide medical care and support for the homeless populations that were confined to the IRCs in downtown Windsor. Several staff members were seconded to Leamington Hospital and Ontario Health to be part of a "mobile outreach swabbing team" (this team went out to nursing homes, retirement homes and farms to provide swabbing, assessment and medical care). Our teams supported Windsor Regional Hospital's vaccination sites. Lastly, every staff member across the organizations has continued to provide support in a variety of methods to both our clients, our volunteers and our staff. We have provided vaccination for our clients in addition to three pop-up clinical that were supported by our Street Health and Sandwich locations. We are now shifting into working with clients who require cancer screening, who require education related to vaccine and shifting into gradually re-opening our locations and resuming "non urgent" client care.
- ✓ **Board Changes**
I would like to take this opportunity to extend a very sincere thank you to Kathryn Hengl and Robert Fetherston for their many years of service on our Board. Kathryn and Bob, you will both be missed... and thank you for all your years of hard work.

I would like to take this opportunity to welcome our new Board members Justine Taylor and Alex Khanafar. I would also like to welcome two new members to our Quality Utilization and Risk Committee, Nicole Dziamarski and Christian Janisse.

In ending, I would like to thank our staff, volunteers, and the Board, for their continued loyalty and contribution to the organization and our clients. Thank you....

Rita Taillefer

Kathryn Hengl

Rita Taillefer
Executive Director

Kathryn Hengl
Board Chair

Motion: A motion was made to approve the weCHC and Board Chair Report as presented in the 2021 Annual General Meeting Report.

Moved: H. Bolton **Seconded:** C. Howitt No Discussion Carried

- 10. Auditor's Report and the Audited Financial Statements March 31, 2021:** Jackie Dent, Treasurer, reported on the Audited Financial Statements March 31, 2021. J. Dent indicated that the Auditor's Report of the Financial Statements March 31, 2021 were presented to the Finance Committee on June 16, 2021 for their review and recommendations. Their recommendation was that the Financial Statements at March 31, 2021 be accepted by the Board at their June 24, 2021 Board meeting prior to this AGM.

Motion: A motion was made that the Membership accept the Audited Financial Statements of March 31, 2021 and summary of Auditors report as presented.

Moved: K. Stewart **Seconded:** H. Bolton No Discussion Carried

11. Appointment of the Auditors and Fixing of Remuneration of Auditors

J. Dent reported that a Motion was passed at the June 24, 2020 Board Meeting for reappointment of the firm Grant Thornton LLP as weCHC Auditors for a further 3-year period from April 1, 2020 to March 31, 2023. The remuneration was fixed as per the agreement for the 2020-2023 period.

12. Ratification of the Board of Directors Actions for 2020 - 2021

C. Howitt moved that all acts, contracts, by-laws, proceedings, appointments, referred to in the minutes of the Board of Directors of the Corporation are hereby approved, ratified and confirmed.

Moved: C. Howitt **Seconded:** K. Stewart No Discussion Carried

- 13.** There were no by-law amendments or supplementary letters patent which need approval at this time.

14. Presentations

Introduction of Directors

- Rita Taillefer – Executive Director
- Sheraz Thomas – Director Data Management & Corporate Services
- Sarah Sasso – Director Clinical Practice - Regrets
- Amy Palmer - Director HR & Clinical Practice - Regrets
- Nadine Manroe-Wakerell - Director Clinical Practice - Regrets
- Cheryl Zaffino - Director Clinical Practice - Regrets

Staff Recognition – Rita Taillefer offered a few words of gratitude to the staff who celebrated milestone anniversaries in this past year. Staff recognition awards were provided to the staff directly at their sites.

- **20 Years:** Ann Conrad - Diabetes Wellness, Sandi Dennison - Diabetes Wellness
- **15 Years:** Shelley Fazekas - Diabetes Wellness, Vera Rozenbojm – Sandwich
- **10 Years:** Carol Diemer – Sandwich, Dina Ozols – Sandwich, Vanessa Ryan - Street Health, Trisha Wilson – Teen
- **5 Years:** Svetlana Asseva - Corporate Services, Mary Broderick- Active Aging, Liz Magro - Corporate Services, Gail Maples - Pickwick/Teen, Melany Marcinkowski – Teen, Tom Murtagh- Diabetes Wellness, Nikosey Nadia - Active Aging, Carrie Pare – Leamington, Alicia Peltier – Sandwich, James Stainer - Diabetes Wellness, Trepanier Lindsay – Leamington

15. Adjournment

K. Hengl called for a motion to adjourn the meeting at 7:15 pm and was seconded by C. Armour.