



**Timeline (guide):**

- 5:15 pm Call to Order
- 5:20 pm HSNS Presentation: Patient/Family Care – Annual Family Experience Survey
- 5:40 pm HSNS Presentation – Ethics Framework
- 6:00pm Regular Board Meeting

**Board of Directors**

Frost, Jon	V	Kujath, Magdalena	V	Noronha, Adline	V
Grant, John	V	Landy, Mark (Chair)	R	Rizzetto, Maria (Vice Chair)	V
Haley, Matthew (Sec-Treasurer)	R	Marchand, Josette	A	Sullivan, Vickie	V
Kaur, Anuroop	V	Mason-Browne, Anne (CEO)	V	Vossen, Emma	V
Kieft, Michael	V	Moore, Gordon	R	Freeman, Robin – Exec. Assistant	V

**Guests:**

- Dr. Greg Noel, Director of Adult and Mi'kmaq Hearing and Speech Services
- Dr. Sharon Walker, Director of Pediatric and Autism Hearing and Speech Services
- Mr. Bob Kolanko, Director of Finance and Operations
- Ms. Erin Lamond, Clinical Manager, HSNS
- Ms. Marcia Curry, Clinical Manager, HSNS
- Ms. Danielle Doucet, Clinical Manager, HSNS

**Present: (P)    Videoconference: (V)    Regrets: (R)    Absent: (A)**

**1. Call to Order & Introductions**

The meeting was called to order at 5:25 pm by Maria Rizzetto

**2. Presentation – Patient/Family Care – Annual Family Experience Survey**

Ms. Erin Lamond and Ms. Marcia, Clinical Managers, provided a summary this year’s Client Experience Survey Results. This year the survey included new questions about physical, emotional, and cultural safety, and accessibility. The required threshold of response required of Accreditation Canada is 2% of all clients; after extending the survey period by two weeks, HSNS exceeded this threshold at 2.99%. Ms. Lamond openly thanked HSNS staff for extending this period that ensured targets were met.

Dr. Kujath questioned why it was difficult collecting responses. Staff noted that there could have been a number of reasons one of which included the introduction of a QR code which may have resulted in clients uploading the survey but not actually completing and returning it.

HSNS Clients remain very satisfied with their overall experience (over 99%), with only noticeable decreases in satisfaction around wait times. Other concerns included the space and accessibility of clinical sites, access to services in French and Mi'kmaq, and clinical office hours; evenings and weekends would be welcome. Next steps involve developing a plan of action to address changes and concerns.

### 3. Presentation – HSNS Ethics Framework

Ms. Danielle Doucet, Clinical Manager began by identifying the role of the HSNS Ethics Decision Support Working Group and noting that the Committee is comprised of staff with representation from all departments, regions, Partners in Care, a manager, and the Board (Dr. John Grant).

Ms. Doucet provided a description of the HSNS ‘ethical framework’ and demonstrated how it aligns with HSNS Mission, Vision, and Values, Policies, Procedures and Standards, and NSCASLP professional ethics, Ms. Doucet continued by using simple examples of conscious and sub-conscious ethical decision-making and described the use of decision-making tools such as an SBAR and the HSNS Governance Decision Matrix and invited the Board to avail themselves of these tools.

The Ethics Decision Support Working Group (Ethics DSWG) supports ethics awareness, education, policy development, and practices at HSNS; it reviews policies through an ethics lens and provides ethics consultation support. It is not an adjudicating body but serves a supportive role for HSNS. Staff and Board who require external ethics consultation after completing the SBAR, may request this from the Ethics DSWG and/or the leadership team.

Dr. Kaur questioned as to what the criterion for review is for this committee, Ms. Doucet advised that this is addressed in Organizational Policy 1.1 (Ethics Framework and Ethics Tool) and is reviewed biannually.

Ms. Rizzetto thanked Ms. Doucet for the presentation.

### 4. Approval of Agenda

**MOTION:** THAT the Board of Directors approve the agenda. It was moved by Dr. Kujath and seconded by Ms. Noronha; Motion carried.

### 5. Announcements

**5.1 Regrets:** Mr. Landy, Mr. Haley, Mr. Moore. Guests for this meeting (Dr. Walker and Dr Noel) also sent regrets.

**5.2 Declarations of potential conflict of interest:** None.

### 6. Minutes, November 16, 2023

**MOTION:** THAT the Board of Directors approve the Minutes of November 16, 2023, was moved by Ms. Sullivan and seconded by Dr. Kujath; Motion carried.

### 7 Board Executive Report

The Board Executive has not met since the last Board Meeting. The Committee is scheduled to meet on January 24, 2024.

### 8 CEO Report

8.1. Ms. Anne Mason-Browne presented her report and highlighted:

Ms. Marika Holmes, HSNS Professional Practice Development Officer, is leading HSNS preparation for the Accreditation Canada survey for 2025. The five standards for Accreditation are being reviewed by leadership. The Board Policy and Governance Committee provides the Board's lead on Governance standards.

PPAS – Leadership continues to discuss the need for a revised accountability and governance framework. Executive staff continue to be engaged with Nova Scotia Health (NSH) on the Central Zone facility planning project.

## 8.2. Contract Negotiations (NSGEU)

Ms. Mason-Browne advised that HSNS met with NSGEU on January 12, 2024 and received notification just prior to today's Board meeting that the contract with NSGEU has been ratified by its members. We are waiting to review and sign off on the final agreement.

## 8.3. Update – NSBSLP position on licensure:

Efforts to resolve the issue regarding provision of virtual services to New Brunswick clients were unsuccessful. Staff is developing a communication plan to share with the Department of Health and Wellness, staff, clients, and other key stakeholders. The tentative date for discontinuing provision of virtual services to clients/families is March 1<sup>st</sup> (the date will be confirmed after consultation with staff)

## 8.4. Strategic Plan: Annual Review:

The Annual (Part 1) Strategic Planning Core Committee (SPCC) meeting occurred on January 10<sup>th</sup>. Mr. Landy, as Board Chair, also Co-chairs this committee along with Ms. Mason-Browne. Mr. Haley, Board Secretary Treasurer, attended in Mr. Landy's absence. The meeting was well attended with 22 participants representing a broad range of HSNS stakeholder groups. The purpose of Part 1 of the Annual Meeting is to provide committee members with annual reports, organizational evaluation (SWOT) and recommendations from a broad range of HSNS stakeholder groups. Part 2 of the Annual meeting will be scheduled in the spring and will involve confirmation of mission, values, strategic goals and review of recommendations for the 2024-25 annual targets. The Board will receive the annual report on the Strategic Plan shortly thereafter. Mr. Haley noted the remarkable amount of material that was distributed to attendees and celebrated the committee for its work. The HSNS Stakeholder Engagement Plan was presented to attendees with a reminder for staff and board members to add any partner and/or persons with an interest in the mission of HSNS. She encouraged the Board to review the plan and bring forward any recommendations for additions or deletions to Dr. Noel.

## 8.5. Q3 Integrated Quality Scorecard and KPIs.

Ms. Mason-Browne requested deferring this item to the February 15th Board meeting as Dr. Walker was ill and unable to attend to provide the detailed interpretation. The Q3 reports have been uploaded to Aprio and are available for Board members.

## 9 Committee Reports:

**9.1 Finance and Investment Committee Report:** Ms. Sullivan reviewed highlights of the report.

**MOTION:** THAT the Board of Directors approve the Finance and Investment Committee Report of January 17, 2024, moved by Dr. Kujath and seconded by Ms. Sullivan. Motion carried.

**9.2** Policy & Governance Review Committee Report: The Committee has not met since the last Board meeting (no report).

**9.3** Nominating Committee Report: Ms. Rizzetto reviewed the Report and reminded directors that it is the responsibility of the Board to actively encourage potential board members to submit an expression of interest. The Expression of Interest form is on the HSNS website at [Board Member Expression of Interest Form](#).

**MOTION:** THAT the Board of Directors approve the Nominating Committee Report of January 10, 2024, moved by Ms. Vossen and seconded by Dr. Kaur. Motion carried.

**10 Business Arising:**

**10.1** Policy & Governance – Policy Revision

This item has been deferred to the February 15, 2024, meeting.

**10.2** Board Meeting Evaluation

Ms. Rizzetto reviewed the summarized evaluations and noted that 100% of the Directors had submitted evaluations. She congratulated the board and encouraged all Directors to complete and submit evaluations for this meeting.

**10.3** Board Activity, Education, and Governance Plan

Ms. Mason-Browne noted that some amendments would be made to provide an overview of the Accreditation process and requirements.

**11. Old Business:** None

**12. Members Comments:** None

**14. In-camera session:** Ms. Rizzetto moved that the Board continue in camera. Motion carried.

**15. Date of next meeting:** Thursday, February 15, 2024 (Virtual)

**16. Adjournment:** It was moved to adjourn the meeting at 6:45 pm. Motion carried.



Recorded by: \_\_\_\_\_ Approved by: \_\_\_\_\_