



Toronto Preschool Speech & Language Services

Infant Hearing Program | Speech & Language Program

City of Toronto, Public Health

225 Duncan Mill Road, Suite 201, Toronto, Ontario M3B 3K9

Tel: 416-338-8362 Fax: 416-338-8511 TTY: 416-338-0025 Website: www.tpsls.on.ca

**GOVERNANCE BOARD MEETING MINUTES
JUNE 1st, 2005
1:00 to 4:00 p.m.
NORTH YORK CIVIC CENTRE
5100 YONGE STREET
LOWER LEVEL, COMMITTEE ROOM # 2**

Present:	Carla Johnson, Vice Chair	University of Toronto
	Stephen Cohen	TPSLS System Manager
	Martha Cole	IHP—Supervisor
	Joanne Cooper	Toronto Public Health
	Katie Driver	Paediatrician
	Susan Menary	TCDSB
	Joanne Shimotakahara	Toronto District School Board
	James Toccacelli	EDS Canada
	Marg Whelan	The Geneva Centre
	Penny Parnes	Canadian Hearing Society
	Wendy Wirsz (minutes)	Toronto Public Health
Regrets:	Anne-Marie Couffin	Toronto District Health Council
	Janet Charlton	The West Quadrant—TPSLS
	Brenda Patterson, Chair	Toronto Children's Services
	Sheila Flood	TCDSB
	Sue Makin	Toronto Public Health

1.0 Approval of Agenda / Circulation of Agenda Attachments

Today's agenda was approved as written.

Carla Johnson requested that the large email attachments over 15 pages be minimized, with hard copies being preferable for circulation.

Carla suggested to refrain from numbering the agenda items and to instead note how many attachments accompany each report. Steve Cohen to follow-up.

2.0 Approval of Previous Minutes

The previous minutes of February 23, 2005 were approved. It was moved by James Toccacelli and seconded by Katie Driver.

Carla Johnson noted that Brenda Patterson will chair her final GB meeting on September 28, 2005.

3.0 Business Arising

3.1 Issues Related to Lead Agency Review

3.1.1 Voting Protocol/Quorum

The June 1st Report on Voting Protocol/Quorum highlighting purpose, background and recommendation was discussed along with the GB Terms of Reference document. The GB looked at community gaps including parent reps, OEYC reps, etc. Carla Johnson noted that the strategic plan identifies the issues related to multiculturalism, multilingualism in Toronto, but the representation on the Governance Board does not reflect this at all.

There was discussion about whether the Operations Committee (non-voting) members and whether ex-officio (non-voting) members can become voting members. It was agreed that non-voting members shouldn't "out-number" official voters and that a minimum of 50% quorum + 1 should be maintained. It was agreed to clearly articulate a "declaration of conflicts of interest" at the beginning of each GB meeting.

MOTION: It was moved that, with a clearly defined conflict of interest policy for Governance Board members, the current non-voting members of the Operations Committee will now become voting members of the Governance Board. It was moved by Susan Menary and seconded by Joanne Shimotakahara to approve this motion.

Other voting methods will be implemented during upcoming GB meetings when insufficient quorum exists. E-mail voting and conference call voting will be utilized conservatively. Voting alternatives will be adopted at the discretion of the Chair.

MOTION IN PRINCIPLE: It was moved that Steve Cohen investigate the feasibility of coordinating a conference call for absent members to participate to achieve quorum. It was moved by Marg Whelan and seconded by James Toccacelli to approve this motion in principle.

Attendance procedures will be implemented by encouraging attendance, i.e. mailing hard copy packages in advance of meetings. It was suggested that the GB look at key ways to motivate and engage membership by implementing a format that combines the meetings into half on the business side of the service and the other half on an education piece to make GB meetings more meaningful. Delinquent members (those who miss more than 2 meetings in a row) will be contacted by the Chair to discuss ongoing absences.

ACTION: Steve Cohen will coordinate GB Agenda mail outs to ensure that reports are sent out in hard copy, at least one week in advance of the meetings. Carla Johnson to follow-up with delinquent members.

Each member's term of office will be reviewed annually to determine continuance into the next term. At the end of term, GB members will attempt to find their own GB replacement.

ACTION: A Nominations Committee will be struck to design a process and procedures for ongoing review and scheduling of each term of office and to look at vacancy issues.

3.1.2 Parent Reps

There was discussion about the lack of parent representation on the GB at this time. The last parent who sat on the GB did not feel that she could make a meaningful contribution. There has been discussion previously about developing a Parent Advisory committee which could develop a reporting connection to the GB. The other alternative is supporting the development of a OAFCCD chapter in Toronto which could become the parent advisory or reference group for the GB. It was agreed it is essential to have a parental voice on GB and to look at successes and failures within other PSL's across the province. James Toccacelli suggested we use "Board Match" to research ways to adapt parents into a meaningful role on the GB.

MOTION: It was moved by Susan Menary and seconded by Joanne Shimotakahara to have the Nominations Committee investigate the parent rep issue to ensure a correct mix of membership at the GB level.

ACTION: James Toccacelli and Susan Menary volunteered to be part of the Nominations Committee and to forward recommendations to the GB on September 28, 2005 meeting.

ACTION: TPH staff to develop a "Best Practices" report by June 30th including research of Ministry/provincial expectations and a review of how the PSL programs structure their advisory committees; to forward recommendations to the GB on September 28.

3.1.3 Quarterly and Annual Variance Reporting Templates – PSL

Steve Cohen reported on the plan for quarterly and annual monitoring of PSL service contracts. It was noted that the purpose of these monitoring tools is for the Lead Agency to identify issues or concerns related to the contractual obligations of the system's purchase of service agencies.

It was agreed that there is a need for a consistent tool to be used by the Lead Agency to monitor and identify shortfalls or successes in the system. It also allows the Lead Agency to objectively assess if any requirements are not consistently met.

ACTION: The Lead Agency staff will revise the tool to be more measureable and outcome based.

MOTION: The GB approve these monitoring tools as proposed. It was moved by James Toccacelli and seconded by Marg Whelan to approve.

MOTION IN PRINCIPLE: It was moved by Joanne Shimotakahara and seconded by Marg Whelan to approve this motion in principle with the proviso that the annual monitoring tool be revised to incorporate action plans and outcomes.

ACTION: Steve Cohen and Marg Whelan to follow-up.

3.1.4 Payment of Invoices – Lead Agency Plan

Steve Cohen reported on the Lead Agency plan of timely payment of invoices. Susan Makin and Steve Cohen met with Finance Department regarding paying invoices to partner agencies in a timely fashion. In order to do this effectively at the beginning of each fiscal year the system will need to start the budget planning process in early December rather than February and to move up decision-making accordingly.

3.1.5 GB Orientation Manual – Draft

The draft April 24, 2002 GB Orientation Manual Policies and Procedures and draft June 1, 2005 GB Table of Contents were reviewed. Comments/feedback were requested.

The following were recommended to add to the GB Manual:

List of partners

Link to other PSSL programs

Link to OAFCCD

Government list of links, resources and websites, i.e. Ministry of Children & Youth

GB section on the public side

List of acronyms

Glossary

Case studies for children

List of accomplishments

Invitation for the public to attend GB meetings and move meetings to NY Council Chambers

GB organization mission and vision, etc. be outlined as in the Table of Contents

Title Policies & Procedures will be changed to Roles & Responsibilities

Transfer the background report to the back of the document

Specific year add to #1.4 Goals & Objectives detailing progress to date.

ACTION: Forward additional comments to Steve Cohen by e-mail. Steve to bring the new drafts to the September 28, 2005 GB meeting for review/approval.

ACTION: Develop an orientation process via a Power Point presentation for new members, along with formal mentorship with existing GB members.

ACTION: Carla Johnson and Steve Cohen will draft a tentative plan of scheduling issues for GB meetings and report back by September 28, 2005.

3.2 Letter to Boards IHP

Martha Cole reported that Communications Support & Services funds cannot be directly transferred to the Boards of Education. Indirect ways will be investigated to compensate the Boards, i.e. with TPH resources. It was decided that a letter will not be sent but discussions will be held at the Coordinator-level to look at providing TPH resources through other creative ways, i.e. professional development, etc.

ACTION: Martha Cole to meet with the supervisor contacts in both Boards to informally explore solutions.

4.0 Annual Service Reports

4.1 PSL

Steve Cohen reported on the PSL System Service Level report for 2004/05 fiscal year highlighting target areas including actual to end, actual achieved rate %, potential with 100% staffing. Topics covered under system overall performance include: Average age at time of referral; New referrals received; Parent self referrals; Wait time from referral to initial assessment; New children assessed; Clients under age five seen for service; Clients under age five years ever identified; Clients transitioned to school; Range of services.

Steve Cohen advised that the target for “wait time from referral to initial assessment” of 24 weeks is too high. It will be reduced down to 20 weeks during the next fiscal year. Steve reported client satisfaction questionnaires are routinely provided to clients to complete after a block of sessions are finished.

4.2 IHP

Martha Cole reported that the majority of the IHP targets and service achievements were met in 2004/05. Topics covered under MCYS deliverables include: Screening; Audiology; Family support; Technology; Communications supports and services; Growth.

Martha Cole advised the incidence of hearing loss in Canada is 0.2% (2 in 1,000) who experience severe hearing loss.

5.0 Evaluation and Research Report – PSL

Carla Johnson reported the ER Work Group received 75% of their funding request for their current research project and this project will look at efficacies of group language intervention.

6.0 Media/Communications Report

This item was deferred to next meeting.

7.0 Best Start Update Report

This item was deferred to next meeting.

8.0 Next GB Meeting

The next PSSSL GB meeting is scheduled for Wednesday, September 28, 2005 at 1 to 4 p.m. in C.R.#2 at 5100 Yonge St., lower level.

9.0 Adjournment

The meeting adjourned at 4:10 p.m.