



MINUTES OF THE TWENTY-FIRST ANNUAL GENERAL MEETING OF LAKERIDGE HEALTH WHICH WAS HELD ON THURSDAY, JUNE 20, 2019 AT 6:00 P.M. AT THE NORTH PICKERING HEALTH AND WELLNESS CENTRE, 2580 BROCK ROAD, PICKERING

1. Welcome and Introductions

Sharon Cochran, Chair of the Lakeridge Health Board of Trustees, welcomed those in attendance remarking that it is always wonderful to be able to talk about the great things happening at Lakeridge Health and our partnership with the community. She indicated that we will highlight some exciting plans for the future – all of which were developed using input and feedback from thousands of members of the Lakeridge Health community. A very special thank you was expressed to the Devi Mandir Temple for graciously providing free parking for the event and for allowing Lakeridge Health the opportunity to use their beautiful space for the Board of Trustees meeting held earlier in the evening. In addition, a thank you to our friends at the Ajax Pickering Foundation was expressed for so generously supporting the costs associated with this event, and to the community members and local businesses whose partnership and support made this event possible. Dignitaries, Hospital trustees, Patient and Family Experience Advisory Council, Community Advisory Panels, Foundations' Board of Directors, Volunteer Associations and Auxiliaries, and Lakeridge Health members were also acknowledged.

2. Smudging Ceremony

Ms. Cochran noted that we are gathered on the land and traditional territory of the Mississaugas of Scugog Island First Nation, a branch of the greater Anishnaabeg Nation that includes Ojibway, Odawa and Pottawatomi. We gather with gratitude and say meegwetch to thank the Mississaugas and other Aboriginal peoples for caring for this land from time immemorial and for sharing this land, covered under Treaty 20, with those of us who are newcomers. As tomorrow is National Indigenous People's Day, Norman Coleman, Indigenous Knowledge Keeper and Kathy MacLeod Beaver, Aboriginal Navigator led the audience in a traditional cleansing ceremony known as a smudging ceremony.

3. Year in Review

Ms. Cochran reflected on the exciting accomplishments in 2018/19. Highlights included:

- Lakeridge Health undertook a historic community consultation, gathering more than 20,000 points of input from patients, families, partners, community members and our team;
- Lakeridge Health's accomplishments and ambitious plan for the future are only possible because of the tremendous support of the community, and dedication, hard work and compassion of the organization's talented team – the more than 7,600 people including clinicians, physicians, and volunteers – who deliver and support the care and treatment every day;
- Improvements to patient experience in Lakeridge Health's four Emergency Departments – the organization focused on improving the experience of patients and families across all five hospitals with a special emphasis on increasing patient satisfaction in the four Emergency Departments;
- Improving access to care for critical health care services – Lakeridge Health focused relentlessly on the quality and safety of care while introducing new services that directly responds to the diverse

needs of its growing communities and to what the community tells the organization what is more important;

- Building and strengthening partnerships to create more connected care across Durham Region – to better meet the needs of the community, Lakeridge Health focused on partnerships across Durham Region to support people to have access to the services they need both inside and outside of the acute care system.

At this time, a Year in Review video was shown to those present highlighting stories of patients and families, community and the team who are involved in the Lakeridge Health system.

4. Patient and Family Experience

Ms. Cochran introduced Ms. Shahnaz Salim who provided a heartwarming story about her experience as a patient at the Oshawa Hospital. Ms. Salim's story is truly inspiring as she gave birth to her son who became the smallest patient in Canada to ever receive a pacemaker. Her journey with her son Jessiah demonstrates how Lakeridge Health is more than just a hospital system – she and her son were supported completely when they needed it most.

5. Looking Forward: 2019 – 2024 Strategic Plan

Matthew Anderson, President and CEO thanked Sharon Cochran for her leadership to the Board of Trustees and Lakeridge Health community.

Mr. Anderson introduced Lakeridge Health's 2019-2024 Strategic Plan. The Plan is an exciting and ambitious vision and roadmap for how Lakeridge Health will work together to support everyone in the community to achieve their Best Health.

Lakeridge Health's new Vision is One System. Best Health. Mr. Anderson introduced a video highlighting from others about what this means to them and the future of health care in Durham Region.

Over the next five years, Lakeridge Health will take on a broader leadership role to improve the health and wellness of people across the Region. The organization will continue to relentlessly pursue the highest standard of care in all the hospitals and community locations, and work in partnership with others to support the health and wellness of our population. Effort will be made to empower people to be active partners in their care and health journey.

Lakeridge Health's Master Plan is a critical component of our future growth and development. Our plan to renew, revitalize and redevelop our hospitals is on track to be submitted to the Ministry of Health and Long-Term Care by summer 2019.

Mr. Anderson thanked everyone for their unwavering commitment to creating a leading health system that puts people first and will serve our great Region for generations to come. He then called on Dr. Tony Stone, Chief of Staff to speak about the Strategic Plan.

Dr. Tony Stone remarked that Lakeridge Health is truly breaking new ground, and together we will create a system to enhance the health and quality of life for people in Durham Region. One exciting aspect of the Strategic Plan is the focus on population health. Lakeridge Health will work with primary care physicians and community partners – in health care and across other sectors such as housing, education, social and municipal services – and, hand in hand with the community, transform how health care is delivered. With these partners, we are creating a single integrated system so that no matter where people seek care, no matter what their health needs are, they will be connected to the services and supports they need to achieve their best health. It means actively using digital technology to connect people with their services,

and monitor their health, in their homes, their workplace and within their communities. With innovative models of care, like the North West Pickering Health and Wellness Centre, we will bring ambulatory care, urgent care, primary care and community services under one roof and by working in partnership; we will improve population health for the large and diverse communities of North Durham.

6. Awards and Recognition

Lakeridge Health Care Hero Award

Jeff Somerville, Chair of Governance Committee advised that this award recognizes individuals or groups whom:

- Are dedicated and committed to supporting, promoting and raising awareness of the unique health care needs of the communities served;
- Embrace similarities, celebrate differences and consider fellow community members with an open mind and a willingness to assist with caring and compassion; and
- Contribute to furthering the health care needs of the community in which the AGM is being held.

This year's recipient of the 2018/19 Local Health Care Hero Award is Kent Farndale. Kent has been a prominent figure in the Port Perry and broader North Durham community over the past five decades. She is well recognized for her extensive involvement in community development and philanthropy in education, health care and the arts. For several decades, Kent has been an active volunteer and advocate for the Port Perry Hospital, joining the Board of Trustees in 1988-89 and then becoming Board Chair in 1992. She was also a member and past President of the Port Perry Hospital Foundation. Kent has been a very active and effective contributor to the North Durham Community Advisory Panel for Lakeridge Health. These contributions speak volumes about Kent's deep devotion to and positive impact on the community she serves.

A thank you video message from Kent responding to the award was played. Kent then accepted her award.

7. Annual General Meeting Business

7.1 Notice and Quorum

Mr. Anderson confirmed quorum was present, noting that necessary notice of the Annual General Meeting was given in accordance with Section 2.3 of the Administrative By-laws. With quorum present, Sharon Cochran called the meeting to order.

7.2 Approval of the Agenda

MOTION: It was MOVED by Helen Gulka and SECONDED by Marion Saunders to approve the Annual General Meeting agenda for June 20, 2019.

CARRIED

7.3 Approval of the Minutes of the Annual General Meeting held on June 21, 2018

MOTION: It was MOVED by Joyce Marshall and SECONDED by Joyce Perrin to approve the minutes of the Annual General Meeting held on June 21, 2018.

CARRIED

7.4 Financial Report and Appointment of Auditors

Alok Sethi, Acting Treasurer advised members that auditors, Price Waterhouse Coopers (PWC) have provided an unqualified audit opinion with no material weaknesses in financial internal controls.

For the year ended March 31, 2019, Lakeridge Health achieved a surplus of \$845,000.

Overall revenues were \$656 million, with approximately 81% of our funding coming from the Ministry.

Overall expenditures were \$655 million, with compensation and benefits continuing to be our most significant costs, accounting for approximately 67% of expenditures, up slightly from the previous year.

MOTION: It was MOVED by Alok Sethi and SECONDED by Dan Shire to accept the Treasurer's Report for the year ended March 31, 2019.

CARRIED

MOTION: It was MOVED by Alok Sethi and SECONDED by Sharon Robinson that Price Waterhouse Coopers be appointed as auditors for the year ending March 31, 2020 and that the Lakeridge Health Board of Trustees be authorized to set their remuneration.

CARRIED

7.5 By-law Amendments to the Privileged Staff By-laws

Jeff Somerville, Chair of Governance Committee advised that the following proposed amendments to the Privileged Staff By-laws were approved by the Board of Trustees in April 2019. The proposed by-law amendments are in connection to the medical leadership model with:

- References to Sections deleted and new concept of a Division is inserted;
- References to Section Chiefs are deleted and Division Heads are inserted;
- References to Transitional Site Chiefs are deleted; and
- Consequential amendments to headings.

The proposed by-law amendments have been made public on the hospital website and distributed here today.

MOTION: It was MOVED by Jeff Somerville and SECONDED by Sally Barrie that the By-law Amendments to the Privileged Staff By-laws be approved.

CARRIED

7.6 Nomination to the Board of Trustees

MOTION: It was MOVED by Shane Hardy and SECONDED by Kent Farndale that the size of the Board of Trustees for 2019/20 will be fixed at 14 elected trustees (14 elected, 2 appointed for a total of 16 elected/appointed trustees) and that the Board will continue to consist of such other ex officio Trustees as specified in the Administrative By-laws.

7.7 Election of New Trustees

MOTION: It was MOVED by Shane Hardy and SECONDED by Tom Batchelor that Barb Brady of Port Perry be elected for a three-year term and that Alok Sethi of Whitby and Marek Ulanicki of Whitby be re-elected for a three-year term as Trustees of Lakeridge Health.

CARRIED

8. Tribute to Departing Board Members

The Board of Trustees said farewell to four departing members – Mark Ashcroft, Jim Clapp, Stindar Lal and Will Stephen. Each of these individuals have been integral to the important work we have done to create strong governance, amplify the voice of the community in all that we do, and to put the organization in a solid financial position. Together they gave a combined service of 26 years to Lakeridge Health and the communities it serves. To help express our sincere gratitude for their remarkable service and leadership, Lakeridge Health turned to a few people who knew them well and a video was produced. After the video Mark, Jim, Stindar and Will were presented with a gift of art.

9. Closing Remarks

Sharon Cochran, on behalf of the Board of Trustees, thanked everyone for their unwavering support for our organization and for the health and wellbeing of everyone in Durham Region. We are excited about working with all of you to reimagine and reshape local health now and well into the future.

MOTION: It was MOVED by Cecil Ramnauth and seconded by Mark Ashcroft to adjourn the meeting.

Sharon Cochran, Board Chair