



MINUTES OF THE TWENTIETH ANNUAL GENERAL MEETING OF LAKERIDGE HEALTH WHICH WAS HELD ON THURSDAY, JUNE 21, 2018 AT 7:00 P.M. AT THE AJAX PICKERING HOSPITAL, 580 HARWOOD AVE. SOUTH, AJAX

1. Welcome and Introductions

Valentine Lovekin, Chair of the Lakeridge Health Board of Trustees, welcomed those in attendance remarking that it was wonderful to be able to combine the Annual General Meeting (AGM) with a community reception. As well, thank you to our friends at the Ajax Pickering Foundation 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

Mr. Lovekin 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. As today was also 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

Mr. Lovekin reflected on the exciting accomplishments in 2018/19. Highlights included:

- Acknowledgement of the leadership of the Lakeridge Health Board of Trustees and their guidance over the past year;
- Recognition of the efforts of President and CEO, Matthew Anderson, the Senior Management Team and the entire Lakeridge Health Team for all that has been accomplished;
- The past year has been a transformative year in which there was further embracement in the role as the provider of acute care for Durham Region, evolving the local system that includes five hospitals, a residential treatment centre, and more than a dozen community locations to better meet the needs of people we serve;
- Models of care were reimagined and reshaped to provide consistent standards of quality of care;
- Strength and resilience as a regional system of acute care while facing a number of challenges including the closure of the Port Perry Hospital following a fire, growing numbers of people in hospital waiting for long-term care or other placement in the community, and unprecedented year-long volumes that peaked over the holiday season;
- Created new strategies that ensure patients are well-supported at discharge;
- New models of care were introduced to help improve access to care and outcomes;
- The opening of the Mental Health Emergency Services Unit (MHESU) at the Oshawa Hospital enhanced the care experience for people with mental health conditions;
- Formal, more responsive Patient and Family Feedback policy and procedures were introduced across the LH system. Standard visiting hours were eliminated to better engage families and friends in the care process; and

- Real-time surveys were made available in the Emergency Department, Mother/Baby Unit, Day Surgery and Medicine Programs to provide instant feedback about their experience.

4. Patient and Family Experience

Mr. Lovekin introduced Ms. Shireen Spencer who provided a heartwarming story about her experience as a patient at the Ajax Pickering Hospital. Ms. Spencer's story is truly inspiring as she demonstrated bravery, kindness and dedication along her journey.

5. Looking Forward

Matthew Anderson, President and CEO thanked Valentine Lovekin for his leadership to the Board of Trustees and Lakeridge Health community over the past few years.

LH's three priorities for the year ahead are: engaging patients and our team, clinical quality improvement and transformation. A few highlights within the transformation agenda included:

- LH will implement an Inclusion, Diversity and Engagement Framework which will ensure the organization reflects the communities that we serve in order to increase health equity and reduce disparities;
- LH will complete our Master Program and Plan that provides a 25-year plus roadmap for acute care service delivery and facility redevelopment and renewal;
- The Port Perry Hospital will reopen on September 5, 2018;
- LH will open a 22-bed new Mental Health Inpatient Unit and update the Emergency Department at the Ajax Pickering Hospital;
- LH will finish construction of a regional pharmacy at the Oshawa Hospital;
- Continue the design and planning for the redevelopment and expansion of the Bowmanville Hospital;
- LH will break ground on the construction of the North Pickering Health and Wellness Centre; and
- Continue with the work of a recently opened new Polycystic Kidney Disease Clinic at the Whitby Hospital.

Mr. Anderson thanked the hospital volunteers for their amazing contributions to the accomplishments noted above. This year is the 5th year in a row that our volunteers have logged more than 140,194 volunteer hours.

Mr. Anderson introduced a video of Ms. Mary Lockie which generously shared her patient care journey with the audience – another inspiring story. Mary's story is a meaningful example of how patients and families from across Durham Region are benefiting from a regional system of care.

Dr. Tony Stone, Chief of Staff spoke about the clinical improvements that LH will see in the year ahead; as well as some of the ways that LH will engage patients and teams. Highlights included:

- Involve patients, their families and caregivers in more improvement and co-design projects;
- Develop new and innovative strategies to improve patient flow and reduce wait times in the Emergency Department. Continue the focus on implementing the recommendations of the Patient Experience Panel and the many enhancements underway focused on ensuring the experience of care continues to improve;
- Focus on developing strategies to ensure that clinical teams are working together to improve patient transitions;
- Increase our internal team engagement;
- Relentlessly focus on quality and performance improvement;
- Work with care partners to ensure the people in our community receive the right care, in the right place, at the right time;

- Implement best practice approaches to support our seniors in the prevention of falls, delirium and wound care;
- Support the implementation of medical assessments and supports through Rapid Access Addiction Medicine Clinics; and
- Implement new models of care to support people with mental health conditions.

6. Awards and Recognition

Dr. George Blake Recognition

Mr. Lovekin introduced the Dr. George Blake Recognition award. Born in Green Island Jamaica in 1922, Dr. Blake inspired many – he was a Royal Air Force veteran, a Buddhist monk, a photographer, an author, and a PhD psychologist who founded the original Pinewood Centre in 1967. What Dr. Blake started more than 50 years ago has grown to include more than 13 community locations from Scarborough and across Durham Region offering a range of programs to support people. Sadly, Dr. Blake passed away in January 2018.

To honour his work and contribution to the community, LH is pleased to announce a tribute to Dr. Blake at the Pinewood Centre – details have not yet been finalized. The memorial will include a portrait of Dr. Blake, painted by his daughter-in-law. In addition, a mentorship program for youth of African-Canadian descent will be established in Dr. Blake's honour. LH will work with community organizations and our colleagues at Durham's academic institutions over the coming months to design the program.

Lakeridge Health Care Hero Award

LH introduced a new tradition – the Local Health Care Hero Award. This new award recognizes individuals or groups of individuals who:

- 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 held.

Mr. Lovekin presented LH's first Local Health Care Hero Award to Dr. Romas Stas – a distinguished and long-serving physician at the Ajax Pickering Hospital and an active advocate for health care within the Ajax Pickering communities. He recently celebrated his 46th year of practice at the hospital.

Dr. Stas was not present at the meeting; however, a video was shared with the audience of Dr. Stas accepting his 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 Bylaws. With quorum present Mr. Lovekin called the meeting to order.

7.2 Approval of the Agenda

MOTION: It was MOVED by Faith Mariano and SECONDED by Shari Robinson to approve the Annual General Meeting agenda for June 21, 2018

CARRIED

7.3 Approval of the Minutes of the Annual General Meeting held on June 15, 2017

MOTION: It was MOVED by Tom Batchelor and SECONDED by Helen Gulka to approve the minutes of the Annual General Meeting held on June 15, 2017.

CARRIED

7.4 Financial Report and Appointment of Auditors

M. 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, 2018, LH achieved a surplus of \$5.9 million. The surplus was driven largely by one-time MoHLTC funding and timing of strategic initiatives.

Overall revenues were \$628.7 million, with approximately 81% of our funding coming from the Ministry.

Overall expenditures were \$622.8 million, with compensation and benefits continuing to be our most significant costs, accounting for approximately 67% of expenditures.

During the year, LH reduced its historic long-term debt from \$43.5 million to \$41.1 million.

LH maintained its strong cash position, including liquid investments, while investing \$39.5 million in building improvements and equipment.

It is important to note that one-time surplus funds have been largely allocated to achieving our 10-year capital investment plan.

MOTION: It was MOVED by Alok Sethi and SECONDED by Marion Saunders to accept the Treasurer's Report for the year ended March 31, 2018.

CARRIED

MOTION: It was MOVED by Alok Sethi and SECONDED by Ruth Spearing that Price Waterhouse Coopers be appointed as auditors for the year ending March 31, 2019 and that the Lakeridge Health Board of Trustees be authorized to set their remuneration.

CARRIED

7.5 Election of New Board Members

MOTION: It was MOVED by Donna Kingelin and SECONDED by Tom Batchelor that the size of the Board of Trustees for 2018/19 will be 16 elected Trustees.

CARRIED

7.6 Nomination to the Board of Trustees

MOTION: It was MOVED by Donna Kingelin and SECONDED by Joyce Perrin that Dr. Judeline Innocent of Newcastle be elected for a three-year term and that Stindar Lal of Courtice 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 three departing members – Donna Kingelin, Thorsten Koseck and Valentine Lovekin. Each of these former Chairs led the organization through exciting change. Together they gave a combined service of 27 years to LH and the communities it serves. To help express our sincere gratitude for their remarkable service and leadership, LH turned to a few people who knew them well and a video was produced. After the video Donna, Thorsten and Valentine were presented with a gift of art.

9. Closing Remarks

Mr. Lovekin thanked everyone who attended the Annual General Meeting. He also thanked everyone for working so hard over the past year to keep moving our organization forward.

MOTION: It was MOVED by T. Koseck and seconded by D. Kingelin to adjourn the meeting.



Sharon Cochran, Board Chair