

THS Board Meeting (#3)

Minutes

Tuesday, August 28, 2018, 6:30 pm
11 River Street, Toronto, Ontario

Present: Shelley Austin, Malcolm Bernstein, Martin Buckle, Krista Bulmer, Amanda Frank, Cathy Kinloch, Kathy McDonald, Bronwen Morgan, Peter Newell, Emily Pang, Andy Robling, Dominique Rousselle, Stephen Steele, Angela Young

Staff: Jacques Messier, Phil Nichols, Carol Boulding, Greg Ratelle, Claudette Turner (Recording Secretary)

Regrets: Elaine Wong, Chris Wood

1. Regular Business

Malcolm Bernstein called the meeting to order at 6:30 pm.

- 1.1 THAT the agenda be approved as amended.

Moved: Shelley Austin Seconded: Dominique Rousselle **Carried.**

- 1.2 THAT the minutes of the July 24, 2018 Board meeting be approved as amended.

Moved: Bronwen Morgan Seconded: Emily Pang **Carried.**

- 1.3 THAT the memberships dated July 25, 2018 to August 28, 2018, and all timely renewals be approved.

Moved: Andy Robling Seconded: Shelley Austin **Carried.**

- 1.4 Malcolm provided an update on the November 3, 2018 Board retreat. He recommended the facilitator who assisted with the visioning retreat last year. An information package will be sent to the Board and senior management in mid-September for pre-reading.

Malcolm noted two changes to the Board calendar:

(a) Add strategic plan update for 2018-2019 in the fall as well as the spring.

(b) "Through the Vet's Eyes", i.e. how vets see the business we are in and what guides their decision making, will be the focus for the March 2019 meeting. Amanda Frank will collaborate with representatives from the vet team to lead this session.

2. *HR Update*

Carol Boulding, Director of Human Resources, reviewed the status of the Employee Engagement Action Plan and noted how changes made to date have been received. She reviewed future plans as well. Carol then responded to the Board's queries with respect to workplace respect policies and the onboarding training process.

Malcolm thanked Carol on behalf of the Board for her excellent presentation.

3. *Adoption Procedures*

Greg Ratelle, Senior Manager of Client Care outlined the Society's adoption procedures. He noted that the Society is a community resource with a holistic approach to adoption that provides accessible information, education, "match-making" and support. He noted that the adoption team works hard to provide a positive culture for individuals interested in adopting a pet. He responded to queries from the Board about criteria and measurement of client satisfaction, declining adoption applications, how the adoption procedures mirror the adoption policy, and what assistance the Board can provide.

Peter Newell commented about a perception in local area parks that THS does not adopt out well or readily, which led to a reflection as to whether this involves a communications issue for the organization more broadly.

Stephen Steele asked what adoption/client service challenges are anticipated for the next year or so.

Both Peter's and Stephen's comments will be considered by management for subsequent Board discussion as appropriate.

Malcolm thanked Greg on behalf of the Board for his fine presentation.

4. *CEO Report*

Jacques Messier reviewed the financial position of the Society, noting that revenues remain higher than budgeted, largely due to bequests, and expenses are lower than budgeted.

He noted that Paws in the Park raised 17% more than in 2017.

He advised that the turtle habitat is almost complete, and that the dental suite construction will begin in September and should be operational by November.

He reported that the Society is receiving a grant of \$35,000 from PetSmart Charities to go towards the women's shelter program.

Jacques advised that the CVO legislation exemptions for treating owned animals, i.e. spay/neuter, vaccinations generally apply to affiliates of the OSPCA, although they are considering broadening the exemption. In the meantime, Jacques met with the OSPCA's CEO Kate MacDonald and she will be recommending to the OSPCA Board that they lift their nine-year-old suspension on the THS such that it regains formal affiliate status. There would be no fundraising restrictions and no change to the Society's inspection/investigation status.

Jacques will update the on-line calendar to include events for the remainder of the year.

5. Committee Reports

Governance Committee – The Board discussed enterprise risk management which intersects governance/audit/finance and developing a risk register template which defines different levels of strategic and operational risk. These would include fires, floods, and other calamities. This would be a living document, updated annually. Some literature on risk will form part of the pre-retreat package of readings.

Claudette's office will form the central repository for policies. Policy needs and their generation will be discussed in the coming months.

Animal Welfare Committee – Bronwen Morgan reported that the Adoption policy had been finalized.

THAT the Adoption Policy be approved as amended.

Moved: Dominique Rousselle Seconded: Kathy McDonald **Carried.**

Bronwen reported that the Intake and Admissions policy would be discussed next, along with the quality of life issue for unsocial cats in the behaviour management policy. Dr. Jackie Ellis will be invited to address the Committee.

Facilities Committee – Dominique reported that the Committee has not needed to meet since May. Jacques will be providing a list of future facilities requirements along with the relevant costs. A Facilities Committee meeting will be scheduled thereafter.

Jacques advised that he is looking into a new foam anti-fire product that is coming to the market shortly.

Volunteer Committee - The Committee will be meeting on September 7 and the corn roast is scheduled for September 27.

6. Other Business

Andy Robling reported that tentative discussions had been held regarding the development of a new mission statement.

7. Next Meetings

- Tuesday, September 25, 6:30 pm
- Tuesday, October 30, 6:30 pm
- Tuesday, November 27, 6:30 pm
- Wednesday, December 12, 6:30 pm (short Board meeting followed by holiday dinner with senior staff)
- Tuesday, January 22, 6:30 pm
- Tuesday, February 26, 6:30 pm
- Tuesday, March 26, 6:30 pm
- Tuesday, April 30, 6:30 pm
- Tuesday, May 28, 6:30 pm

8. In-Camera

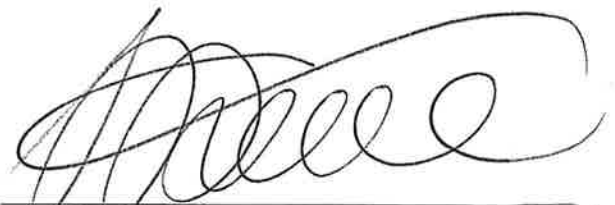
The Board moved in-camera at 8:20 pm and rose at 8:40 pm.

9. Adjournment

The meeting adjourned at 8:40 pm.



Malcolm Bernstein, Chair



Stephen Steele, Secretary-Treasurer

10/3/18

Date

10/30/18

Date