

THS Board Meeting (#10)

Minutes

Tuesday, May 26, 2020, 6:30 pm

By Teleconference

Present: Shelley Austin, Malcolm Bernstein, David Bronskill, Martin Buckle, Krista Bulmer, Mark Dilworth, Kathy McDonald, Bronwen Morgan, Peter Newell, Emily Pang, Dominique Rousselle, Stephen Steele, Elaine Wong, Chris Wood, Angela Young

Staff: Jacques Messier, CEO; Phil Nichols, COO; Dr. Karen Ward, Chief Veterinary Officer, Carol Boulding, Director, People & Culture, Claudette Turner, Manager, Executive Department (Recording Secretary)

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

1. Regular Business

1.1 THAT the Agenda be approved.

Moved: Bronwen Morgan Seconded: Angela Young **Carried.**

1.2 THAT the Minutes of the April 28, 2020 meeting be approved.

Moved: Kathy McDonald Seconded: Stephen Steele **Carried.**

2. Operations Update

Malcolm invited Phil Nichols, Carol Boulding and Karen Ward to provide an update on plans for operations and animal welfare, human resources and veterinary services when operations resume.

Operations and Animal Welfare - Phil reported that plans are evolving along with the COVID-19 situation, and that the pandemic is likely to last longer than originally anticipated.

Key areas for the Society's reopening are prevention of infection; following provincial reopening guidelines; pursuing high core mission/low risk initiatives (e.g., Dr. Ellis's webinar); expanding virtual adoptions; resuming veterinary services; and expanding telemedicine to include isolated communities.

Phil advised that the Society is well stocked with personal protective equipment (PPE), and that adjustments have been made to eliminate overlaps in staffing. The Society will continue to adhere to all government regulations and recommendations, including PPE; physical distancing; additional sanitation stations; and limiting number of staff on site. Phil commended Drs. Ward and Jacobson for their development of the health protection guidelines rolled out this week.

Phil reported that the foster program is doing extremely well and the team is adapting and streamlining procedures and virtual services to improve efficiency and expand service delivery.

Self-booking portals are being established on a pilot basis for veterinary appointments.

Phil advised that dog housing is being modified to provide two-sided housing for the dogs.

The Board expressed its concern that staff be kept safe, and Phil said that there is increasing communication with staff to help ensure that staff are continuing to be safe and healthy.

Human Resources - Carol Boulding advised that Dr. Linda Jacobson is conducting infection control training, and that screening will take place when the Society moves to phase 2 of reopening. She outlined how the hallways have been marked with directions to facilitate the movement of people in the shelter. Staff will be able to clock in and out through an app on their phone, reducing the need to touch the screen.

The framework for a pay for knowledge program is still being developed. Competency profiles will also be assessed vis-à-vis any need for changing skills requirements going forward.

Carol noted that staff morale is improving as most challenges have been resolved. Some processes have been revised, i.e., virtual onboarding of staff. A staff engagement survey will be conducted in due course.

Professional development for staff is continuing through online training sessions.

Veterinary Services - Dr. Karen Ward outlined the Pet Parent Support Network, a comprehensive collaborative effort (with special thanks to Phil Nichols for the algorithm) which emphasizes the value of the human/animal bond. The flow chart of resources provides a multi-disciplinary approach to the humane treatment of animals based on the "five freedoms". Every effort will be made to encourage owners to keep their animals, with the Society providing training, medical and other support, so that giving up their pet will be a last choice. The Pet Parent Support Network will empower staff with a flow chart of resources to support the Society's clients.

Malcolm expressed the Board's appreciation to Phil Nichols, Carol Boulding and Karen Ward for their impressive reports.

3. Financial Update/CEO Report

Stephen Steele and Jacques Messier reviewed the Society's financial position. Jacques noted that bequests are seeing a slight increase and that expenses are slightly below budget.

Stephen reviewed an updated forecast and the year-to-date actuals to April 30. The forecast will be prepared frequently for the foreseeable future and actuals reported monthly. The Board should expect expenses to increase and revenues to stay flat or possibly decrease in the reopening phase. Another risk is that government funding is curtailed and/or if THS qualifies if it is continued.

Stephen noted that the Society's financial position remains stable, and that the Society has flexibility to take action later in the year if required.

4. Committee Reports

Governance/Executive Committee – Malcolm advised that the Governance Committee's continuing focus has been on the impact of the corona virus on staffing, operations and financials.

Animal Welfare Committee –The Committee met in early May. Its emphasis is on foster care. Bronwen complimented the staff on the excellent Pet Support Network flowchart. Emily Pang kindly revised the Committee's work plan, with valuable insights from Angela Young.

Volunteer Committee – Martin Buckle advised that the Volunteer Committee has produced a Welcome handbook for volunteers. With regard to the new Volunteer policy under development, he again requested that it include input by the Volunteer Committee.

Advocacy Committee – Martin Buckle reported that Ontario Bill 156 will be going to Committee June 8-9, and the Committee will complete discussions by June 15. Jacques will reach out to Barbara Cartwright at Humane Canada with regard to their position on this bill.

5. Next Meeting

Tuesday, June 30, 2020, 6:30 pm

6. In-camera

The Board moved *in camera* at 8:15 pm and rose at 8:30 pm.

7. Adjournment

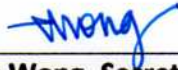
The meeting adjourned at 8:30 pm.



Malcolm Bernstein, Chair

June 15, 2020

Date



Elaine Wong, Secretary

July 9th 2020

Date