

CHAIRMAN'S REPORT TO THE BOARD

February 4, 2020

Property Development and Maintenance –

- **Generator Update** – Generator is installed and functional. We are waiting for the block heater to arrive and be installed, included in price. The 2,000 gal torpedo tank has been half filled and Stinson has agreed to reduce the price per litre from the amount shown on the truck ticket. Stinson propane inspection took place and there are a couple of outstanding issues for the propane serviceman to address. Inspector, propane service and electricians are sorting through this on our behalf prior to final inspection pass. Old generator and smaller tank will be removed from the site.
- **Water Softener Regeneration** – Retest January 2020. I have spoken to Bruce Huntley and asked him to arrange with the sales rep, Richard. Have not heard that this has been done as of yet.
- **South Window Installations** –Cracked pane replacement and invoice pending, Innovative Construction.
- **Exterior Modifications** – Mark Grier has proposed that we replace the mulch at the front of the building with river stone. We should also plan to paint the metal railings on the wheelchair ramp this season as well as touch up the paint on the Canadian flag on the cement wall.
- **HVAC – Air conditioning in the Pharmacy** – East window blinds have been installed by Morgan's. Two ceiling fans have been installed by Devries. Morgan's suggested south blinds to the staff. I put that on hold until we see how the fans affect the climate control in the pharmacy.
- **Privacy Sound Proofing** – I spoke to Jennifer about this latest request. Let her know we have exhausted all avenues re barriers that don't solve one problem only to create another. The Board is confident that our practice is not unlike most offices and that we trust the staff to establish protocol and practices where they don't initiate discussion of confidential information, especially where the name is given on the phone or the client is at the counter. Such conversations should take place in more private spaces. We cannot be responsible for a client approaching the counter and disclosing personal information but we can remind them and ask if they wish to speak more privately. We could write something up to this effect and include it in our PI policy in the employee manual and/or post something at the counter.
- **Small Repairs** – The drywall repairs and painting in various areas of the facility will be completed by Kathryn Graham and Meagan during off hours. As soon as that is completed we can reinstall our monitor. It is haphazardly stored and it is missed.

Business Continuity Plan –work in progress.

Physician Recruitment – Andy spoke further with Dr. Erb about recruitment and will report.

Staffing – Robin remains off, probably for the full twelve months. Arlene remains available and willing to continue providing office support. Andy has begun the discussions and calculations around year end operating surplus and funds for Ohip billing support. John would have to find the hire and then we would establish a short term contract.

Infection Control Review by Practice Health Check – Amey is reviewing our check list to report for February 4th on our status re compliance. One of the suggestions was that we encourage staff to stay home if they are sick. I believe we have successfully addressed that with our one day paid sick leave per month for staff which far exceeds ESA requirements. In the revised employee handbook I included a notation that the leave is there for the specific purpose of encouraging staff to stay home when ill to expedite recovery and to reduce the chances of infecting other staff and/or clients. We will provide this information from the Employee handbook to the Practice Health Check personnel to illustrate that we have responded to their request.

Occupational Health & Safety –WHMIS training pending. I do believe we should invest in a copy of the 2020 Green Book based on the Occupation Health and Safety Act and including a section on WHMIS. These can be purchased on line, \$42.26 total. They are mandatory in an office with over 20 employees. I think the Board should have access to one.

Donations – Annual tax receipts have been prepared and mailed. One late donation from Brenda Duffy posted in December but delayed by US post will be receipted for 2019 as per CRA allowance rule. We are currently receiving a few donations in memory of Joe Dandele. He and his wife Pat (organizer of S.A.I.L.) attended a few of our early fundraising discussions and events.

Fund Raising – Fun Facts – Last month I shared that our Catering Net from 2014 through 2019 was \$5,594.91. I can tell you now that our Wilton Cheese net income from 2015 through 2019 was \$5,629.30. Also, that since we began fundraising with our first public relations canvas letter and our Wine and Cheese launch event at the Eagle Point Winery, our net fundraising total is \$89,743.39.

Employee Handbook Revisions – The handbook has been pre-circulated with what I hope to be the appropriate updates based on changing info to the Employee Standards Act and on current Ontario Labour Law. I am attempting to find out from someone more payroll savvy whether it is now law that an employee is entitled to four weeks vacation after ten years employment. Also whether the current overtime threshold is 44 or 48 hours per week. The truth on each has evaded my on-line sleuthing.

Computer Support - We no longer have the benefit of in house support through Dr. Casey's husband. We have in the past used Mustang Computers, a local independent computer support supplier. He works on site after hours and is familiar with our setup. We need to agree if we will continue with Mustang and also on a protocol by which staff and physicians will engage the computer support supplier to ensure we are up-dated on our computer system status for purposes of budgeting replacements, upgrades, etc. We will discuss under new business.

Respectfully,

Heather Cross, Chair