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<b>Board Members:</b>	Lloyd Brierley, Cole Beck, Carly Kleisinger, Darrell Mathews, Brian Loewen, Rob Ulrich
<b>Administration:</b>	Kim Gallucci, Mel Mpofo, Lanzer Permalino
<b>Regrets:</b>	Paul Kingsmith

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## MINUTES

### OKI and Call to Order by Chairperson Lloyd Brierley at 8:02 am.

#### 1. Adoption of Agenda

See Attachment 1: Board Meeting Agenda – March 26, 2025

- **Motion: to approve the agenda for the March 26, 2025, Board Meeting as Presented**
- **Moved by Darrell Mathews, Seconded by Cole Beck. Carried**

#### 2. Adoption of Minutes

See Attachment 2: Board Meeting Minutes – February 26, 2025

- **Motion: to approve the minutes of the February 22, 2025, Board Meeting as presented.**
- **Moved by Rob Ulrich, seconded by Carly Kleisinger, Carried.**

#### 3. Action Items from Last Meeting

- 3.1 Approved LDE Strategic Plan with changes as discussed on the MCC items inside and adding a CEO welcome/introduction, and developed into a full handout piece for future presentation to people and organizations.

**Motion to go in camera at 8:27am**

**Moved by Cole Beck, seconded by Lloyd Brierley, Carried**

#### 4. Reports

##### 4.1 CEO Report

- CEO Report
  - o *Employee Handbook*
    - *Provides reference for employees on all operational and standard operating procedures.*
    - *Reference for employees on the all key aspects related to them (i.e. stat holidays, bank time, work and pay deliverables)*
    - *Streamlines onboarding by replacing 14 individual policies.*
    - *Ensures standardization, preventing older staff from relying on outdated policies.*
  - o *Service Standards*
    - *Developed to include standard operating procedures (SOPs) for employees*

- *Conducted a venue -wide walkthrough to explain service standards*
- *Establish expectations throughout the entire operation, and overall standards*
- *Define minimum standards for client expectations and employee performance*
- *Health and Safety*
  - *Approved in the last meeting, the One Life app being introduced and developed throughout the organization, and follows requirements of all regulatory bodies, including WCB. This will provide an efficient guideline in all aspects of our operation.*
  - *Service standards will be monitored to ensure all workers meet expectations*

## **0. New Business**

- 5.1 Motion: Board approves Audit Committee's Recommendation to rescind the September 4, 2024 decision to change the current fiscal year-end (October 31) to a calendar year end.
- 5.2 Motion: by Brian Loewen, seconded by Darrell Mathews. Carried.

**Motion:** by Cole Beck, seconded by Rob Ulrich to come out of in-camera at 9:51 am. **Carried.**

## **1. Adjournment**

- **Motion: to adjourn meeting at 9:53am**

Moved by Cole Beck, seconded by Lloyd Brierly, Carried.

## **7. Next Board Meeting** – Wednesday April 30, 2025, at 8:00 am