



Board Meeting Minutes
Zoom Meeting – December 17, 2024 @ 7:00 pm

Attending: Bob Smith, Ken Askew, Deborah Salh, Larry Coleman, Marlyn Graziano, Ho Yee Low, Gail Kaufmann, Tom Akam, Gord Locke, Anne Gloeckler, Kathy Smee (Recording)

1. Call to Order at 7:00 pm
2. Approval of Agenda (with additions) – M/C/S
3. Minutes of the Last Meeting
 - 3.1 November 19, 2024 Board meeting minutes for approval – M/C/S
4. Financial Report
 - 4.1 Balance Sheet and Income Statement to November 30, 2024 for approval M/S/C

\$200,000 has been transferred to endowment fund. \$540,000 remains in cash. Revenue is \$905,000 (\$60,000 increase). Expenses \$287,000 (\$50,000 less).

5. President's Report

Bob Smith acknowledged the board and the work done over this past year.

Larry Coleman is stepping down from the board effective December 31, 2024. Bob thanked Larry for his outstanding service.

Motion: That Larry Coleman receive our sincere thanks and our unanimous vote of appreciation for his outstanding contributions in building and leading the Volunteer Cancer Drivers Society. M/S/C

Motion: That the resignation of Larry Coleman from the Board of Directors with effect December 31, 2025 be accepted with regret. M/S/C

Motion: That the records of the VCDS be updated with the Register of Societies, and other references. M/S/C

5.1 Board Planning Session

Bob Smith will be working with Mac Petrie to prepare a “white paper” with respect to elements of change for VCDS in the coming year. A joint meeting between the board and dispatcher group will review the content and provide feedback on the report. Once completed, the plan will be implemented.

Bob Smith will work with Anne Gloeckler to plan a strategy and draft job description for possible Executive Director position. Recommendations will be brought to the board.

There will be a temporary re-distribution of social media tasks to cover for a medical leave.

6. Director Dispatch

6.1 VCDS Operational Days

It has been communicated to dispatchers that Boxing Day will be a non-operating day.

Going forward, as Cancer Agency hours expand, a determination of VCDS operating hours will be discussed. This discussion will be part of the “white paper” document.

6.2 Dispatchers/Patient Coordinator Meeting

Notes to meeting were circulated for information.

6.3 Update O Drives

Larry will continue Orientation Drives until the end of December. Ho Yee and Ken are to identify how O drives are populated to determine how we move forward with training. Larry has an inventory of supplies that need to be stored and distributed appropriately. Gord has a couple new people who have joined him. Kyle is distributing pamphlets and information. Bob will convene a follow up meeting with Gord and Ho Yee to discuss the OD training system.

7. Director at Large

7.1 Guildford Mall Gift Wrapping Update

Larry indicates we have enough volunteers.

8. Director Quality Assurance/Technology

8.1 KPI Review

Moving to 95% target for driver availability and patient satisfaction.

Motion: That the Board Quality Assurance key performance indicators for Driver Availability and Patient Satisfaction be set at 95%. M/S/C

8.2 Ring Central

Not all dispatchers are using ring central. Ring Central “hides” personal phone numbers but Dispatchers are still using their own phones.

Susan will assist Ken in the new year. She will be trained broadly but will be assigned specific tasks.

9. Director Driver Operations

9.1 Membership Report

Motion: To approve the report of member additions and resignations as detailed in the schedule to December 8, 2024. M/S/C

The driver list “clean up” is almost completed.

9.2 Drivers Update

No issues to report. Zoom meeting with drivers will continue in January.

9.3 Drivers Survey

The new group of survey questions will be related to communications. Mechanism for distribution of survey will be further discussed.

Ken to provide Gord with the names of 24 drivers who haven't driven in 2024.

10. Director Communication

10.1 Communication Support

No further items.

10.2 Update on O-Drives

Already addressed in Item 6.3.

10.3 2025 AGM preparation

The next AGM will be held on March 29, 2025. Year-end write-ups should be submitted by end of January for inclusion in the AGM package. Deborah and Bob will prepare and manage the AGM program. Further discussions will be had regarding possible change to process for future AGM's.

11. Secretary

11.1 Nominating Committee Terms of Reference

Motion: To rescind the previous motion made on October 15, 2024 indicating the appointment of Deb Salh (Board Secretary) as Chairman of Nominating Committee and Mac Petrie as members, and others to be added in due course. M/S/C

Motion: To approve the appointment of Deborah Salh (Board Secretary) as Chairman of Nominating Committee and members as follows: Anne Gloeckler, Gord Locke, Mary Rankin, Ngaire Metcalf. M/S/C

11.2 Nominating Committee Meeting Summary

The application for participation on the VCDS board was added to LinkedIn. 21 applications were received with some strong CV's provided. An acknowledgement email was sent to the applicants ensuring they understood the position is volunteer. Nominating committee to review applications. Other invitations to members and external applicants have also been distributed.

11.3 Newsletter Items:

Drivers Zoom meeting January 7, 2025 @ 7:00 pm Zoom
Gift Wrapping success.
Search for candidates for board.

12. Director's Comments

Gail indicated she will be stepping down from the board as of the AGM. Gail and Marlyn going to Porsche in Richmond to receive a \$2,000 donation. Online giving through Canada Gives – major gifts have come through this avenue this year. Final cost of Starbucks cards to members will be provided and approved amount will be adjusted as needed.

13. Adjournment at 9:09 pm

2025 Meeting Dates:

- January 21, 2025
- February 18, 2025
- March 18, 2025
- March 29, 2025 (AGM – Shadbolt Centre, Burnaby)
- April 15, 2025
- May 20, 2025
- June 17, 2025
- July 15, 2025
- August 19, 2025
- September 16, 2025
- October 21, 2025
- November 18, 2025
- December 16, 2025

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