

Minutes of the Community Advisory Council Meeting

Monday, February 8th, 2021 * 6:30 pm-8:30pm

Virtual MS TEAMS Meeting

PRESENT: Community Members: Leroy Clarke, Raphael Francis, Renee Whittaker, Blessing Morka, Karen Chen, Sandra Forsythe, Veralyn Alleyne
 Board Members: Robert Royer, Gabrielle Provencher, Aisha Delpeache
 Staff Members: Steve Woodman, Dawn Walcott-Parris, Amanda Colacicco, Cheryl Green (Recorder), Jodi Potts (guest)

Item	Item Discussion	Action / Decisions	Responsibility
1.	<p>Welcome: Land Acknowledgement & CAC Statement The meeting commenced at 6:34pm; quorum was met. The Land Acknowledgement was read by Steve Woodman. The CAC Statement was read by Veralyn Alleyne.</p>		
2.	<p>Approval of Agenda Sandra added 'April 2018 Minutes'; it was decided to discuss this during item #4 (Approval of the Minutes). The agenda was reviewed and approved by attendees with the addition.</p>	Decision to approve the agenda of February 8th, 2021. MOTIONED by Aisha Delpeache and SECONDED by Gabrielle Provencher with the addition. CARRIED	
3.	<p>Declaration of Conflict of Interest There were no declarations of conflict of interest.</p>		
4.	<p>Approval of Minutes The January 2021 minutes were reviewed and approved by attendees.</p> <p>The April 9th, 2018 minutes (page #3), discussed the African Canadian Legal Clinic (ACLC); the ACLC and DCAS were prepared to work together on a joint proposal for funding through the Ministry to create a program for DCAS families and children to directly work with ACLC as needed. The funding application did not proceed and funding was not attained. Is it possible to continue this work through another community organization with a potential to revive the proposal to acquire the funding and create the program? Amanda, Veralyn and Steve to chat offline and bring document with review to a future CAC meeting.</p>	MOTIONED by Dawn Walcott-Parris and SECONDED by Karen Chen to approve the minutes of January 11 th , 2021 as presented. CARRIED.	

	NOTE: the DCAS website will be updated soon with all approved CAC minutes.		
5.	<p>Standing Item: OVOV – Implementation/Work Plan Update</p> <p>The implementation work plan (draft form) was uploaded to the CAC Portal under “Additional Resources” under the sub folder “OVOV”. If there is difficulty accessing the portal or the documents, please connect with Amanda. The work plan internal committee continues to work on the plan, with subcommittees to move along detailed pieces. The group is meeting frequently with consult from different service areas and members of the CAC. Please provide any further input and feedback to Amanda C. Leadership will be reviewing the work plan on February 17th; the hope is to formalize and implement the plan soon after. The OVOV internal secondment hiring process has started; Amanda will partner with the new OVOV Lead. DCAS is actively in the recruiting process for the Supervisor for the multi-service team for black families; that Supervisor will consult on the structure of the team and support the hiring process. There is no formal mechanism that OVOV has put into place that allows agencies to report on accountability on a provincial level. OVOV Project Team funding ends this fiscal; OVOV work will continue through internal processes. The Central Zone and the Director of Service Group are working together to collaborate and continue the work. The OVOV Needs Assessment Survey was a previous mechanism for reportable accountability. Amanda C. will review the report card/OVOV assessment and measure against the current work plan to determine any gaps.</p>		
6.	<p>Policy Review – Initial Thoughts, Key Areas and Next Steps</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>DCAS privacy breach and complaint protocol</p> </div> <div style="text-align: center;">  <p>DCAS Complaint Resolution Policy draft</p> </div> </div> <p>Jodi provided a high level introduction to the policies; council members provided the following discussion and feedback:</p> <p>Feedback Management Policy</p> <ul style="list-style-type: none"> • Staff need to feel safe if they want to bring a complaint forward, without fear of repercussions (work environment, upward motion in positions, etc.) The agency has policies that speak to discrimination, etc. and create a safe space and an opportunity for the agency to investigate concerns brought forward by staff. The policy Jodi is referring to is specific to service users and the service they experience. There is a different process for staff that involves Human Resources. • Is there an opportunity to provide neutrality for service/family complaints? For example, a person from community could be part of the committee reviewing the complaint. • All policies could be shared to get a better picture of policy status at DCAS; potential future agenda • Policy does not identify or speak about diversity, anti-oppressive, ableism; adding more labour onto those who are facing oppression. 		

	<ul style="list-style-type: none"> • Is it possible to bring Melissa from Human Resources to a meeting to hear more about the internal complaint process from staff? • Legislation sets the timelines noted in the policy; for example, CAS has 30 days to make changes in records with an extension of 90 days with consent. <p>Privacy Breach Protocol</p> <ul style="list-style-type: none"> • Noted concern that agencies and other community organizations cannot guarantee the security of the people’s information who they service • What are the limited exceptions that would preclude consent when collecting people’s private information? Part of legislation speaks to this in reference to Duty to Report or a Court Order/Police Order (for example) • Why would staff have private information on devices such as phones or USB keys? These pieces of equipment can be lost or stolen resulting in a privacy breach. Agency laptops and phones are very secure. Workers may make notes on their phones when in the community. USB keys are not to be used. • Why would staff take a video without consent? It is a practice expectation that staff would assess the capacity an individual to consent and respect the rights of that individual if they are unable to consent (in the absence of formal documentation from a professional). • How are breaches monitored and reported, and is that information public? The Information and Privacy Commission asks for an annual report from January to January each year. DCAS is currently completing their first report this year, and are working with QA and IT. It is not public information at this point. It will be submitted by the end of March 2021. How can we learn from this report? • There are investigative steps taken when a breach is reported to determine if it is a breach or not. DCAS contains the breach quickly, and investigates to understand it better. DCAS reaches notifies impacted service recipients of the breach. Privacy department reviews next steps and lessons learned. • Create attitude of addressing issues face on but without fear from staff, and continue to review what is learned from breaches to move forward without incident • Noted: There is an equity lens for policy review internally. 		
<p>7.</p>	<p>Building Bridges Planning & Link to Strategic Planning Please see more details in the briefing note provided. The next Building Bridges (BB) will tentatively be held on March 31st. The event will host 30 minutes of high level intro to child welfare re-design, sharing of OVOV, including data sharing. Then DCAS staff will listen to the community for input on the strategic plan. The OVOV Practices are shared on the DCAS website; suggested to share the OVOV brochure with registrants and direct them to website for more detailed information. DCAS and community members should prepare questions to engage the community for answers and feedback; creates more of a conversation. An idea shared included providing virtual gift cards through survey monkey (opt into</p>		

	<p>receiving a gift card through a lottery once the event is completed – must set a budget and decide on logistics). Must ensure there is adequate time to discuss strategic plan and how OVOV practices will impact that. There is potential for an independent consultant to moderate the event. There is board approval to assist with logistics and facilitation for BB events. Steve noted that DCAS is looking for a facilitator to assist with the strategic plan development; this person would have experience in anti-oppression and anti-black racism, and build strategic plan on the foundation of that. Members agreed to secure March 31st as the next BB event.</p>		
<p>8.</p>	<p>Black History Month Update Planning and moving towards Black History recognition events throughout the year, not just in February. There is a need for black history education in the school system. Is it possible to have curriculum of local school boards be more inclusive of black history; unfortunately, this is something out of our control. There have been meetings between DCAS, CAC members, Durham Children’s Aid Foundation (DCAF) and community organization representatives; applying for a project grant; DCAS offered support to this project. Sustainment budget allocated for this moving forward. Continue to earmark funding; foundation with donors as well. Intergenerational aspect; integrate youth with elders; children in care and those that have aged out of the system to integrate with elders; see that they are a larger part of something. Work with Karen/Collective Hands with this. Would like to see a more coordinated approach in Durham Region to create bigger events, sustainable throughout the year. At the recent Black History Month of Durham Feast of Excellence celebration, Sandra received an award for Community Activism. CAC will work with DCAF this year for their planned Black History Month events.</p>		
<p>9.</p>	<p>CAC Portal The Portal is in the late stages of finalization. Sections of the portal include: Membership, Minutes, Resources and a Discussion Board (this board is not operational yet as DCAS is looking for feedback from community members). Amanda showed two samples of the discussion board; she will send both options via email to council members with description of what the board offers and create a doodle poll to determine preferences. DCAS is inquiring about the addition of a section on Meeting Packages (agendas, briefing notes, etc.) for ease of reference. Council members will be sent an email from WordPress for access and passwords.</p>		
<p>10.</p>	<p>Community & Agency Updates There is a Black History Month Forum being hosted by at City of Oshawa on February 22nd. The Ajax Chapter of the Congress of Black Women of Canada are hosting a Black History Month Virtual Kid’s Trivia in partnership with the Ajax Library on February 13th. Amanda C. will share the flyer with CAC members. Are there any COVID updates from the agency? DCAS is continuing home visits (seeing children and families at regular intervals) as normal throughout the pandemic. Child Protection is deemed essential</p>		

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	<p>service. Child welfare legislation does state that workers require private time with children as a check-in during home visits. Sandra and Dawn to connect regarding an update on a previously mentioned community situation.</p> <p>Children in care data/statistics will be shared on the portal, an update will be shared at the March CAC meeting and statistics will be sent to CAC members this week.</p>		
11.	Meeting Evaluation & Adjournment There was no meeting evaluation. The meeting was adjourned at 8:39pm.	MOTIONED by Veralyn Alleyne and SECONDED by Sandra Forsythe. CARRIED.	