

# TAVISTOCK COMMUNITY HEALTH INC.

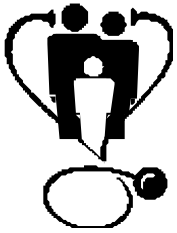
*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## MINUTES

### OF THE 15<sup>TH</sup> ANNUAL GENERAL MEETING OF MEMBERS OF TAVISTOCK COMMUNITY HEALTH INC.

Held at the Tavistock Men's Club Hall, on the 11<sup>th</sup> day of April, 2017.

- Present: All present were asked to sign in.  
In Attendance: Dr. Paul Bartlett; Jane Bender; Steve Bender; Marj Brooks; William Burkart; Bob Faulhafer; Anne Gregory; Rob Gribble; Elizabeth Halliday; Linda Keller; Jennifer Kitsch; Walter Kropf; Dale Leis; Elaine Leis; Sherrill Malson; Beverly Neeb; Maxine Schaefer; Sharon Walkom; Karen Walton; Claudette Wettlaufer; Keith Wiffen; Marion Wilker  
Guests: Shannon Bunnett, Guest speaker; Bill Gladding, Tavistock Gazette; Steve Ward, Famme & Co.  
Regrets: Bill Green; Dr. Ken Hook; Joan Leeming
1. Call to Order: Members were welcomed and the meeting was called to order at 7:02pm by Dale Leis, Chair of Tavistock Community Health Inc., and of this Annual General Meeting. Guests were also welcomed.
2. Proof of Notice and Validity of Meeting: The Secretary of the Corporation presented to the meeting an affidavit of service of the Notice of Meeting.  
**Motion** by Steve Bender to declare the meeting validly constituted; seconded by Rob Gribble; carried.
3. Approval of Minutes from Previous AGM: The minutes from the previous Annual General Meeting were distributed to all in attendance for review. The Secretary read the Minutes to the assembly.  
**Motion** by Karen Walton to approve the 14<sup>th</sup> Annual General Meeting Minutes of April 13, 2016; seconded by Linda Keller; carried.
4. Report from the Chair: The Chair presented a report of the Board's key activities for the past year to the members present. A copy of this report is appended to these minutes of the meeting. The



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

chair publicly recognized Joan Leeming for her ceaseless work at the clinic, sadly, Joan was unable to attend due to illness; TCHI is seeking a rent increase from the Star health family team which includes the nurse practitioner and others.

**Motion** by Rob Gribble to approve the report from the Chair; seconded by Linda Keller; carried.

## 5. Committee Reports:

The Chair or a member of each committee presented the report for their respective committee. Copies of Communication; Human Resources; Facilities; and Liaison reports are appended to these minutes of the meeting.

**Motion** to accept the Committee Reports as presented by Sharon Walkom; seconded by Walter Kropf; carried.

## 6. Auditor's Report – Famme & Co.:

Steve Ward attended on behalf of the auditors of the Corporation, Famme & Co. Professional Corporation. He presented the annual financial statements with explanations, and led the members through the report.

**Motion** by Bill Burkart to approve the audited 2016 financial statements as submitted by Famme & Co; seconded by Walter Kropf; carried.

## 7. Treasurer's Report:

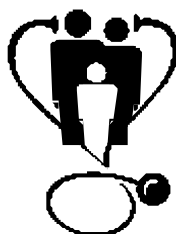
The Treasurer's report was presented by Karen Walton. A copy of which is appended to these minutes of the meeting.

The year was a break-even on a cash basis even though it ended with a deficit on the books. The Board has put plans into action to help prevent a deficit next year. The TCHI website is being updated to allow community members to donate to TCHI through the website.

**Motion** by William Burkart to accept the Treasurer's report; seconded by Walter Kropf; carried.

## 8. Appointment of Auditors

for the 2017, financial year: **Motion** to appoint Famme & Co. as auditors for the 2017



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

Financial year by Karen Walton; seconded by Rob Gribble; carried.

## 9. Questions and/or Comments

from Membership:

Communication between key people in the clinic and the Board of Directors is important, is there a plan for when Dr. Bartlett is no longer able to attend all Board meetings as a liaison? The doctors are aware that one of them needs to be at the meetings – plan is to have a rotation so that each doctor attends approx. 3 meetings/year and there is continued communication between the doctors and the Board.

Repairs and maintenance on Building was a large number on the finances – was there something major that was done – bathroom repairs needed to be done.

## 10. Recognition of

Retiring Board Members:

Elizabeth Halliday, from the nominations committee, recognized and thanked retiring board members for their contribution. Report is attached to these minutes. Retiring Board members are: Marlene Steinacker and Jennifer Kitsch.

## 11. Presentation of

Slate of Directors:

Elizabeth Halliday introduced the nominees to fill the vacant positions on the Board of Directors. The nominees are Sherrill Malson and Keith Wiffen and their credentials are appended to these minutes of the meeting.

## 12. Election of Directors:

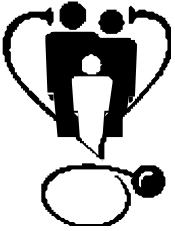
**Motion** by Elizabeth Halliday to elect Sherrill Malson and Keith Wiffen to a three-year term on the TCHI Board of Directors; seconded by Linda Keller; carried.

The chair welcomed the new board members.

## 13. Approval of Steps taken

by Directors (TCHI):

**Motion** by Anne Gregory that members do hereby approve, ratify and confirm all steps taken by the directors of the Corporation up the end of the fiscal year 2016; seconded by Marj Brooks; carried.



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

~ a 10-minute break was called at 7:42pm ~

## 14. Introduction of Guest

Speaker: Shannon Bunnett Sharon Walkom introduced Shannon Bunnett, the guest speaker for the meeting. Shannon presented on her work as a pedorthist, a doctor of orthotics and prosthetics, and how it can be a key factor in everyday improvements to health.

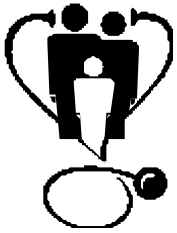
## 15. New Business:

There was no New Business brought forward.

## 16. Adjournment:

The chair thanked everyone for their attendance and participation and thanked the doctors, staff and the Board members for their service to the clinic and to the community.

**Motion** to adjourn the 15<sup>th</sup> Annual General Meeting by Karen Walton, seconded by Walter Kropf, carried.  
Meeting was adjourned at 8:06pm.



# TAVISTOCK COMMUNITY HEALTH INC.

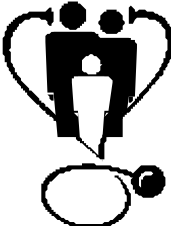
*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## AGENDA

### 15<sup>th</sup> Annual Meeting of Members of Tavistock Community Health Inc.

Tuesday, April 11, 2017  
Tavistock – Men's Club Hall  
7:00 pm

1. Call to Order
2. Proof of Notice and Validity of Meeting
3. Approval of Minutes from previous Annual General Meeting
4. Report from the Chair
5. Committee Reports
  - a. Communication (Marj Brooks)
  - b. Human Resources (Linda Keller)
  - c. Facilities (Bill Green)
  - d. Liaison (Dale Leis)
6. Auditor's Report – Famme & Co.
7. Treasurer's Report
8. Appointment of Auditors for the 2017 financial year
9. Question and/or Comments from Membership
10. Recognition of retiring Board Members
11. Presentation of Slate of Directors
12. Election of Directors
13. Approval of Steps taken by Directors (TCHI)
14. Guest Speaker – Shannon Bunnett
15. New Business
16. Adjournment



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

Tuesday, April 11, 2017

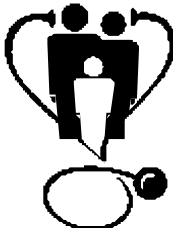
In accordance with the By-laws of Tavistock Community Health Inc., the Secretary of the Board and the Communications Committee of the Board present an affidavit of the service of Notice of Meeting.

Notices of the time and place of the 15<sup>th</sup> Annual General Meeting of Tavistock Community Health Inc. were placed in the Tavistock Gazette; New Hamburg Independent; Stratford Beacon Herald; and the Woodstock Sentinel Review.

Invitation and meeting packages were also e-mailed to all current members of the corporation.

Jennifer Kitsch  
Secretary of the Board  
Committee

Marj Brooks  
Communications



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## **AGM Report from the Chair**

There is an old adage, "Time flies when you're having fun". Maybe the TCHI Board wasn't always having fun but the year went by very quickly. The way in which the dedicated team of doctors, nurses, support staff and STAR health professionals worked together certainly helped make things operate smoothly.

I want to publicly recognize the individual I believe deserves more credit than is usually given, for keeping everything on track. Joan Leeming does so much behind the scenes and is an integral part of the clinic. Thank you, Joan.

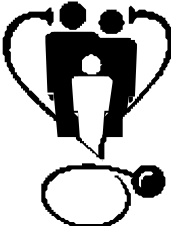
The arrival of Dr. Kustec last August has allowed Dr. Bartlett to transfer his roster to her so that he could reduce his hours to half time, and reduce his hospital responsibilities. Comments from colleagues indicate she is a perfect fit to the medical team in Tavistock. Dr. Bartlett and Dr. Hook are now essentially working one-half time each and covering each other.

TCHI is currently negotiating with STAR Family Health Team for a small rent increase for the clinic space used by their team.

A year ago, my report stated that Oxford Mental Health Association had opened a Wednesday evening walk-in clinic at the Tavistock Medical Clinic. By the year's end, 52 people from a broad age spectrum had used this service.

As board members, we bring a wide variety of experience and background to the Board room table. However, the TCHI Board is united in its desire to function in ways that enhance the clinic for the benefit of the Tavistock community. I thank each member for their contribution in this pursuit.

Respectfully,  
Dale Leis  
Board Chair



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## **AGM Communication Committee Report**

Committee Members:

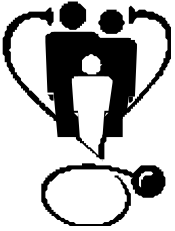
Marj Brooks and Sharon Walkom

The communications committee has contracted a company to update the website. It was hoped that it would be available for the Annual meeting.

Respectfully submitted by

Marj Brooks





# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## **AGM Human Resources Report**

Human Resources Committee Members:

Linda Keller – Board

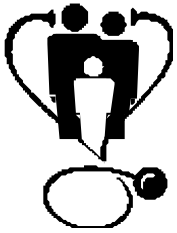
Sharon Walkom – Board

Joan Leeming - Clinic

Dr. Kenneth Hook – Clinic

There were no meetings to report for 2016. Members have agreed to keep this committee active in the event of any conflicts or issues that may arise in the future.

Respectfully submitted by  
Linda Keller, Committee Chair



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## **AGM Facilities Report**

April 2017

We are continuing along with our 3 to five plan by updated another 10 computers in 2016. This will make a total of 20 computers that are updated and we will be asking to renew a final 7 computers in 2017.

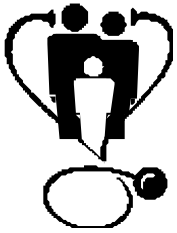
The physical updates continue, Dr. Cowing's office got new flooring and Dr. Kustic's office was updated with a new examination table, flooring, and paint.

New contracts were awarded to Weicker Home Care for the grounds and Chris Roth for snow removal, both were awarded with same amount as previous 2 year contracts.

Several extinct IT devices were removed from capital equipment list.

Looking ahead for next year, an automatic system to notify us if the generator fails to run, has been approved by the board. We hope to install it soon. The generator has been working since the discovery of a defective board repaired itself by rebooting it. It will be monitored. The front door also failed in February, we may have to look into the automatic door closer as well.

Submitted by  
Bill Green, Committee Chairman



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## **AGM Liaison Report**

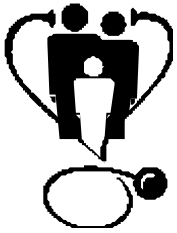
My report is very brief this year. There were no business meetings between the physicians and the committee. Scheduling difficulties were partly the fault and email was a convenient alternative to meeting in person.

The rental agreement referred to in last year's report has been accepted and signed. The agreement was retroactive to January 2016 and remains in effect until January 1, 2018.

Dr. Bartlett gives a report at most Board meetings and the Liaison committee would convene should an issue require that.

Respectfully submitted by

Dale Leis on behalf of Marlene Steinacker (past Vice-Chair) and Karen Walton,  
Treasurer



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

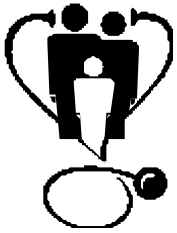
## **AGM Treasurer's Annual Report**

April 2017

Tavistock Community Health Incorporated ended the 2016 fiscal year with a deficit. This loss was mitigated in part by a generous donation from an anonymous party late in the year. The board carefully monitored expenses during the year and looked for ways to increase revenue, which is still in the development stage at this time.

From a cash perspective, while there is a deficit, the rent paid to Tavistock Medical Centre Limited (a wholly-owned subsidiary of TCHI) is not paid in cash, thus the year was essentially break even. As a result, TCHI maintains a comfortable level of cash and investments and is able to cover the deficit for fiscal 2016. However, to sustain the organization in the long term, TCHI must look for future increases in revenue. Looking forward, TCHI has taken measures to control costs by setting a budget for 2017 in addition to redesigning the website to facilitate online donations.

Respectfully submitted by  
Karen Walton, Treasurer



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## **AGM Nominating Committee Report**

The Nominating Committee would like to acknowledge the work of two retiring Board members. They are Marlene Steinacker and Jennifer Kitsch.

Marlene has served five years in various capacities. As a member of the Human Resources and Liaison Committees, as well she worked with Jennifer to review the By-laws of TCHI. Marlene also served as Vice-Chair.

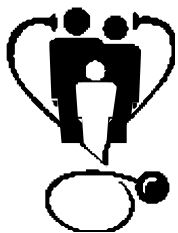
Jennifer is retiring after serving for three years as secretary to the Board and her experience working with not-for-profit agencies was an asset. That experience was useful when the By-laws were reviewed and updated.

Submitted by  
Elizabeth Halliday  
On behalf of the Nomination Committee

The Nominating Committee would like to present two candidates for election to the Board of TCHI for a three-year term:

Sherrill Malson  
Keith Wiffen

Submitted by  
Elizabeth Halliday  
Nomination Committee



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

## **Sherrill Malson BSc, MRT(n)**

244 Janelle Drive, Tavistock, ON

519-655-3640

Charmik17@gmail.com

---

### **PROFESSIONAL SUMMARY**

Healthcare clinical expert with extensive experience in frontline healthcare and software integrations. Supervisory and managerial background in multi-modality departments

---

### **EXPERIENCE**

**MedCurrent Corporation, Toronto, ON**

**Jun. 2013 – Oct 2014**

An innovative Clinical Decision Support (CDS) company focused on improving quality of care and patient outcomes while lowering healthcare costs

#### **Director Client Services**

- Responsible for the strategy and execution of change management and organizational readiness functions surrounding CDS implementation in US and Canadian health systems.
- Involved with IT strategic planning initiatives.
- Performed site analysis to identify specific customer workflows to determine product integration requirements
- Worked with the Project Management team to ensure deliverables were met.
- Collaborated with key stakeholders on product deployment requirements.
- Provided clinical verification and validation on engineering releases
- Worked with the engineering team to evaluate product scope and with software developers to direct application design in accordance with clinical requirements

#### **Key Contributions:**

- Successfully implemented several clinical decision support systems in top-tiered health organizations.

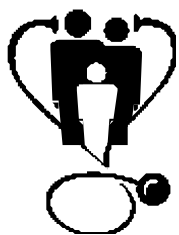
**Medicalis Corporation, Kitchener, ON**

**Jun. 2010 - Jan. 2013**

A leading developer of radiology workflow solutions productivity, utilization and quality with a deep expertise in evidenced-based medicine and the integration of healthcare information systems

#### **Customer Relations Manager (Sept. 2012 - Jan. 2013)**

- Managed customer relationship from presale to post live coordinating projects/support issues through the Jira system
- Coordinated customer roadmap for product updates through utilizing Confluence
- Served as an advocate and liaison between customer and deployment, support and engineering teams



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

- Performed site analysis to identify specific customer workflows to determine product integration requirements
- Collaborated with key stakeholders on product deployment requirements
- Provided clinical verification and validation on engineering releases
- Authored functional requirements for products using Contour
- Worked with the engineering team to evaluate product scope and with software developers to direct application design in accordance with clinical requirements

## **Key Contributions:**

- Successfully standardized imaging concepts of a leading national multi-practice teleradiology company to allow mapping of HL7 messages to a central dictionary of CPT4 codes meeting client enterprise management requirements. Resulted in key customer acceptance of software Proof of Concept.

## **Clinical Product Analyst (Jun. 2010 - Sept. 2012)**

- Worked as the subject matter expert in developing clinical content
- Assisted in creation of electronic clinical libraries
- Worked with customers to map local dictionaries to standard terms using ICD9, ICD10, SNOMED and CPT4
- Authored and maintained clinical guideline documents
- Facilitated the translation of evidence based guidelines into executable decision support
- Assist in clinical validation and product verification
- Provided clinical verification and validation on engineering releases
- Authored functional requirements for products using Contour
- Worked with the engineering team to evaluate product scope
- Worked with software developers to direct application design

## **Key Contributions:**

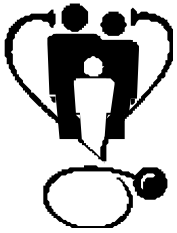
- Converted evidence based imaging guidelines into executable decision support logic which was instrumental in Medicalis being selected as the vendor of choice for the *Medicare Imaging Demonstration Project* to assess the impact of decision support on the appropriate use of advanced imaging services.

## **Huron Perth Healthcare Alliance, Stratford, ON**

**1990 -2010**

## **PACS Administrator / RIS Specialist (2006 - 2010)**

- Responsible for the daily operation of PACS/RIS system.
- Worked closely on PACS and Meditech Radiology services with Director of Imaging, Director of Information Technology, Medical Director of Imaging, Department Supervisors, Clinical Coordinators, Physicians and IT Department.



# TAVISTOCK COMMUNITY HEALTH INC.

*"Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs."*

- Successfully integrated GE Centricity PACS system into the regional DI repository and the Southwestern Ontario Digital Network.
- Developed policies to streamline workflow in a digital environment.
- HPHA lead for LHIN 1,2,3,4 digital network integration.
- Developed process and testing for Meditech Radiology/ GE PACS HL7 and DICOM interface.
- Developed a communication and training strategy providing initial and on-going support for stakeholders at HPHA and Thames Valley hospitals during transition to a digital environment.
- Monitored functionality of Lanier dictation system.
- Member of the Clinical Evaluation team for Voice Recognition Project Southwestern Ontario
- Member of the Thames Valley Hospital Planning Partnership working towards a shared Electronic Patient Record
- Member of the Capital Redevelopment Project team providing support to DI, ER and OR.
- Supported Real Time Radiology telemedicine services

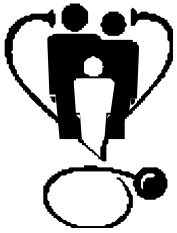
## Meditech RIS Specialist / Charge Nuclear Medicine Technologist (1995 - 2006)

- Monitored daily performance of Meditech Radiology system and provided support to both internal and external users.
- Created and tested all Radiology dictionaries and software version upgrades.
- Coordinated interface of Radiology module with Order Entry and Finance Meditech modules.
- Implemented Community Wide Scheduling with Radiology module.
- Ensure OHIP fees schedules and CIHI indicators are consistent with current values.
- Systematically reviewed all processes within Radiology to maintain a proactive approach to department quality standards.
- Performed productivity and efficiency audits for Medical Imaging
- Concurrently maintained all day-to-day Nuclear Medicine / RSO duties and responsibilities
- Developed Nuclear Medicine program at the Mulago Hospital Complex, Kampala, Uganda

## Charge Nuclear Medicine Technologist / BMD/ Radiation Safety Officer (1990 - 1995)

- Managed the department of Nuclear Medicine and BMD with responsibility for licensing and annual compliance with Canadian Nuclear Safety Commission.
- Successfully developed and implemented Bone Mineral Density and Sentinel Lymph Node programs.





# TAVISTOCK COMMUNITY HEALTH INC.

*“Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs.”*

- Developed Nuclear Cardiology program in collaboration with the Cardiorespiratory department.
- Evaluated RFP’s for new equipment purchases
- Negotiated contracts with Nuclear Medicine suppliers.
- Interviewed, trained, motivated and coached new Nuclear Medicine employees.

## **Prior Relevant Experience:**

**St. Joseph’s Health Centre**, London, ON

Nuclear Medicine Technologist / MRI / BMD

**Scarborough General Hospital**, Scarborough, ON

Nuclear Medicine Technologist

**Edmonton General Hospital**, Edmonton, AB

Nuclear Medicine Technologist

**Saint John Regional Hospital**, Saint John, NB

Nuclear Medicine Technologist

---

## **EDUCATION**

**Bachelors of Science BSc**, University of Waterloo

**Medical Radiation Technology MRT(N)**, Nova Scotia Institute of Technology

**Academic Diploma**, North & South Esk Regional High, NB

## **Professional Development**

LEAN - Six Sigma Black Belt Program, Acuity Institute

Project Management Fundamentals, University of Waterloo

---

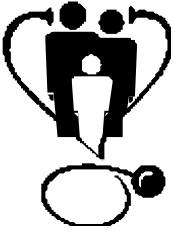
## **PREVIOUS and PERSONAL INTERESTS**

Tavistock Community Health Inc. Board Member

Tavistock Braves Jr C Hockey Club Executive Member

Tavistock Minor Hockey Parents Director

Charmik – Diagnostic Imaging Professionals - Sole Proprietor contract staffing agency.



# TAVISTOCK COMMUNITY HEALTH INC.

*“Tavistock Community Health Inc. is committed to sustaining and enhancing accessible, accountable, high-quality health care services in response to community needs.”*

## **Keith Wiffen**

---

616940 13<sup>th</sup> Line RR #6, Woodstock, ON • N4S 7W1 • 519-462-2898 •  
chriswif@execulink.com

- Born in Tavistock
- Shareholder of Riverbank Farms Ltd. from incorporation in 1980 until present time.
- Owner/operator of Riverbank Farms from 1954 to 1980
- Riverbank Farms was a dairy operation until 1997 and a beef cow calf operation from 1995 to 2014

### **VOLUNTEER EXPERIENCE**

Tavistock Men's Club

Tavistock Agricultural Society, Tavistock, Ontario

Tavistock Curling Club Ice Technician