

Board Director Orientation Guidelines

Description

Board Development is a continuous, intentional process. It begins with identification, recruitment and appointment of each Director. On-boarding of new Directors proceeds to Core Orientation and continues with Ongoing Learning and Development during the term of the appointee.

This document focusses on on-boarding and orientation with only brief reference to ongoing learning and development.

1. On-boarding New Directors

Each new board member will receive a welcome letter from the Board Chair which will include policies outlining the Board and Board Member responsibilities, the Code of Conduct and Conflict of Interest Guidelines and a schedule of meeting dates. Also included in this letter is an invitation to attend an orientation meeting with the Chair and CEO prior to the next scheduled board meeting (if at all possible).

Items to be reviewed at the orientation meeting include:

- Name and contact information of their “board buddy” who will assist and be responsible for phoning the new board member, welcoming them to the board and contacting them before board meetings for the first year to address any questions;
- Administrative arrangements for payment to Board members;
- Information re: parking (including events for which parking is typically covered);
- Expenses typically covered by the Board with expense claim form and the expense policy;
- Access cards;
- Information re: paperless environment and how it is supported;
- an iPad; orientation to the board SharePoint site; on-line board manual and reports (e.g. MoH Strategic Policy Papers, Second Generation DTES) included on the SharePoint site;
- List of the of core orientation meetings as well as how these will be scheduled; and
- Other material as identified in discussion or suggested by Governance Committee/Chair of the Board.

Hardcopies of:

- List of Board members and contact information;
- List of acronyms with a print date and provide reference to the website address where the updated copies are maintained;
- VCH Strategic Priorities;
- Balanced Scorecard;
- Organization Chart; and
- Ministry Policy Papers.

2. Core Orientation Activities

The Board Support Lead will record attendance of Directors (all Directors) at orientation activities. This is helpful for the Board as a whole, for the individual Board members and particularly for new appointees to the Board. The information may be reported to the Governance and HR Committee annually by the chair of the committee.

Core Orientation Activities/Meetings:

<ul style="list-style-type: none"> Board Chair CEO 	VCH Strategic Plan, Ministry Service Plan	1 hour
<ul style="list-style-type: none"> Board Support Lead 	Board Website, iPad intro and training, technical assistance, expense claims, orientation to on-line board manual, MoH Strategic Policy Papers, and reports on the SharePoint site	1 hour
<ul style="list-style-type: none"> CFO Chair of Audit & Finance (optional) 	Financial overview and current issues	2 hours
<ul style="list-style-type: none"> CFO Chair of Audit & Finance (optional) 	Review of capital projects	2 hours
<ul style="list-style-type: none"> Chair, Governance & HR Committee 	Review of Board and Board Member evaluations/expectations	1 hour
<ul style="list-style-type: none"> VP, Medicine, Quality & Safety Chair of Safety, Quality & Performance Measurement (optional) 	Medical affairs	1 hour
<ul style="list-style-type: none"> VP, Quality & Safety Chair of Safety, Quality & Performance Measurement (optional) 	In-depth report on quality metrics	1 hour
<ul style="list-style-type: none"> VP, Public Health & Chief Medical Health Officer 	Population research (<i>My Health, My Community, Early Development Index</i>), working relationships with City, Parks and Rec, VSB, VPD	1 hour
<ul style="list-style-type: none"> VP, Employee Engagement Chair, Governance & HR Committee (optional) 	HR issues, employee demographics and introduction to main HR programs e.g. anti-bullying initiative	4 hours
<ul style="list-style-type: none"> Site visit to Chief Operating Officer, Vancouver Acute 	Orientation to CoC- including a visit to VGH and a unit which has implemented LEAN processes or Releasing Time to Care	2 hours
<ul style="list-style-type: none"> Site visit to Chief Operating Officer, Vancouver Community 	Orientation to CoC- including a visit to Insite/DTES and a unit which has implemented LEAN processes or Releasing Time to Care	2 hours
<ul style="list-style-type: none"> Site visit to Chief Operating Officer, Coastal 	Orientation to CoC- including a visit to LGH and Evergreen and a unit which has implemented LEAN processes or Releasing Time to Care	2 hours

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<ul style="list-style-type: none"> Site visit to Chief Operating Officer, Richmond 	Orientation to CoC- including a visit to RHS and Minoru and a unit which has implemented LEAN processes or Releasing Time to Care	2 hours
<ul style="list-style-type: none"> Site visit to CEO, Providence Health Care 	Orientation to PHC – including a visit to St. Paul’s and Mount St. Joseph’s and a unit which has implemented LEAN processes or Releasing Time to Care	4 hours
<ul style="list-style-type: none"> Major Initiatives: <ul style="list-style-type: none"> CST (Clinical & Systems Transformation) 		1 hour

In addition to these core meetings, it is recommended that new Directors attend at least one major health related conference in Vancouver within the first year (preferred focus on patient safety/quality issues). The Community Education and Action (CEAN) Forum typically held in the fall and/or spring, is also recommended.

3. Optional Activities following Core Orientation

Directors share a commitment to ongoing learning and development as members of VCH Board. Having completed core orientation activities, individual Directors may request assistance from the Board Support Lead to schedule additional site visits, to attend health related conferences, to further their knowledge related to emerging issues.

Two examples are included as illustrations of possible Optional Activities:

a. “Home is Best” /Community Engagement (including People Centred Care)

“Home is Best” challenges the acute care model for seniors, elderly and frail elderly. It also requires new models for integration of services as well as effective case management VCH is planning for this, and framing the issues. www.vch.ca/ce or email ce@vch.ca, provide possible starting points for optional and ongoing learning.

b. Optional Site Visits:

- o GF Strong
- o Dogwood Pearson
- o Whistler Health Centre
- o UBC Hospital including the Brain Centre
- o IMITS Briefing
- o Current Issues Briefings
- o LEAN Management Education Course

4. Ongoing Learning and Development During the Term of Appointment

Learning and development is a continuous process in which Directors will engage throughout their term (s).

Materials posted to VCH website and accessible through the Board site can be accessed and re-examined as necessary during the Director's term. In addition, when new board members join the board, their Core Orientation meetings/tours will be made available to all board members should they wish a "refresher" in any of the specified areas.

Approved by: VCH Board

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