



Timeline (guide):

- 5:15 Call to order
- 5:15 Regular board meeting

Standard Meeting Documents

- [Consent agenda information \(what is it and how is it used?\)](#)
- [Motions cheat sheet](#)
- [Board Governance Decision Matrix](#)
- [Policy 22 – Code of Conduct](#) (reference to Conflict of Interest)
- Meeting Minutes
- Board Reports
 - Board Executive
 - Finance & Investment
 - Nominating
 - Policy & Governance (no report)
- CEO Report to the Board

Additional Meeting Documents

- Financial Performance and Forecast Q3

Board of Directors

Bernard, Miranda	R	Kaur, Anuroop	V	Rizzetto, Maria (Vice Chair)	V
Bhangale, Chirag	V	Kiefte, Michael	V	Sullivan, Vickie (Co-Vice Chair)	V
Frost, Jon	R	Landy, Mark (Chair)	V	Vossen, Emma	P
Grant, John	V	MacLean, Matthew	R	Mason-Browne, Anne (CEO)	P
Haley, Matthew (Sec-Treasurer)	V	Nakhla, Nardeen	A	Leslie, Kimberlee (Exec. Assistant)	V

Guests:

- Mr. Bob Kolanko, Director of Finance and Operations (P)
- Dr. Greg Noel, Director of Adult and Mi'kmaq Hearing and Speech Services (P)
- Dr. Sharon Walker, Director of Pediatric and Autism Hearing and Speech Services (V)
- Ms. Ferne Mardlin-Smith (Patient Advisor to the Board) (V)
- Ms. Courtney Douglas (Patient Advisor to the Board) (V)
- Ms. Alayne MacDonald (Communication Partner for Patient Advisor) (V)
- Ms. Erin Lamond, Manager (V)
- Ms. Marcia Curry, Manager (V)
- Ms. Angela Ryan, Manager (V)
- Mr. Jamie Murray, ASP Team Lead (V)

Present: (P) Videoconference: (V) Regrets: (R) Absent: (A)

5:15 pm	1. Call to Order The meeting was called to order at 5:15 PM.
5:15 pm	2. Consent Agenda 2.1 Board meeting agenda

	<p>2.2 Previous meeting minutes (Nov & Jan Special Meeting)</p> <p>2.3 Board Executive Report</p> <p>2.4 Committee Reports</p> <ul style="list-style-type: none"> • Finance & Investment • Nominating • Policy & Governance (no report) <p>MOTION: that the Board of Directors approve the consent agenda. Motion was moved and seconded. Motion carried.</p>
5:20	<p>3. Announcements</p> <p>3.1 Regrets: Mr. MacLean, Mr. Frost, Ms. Bernard</p> <p>3.2 Declarations of potential conflict of interest: None</p> <p>3.3 Other: None</p>
5:25 (20 min each)	<p>4. Quality Care and Patient Safety</p> <p>4.1 Update on Audiology Wait Times Project: Appointment Reminder (Presenters: Angela Ryan and Jamie Murray)</p> <p>Ms. Angela Ryan and Mr. Jamie Murray presented an update on the appointment reminders audiology wait times project.</p> <p>Q: How were the initial sites chosen? A: In HRM, there are clinics run in conjunction with standard outpatient services (e.g., appointments booked in conjunction with ENT clinics). So, the first sites to implement the system needed to have a large no-show rate that involved some specialized services but not the same client volume as the HRM clinics.</p> <p>Q: How do the reminders work? A: At the time of booking, clients will receive an email notice. Then another email 7 days before the appointment. Then either text or phone call three days prior.</p> <p>Q: What is the cost of Pomelo and how are we charged? A: Cost is per schedule (each audiologist is considered a schedule). Overall, costs are nominal.</p> <p>Q: How is the data protected? A: Pomelo has the same privacy requirements as the electronic medical record (EMR), as it is an extension of the EMR. Modifications were also made to the appointment reminders to minimize any personal health information in the reminders.</p> <p>Q: What was stopping HSNS from rolling out appointment reminders across the organization in one go? A: There were some uncertainties in the capacity to support staff, and complexities with team based appointment bookings (e.g. audio and ent).</p>

	<p>The Board thanked Mr. Murray and Ms. Ryan for the presentation and the excellent work on the project and its execution. At this point, Mr. Murray and Ms. Ryan left the meeting.</p> <p>4.2 2025 Client Experience Survey Results (Presenters: Erin Lamond, Marcia Curry)</p> <p>Ms. Erin Lamond and Ms. Marcia Curry presented the 2025 client experience survey results.</p> <p>Q: When a referral is received, is there a referral acknowledgement, and what expectations does it set? A: There is an acknowledgement of referral letter for outpatient SLP services. There is no acknowledgment letter for audiology services due to the high volume of referrals received. It can be challenging to give people an accurate wait time in the letter, but wait times are available on the website.</p> <p>Q: Are Partners in Care (PIC) included in the survey planning process? A: Partners in Care (PIC) were involved last year as the surveys were being updated. In previous years, PIC were also involved in collecting surveys in inpatient units. PIC were not involved this year.</p> <p>The Board thanked Ms. Lamond and Ms. Curry for the presentation. At this point, Ms. Lamond and Ms. Curry left the meeting.</p>
6:05	<p>5. Strategic Plan Update</p> <p>The Board held a special meeting in early January to discuss the RFP scope. The strategic plan RFP has gone out the groups identified by Board Executive. Deadline for proposals is February 16 at 1:00 PM.</p> <p>Q: Is there a requirement for a strategic plan that has a specific time frame (e.g., 3-year, 5-year)? A: HSNS hasn't received a directive from government on how long a strategic plan should be. However, it is advisable to ensure the strategic plan is compatible with the government mandate and DHW Strategic Plan. There is a requirement to involve clients and families in the development and to report on the plan.</p> <p>Q: Is there a desire to have a Partner in Care on the committee? Is there another way to provide input into the development of the plan without being on the committee? A: Partners in Care will be contacted during the development process. So, even if Partners in Care are not involved in the committee, they will have a voice in the plan.</p>
6:20	<p>6. Board Executive</p> <p>6.1 CEO Recruitment Update This item was moved to be discussed during the in-camera session.</p>
6:25	<p>7. CEO Report</p> <p>7.1 Monthly Update Ms. Mason-Browne provided the monthly CEO update highlighting:</p>

	<ul style="list-style-type: none"> • Talent Management Plan Q3 report • RAP committee • DHW Service Agreement • Collective Agreement • Accreditation recommendations from surveyors
6:40	<p>8. Nominating Committee</p> <p>8.1 Board membership Ms. Rizzetto provided a brief overview of candidate Ms. Arab.</p> <p>MOTION: that the Board of Directors accept Ms. Rachel Arab as a new member of the Board starting in February 2026. Motion was moved and seconded. Motion carried.</p> <p>Q: What will the Board do for orientation? A: Board Exec will discuss this at their next meeting.</p> <p>8.2 HSNS Engagement Days (May 2026) HSNS will be hosting Engagement Days this May. Dates and sites haven't been selected yet, but information will be circulated to the Board when it becomes available. The Nominating Committee is requesting Board representation at the engagement day events.</p> <p>ACTION: Board members will email Dr. Kaur if they are interested in attending the engagement day events.</p> <p>8.3 Expression of interest webform The expression of interest form will be made into a web form on the HSNS website.</p> <p>8.4 Mentorship program The program description was included in the Board meeting package for review and discussion at the February meeting.</p>
6:50	<p>9. Finance & Investment</p> <p>9.1 Financial Performance and Forecast Q3 Mr. Haley provided a brief overview of the discussion that occurred during the Finance & Investment meeting regarding the Q3 financial performance and forecast.</p> <p>MOTION: that the Board of Directors accept the financial performance and forecast for Q3 as presented by the Finance & Investment Committee. Motion moved. Motion carried.</p> <p>9.2 Appointment of auditor for 2026-27</p> <p>MOTION: that the Board of Directors approve the appointment of Lyle Tilley Davidson to be retained as HSNS' auditors for the 2026-27 fiscal year. Motion moved. Motion carried.</p> <p>9.3 Innovations Fund amendments</p>

	An update was provided to the Board regarding the recent amendments to the Innovations Fund form and process based on feedback from HSNS staff.
7:00	10. Old Business None
7:05	11. New Business None
7:10	12. Members' Comments None
7:20	13. In-camera session MOTION: that the Board of Directors move to in-camera session. Motion carried MOTION: that the Board of Directors move to adjourn the in-camera session. Motion carried.
7:40	14. Date of next meeting: February 26, 2026 (Hybrid – members can attend at the HSNS Provincial Office. Dinner will not be provided.)
7:45	15. Adjournment MOTION that the Board of Directors move to adjourn the meeting. Motion carried. Meeting adjourned at 7:17 PM.