

## Zoom Town Hall

### Summary of Questions & Answers

June 23, 2020

**1. Where does PWP stand on the transition? What are their desires**

- Conversations were held with PWP over several months at the same time as discussions were taking place with PSBC. PWP was considered. They were informed when we entered into discussions with PSBC. The decision was based on alignment and the ability to grow Headway's core services. This was the result of a many months of review & analysis. After PWP was informed we went to the membership with the information.

**2. Would it be better to have services in one location? Would the Board reconsider approaching PWP?**

- When we entered into discussions with PWP, we raised the various issues and concerns. Headway's mandate is to provide education and treatment. It is in our constitution that our focus is on counseling. This is our mission. When considering different aspects of the organizations, the emphasis was on continuing the services Headway provides.

**3. How many people were on the Board to make the decision? Will accessibility and someone going to client homes be included in the transition? Would the Board consider merging locally before going the Provincial route?**

- Six elected members of the Board were involved in the decision.
- Headway does home visits. These are not happening currently due to COVID-19 but will continue when it is safe to do so. These will continue after the transition as they are services that Headway provides.
- The transition proposal is not about removing current service. It's about enhancing it.
- If the proposal is voted down it will be up to the membership to decide what to do. The proposal was done over many months of conversations, not just the Board but also staff and other stakeholders. The current status of both organizations were examined at many levels.
- Under a transition to PSBC the Headway model will continue and Madeline's services will continue. It's not moving to a virtual or online format. We understand that people care deeply about this and we do as well. We take this responsibility very seriously.

**4. How do we avoid conflict for local fundraising while maximizing the benefits? Can a formal liaison arrangement be set up?**

- Headway has partnered with other organizations in the past with a memorandum of understanding. There will continue to be opportunities to work together to support the community while ensuring the continuity of our own services.
- The existing office will be maintained until the lease expires next year. Once this contract is no longer in force the opportunity opens up to find a new location with better accessibility.
- PSBC has their own programs. They are already raising funds locally and we do not anticipate a conflict
- PSBC is open to opportunities and they work with local communities on an ongoing basis. PSBC will be in regular consultation with the community about needs. Madelaine has already begun to provide front line feedback so that needs can be continuously assessed and responded to.

**5. How much feedback did the Board get from the advisory committee? Did you get enough information from the grassroots? What exactly happens with a merger (transition)?**

- We worked to get as much feedback as we could, including connecting with the advisory group. We also sought feedback from the staff. The hope is there is enough information as we have to make decisions for Headway to continue. It is important to recognize the years of support by many individuals.
- With the transition, support staff will continue. We want to recognize the extraordinary patience of the staff. We have been in weekly conversations with PSBC regarding the future of the staff. Because of the values Headway has, we will retain staff or respectfully help them transition to a new job. Our staff are very important.

**6. Will there be any reduction to PSBC service if the transition doesn't take place? Was it a unilateral Board decision? Could the facilities all be under one roof and couldn't costs be saved if there weren't two locations?**

- (Answered by PSBC) PSBC has had a Victoria presence for a long time including a regional education conference and workshops. We have extended support services to Victoria. The transition would make the services more robust.
- (Answered by PSBC) PSBC has a tradition of working with both Headway and PWP. PSBC advertises PWP program and promote PWP on the website. Our intent is serving throughout the province.
- We communicated the parameters of the proposed transition at the March town hall. At that meeting the membership indicated support to continue to explore the potential transition.

**7. When will the financials be available? Will we be able to reach all the members and how many voting members are there? Why was the July 6 date chosen?**

- The financials are coming from the auditor shortly, we are anticipating it could be this week. It takes time to have the financials independently reviewed and COVID-19 further delayed the completion of the review. We will be ending the year with a deficit again. The impacts of COVID-19 include depleting our reserve funds. Mira and the team continue to work hard to secure funding.
- We have a list of approximately 215 voting members. We have been working closely with legal counsel regarding the parameters of membership and what the best way forward is.
- July 6 was chosen as a date that gave us enough time to reach the membership and communicate the details of the transition while also not holding it too far into the future. The current situation can't be indefinite and there is some urgency.

**8. Who are the voting members? Are people with epilepsy voting and influencing this decision?**

- The membership list was reviewed with counsel to assess individual memberships. There is a process for membership. We confirmed the requirements with our legal counsel. If you have questions about your membership please follow up with Mira directly for clarification.

**9. What are the criteria for membership?**

- We followed the bylaws which outline what is required to become a member and those protocols continue to be followed. Once an application is received it must be reviewed by the Board. This requires a meeting of the entire Board to review.

**10. How do people check and make sure they are a voting member?**

- Follow up with Mira if you have questions about your membership. She can help you submit an application to be reviewed by the Board.

**11. How many people on the member list are active in the Parkinson's community today?**

- We spent many weeks with our legal counsel reviewing the membership list. We are following the process we have to follow as stated in our bylaws. Active participation has not been a requirement of membership.
- We structured the proposal to be the strongest financially and to offer service with a local provider. While the Board has chosen this as the best option, we accept whatever the decision of the membership is as a result of the vote. We will provide as much information as possible so people can make an informed decision.

**12. Is PSBC in control of the financial statements so not releasing them as a result of accepting the liabilities and assets?**

- The statements are being independently reviewed and will be released & posted on the Headway website this week. PSBC is not making any decisions on Headway's behalf.

**13. Is PSBC totally aware of Headway's assets and liabilities or are the results of the statement a condition of the transition?**

- PSBC is aware of the nature of our operations.
- They are also waiting to see the statements. There is not a subject condition based on the statements.

**14. Are we reaching all the people who are or should be voting members? Are you contacting people who have been involved through the years? How do we reach them?**

- Tools for outreach include a mail out through Canada Post, email blasts, information on our website, Facebook posts and staff outreach as part of their day to day operations. We are doing everything in our power to reach everyone. We are responding to every query we receive.

**15. Can we do this by July 6?**

- We have been working on this since the announcement in February. Work has been ongoing behind the scenes to ensure we are ready for July 6.

**16. Is there a link on the website on how to become a member?**

- There is information on the website. Clients are invited to direct questions to Mira. When queries have come in those people have been provided with a pathway to membership.