

Governing Board Meeting Minutes – 18 November 2017

Present: Calixto; Daniel; Einav; Emmanuel; Gaby; Gustavo; Luis; Maggs; Margie; Vinh; and Denise.

Minutes: Lisa

Daniel took a moment to acknowledge the work of Jennifer Watson and our sadness at her sudden passing this week. We noted how much she will be missed and recognised the significant impact she has made on our organization.

Approval of agenda and minutes of our previous meeting – Daniel

Daniel asked us to approve the agenda for this meeting and the minutes of our previous meeting.

Decision: We approved the agenda (with amendment) and the minutes from the 14 October meeting.

Basic Training at Regional Training Forums

We agreed to table the discussion on the Training and Quality Assurance Committee's response to the motion for our January meeting.

Review of Decision and Action Tracker

We thanked the Governance Team for producing the tracker.

Action: Daniel will ensure that we review and update the document regularly.

Reports and Updates

3rd Quarter Accounts – Calixto and Gaby

Calixto presented the accounts and advised that we are on target and forecasting a surplus this year. Our investments are now placed with Brewin Dolphin and we will invite our fund manager to attend our February in-person meeting to provide us with an update. We held a discussion around the role of the Board when we review quarterly accounts and how the Resources and Infrastructure Committee looks at our accounts on a monthly basis. We requested more detailed analysis in future to allow us to compare results against previous quarters and years.

Action: Calixto will liaise with the Board on their needs and the Resources and Infrastructure Committee will then consider the best ways to present quarterly accounts to show the progression from one quarter to the next and any relevant comparisons to previous years.

Programme Review Update - Einav, Gustavo, and Gaby

Following our appointment of PwC, Einav, Gaby, and Gustavo held a meeting with the PwC team to discuss and agree alterations to their proposal and sign it off. They, and the small core team, will hold a formal kick-off meeting with the PwC team next week and will consider the need for an

in-person meeting, in early 2018. They advised that initial findings will be ready to be shared with the Board at our February meeting and then taken forward to Regional Meetings. PwC will work with our team to prepare materials to allow us conduct interviews and focus group meetings at Regional Meetings and later at the Global Conference. PwC team members are available to attend a Regional Meeting and the Global Conference, subject to budget. On our behalf, Einav, Gaby and Gustavo will send a letter to Members next week, to inform them of the PwC appointment and the next steps in the programme review process.

Committee Updates and New Business

Risk Management reports and recommendations– Gaby

Gaby outlined two specific programme incidents, which the International Risk Management Team referred to the Board for consideration and potential sanction. The details are minuted confidentially.

Gaby explained that the International Risk Management Team has become increasingly concerned over the number of undisclosed medical, developmental, and mental health conditions in participants in all CISV programmes. She explained that host NAs and their staff can manage many of these conditions, and risk managers can support them, if there is effective communication in advance. However, when participants or their parents fail to disclose these conditions it becomes very difficult to prepare. Failure to disclose relevant conditions has resulted, and will continue to result, in issues that host NAs and programme staff are not adequately prepared to address. They put the specific participants at risk and they can create such high demands on programme staff and leaders, that the care of the other participants and the overall programme are affected. Sadly, this is also resulting in people being sent home early; a process that is fraught and difficult for all involved.

One of CISV's values is inclusiveness and we seek to make our programmes available to participants with special needs that can be reasonably accommodated by our programme staff, leaders, and host families. The Risk Management Team recommends that CISV International appoint a special taskforce or working group, with relevant expertise, to consider the issue of participation by those with special needs, including those on the autism spectrum. In addition, this group should be asked to review and consider our current approach to gathering and sharing relevant health information from our participants and leaders. At some point during this process, the Risk Management Team suggests that all National Associations consider taking a similar approach to ensure they are in compliance with any applicable national laws or regulations.

Decision: We approved the recommendation. We noted that this work is very linked to the current review of our Guidelines on Discrimination (Info File R-05). We further noted that a culture of disclosure can only be achieved in a safe environment; it is incumbent on us to maintain the highest possible standards on risk management in general, and child protection, and the protection of personal information in particular.

Action: Gaby will communicate this to the International Risk Management Team. Daniel will add the establishment of the proposed taskforce to a future agenda

Enforcement of the rule on a certified risk manager in every NA and Chapter – Gaby

At our September meeting, we agreed that we must begin the enforcement of the motion, agreed by Members in 2013, that every National Association and Chapter must have a certified Risk Manager in place. We delayed the enforcement of this motion for several years to enable us to train and develop the Risk Management community. We asked the International Risk

Management team to recommend an enforcement process around the deadlines we had outlined:

- All NA Risk Managers in place by 1 June 2018
- All Chapter Risk Managers in place by 1 June 2019

Gaby summarised the International Risk Management Team report and recommendation. She noted that the Team reviewed timescales and current levels of compliance; they also considered the most effective ways to enforce compliance. We discussed the sanctions recommended by the Team if NAs are not in full compliance and the proposed timescales; we agreed that exceptions should be minimal. We questioned whether the requirements could be introduced sooner.

Decision: Following discussion, we agreed to refer the matter back to the International Risk Management Team to consider some specific questions that we raised. We also requested some further information to aid understanding and discussion, specifically on the proposed sanction and our ability to enforce it in a fair way.

Action: Gaby to provide feedback to the International Risk Management Team that they consider additional recommendations for our January meeting. Gaby advised this may impact on timescales for enforcement, as communications will have to be delayed.

Approval of new JB Representative to the Training and Quality Assurance Committee - Maggs

Maggs asked us to approve the appointment of Paula Hernandez Quijano of CISV Colombia to the Training and Quality Assurance Committee, representing the International Junior Branch Team.

Decision: We approved Paula's appointment.

Chapter Development: Member Status – Gustavo

Gustavo provided a summary of the 2017 Category Change Recommendations report to the Board. The changes to Member status recommended were:

- CISV Lithuania to move from Category B to A
- CISV Singapore to move from Category E to D
- CISV Hong Kong to move from Category E to D
- CISV Myanmar to move from Category E to D
- CISV Russia to move from Category D to F

We noted that CISV Singapore is growing and moving unusually fast, which is very exciting but we are concerned that they have sufficient support in place. Gustavo advised that once they are moved to Category D, they will share hosting with their strong buddy NA, CISV Indonesia. We acknowledged the work put into providing the detail in the report and thanked the Committee.

Action: Gustavo to take our observations back to the Chapter Development Committee with regards to the speed of growth and category change for CISV Singapore.

Decision: We approved all the recommendations put forward in the summary report, with congratulations to CISVs Lithuania, Singapore, Hong Kong, and Myanmar. The changes to Member status will take effect from 1 January 2018.

We discussed the levels of support provided to our NAs and Chapters, including the effort, costs and results. Gustavo advised that when we approve a new Promotional Association (PA) we have

to accept that we have to support them adequately and make our decisions on whether to accept a new PA with this in mind.

Action: Gustavo to discuss our support efforts and costs with the Chapter Development and Resources and Infrastructure Committees and provide feedback to the Board, with aim to provide the Board with more understanding of the chapter development and chapter support budget needs.

Conference & Events – Global Conference Update – Emmanuel and Daniel

Daniel and Emmanuel advised that first 100 registrations for the Global Conference are now completed and that the focus is now on logistics planning. The content and speakers are agreed; everything is moving ahead as planned and to schedule.

Resources & Infrastructure – Discussion and approval of the recommendation on fund for attendance at meetings and Global Conference – Calixto and Gaby

In the 2018 budget, we had set aside funds to help fund meeting attendance for our Committees and Regional Teams. This could include attendance at Regional Meetings or Training Forums, Global Conference, or other meetings that will promote volunteer engagement and the achievement of our strategic objectives. We asked the Resources and Infrastructure Committee to advise us on how to administer this fund and Calixto presented their recommendations. He outlined the proposed procedure to request funding, which delegated authority to prioritize and allocate the budget to a panel comprised of Einav, Gustavo, and Calixto.

Decision: We approved the budget fund criteria put forward by the Resources & Infrastructure Committee and the panel designated to authorize allocations.

Action: Daniel will communicate the process quickly to Committees and Regional Teams as the deadline for applications is 19 January 2018.

Governance Team – Work plan and Policy Reviews for Committees – Margie and Gaby

Highlights of the Governance Team report were shared with the Board. Margie asked that we approve the addition of Vinh to the 2017-2018 Governance Team.

We discussed the policy review schedule; Margie noted that some policies are more complex than first thought and that their review has been delayed. We will give priority to the review of these policies and identifying who will take the lead on them.

Decision: We approved Vinh's appointment to the Governance Team and the changes to the Policy Review schedule.

Margie went on to explain that some items on the work plan had been moved. Draft motions for Members will be due earlier next year due to the schedule of our Regional Meetings (based around Easter). During our February in-person meeting, any draft motions from the Board will need to be finalised prior to sending them to our Members for discussion at Regional Meetings and on online forums. Motion decisions will take place at the General Meeting, to be held at the Global Conference.

Action: Margie to send full details of the work plan to the Board for our approval via email in one week's time (Saturday 25 November).

Educational Programmes – Approval of new JB Representative to the Committee – Einav

Einav asked us to approve the appointment of Joanne Mary of CISV France to the Educational Programmes Committee, representing the International Junior Branch Team.

Decision: We approved Joanne's appointment.

Any Other Business

None.

Date of Next Meeting:

13 January 2018 (virtual meeting) 3 – 5 pm UK time.