

Draft
74th Annual General Meeting
Thursday September 26th, 2019

Location: MacDonal Block, Ontario room, Toronto, 5:00pm – 7.15pm

Board Members: Candys Ballanger-Michaud, Chair
Brian Miki, Vice-Chair
Stephen Wright, Past Chair
Nick Perera, Director
Robert Ceh, Director
Mara Conrad, Director
Harriett Grant, Director
Will Stratton, Director
Kimberly Bates, Director
Michael Donsky, Director
Bernadette De Souza, Director
Paul Byron, Director

QCC Staff Present: Anna Shaw, Director, Business Development and Rewards
Patty MacPherson, Manager, Member Services and Programming
Katherine Wright, Senior Executive Assistant
Kinga Wnuk, Accountant

Guests: 22 Members
2 Guests (Non Members)
38 Proxies

Regrets: Lesley Brown, Executive Director
Peter Hoy, Director
Abby Katz-Starr, Director

Script

1. WELCOME & INTRODUCTION – CANDYS BALLANGER-MICHAUD

Good evening and welcome to the 74th QCC Annual General Meeting. My name is Candys Ballanger Michaud, Chair of the QCC's Board of Directors. We are so pleased with such a great turnout of our Members, Directors, Partners and Supporters. We are glad to be in London this year and getting to meet our London members face-to-face.

As part of our commitment to connect with all our members around the province, we will be rotating our Annual General Meetings each year. Last year we were in Toronto, this year London, and next year we will be back in Toronto, and so on every other year. We will also explore for future meetings how we can conduct them virtually to bring in all members interested regardless of the physical location. If you have any other ideas, please don't hesitate to share them with myself or staff.

We will begin the 74th QCC Annual General Meeting by acknowledging that we are meeting on – the traditional territory of the Anishinaabeg, Haudenosaunee, Attawandaron (Neutral), and Wendat peoples. This territory is covered by the Upper Canada Treaties.

Before we begin our meeting, let me point out the exits and washrooms adjacent to this meeting room. In the event of an emergency please follow any instructions given by the staff. And please do not hesitate to approach any of our staff or board directors (**they will be identified by QCC Staff on their name tags**) if you have any needs or issues during this session. We will be happy to assist.

I would like to ask in the interest of all present, if you could please turn off your cell phones.

We are very honoured to receive the support of the **Secretary of the Cabinet, Steven Davidson**. Please see his letter of welcome in your package. (*Candys read Steven Davidson's letter to the group*).

At this time, I would like to acknowledge the presence of the Directors for the QCC. Please stand as I call your name.

- Brian Miki, Vice Chair
- Stephen Wright, Past Chair
- Harriett Grant, Treasurer
- Rob Ceh, Governance Officer
- Nick Perera, Director
- Mara Conrad, Director

- Kimberley Bates, Director
- Michael Donsky, Director
- Will Stratton, Director
- Peter Hoy (who could not be with us tonight).

I would also like to acknowledge the staff team, who have worked diligently behind the scenes to organize this event.

- Lesley Brown, Executive Director
- Anna Shaw, Director of Business Development & Rewards
- Patty MacPherson, Manager of Member Services & Programming
- Katherine Wright, Senior Executive Assistant
- Kinga Wnuk, Bookkeeper
- Jennifer Cunningham, Senior Manager of Marketing and Communications (who couldn't be with us tonight)

Acknowledgement:

We would also like to acknowledge the presence and participation of two of our **former Directors** joining us tonight:

- Peter Sherriff
- Frank Kehoe

The QCC has a long-established partnership with ***Treasury Board Secretariat*** for the QCC's role in administering the ***Ontario Public Service - Long Service Recognition Program***. Tonight, although they were not able to join us, we would like to acknowledge:

- ***Judi Hartman***, Director, Corporate Leadership and Learning Branch (recently retired);
- ***Donna-Mae Robinson***, Manager, Research and Outreach Unit,
- and their staff – ***Denise Osagie***, Program Advisor,
- and ***Yvonne Liu***, Program Coordinator.

for their continued collaborative working relationship with the QCC.

We greatly appreciate our relationship with our Reward partners, many who are joining us to tonight, and who have been generous in providing sponsorship for this event.

- **Richard Harrison, Deborah Celemencki and Richa Nagpal** from ***Johnson***
- **Sammar Moufawad and Mandy Hamilton-Goulet** from ***HearingLife***
- **Todd Bridges and Shane Galivan** from ***Collette***
- **Joanne Comisso**, from ***Via Rail***
- **Luc Bisailon**, from ***Tradex***

Thank you all for the trusted and valued services that you provide to the members of the QCC. Take the time to visit their tables at the reception following this meeting.

On behalf of the Board and the Staff, I would like to thank you for your attendance as we conduct our Annual General Meeting and finalize business for 2018-2019.

Voting Procedure:

Before we move into the business section of the meeting, I would just like to go through the voting procedure.

- All the materials that you will be asked to vote on tonight had been posted in advance on the QCC Website [**According to the By-Laws not less than 10 days, not more than 50 days prior to the meeting**].
- Copies have also been made available at the meeting in your blue folders.
- This year, as we have in previous years, for those members not able to attend the meeting, we made proxies available on the website, and we will use those in today's vote.
- If you are a member – you can make the motion and you can second it, and you can vote on it.
- If you are a member, you will have received a 'Voting Card' at registration – use this card to register your vote [**hold up card to display it**]
- Any questions before we begin?

2. PROOF OF MEETING NOTICE / DETERMINATION OF QUORUM

As your Chair, I can declare that notice of the Annual General Meeting has been duly given to all members of QCC in accordance with the By-Laws. And this year we have engaged the use of absentee voting proxies to establish quorum.

I understand that we have 22 Members present and accounted for, including 38 proxies, so I declare that there is a quorum present (over 25) and that the meeting is duly constituted for the transaction of business.

3. CALL TO ORDER/Appointment of Secretary

**MOTION: “That the Annual General Meeting 2019 be called to order.” And
“That Katherine Wright be appointed Meeting Secretary.”**

**MOVED BY: Peter Sheriff
SECONDED BY: Michelina Busico**

CARRIED

DATE: September 26, 2019

4. APPROVAL OF AGENDA

The Agenda for the 2019 Annual General Meeting was posted on the QCC Website well in advance of the meeting and the By-Law requirements. Copies have been made available to the membership present today.

**MOTION: “THAT QCC’S Membership accepts and approves the Agenda for the
September 26, 2019 Annual General Meeting as presented.”**

**MOVED BY: Andrew Habib
SECONDED BY: Anna Clark**

CARRIED

DATE: September 26, 2019

5. APPROVAL OF MINUTES OF THE September 24, 2019 ANNUAL GENERAL MEETING

The Minutes from the 2018 AGM were posted on the QCC Website well ahead of the meeting and in accordance with By-Law requirements. Copies have been made available to the membership present today. Given the relocation of the AGM, only participants who were at the meeting in Toronto on September 24, 2018, may move to accept the Minutes.

**MOTION: “THAT QCC’s Membership accepts and approves the Minutes of the
2018 Annual General Meeting as presented.”**

MOVED BY: Stephen Wright
SECONDED BY: Harriett Grant

CARRIED

DATE: September 26, 2019

Today's Annual General Meeting marks a momentous occasion when we can present our new strategic plan to our membership and take some time at the end of the meeting to get your feedback.

Before I go through the big reveal, I would like to call up Brian Miki, to give an overview of our strategic planning process that brought us to this point.

Candys then invites **Brian Miki**, Vice-Chair to the podium to give an overview of the strategic planning process we undertook over the course of the past two years.

OVERVIEW OF STRATEGIC PLANNING

QCC has a long history – 74 years, and we would like it to continue well into the future.

Over the course of the last two years, the Board of Directors and staff came together to undertake an extensive strategic review of the organization.

This included an environmental scan that examined our history as well as the realities of the current environment in which the organization is operating in today -

We began as an organization with the Ontario government, and moved to a non-profit agency 25 years ago. There is still a misconception that we are part of the government. We are **not** – we work in partnership with the Ontario Government, but we are a stand-alone, non-profit organization.

Few if any membership agencies operate without charging a membership fee. We do and are therefore depend heavily on revenue generated through our Rewards program to run the organization and provide programming.

We moved from automatic membership to voluntary sign-up in 2017.

Our data needed an extensive update, with many old records, and few emails enabling us to better contact our members. Our processes were heavily manual, and we needed to move to more automated, member-self-managed means of operating. We have a very small staff of 5, and we need to be efficient.

We did not have mechanisms in place to better manage our member data – updating information, utilizing digital communications. Membership was decreasing because our previous Bylaws limited it to 15+ years of service.

Within this context we began looking to the future state and reimagining the QCC as a member-centric, efficient and valuable association.

Over the course of the last two years we built a strategy that:

- Opened up membership for those in the public, broader public and non-profit sector – who proudly serve the public at any stage of their career;
- Crafted out a strategy that put the member at the Centre – responsive to members’ needs, better engages with our membership, and involves them with our program planning;
- Building a revenue structure that brings in Reward partners that meet a variety of product preferences, are strong supporters of the organization, and generate revenue to run our operations.

The QCC’s transformation will both honour our past history, while looking to the future, recognizing that a lot has changed since 1945, and being responsive to today’s reality, while retaining the core of what this organization is about – showcasing and celebrating the contributions of our members who serve the public good.

When Brian is finished, he calls Candys back to the Podium to highlight the Strategic Plan.

6. QCC CHAIR’S REPORT

I am pleased to present our new vision, mission and values at today’s meeting.

Vision:

Recognition Matters!

Our innovative and meaningful recognition programs make people, communities and organizations stronger.

Mission:

Celebrating the pride and service in our community for clients and members through innovative and meaningful recognition programs and valued member services.

Values:

1. Respecting and valuing people
2. Trusted and relevant service excellence that strengthen communities

Thank you, I will now call Candys back to the Podium to reveal our new Strategy

Candys:

I am proud to showcase our 2019-2022 Strategic Priorities. The Strategy document is available in your handout. These four priorities will be the foundation that transforms our vision to a reality. I would like to walk through each of these to bring them to life –

1. Broaden our Recognition Program

Our organization was formed and continues to flourish under the principle of ‘pride of service’. For much of our 74 years our programming mirrored the Ontario Public Service’s Long Service Recognition Program. We administer the long-service recognition program on behalf of Treasury Board Secretariat, and our programming built on it with QCC specific recognition such as the ‘In the Service of Ontario’ booklet and the Art project. Although we are proud of these recognition programs, we realized that in order to recognize our full membership better – it was not enough to just limit it to milestone dates, but at other points throughout member’s careers, life achievements and into retirement.

Over the course of the next two years we will be reimagining recognition that considers all our members in a variety of areas – volunteerism, special service, or a multitude of other things to consider, and in the form of an awards evening, profiling achievements, or other ideas that surface. This is an area that we will be engaging our members in – in creating the reward structure, nominating other members, and volunteering to make this new program a reality.

2: Membership Association of Choice

Our aim is to ensure that QCC is our members - association of choice. To this end all our planning and execution is centred around the member. We are cleaning our member data to ensure that we are contacting our members, adding new programming like the learning seminars to provide value, getting out into the regions, utilizing advisory committees, surveys, round tables (like we will have at the end of our meeting) – to make sure that members voices are heard, our programming is responsive to what we are hearing, and there is value that is offered in our program, services and Rewards offerings.

3. Financial Sustainability through Revenue Diversification

Financial sustainability is key to not only sustaining the organization but making sure that it flourishes.

This priority focuses on two key areas:

- Maintaining and continuously improving a resilient financial management system. With oversight by the Finance and Audit Committee, strong financial management policies and practices and a staff team that maintains transparent and accountable money management.

- A careful eye on revenue generation – We now have a Director of Business Development in place to work closely with our existing Reward partners, as well as to seek out new business opportunities that will give value for money to our members and sustain our operations and programming.

4. Corporate Stability

Our success rests on ensuring we have the governance, people and processes in place to make it happen. Over the course of the past two years we have cultivated an amazing staff team that brings the expertise in the areas that we need such as – association membership, marketing and communication, business development and operational excellence.

We have modernized our IT, moving to cloud-based computing, refreshing our website and instituting member-self-managing processes. We have a rigorous nomination process, a steadfast and highly functional Board of Directors, and governance policies in place. We will be coming out to different regions every other year and maintaining all our governance documents on our website to ensure transparency and active engagement with you, our members. Each milestone we reach on this journey brings us closer to our vision of innovative and meaningful recognition programs, that make people, communities and organizations stronger.

Candys would have at this time invited Lesley to the podium for the Executive Director's report, however in Lesley's absence Candys presented the report.

7. QCC EXECUTIVE DIRECTOR'S REPORT – CANDYS BALLANGER-MICHAUD

As a 74-year old organization, QCC has gone through many changes in its history. What has remained consistent is the commitment to recognition of service to the public.

For most of QCC's history, recognition was strongly tied to the OPS Long Service recognition, and our programs reflected this – such as receiving art at 20 years, celebration events at 25+ years. These are good programs, but we are looking to expand on it, so that we are able to connect with members more than then every 5 years on their service anniversary and finding new ways to recognize those who are retired.

With a 60,000 strong membership – Our new strategy has an ambitious goal – to more fully engage with our membership, not simply at 5-year intervals, but every year, and all throughout the year.

So, here is how we plan to do that –

- Last year our Bylaws were changed to expand the membership requirements so that those in the public service did not have to wait until they had 15 years of service, they can now join at any point in their career.

- We also opened it up to the Broader Public Service and those in the non-profit sector, to recognize their roles in service to the public.
- This opened up possibilities for mentoring partnerships with those new to public service and those with great experience to share.
- We introduced Learning programs. This year we launched two new learning series – Financial Management and Seniors Matter and are taking those programs across the province.
- We are in the midst of an extensive membership database clean-up to make sure that we have up-to-date contact information, and emails so that we can send communicate better and more efficiently with our members
- Introducing monthly e-bulletins.
- We are consulting with Member Driven Advisory Committees to gather the intelligence on member programs and services.
- In the new year we will continue the Celebration events for those reaching 25 + years of service and up, and we are also going to be exploring new ways to recognize members for what you bring to public service – and we need your help in developing what that will look like.
- We have heard consistently that getting together with other members and colleagues is important, so we have
 - introduced the QCC travel Club with Collette Tours specifically designed for QCC members
 - With your input, we can discover ways to bring members together through networking, social or other events.
- We have made a strong commitment to meet members where they are – That means getting out to the regions.
- Our entire Board and staff are here in London for this AGM, and we will continue to travel to a different region for our AGM every other year
- Our celebration events and learning events will be hosted across the province
- Our plan is to foster QCC Community hubs/chapters with members
- Our intention is to have members at the centre of this organization. Our members voice will guide our future going forward – so we continue to have
 - Surveys at all events
 - Polls
 - Advisory Committees
 - Tonight – Conversation Café – at the end of this meeting

Before I close, I would just like to acknowledge –

- The commitment of our Board of Directors, who have worked tirelessly to drive positive change for the QCC. Who continue to step-up, give of their time and expertise, and remain fully committed to the vision of this organization.
- I would like to make special mention of Mara Conrad, who is stepping off this year – she is a true champion for QCC. She rises to every challenge, she can be depended on whenever there is a need, she has been a constant support. Thank you – you will be truly missed.
- To the QCC staff team – they are a remarkable group of people. They bring intelligence, creative mind sets, undaunting passion and integrity to all that they do. I am honoured to be part of this amazing team.

Thank you - I will now ask Rob Ceh, Governance Officer to bring forward the Amended By-Laws.

8. APPROVAL OF AMENDED QCC BY-LAWS – ROB CEH

There are two documents that we will be using for this section of the meeting. They were on the website and are included in your packages. You can use these documents to follow along:

- i) ***The Proposed By-Law Changes – QCC AGM, September 26, 2019***
- ii) ***Revised Draft By-Laws for Approval September 26, 2019***

Rob will go through to highlight quickly the smaller changes and speak to the major additions or removals. [Take questions from the floor – there is a roving microphone]

A member (Tony) suggested that we need to create a member termination policy and process for members to submit an appeal upon notice of termination.

If there are no further questions, then I will call for a motion –

MOTION: “THAT the amended By-Laws be approved as presented.”

MOVED BY: Michelina Busico
SECONDED BY: Bernadette De Souza

CARRIED

DATE: September 26, 2019

Rob -Welcomes Harriett Grant, Treasurer to present the Treasurer’s Report.

9. TREASURER’S REPORT – HARRIETT GRANT

I want to recognize the efforts of the other members of the **Finance and Audit Committee – Rob Ceh** (Vice-Chair of the committee), **Brian Miki**, **Will Stratton** and **Michael Donsky**, and the support that we have received from **Kinga Wnuk**, **QCC’s Bookkeeper**.

We have made substantial accomplishments in the finance area, improving our accounting system, introducing greater transparency and accountability in our reporting systems, and developing new processes and policies. The summary of the financial reports are outlined in the Annual Report. If you would like the full report it is available on the QCC Website. Our auditors are Hilborn LLP, and we are very pleased with this year’s audit.

a. 2018/2019 Audited Financial Statements

Harriett – provides a high-level presentation of the audited financial statements and answers any questions and calls for the Motion.

MOTION: “THAT the 2018/19 Audited Financial Statements be adopted as presented.”

MOVED BY: Peter Sheriff
SECONDED BY: Fran Martellotti

CARRIED

DATE: September 26, 2019

b. Appointment of Auditors for 2019/2020 (motion)

Harriett: then makes a second motion -

MOTION: “THAT QCC’s Membership approves the appointment of Hilborn, LLP, as its auditors for the fiscal year ending 2020.”

MOVED BY: Mara Conrad
SECONDED BY: Andrew Habib

CARRIED

DATE: September 26, 2019

Harriett – calls **Candys** to the podium on as Chair of the Nominating Committee to present the slate of Directors.

10. PRESENTATION / ELECTION OF DIRECTORS – CANDY BALLANGER-MICHAUD

Each year the QCC undertakes a transparent nomination process. It includes a ‘Call for Nominations’ that is widely distributed, a paper review of all applications, an interview process with each potential candidate screened and recommended following the paper review, then recommendation to the Board of Directors before it comes forward to you – the Members.

Brian and I have met with each of the Nominees, and we are very confident with our recommendations.

The Nominating Committee has recommended and confirmed the nominations of the following Board Directors for the QCC:

Standing Directors (Continuing in their Term):

- Candys Ballanger-Michaud
- Stephen Wright
- Peter Hoy
- Brian Miki
- Harriett Grant
- Robert Ceh
- Kimberley Bates
- Michael Donsky
- Will Stratton

Directors Re-elected Standing for Next Term:

- Nick Perera

New Directors for Election:

- Paul Byron
- Abby Katz-Starr
- Bernadette D’Souza

I would now like to call for a Motion

MOTION: “That the QCC’s Membership approves the slate of Directors for 2019-20 as presented.”

MOVED BY: Martha Ricker
SECONDED BY: Pam Elliott

CARRIED

DATE: September 26, 2019

I would like to ask the QCC Board of Directors to all stand now. Please join me in congratulating the QCC Board of Directors for 2019-20.

Recognition

Mara Conrad:

- Candys, in her own words
- Mara joined the QCC Board in 2016
- Plaque for Mara

Frank Kehoe:

I would also like to recognize **Frank Kehoe**, who retired from the Board of Directors last year, but was not able to attend.

Frank is a long-standing QCC Member who joined the Board in 2013 - 2019 has been recognized for a myriad of awards of distinctions. He has continued to ensure that recognition remains as a priority, and that there will be programs and services for retirees in the QCC.

- Plaque for Frank

CLOSING REMARKS – CANDYS BALLANGER-MICHAUD

I am going to be closing the business portion of this meeting, but stay put, because we are now going to hand the meeting over to you as we engage in a Conversation Café to hear your views now that you have heard the new strategic vision.

Closing Remarks – in Candys own words

I would like to thank the staff at the Lamplighter Inn, for all your help with this AGM and the reception that follows.

We want to learn from our experiences, so a digital **evaluation form** will be emailed to all attendees following the AGM. We encourage you to fill it out, so we can have a better measure of what works for our membership.

I want to thank you all for your participation in this meeting. We will now move to the Conversation Café, until 6:40, then I will be back before we move to the reception.

To close off the formal part of the meeting I would like to call for a motion –

ADJOURNMENT OF OFFICIAL MEETING

MOTION: “That the 2019 Annual General Meeting be adjourned.”

MOVED BY: Harriett Grant
SECONDED BY: Michelina Busico

CARRIED

DATE: September 26, 2019

Candys then invites Patty to the podium to provide the instructions for the Conversation Café

CONVERSATION CAFÉ – PATTY MACPHERSON

We will not be able to achieve a member-centric organization without hearing from you – QCC members.

The Conversation Café is an opportunity to get your input – the voice of the membership.

At your tables – there will be 3 Directors – who all have a role to play – one will be facilitating the conversation, one taking notes, and the third one timekeeping so that we can move along and get through all the questions. There are a series of questions that we would like to get your input on.

We have 30 minutes for the Conversation Café, and then we will come back together and do a wrap-up before we move to the reception. Then think about the one item that you would like to share with the whole group when we come back together.

[After 30 Minutes]

In the next 10 minutes I would like to hear from each table – one item that you would like to share with the group.

Thank you all for your participation in the conversation café.

What we learn from you is powerful information that will inform our practice, services and programming. We will provide a summary of this feedback on our Website with the AGM Materials.

I would like to invite you all to stay for our reception in this room until 8:00 pm. There will be food and wine and beer (everyone received one liquor ticket that can be used for either). We will have food served throughout the evening.

Also take the time to visit the Reward partner tables and put in your raffle tickets at the table. Everyone has a raffle ticket, please deposit your ticket in the raffle box near the Member Rewards tables. We will be announcing the winners at: **7:00 pm tonight**

This is a wonderful time to reconnect with old friends and meet some new ones. We have a lot to celebrate for what we have accomplished this year, and the exciting changes yet to come.

11. RECEPTION FOLLOWED