

Draft

73nd Annual General Meeting

Monday September 24th, 2018

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

Board Members Present: Stephen Wright, Chair
Candys Ballanger-Michaud, Vice-Chair
Nick Perera, Past Chair
Robert Ceh, Director
Mara Conrad, Director
Linda Haldenby, Director
Peter Hoy, Director
Harriett Grant, Director
Will Stratton, Director
Kimberly Bates, Director
Michael Donsky, Director

QCC Staff Present: Lesley Brown, Executive Director
Anna Shaw, Director, Business Development and Rewards
Program
Jennifer Cunningham, Senior Manager, Marketing
Communications
Kate Motluk, Manager, Member Services and Programming
Mazen Ibrahim, Senior Administrative Assistant
Arezou Hayeri, Member Services Coordinator

Guests: Steve Orsini, Secretary of the Cabinet
Marie-Lison Fougere, Deputy Minister for Seniors and
Accessibility, Deputy Minister Responsible for Francophone Affairs
Lisa Sherin, Assistant Deputy Minister, HR Service Delivery Division
Art Daniels, former QCC President and Director
Sandeep Bandhu, Manager of Oversight and Investigations, and
Provincial Chair, Provincial Interministerial Committee
Dorothy Chen, Assistant Controller, East Asian Network Group

- And – 102 Members present

Regrets: Brian Miki, Secretary/Treasurer
Frank Kehoe, Director
Gail Nattress, Administrative Assistant

A quorum being present, the Annual General Meeting commenced.

1. Welcome and Introduction – Stephen Wright

Stephen Wright, Chair of the QCC's Board of Directors, welcomed members and guests to the 73rd Quarter Century Club Annual General Meeting.

The meeting began by acknowledging that we are meeting on the Ancestral Traditional Territories of the Ojibway, the Anishinaabe and, in particular the Mississauga's of the New Credit, whose territory we are gathering on today.

Stephen then spoke about how the QCC has had the honour of receiving the patronage of the Lieutenant Governor of Ontario since 1945. He acknowledged greetings from Her Honour the Lieutenant Governor, Elizabeth Dowdeswell in the meeting package. As well, Minister Raymond Cho, Minister of Seniors Affairs and Accessibility brought greetings through a video message.

Steve Orsini, Secretary of the Cabinet was an honoured guest and brought greetings on behalf of the Ontario Public Service.

Stephen then resumed introductions by acknowledging the QCC Board of Directors who were seated at the front of the room, as well as the presence of several of the QCC's former Directors including: Art Daniels, Terry Daly, and Elizabeth McKnight.

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*, and acknowledged our partners: *Judi Hartman, Director, Corporate Leadership and Learning Branch; Donna-Mae Robinson, Manager, Research and Outreach Unit; and their staff – Daniela Saldias, Business Analyst, and Yvonne Liu, Program Coordinator.*

The QCC was honoured to also have special guests joining the meeting: Marie-Lison Fougère, Deputy Minister for Seniors and Accessibility, Deputy Minister Responsible for Francophone Affairs; Lisa Sherin, Assistant Deputy Minister, HR Service Delivery Division; Sandeep Bandhu, Manager of Oversight and Investigations, and Provincial Chair, Provincial Interministerial Committee; and Dorothy Chen, Assistant Controller, representing the East Asian Network Group.

QCC's Reward's partners were also acknowledged and in attendance: Richard Harrison, Brad Gajria and Deborah Celemencki from *Johnson Insurance*; Wesley Parham and Joel

Hawdon from *Telus Mobility*; Maren Drisch, from *HearingLife*; and Todd Bridges from *Collette Tours*.

QCC staff were recognized for their hard work over the course of the year.

2. PROOF OF MEETING NOTICE / DETERMINATION OF QUORUM

Stephen Wright as the Chair declared that notice of the Annual General Meeting had 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.

There were 102 Members present and accounted for, including 25 proxies, so it was declared that there is a quorum present (over 50) and that the meeting was duly constituted for the transaction of business.

3. CALL TO ORDER/Appointment of Secretary

MOTION: “That the Annual General Meeting 2018 be called to order.” And “That Mazen Ibrahim be appointed Meeting Secretary.”

MOVED BY: Sam Chopra

SECONDED BY: Yasmin Damani

CARRIED

DATE: September 24, 2018

4. APPROVAL OF AGENDA

The Agenda for the 2017 Annual General Meeting was posted on the QCC Website well in advance of the meeting and the By-Law requirements. Copies were made available to the membership present at the meeting.

MOTION:

“That QCC’S Membership accepts and approves the Agenda for the September 24, 2018 Annual General Meeting as presented.”

MOVED BY: Anna Clark

SECONDED BY: Terry Daly

CARRIED

DATE: September 24, 2018

5. APPROVAL OF MINUTES OF THE JUNE 8, 2017 ANNUAL GENERAL MEETING

The Minutes from the 2017 AGM were posted on the QCC Website well ahead of the meeting and in accordance with By-Law requirements. Copies were made available to the membership present at the meeting. Given the relocation of the AGM, only participants who were at the meeting in Ottawa on June 8, 2017, could move to accept the Minutes.

MOTION: “That QCC’s Membership accepts and approves the Minutes of the 2017 Annual General Meeting as presented.”

MOVED BY: Harriett Grant

SECONDED BY: Candys Ballanger-Michaud

CARRIED

DATE: September 24, 2018

6. QCC CHAIR’S REPORT – Stephen Wright

Today’s Annual General Meeting is a celebration, that is why I am so glad our members, partners, Government representatives, Stakeholders, Partners, Directors and Staff, are all here to share in this celebratory occasion.

Over the course of last year, the Board of Directors and staff came together to undertake an extensive strategic review of the organization. This included an environmental scan, several strategic planning sessions, agreement on a new strategic direction and revised vision, mission and values. We will be presenting highlights in today’s meeting and will be delivering a written Strategy Plan to our membership on the QCC website.

The QCC’s transformation both honours 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.

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

The QCC has a long and illustrious history of 73 years, both when we were part of the government and the last 25 as a separate non-profit organization, working in partnership with government to celebrate the service of those people behind the public services in Ontario.

The changes that we are introducing in the organization may not be visible yet, because we are putting the infrastructure in place to make this transformation possible.

This is what we have accomplished this year:

- New Database system to better manage our member records, ensuring privacy and security, and enabling members to manage their own records;
- Partnered with the Provincial Interministerial Council to co-host the long-service celebration events in Thunder Bay, North Bay, Ottawa, Oshawa and London;
- Provided framed art prints depicting urban and rural scenes from Ontario's past and present to those members who reached twenty years of service in 2017;
- We distributed '*In the Service of Ontario*' books, that has stunning pictures recognizing workers contributing to a better Ontario through energy, heritage, natural resources, education, food, art and culture, for those reaching their 25-year service milestone in 2017;
- Enacted a new human resources strategy to bring in expert staff in non-profit management, member services, marketing and communications and business development.

All of this would not have been possible without a fully engaged and supportive Board of Directors. I would like to thank them for giving so generously of themselves over the course of this year, reimagining the possibilities for QCC, and digging in to make the vision a reality.

7. QCC EXECUTIVE DIRECTOR'S REPORT – Lesley Brown

Over the course of this year the Board of Directors and Staff asked the question – “What kind of an organization do we want the QCC to be?”

The resounding response was:

- The kind of organization that members are proud to be part of;
- An organization that showcases and celebrates the pride of public service and the people behind that service;
- An organization that recognizes those who serve the public by:
 - Showcasing their stories in the Trillium magazine;
 - Providing celebration events across the province recognizing long-service commitment;
 - Giving rewards through programs such as the Art project, In the Service of Ontario booklet, and the various Member reward discounts the QCC offers.
- We also asked ourselves – “what could we be doing better to serve our members?”
 - So, began the work of the transformation and strategic repositioning of the organization. This will be laid out in a public document for all members to access when we deliver our strategic plan in November. We welcome your feedback on this plan, as we collaborate to co-create and reimagine the QCC.
 - Let me highlight some of the key features of our new strategic vision:
- **Better Member Engagement.** Our actions to accomplish this include:
 - A ***Manager of Member Services***, who is dedicated to membership services and programs;
 - A ***Membership Advisory Committee*** made up of members from across Ontario to provide informed intelligence on the services, and programs that matter most to our members;
 - The formation of ***Regional Chapters*** across the province to ensure that our programs and services are imbued with regional considerations; and that our events are not centered solely in Toronto, but circulate around the province;
 - ***New and innovative Programs and Services*** that provide socialization, networking, and learning activities for our members, informed by our members.
 - A ***Member Managed Data System*** – enabling members to update their information online and determine preferences for what kinds of resources and information they receive from the QCC.

- **Better Communication:** You will notice these changes through a:
 - **Revamped Website** – that will be launched in October, providing better clarity on the program and services that QCC offers;
 - **New Trillium format** – double the size, interesting content, published twice annually;
 - **Monthly Digital Newsletter** – that will bring you current and up to date information on what is happening at the QCC, and other relevant stories.

- **Member Rewards:** Our Affinity program provides discounts and special offers for our members, but also provides a revenue stream to sustain the organization, so that we do not have to charge membership fees. This is an important component of our organization as 80% of the revenue to run the organization is generated through our Affinity program.
 - *Loyal and committed group of Reward partners* – who work hard to ensure customer satisfaction for our Members – Many who have joined us today.
 - We will soon introduce – *QCC Travel* – special travel packages created specifically for QCC Members;
 - Over the coming year we will also be exploring– *Ontario Travel packages* for QCC members, such as: The Great Lakes; and Aquaculture adventures.
- We are at the beginning of this journey, and we invite your participation as we build a robust and engaging organization.

Lesley finished her presentation by thanking the Board of Directors and the QCC Staff for their dedication and efforts this year.

8. APPROVAL OF AMENDED QCC BY-LAWS - Candys Ballanger-Michaud

There are two documents that were referred to for this section of the meeting. They were on the website and were included in the meeting packages:

- i) ***The Proposed By-Law Changes – QCC AGM, September 24, 2018***
- ii) ***Revised Draft By-Laws for Approval September 24, 2018***

Candys highlighted the smaller changes and spoke more in-depth to the major additions or removals. Questions were taken from the members:

A typo is pointed out by a member that the by-laws state if a person is part of the OPS, and that it should be is or was part of the OPS instead.

MOTION: “That the amended By-Laws be approved as amended into change of typo.”

MOVED BY: Terry Daly

SECONDED BY: Shahid Akhtar

CARRIED

DATE: September 24, 2018

9. TREASURER’S REPORT – Harriett Grant

Harriett began by recognizing the efforts of the other members of the Finance and Audit Committee – Brian Miki and Rob Ceh, and the support that we have received from Kinga Wnuk, QCC’s Book-keeper, and Lesley Brown, the Executive Director.

There have been 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.

Two years ago, we undertook a financial review of the organization, overseen by BDO, to review and make recommendations to the financial management of QCC. I am pleased to report today that we have implemented all their recommendations and have a strong financial infrastructure in place today.

The summary of the financial reports is outlined in the Annual Report. The full report is available on the QCC Website.

Last year we underwent an extensive RFP process for auditing services, and hired the auditing firm of Hilborn, LLP. We were very pleased with this year’s audit, and she called up to the podium – Liana Bell, Partner with Hilborn who presented the audited financial statements.

a. 2017/2018 Audited Financial Statements

Liana Bell – provided a high-level presentation of the audited financial statements and answered questions. Harriett called for a motion.

MOTION: “THAT the 2017/18 Audited Financial Statements be adopted as presented.”

MOVED BY: Thelma Casimir

SECONDED BY: Sam Chopra

CARRIED

DATE: September 24, 2018

b. Appointment of Auditors for 2018/2019 (motion)

Harriett: then made a second motion -

MOTION: “THAT QCC’s Membership approves the appointment of Hilborn, LLP, as its auditors for the fiscal year ending 2019.”

MOVED BY: Michelina Busico

SECONDED BY: Yasmin Damani

CARRIED

DATE: September 24, 2018

PRESENTATION / ELECTION OF DIRECTORS - Candys Ballanger-Michaud

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

Standing Directors (Continuing in their Term):

1. Stephen Wright
2. Candys Ballanger-Michaud
3. Nick Perera
4. Peter Hoy
5. Mara Conrad
6. Linda Haldenby

Directors Re-elected Standing for Next Term:

7. Brian Miki
8. Harriett Grant
9. Rob Ceh

New Directors for Election:

10. Will Stratton
11. Kimberley Bates
12. Michael Donsky

MOTION: “That the QCC’s Membership approves the slate of Directors for 2018-19 as presented.”

MOVED BY: Michelina Busico

SECONDED BY: Art Daniels

CARRIED

DATE: September 24, 2018

Candys then recognized our retiring Director Frank Kehoe.

I would also like to recognize **Frank Kehoe**, who is retiring from the Board of Directors this year. Frank is a long-standing QCC Member who 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.

Unfortunately, Frank was called away on a personal matter, and will not be able to be with us tonight. Please join me in recognizing all that Frank has contributed as a Director at the QCC.

10. PRESENTATION OF NEW EXECUTIVE

Candys - recognized the Executive for 2018-19:

- Candys Ballanger-Michaud, Chair
- Brian Miki, Vice-Chair
- Stephen Wright, Past Chair
- Harriett Grant, Treasurer

Candys then recognized Stephen Wright, who stepped down as Chair and moved to the Past-Chair role.

(In Candys own words – do you want to add any narrative here, or just identify that Stephen was acknowledged – if so, we can do the same with Frank’s acknowledgement above)

11. ADJOURNMENT OF OFFICIAL MEETING – Candys Ballanger-Michaud

MOTION: “That the 2018 Annual General Meeting be adjourned.”

MOVED BY: Teresa Karolewski

SECONDED BY: Maria Broccoli

CARRIED

DATE: September 24, 2018

Reception followed

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