

Annual General Meeting
Thursday July 21, 2022
Via Zoom

Minutes

In Attendance:

- **Members:** 13
- **Guests:** 3
- **Staff:** 31

1. Recognition of long-time staff

- Catherine acknowledged 30-year terms at SCCSS for Jennifer Davey and Lynn Mackay. Expressed gratitude and shared staff stories.

2. Call to Order and Adopt Agenda

Jason Winkler, President, called the meeting to order at 4:05 p.m.

- Jason thanked members, staff, and guests for attending this year's AGM.
- Acknowledged the meeting was being held on unceded lands of the Squamish and Sechelt First Nations.
- Members were informed that any Society member in good standing is eligible to vote.

Moved/seconded to adopt the Agenda

Carried

3. Minutes of July 22, 2021 Annual General Meeting

- The minutes were emailed to all members who RSVP'd to the AGM 2021 invitation.

Moved/seconded to adopt the minutes of the July 22, 2021 AGM

Carried

4. President's Report, Jason Winkler

- Reminisce that one year ago we held the AGM, hopeful that it would be the last remote AGM and that life for participants, volunteers and staff would return to a degree of normality. As we know, that was not the case. Jason celebrated the extraordinary resilience, and commitment to community services shown by so many over the last several years.
- In all of this, the importance of preparing for the future and long-term social issues facing the coast as well as emerging challenges has remained a focus. A cornerstone of preparing for the future is the building together project. A space that serves current and future needs of the organization and allows for integrated services and collaboration will be a critical component and is a significant undertaking. Another piece of preparing for the future is the review of strategic

priorities that has been initiated. The review is intended to help ensure that we can continue to respond to the needs of the lower sunshine coast and have the resources to do so for many years.

- Celebrated appreciate for community partnerships that have emerged this year. Partnership with SD46, the Sechelt Nation, Capilano University and SCACL all joining in discussion to support community needs, demonstrating a strong commitment of the broader community. Progress is being made with the building together campaign with thanks to the response from the community at large and there is confidence that this support will bring success to this project.
- Final thank you to Catherine, and entire team at Community Services for supporting the most vulnerable in the community with care and commitment.

5. Executive Director's Report, Catherine leach

- Great year and challenging year. Covid continues to have a significant impact on our people, work, how we offer programs and the needs of participants. We know that those impacted are those who had the least, who were and are under resources, living in poverty, job insecure, food insecure, homeless, black, Asian, indigenous, LGBTQ2S, newcomers to Canada, those needing health care, those with disabilities, seniors, those needing access to mental health supports and addiction treatment programs. Community services works with a lot of community members; about 1/5 or 5000+ each year but the majority of those we work with fall into this group. So, we will continue to listen, adjust and respond to both participants and our staff as we move through the post pandemic recovery.
- Some key accomplishments at the organizational level over the past year include a piece around compensation; SCCSS is committed to providing an excellent comprehensive benefit package to all staff, this includes compensation. This year a decision was made to align wages with community social services employers' association of BC; an HR and labor relations leader in the social services sector. Wage grid aligns with those in similar positions across the province. This year we were able to increase all wages closer to alignment with the SIA wage grid. Looking forward, we will be developing a 5 year compensation plan that will ensure our staff continue to receive a competitive wage that reflects the skill, expertise, and experience they bring to their roles at Community Services. We updated and improved our technology both in response to Covid and to improve efficiency and effectiveness across the organization. We improved our ability to assess our impact by launching a participant survey that focuses on participant experience with the organization. This year we can report that of those participants surveyed 94% felt welcome, 93% were very satisfied with our services, and 87% indicated that their quality of life improved by participating in community services programs. Our target for next year is to increase the percentage to 95% for welcoming and satisfaction, and 90% for improvement in quality of life. We implemented guarding minds. Guarding minds is a tool that helps employers identify and measure employee experiences psychosocial factors that we know have a great impact on our organizational health, the health of individual employees and our financial bottom line. We learned that 88% of staff feel that community services provides a work environment where employees feel connected to their work, co-workers, and their organization and are motivated to do their job well. The work that our staff do is hard; it is emotional, it exposes them to traumatic events and over time it takes a toll. Guarding minds helped us to

quantify the rate of burnout that our staff are experiencing. 26% of staff reported feeling burnt out at work. Action is being taken to work with staff to increase the supports we have in place to reduce the percentage of staff who feel burned out at work. Two newly implemented strategies include a staff led wellness committee and in house clinical supervision. Our target is to reduce that number by 25% this coming year.

- We worked in partnership with Capilano University, Sunshine Coast Economic Development Organization and Work BC to develop and launch the Citizen Leadership micro credential program. In partnership with many community members and organizations we provided leadership to the Emergency Housing Action Table. We received our Development Permits for our Building Together Project, moving our redevelopment one step closer to construction. We launched a new program, Community Based Youth Services, to support youth who have experienced sexual harassment and sexual assault. We continue to work with community to advocate for a Foundry Centre on the Sunshine Coast. Foundry offers young people ages 12-24 health and wellness resources, services and supports.
- All the accomplishments listed are not all that we did but are key components of ensuring that Community Services remains a strong and sustainable organization that provides an inclusive and supportive environment for everyone living along the coast. Several participant impact stories were shared.
- Looking forward 2022 will see us launching our new strategic plan. Completing the work required to begin construction on our Building Together Project. This will include continuing to work with our generous community and government to secure the finances we need to cover the cost of this amazing new facility. We will continue to prioritize collaboration and partnership. We believe that to effectively move through this time and indeed to be effective and sustainable in the long run we need to move away from silos and commit to collaboration and partnership within our sector, the government sector, with community members and local business.
- An invitation to current and past staff, current and past volunteers, and community to our upcoming event September 15th, 2022, called “Roots, branches, seed of change – the story of community services”. We would like to use this opportunity to share stories, celebrate all the great work that has taken place in this building and all the great work to come in the new building.
- A final thanks to staff, volunteers, and community for all that you do to ensure these critical resources remain available to our neighbors living on the sunshine coast.

6. Treasurer’s Report, Linda Wortman

- Strong financial performance with an increase in our reserves, from growth in funding and a continued focus on efficiency and cost control.
- In advance of start of construction, this past year we reviewed the controls and reporting for this stage of the redevelopment project.
- We would like to recognize the SCCSS Finance team, led by Petra Haas, in providing timely financial reporting, managing the annual budget process and successful completion of the annual financial audit.

7. Auditor's Report, Richard Wilson, Crowe MacKay LLP

- Richard Wilson from Crowe MacKay LLP presented the year ended March 31, 2022, audited financial statements and offered to answer any questions that may arise.
- Reiterated a celebration of a strong financial position as of March 2022 with a financial surplus which was added to operating reserves.
- Motion was made to accept the audited financial statements for the year ended March 31, 2022, and the Auditor's report dated July 14, 2022.

Moved/seconded to accept the audited financial statements for the year ended March 31, 2021 and Auditor's report dated July 8, 2021	Carried
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8. Appointment of Auditor for 2022-2023

- Motion was made to engage Crowe MacKay LLP as Auditor for the year ended March 31, 2023.

Moved/seconded to engage Crowe MacKay LLP as auditor for the year ended March 31, 2023	Carried
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9. Human Resources (Nominations) Committee, Kayla Blok and Joanne Harrington

- Brian thanked members of the Committee, the Board, colleagues, and attendees. Special thanks to the HR Committee for the work done to strengthen processes and document them for future sustainability.
- As Covid Public Health Orders permitted, movement from virtual to in person Board engagement resumed including the HR committee hosting social events and connecting with volunteers.
- Diversity, equity, and inclusion continues to be a work in progress and remains an important priority for the HR committee, particularly in the nominations process. Various campaign efforts for recruitment were conducted across the Sunshine Coast resulting in a considerable number of candidates.
- 2021 has seen 3 new board members join who each brought different skills, energy, and perspectives to the board. As we head into our 2022/23 year, we have openings for 2 board members. We continue focusing on diversity skills, backgrounds, and experiences of the Board as a strength for us to build on to further reflect our diverse community.

10. Slate of Directors for 2022/2023

Per the SCCSS bylaws, the Board of Directors shall be composed "of a minimum of eight (8) to a maximum of ten (10) persons".

We have 10 members who are currently on the Board and 8 out of those 10 members are continuing members and standing for election and 2 members are stepping down.

This is the full slate of Directors proposed for 2022/23.

Sue Anne Linde (4th term)
Penny Stewart (3rd term)
Jason Winkler (3rd term)
Brian Chipman (2nd term)
Linda Wortman (2nd term)
Ruby Orchard (1st term)
Patricia York (1st term)
Andy Jones Cox (1st term)
Kayla Blok (1st term)
Joanne Harrington (1st term)

7/10 of continuing Directors are midway in their 2-year terms and therefore are not included on the motion for approval.

Linda Wortman to begin her 2nd term.

Two new Directors: Kayla Blok and Joanne Harrington to begin their 1st term.

This will bring the slate of officers to 10 in compliance with the by-law of 8 to 10 Board members.

11. Election of Directors,

Motion to approve the nomination of Linda Wortman to her 2nd term; Kayla Blok to their 1st term and Joanne Harrington to their 1st term resulting in a full complement of ten (10) Directors for 2022/23

Moved/seconded to approve the nomination of Linda Wortman to her 2nd term; Kayla Blok to their 1st term and Joanne Harrington to their 1st term resulting in a full complement of ten (10) Directors for 2022/23
Carried

12. Adjournment

- Jason thanked all who attended for their support, shared hopes that this will be the last virtual AGM and for the opportunity in the future to thank our members, staff, and volunteers in person. The chair adjourned the meeting at 5:00 p.m. With confidence that we will look back one year from now on the continued success and share the achievement of significant milestones in our journey to fostering a healthy, thriving Coast.