

NORTH SHORE COMMUNITY SUPPORT SERVICES, INC.

Minutes of the Annual General Meeting

June 20, 2017, at 10:30 a.m.

President: Pauline Murphy



Treasurer: Lesley San Cartier

1. **Call to Order**

Pauline Murphy, President, called the meeting to order at 10:30 a.m.

2. **Roll call of Members**

A roll call of members was conducted and those which were present were noted.

3. **Adoption of Agenda**

Motion AGM June 20/2017-001

Moved by Tracy Rawcliffe and seconded by Pim Delfgou:

"That the agenda be adopted as presented."

-carried-

4. **President's Address**

Pauline Murphy, President, welcomed the members of North Shore Community Support Services, Inc. to the 22nd Annual General Meeting of the corporation. She noted that this year was challenging in many respects and she thanked all for coming and being actively involved

Mrs. Murphy extended, a heartfelt thank you to fellow Board members for taking on the responsibilities that come with the Board's governance role. All decisions are made by the Board with high integrity and best outcomes for all in mind. She as well commended staff, members, and volunteers for maintaining their strength, trust and confidentiality. She wishes the best to all for moving forward.

5. **Minutes of the 2016 Annual General Meeting: June 21, 2016**

The minutes of the meeting of the corporation held on June 21, 2016 were reviewed and accepted as presented.

Motion AGM June 20/2017-002

Moved by Lesley San Cartier and seconded by Helga Westerhoff:

"That the members of North Shore Community Support Services Inc. accept the minutes of the 2016 Annual General Meeting held on June 20, 2017 be accepted as presented/amended."

-carried-

6. **Presentation and Ratification of the Audited Financial Statements. 2016/2017**

Anke Lansky-Johnson, Executive Director, presented the audited financial statements for the period April 1, 2016 – March 31, 2017 and reviewed them with the members. She pointed out that everything matched and the current situation is solid.

Motion AGM June 20/2017-003

Moved by Anne Cranston and seconded by Paul Morin:

"That the members of North Shore Community Support Services, Inc. accept the audited financial statements for the fiscal year ending March 31, 2017 as presented."

-carried-

7. **Appointment of Auditors for 2017/2018**

Motion AGM June 20/2017-004

Moved by Pim Delfgou and seconded by Kyle Best:

"That the members of North Shore Community Support Services, Inc. approve the appointment of the accounting firm Joe Ruscio Professional Corporation as auditors of the North Shore Community Support Services, Inc. for the 2017/2018 fiscal year, and authorize the Board to fix re-numeration."

-carried-

8. **Executive Director's Report for 2016-2017**

Anke Lansky-Johnson, Executive Director, introduced the theme for the AGM which was 'Having Big Shoes to Fill'; Having high expectations about something that came before, and feeling the need to meet the same level of expectation. She continued by saying that, we all have those expectations when we lose a friend and are looking for a new one, when we have a new worker move on and a new one hired, we compare and want people we trusted back in our lives. We measure people against people. However, we need to accept reality and adjust to changes, that's why we are ok with people bringing their own shoes, because people will never be anyone else other than themselves and that is more than ok. We are each unique, with our own set of skills,

experiences and talents that we bring to a job and relationship.

Furthermore, Mrs. Lansky-Johnson vocalized, as an organization, we need to measure people against standards, professional standards and need to maintain a high levels of quality supports for people in our programs. For example, the worker to member relationship; the worker establishes and maintains this key relationship by using their knowledge and skills, as well as applying caring attitudes and behaviours; their supports contribute to the member's health and well-being; it's based on trust, respect, empathy, and professional intimacy; it also requires appropriate use of the power inherent in the worker's role.

The Executive Director then went into depth about the components of a healthy worker and member relationship. Trust in a relationship is fragile, so it's important that we as workers keep promises to the people we support, it's critical in our relationship because as a service user we are in a vulnerable position and if it's breached it becomes difficult to reestablish. Respect is the recognition of the inherent dignity, worth and uniqueness of every individual, regardless of socio-economic status, personal attributes and nature of the health problem. Professional intimacy involves psychological, spiritual and social elements in the supports we offer to people, we have access to personal information that also contributes to professional intimacy and we call this confidentiality. Empathy is the expression of understanding, validating, and resonating with meaning that support experience holds, it also includes appropriate emotional distance from the person we support to ensure objectivity and professional response when problems arise. Boundaries in a relationship is the point at which the relationship changes from professional and therapeutic to unprofessional and personal, crossing professional boundaries means the care provider is misusing the power in the relationship to meet their personal needs rather than the needs of the person in which they support. Power between worker and member is one of unequal power due to the information and influence the worker is open to, the appropriate use of power in a caring manner enables the worker to partner with the member to meet his or her needs.

The Executive Director continued by thanking the members and volunteers, noting that the volunteers had spent close to 3,000 hours working in the community. To put that into perspective it's like having one and a half full-time employees.

Anke Lansky Johnson, Executive Director, concluded by welcoming Cory Rose to North Shore Community Support Services, Inc. staff as Operations Coordinator and full-time employee.

9. Election of Board of Directors for 2017-2018

Pauline Murphy, President, gave an overview of the nominations and elections process of the North Shore Community Support Services, Inc. She explained this year the

executive and nominations committee had before it a much larger number of qualified candidates than there were slots available. She added that this was a terrific sign of a robust organization, but it is also a circumstance that inevitable results in the committee's inability to run many excellent candidates. There were four slots to be filled for a three-year term.

Mrs. Murphy clarified that procedurally, the charge to the NSCSS executive nominations committee is to fulfill important variables of representation on the final slate. Thus, the nominations procedure is more complex than it might appear, especially in a year in which so many candidates possessed such strong qualifications.

The President then commended the efforts of the executive and nominating committee for their efforts to ensure there was a slate of directors presented, as practiced since 1996, who fill all requirements of a balanced board and criterion as eluted to above. The list of candidates was approved by the Board at their June 12, 2017 meeting.

Subsequently Pauline Murphy presented the following slate of candidates nominated and recommended to the general membership by the Board of Directors for election to serve a three-year term;

Charles Houle; Tracy Rawcliffe; Anne Cranston; Pauline Murphy

Motion AGM June 20/2017-005

Moved by Lesley San Cartier and seconded by Jennifer Vanderveer:

"That the slate of candidates nominated by the Board of Directors be accepted as presented." **-carried-**

Thus, Charles Houle, Tracy Rawcliffe, Anne Cranston and Pauline Murphy were acclaimed as Directors of the Board for a three-year term.

Congratulations to the elected Board members!

10. Adjournment

Heather Clouston moved to adjourn the meeting at 11:14 a.m.

Minutes approved this day of, 2017

President

Secretary