

**Institute for Citizen-Centred Service
Annual General Meeting
In-Person
Delta Prince Edward Hotel
Charlottetown, PEI
October 3, 2017
10:30 am – 11:50 am ADT**

ICCS MEMBERS

Karla Hale	MSDO Central/Peel Region
Chad Vickers	Saskatchewan
Nicholas Wise	Public Safety Canada
Ron Hinshaw	British Columbia
Natasha Clarke	Nova Scotia
Maurice Gallant	City of Fredericton
Donna Kelland	Newfoundland and Labrador
Christian Laverdure	Innovations, Science and Economic Development Canada
Paul Pierlot	Manitoba
Judy Ross	New Brunswick
Silvano Tocchi	Canada Revenue Agency
Harry Turnbull	MISA East, City of Windsor

PSSDC MEMBERS

Mark Burns	Yukon
Michelle Herder	MSDO North
Howah Lee for Réa McKay	Public Services and Procurement Canada
Linda Maljan	Northwest Territories
Jacqueline Ratté-Kohut for Guy Gordon	Manitoba
Chantal Ritcey for Jackie Stankey	Alberta

PSCIOC MEMBERS

Denise Gomes for Alex Benay	Treasury Board of Canada Secretariat
Mark Brisson	Alberta
Kathryn Bulko	MISA Canada, City of Toronto
Sandra Cascadden	Nova Scotia
Ellen MacDonald	Newfoundland and Labrador
Sean McLeish	Yukon

OBSERVERS / SUB-COMMITTEE CO-CHAIRS

Annette Vermaeten	Employment and Social Development Canada
Pat Nadarajah	Shared Services Canada
Alexandre Bourque	Treasury Board of Canada Secretariat

INSTITUTE FOR CITIZEN-CENTRED SERVICE

Dan Batista	Maria Luisa Willan
Linda Robins	

#	Agenda Item	Discussion
1.	Welcome and Opening Remarks	The President welcomed the members to the meeting. The President noted that the Board had a strategic planning session the day before the AGM. The President thanked the members for being supportive as the Institute moves forward.
2.	Notice of Annual General Meeting	The notice of the Annual General Meeting was circulated to the Joint Councils members on August 9, 2017.
3.	Review of Previous Minutes September 13, 2016 and Current Agenda	<p>The President asked if there were any comments on the minutes of the September 13, 2016 meeting and there were none.</p> <p>MOTION #: 2017001 Christian Laverdure moved the adoption of the September 13, 2016 minutes. Natasha Clarke seconded the motion.</p> <p>The President asked if there were any changes to the agenda and there were none.</p> <p>MOTION #: 2017002 Harry Turnbull moved the adoption of the October 3, 2017 agenda. Karla Hale seconded the motion.</p>
4.	<p>ICCS Financials</p> <p>a) ICCS Audited Financial Statements as of March 31, 2017</p>	<p>Jeffrey Weigensberg from RZN, LLP provided his comments on the financial statements. This was another good year for the audit. There were no issues that arose during the audit. He commented that the Institute may want to consider a safe investment with some of the cash on hand. He suggested that the ICCS may wish to discuss the intellectual property (IP) matters with a lawyer with experience in IP. This would give the organization a better sense of what it is worth rather than just having a balance sheet.</p> <p>The Auditor asked the members if anyone was aware of any instances of fraud or had any concerns with the operations of the ICCS Board or ICCS finances and there were no comments.</p> <p>There were no questions.</p> <p>MOTION #: 2016003 Maurice Gallant moved the adoption of the ICCS Audited Financial Statements as of March 31st, 2017. Paul Pierlot seconded the motion.</p>
	b) Appointment of Auditor for the Fiscal Year April 1, 2017 to March 31, 2018	<p>The ICCS recommended the appointment of Rosenthal Zaretsky Niman & Co. as the auditors for the year ending March 31st, 2018. Rosenthal Zaretsky Niman & Co. has provided auditing services to the Institute for a number of years and ICCS has been pleased with the work of this auditor.</p> <p>MOTION #: 2016004 Christian Laverdure moved the adoption of the appointment of Rosenthal Zaretsky Niman & Co. to continue to act as the auditor for the Institute for Citizen-Centred Service and prepare the financial statements for the fiscal year ending March 31, 2018. Kathryn Bulko seconded the motion.</p>
5.	Expression of Appreciation to Outgoing Directors	<p>The members recognized the work of Donna Kelland and Maurice Gallant on the ICCS Board of Directors. A plaque will be presented to these members in thanks for their service and valuable contributions to the ICCS Board of Directors.</p> <p>The Chair of the Governance Committee commented that the number of Board members was now 12 and we would be looking for nominations of individuals to participate on the Board. A call for nominations for Board Members will be sent to members following the Annual General Meeting. The Chair also asked if anyone was interested in participating on the Board from the AGM floor. Annette Vermaeten expressed her interest in serving on the Board.</p>

6.	ICCS Lines of Business Update	<p>The Executive Director provided an update on the ICCS lines of business. The ICCS had undertaken a Research Review and is already incorporating some of the recommendations in the CF studies. Citizens First 8 is in the field and members will receive a presentation of the results when the study is complete.</p> <p>There has been a resurgence of interest in using the Common Measurements Tool. The ICCS will be undertaking a review of the tool to identify improvements.</p> <p>It has been a busy year for the certification and learning program. The Executive Director thanked British Columbia and the Northwest Territories for their commitment to the program. We now have 178 Certified Service Professional certifications with the numbers being lower on the Certified Service Manager program.</p> <p>There were no questions.</p>
7.	ICCS President's Closing Remarks and Adjournment	<p>The President provided an update on the Institute. In the past, the Institute has had some tense financial moments; however we are beyond that now. This past year, the ICCS undertook a sustainability study which resulted in the Board taking on certain tasks. The ICCS Board has implemented some of the recommendations including investing in a reserve fund. The ICCS also carried out a Research Review. The research of the Institute has been going on for 20 years and we want to stay relevant. ICCS is in discussions on how we move forward on the research. The Board discussed the issue of marketing and branding at its strategic session. The ICCS is recognized to do very important work by its members but is not known to a lot of jurisdictions. The ICCS undertook a market study to determine the ICCS market value and to look at its marketing strategy. The Board will be following up on the recommendations of the market study. Yesterday, the Board met in a strategic planning session and used the studies that had been carried out as background to determine their strategic business plan for the next three years. The Board is developing a roadmap and will develop an actionable workplan.</p> <p>There were no questions.</p> <p>The President commented that the Joint Councils have been incredibly supportive through this time. The President thanked the Executive Director, the ICCS Finance and Legal Committee and the staff for their work and for putting the ICCS on a more sustainable path.</p> <p>The Executive Director thanked the President for her leadership and guidance of the ICCS.</p>