

**Institute for Citizen-Centred Service  
Annual General Meeting  
In-Person  
Westmark Whitehorse Hotel  
September 25, 2018  
11:00 – 12:00 pm PDT**

### ICCS MEMBERS

Karla Hale	MSDO Central/Peel Region
Chad Vickers	Saskatchewan
Nicholas Wise	Public Safety Canada
Ron Hinshaw	British Columbia
Natasha Clarke	Nova Scotia
Christian Laverdure	Immigration and Refugee Board of Canada
Silvano Tocchi	Canada Revenue Agency
Harry Turnbull	MISA East/City of Windsor
Paul Pierlot	Manitoba (via teleconference)
Judy Ross	New Brunswick (via teleconference)
Anik Dupont	Employment and Social Development Canada/Service Canada
Roma Robinson	Newfoundland and Labrador
Carroll Francis	MSDO Treasurer/City of Brantford

### PSSDC MEMBERS

Mark Burns	Yukon
Jackie Stankey	Alberta
Guy Gordon	Manitoba
Clayton Kotzer	Public Services and Procurement Canada

### PSCIOC MEMBERS

Alex Benay	Treasury Board of Canada Secretariat
Clinton Scott for Mark Brisson	Alberta
Kathryn Bulko	MISA Canada/City of Toronto
Sandra Cascadden	Nova Scotia
Ellen MacDonald	Newfoundland and Labrador
Sean McLeish	Yukon
Rob Entwistle	MISA West/City of Kelowna

### OBSERVERS / SUB-COMMITTEE CO-CHAIRS

Cheryl Meek	Employment and Social Development Canada
Jaouad Haqhaqi	Employment and Social Development Canada
Alexdre Bourque	Employment and Social Development Canada

### INSTITUTE FOR CITIZEN-CENTRED SERVICE

Dan Batista	Stefania Silisteanu
Maria Luisa Willan	Michal Dziog

#	Agenda Item	Discussion
1.	Welcome and Opening Remarks	The President welcomed the members to the meeting. The President noted that the Board had met prior to the AGM and that they discussed great topics of interest such as ICCS strategic plan and marketing plan.
2.	Notice of Annual General Meeting	The notice of the Annual General Meeting was circulated to the Joint Councils members on July 11, 2018 and material was also posted in advance of the meeting.
3.	Review of Previous Minutes September October 3, 2017 and AGM agenda of September 25, 2018	<p>The President asked if there were any comments on the minutes of the October 3rd, 2017 meeting and there were none.</p> <p><b>MOTION # 1:</b> Silvano Tocchi moved the adoption of the October 3, 2017 minutes. Natasha Clarke seconded the motion. All in favour.</p> <p>The President asked if there were any changes to the agenda and there were none.</p> <p><b>MOTION # 2:</b> Anik Dupont moved the adoption of the September 25, 2018 agenda. Ron Hinshaw seconded the motion. All in favour.</p>
4.	ICCS Financials a) ICCS Audited Financial Statements as of March 31, 2018.	<p>Jeffrey Weigensberg from RZN, LLP provided his comments on the financial statements. He advised that there were no issues that arose during the audit and he commented the ICCS for being transparent on all transactions and providing supporting documentation. He stated that the ICCS made sure that his team had all information necessary to carry out the audit.</p> <p>There were no questions.</p> <p><b>MOTION # 3:</b> Paul Pierlot moved the adoption of the ICCS Audited Financial Statements as presented. Ron Hinshaw seconded the motion. All in favour.</p>
	b) Appointment of Auditor for the Fiscal Year April 1, 2018 to March 31, 2019	<p>The ICCS recommended the appointment of current auditor for the year ending March 31<sup>st</sup>, 2019. The firm has provided auditing services to the Institute for a number of years and ICCS has been pleased with their work.</p> <p><b>MOTION # 4:</b> Paul Pierlot moved the adoption of the appointment of RZN, LLP, Chartered Accountants 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, 2019. Silvano Tocchi seconded the motion. All in favour.</p>
5	Reappointments to the Board	<p>Nicholas Wise provided an overview of the recommendations by the Governance Committee related to Board appointments; however, given that Nicholas Wise was one of the members being reappointed, Nicholas asked Harry Turnbull to take over to lead this item.</p> <p>Harry Turnbull proceeded to explain each of the recommendations made by the Governance Committee.</p> <p>Nicholas Wise will continue to serve as an ICCS Board of Director but will step down as Vice President – moved by Harry Turnbull and seconded by Natasha Clarke – all in favour. He advised that Nicholas Wise is unable to continue his role as Vice President and asked if any Board member is interested in this role. Natasha Clarke expressed interest to serve as ICCS Board Vice President. All in favour.</p> <p>It was noted that Karla Hale will continue as ICCS Board President for a second and final year.</p> <p>In the matter related to appointment of new members – Anik Dupont, Roma Robinson and Carroll Francis, members approved the reappointment until 2021.</p>

		<p>Motion: Moved by Harry Turnbull and seconded by Christian Laverdure – all in favour</p> <p>Nicholas advised that Nancy MacLellan has completed her term as a Board Member but will serve as a Board Official for one year and Siegfried Fuchsichler will no longer serve as a Board Advisor.</p> <p>In the matter related to Bette-Jo Hughes and Sharon Squire, both were reappointed as Board Advisors – moved by Harry Turnbull, seconded by Carroll Francis – all in favour.</p>
6.	Expression of Appreciation to Outgoing Directors	<p>The members recognized the work of Steve Burnett on the ICCS Board of Directors. A gift will be presented to Steve in thanks for his service and valuable contributions to the ICCS Board of Directors.</p> <p>Moved by Nicholas Wise, Seconded by Anik Dupont, all in favour.</p>
7.	ICCS President's Closing Remarks and Adjournment	<p>Dan Batista, ICCS Executive Director, presented the highlights on the work of the ICCS over the last 12 months.</p> <p>The President thanked the Executive Director, the ICCS Finance and Legal Committee and the staff for their work over the last year.</p> <p>The President thanked Board members and ICCS Stakeholders for their participation in the meeting.</p>