



Institute for Citizen-Centred Service
Annual General Meeting

Tuesday, September 13th, 2016
In-Person – Victoria Marriott Inner Harbour Hotel
728 Humboldt Street
Pacific B, Lobby Level, Victoria, BC
11:00 a.m. – 12:00 p.m. PDT

Topics	Lead	Actions
11:00 am – 11:05 am	1. Welcome and Opening Remarks	Nancy MacLellan, President, ICCS Board of Directors
11:05 am – 11:15 am	2. Review of Previous Minutes of September 15, 2015 and Current Agenda a) Approval of Previous Minutes and Action Items (attach) b) Review and Acceptance of Current Agenda	Nancy MacLellan Motion Motion
11:15 am – 11:30 am	3. ICCS Financials a) ICCS Audited Financial Statements as of March 31, 2016 (attach) b) Appointment of Auditor for the Fiscal Year April 1, 2016 to March 31, 2017 (attach)	Ray Winer, Auditor, RZN, LLP Nancy MacLellan Motion Motion
11:30 am – 11:35 am	4. Election of ICCS Board of Directors (attach) • Nominations from the Members	Janine Halliday, Co-Chair, Governance Committee Motion
11:35 am – 11:40 am	5. Expression of Appreciation to Outgoing Directors (attach)	Janine Halliday Motion
11:40 am – 11:50 am	6. ICCS Update a) Certification and Learning b) Research	Alex Denike (by Webex) Michal Dziong Discussion
11:50 am – 12:00 pm	7. ICCS President's Closing Remarks and Adjournment	Nancy MacLellan

8. The following items are for information:

- a) The Notice of Annual General Meeting was distributed to Members by email on July 8th, 2016.
- b) Action Items from the September 15th, 2015 Meeting
 - a. The ICCS Strategic Plan and Summary were distributed to Members by email on December 21st, 2015.
 - b. RZN, LLP will present the audited ICCS financials as of March 31st, 2016 at the September 2016 ICCS Annual General Meeting by teleconference.