

Institute for Citizen-Centred Service
Annual General Meeting
In-Person, Sheraton Hotel Newfoundland
St. John's, NL
September 15th, 2015
11:00 am – 12:00 pm NDT

ICCS MEMBERS

Donna Kelland	Newfoundland and Labrador
Nancy MacLellan	Nova Scotia
Janine Halliday	MSDO Eastern Region/City of St. John's
Sharon Squire	Veterans Ombudsman
Karla Hale	MSDO Central/Peel Region
Chad Vickers	Saskatchewan (by teleconference)
Nicholas Wise	Treasury Board of Canada Secretariat
Ron Hinshaw	British Columbia
Gisela Rempel	Manitoba
Christian Couturier	New Brunswick
Maurice Gallant	City of Fredericton

PSSDC MEMBERS

Chris Bookless	Yukon
Steve Burnett	Ontario
Natasha Clarke	Nova Scotia
Laurie Duncan	British Columbia
Josée Dussault	Canada Revenue Agency
Stephanie Kirkland	Citizenship and Immigration Canada (representing Robert Orr)
Christian Laverdure	Industry Canada
Linda Maljan	Northwest Territories
Jackie Stankey	Alberta

PSCIOC MEMBERS

Harry Turnbull	MISA East (City of Windsor)
Kathryn Bulko	MISA Canada (City of Toronto)
Barry Chatwin	Alberta (representing Mark Brisson)
Dave Heffernan	Northwest Territories
Bette-Jo Hughes	British Columbia
Ellen MacDonald	Newfoundland and Labrador
Sean McLeish	Yukon

OBSERVERS / SUB-COMMITTEE CO-CHAIRS

Mark Burns	Yukon
Serge Caron	Chair, Cloud Working Group and Co-Chair, Service Mapping Sub-Committee
Elizabeth Douglas	Veterans Affairs Canada
Anik Dupont	ESDC/Service Canada
Michael Fowler	Canada Revenue Agency

INSTITUTE FOR CITIZEN-CENTRED SERVICE

Dan Batista	Maria Luisa Willan
Linda Robins	Alex Denike

#	Agenda Item	Discussion
1	Welcome and Opening Remarks	The President welcomed the members to the meeting.
2	Notice of Annual General Meeting	The notice of the Annual General Meeting was circulated to the Joint Council members on July 15 th , 2015.
3	Review of Previous Minutes September 16, 2014 and Current Agenda	<p>The President asked if there were any comments on the minutes of the September 16th, 2014 meeting and there were none.</p> <p>MOTION #: 2015001 Harry Turnbull moved the adoption of the September 16th, 2014 minutes. Chris Bookless seconded the motion.</p> <p>There were no changes to the current agenda.</p>
4	Action Items a) ICCS Charter and Statement of Purpose	<p>At the meeting of the members on September 16th, 2014, the ICCS Board of Directors was asked to review the ICCS charter and statement of purpose following the refresh of the strategic plan and to report back to the AGM in September 2015.</p> <p>Following conversations with the members, the ICCS Board undertook a review of their strategic plan and has now developed a strategic plan for 2015 – 2018. As part of the review, the Board revised the vision, mission and mandate.</p> <p>As requested, the Board undertook a review of the existing Charter following the development of the new strategic plan. The ICCS Executive Director consulted with Corporations Canada about the existing Charter and Statement of Purpose. Corporations Canada advised that if there are no significant changes to the work of the Institute that revising the Charter and Statement of Purpose would not be necessary. The ICCS Board of Directors is recommending that the Charter and Statement of Purpose as outlined in the original application for incorporation in 2005 and repeated in the 2013 Articles of Continuance remain unchanged.</p> <p>DECISION: The members approved the recommendation of the ICCS Board not to change the original Charter and Statement of Purpose as outlined in the original application for incorporation in 2005 and repeated in the 2013 Articles of Continuance.</p>
	b) ICCS Update	<p>The President provided an update on ICCS. The Board is happy to report that ICCS has made progress from the AGM held in September 2014. We now have a new strategic plan and revised vision, mission and mandate. This past March, the President had reported some issues with ICCS financials however the situation has now improved. The President asked the members to think about what further value the ICCS can bring to the Joint Councils.</p> <p>The members were pleased with the improved financial position. The Executive Director thanked the staff, Board and Councils for standing behind ICCS.</p> <p>A question was asked about the research of ICCS. The core research of ICCS does support a lot of the jurisdiction's business and services. A member noted that although they are unable to subscribe to the core research, it is a good resource and commented they would not like to lose this core research. ICCS has looked at its research products and believes that it is time for a refresh and rebranding.</p> <p>The Vice-President commented that as part of the strategic plan review, the Program and Strategic Planning Committee of the Board undertook a review of each of the lines of business. The two core research products continue to have financial and market value. A review of the ad hoc reports is required as they have not been meeting the needs of the members so we need to look at how we can add value in this area. A participant asked if a scorecard was used in the evaluation of the lines of business.</p> <p>ACTION: The summary of the review of ICCS Business Lines and the ICCS Strategic Plan will be distributed to members.</p>

5	<p>ICCS Financials</p> <p>a) ICCS Audited Financial Statements as of March 31, 2015</p>	<p>The incoming Treasurer provided an overview of the ICCS financial audited statements as of March 31st, 2015. The Board has been working with the ICCS Accountant to refine the reporting of financials. ICCS is working from a structured budget and is carefully watching the cash flow. The President noted that the financials have improved. A member asked if the improvement in finances occurred because of a one-time event or if improvement occurred because of the longer term. ICCS is an organization where there is not a regular stream of revenues. The Treasurer commented that it was not one event but a combination of things such as controlling costs, some revenues came in and careful attention was paid to the cash flow. With respect to the international programs, the Board is looking at what the business model should be for work with international organizations.</p> <p>With respect to the statement of operations, we are working carefully to make sure that the revenue is attributed to the correct year. We have a good working relationship with our Accountant and he identifies any risks and provides suggestions on how to manage the risks to the Board.</p>
	<p>b) Appointment of Auditor for the Fiscal Year April 1, 2015 to March 31, 2016</p>	<p>The ICCS recommends the appointment of Rosenthal Zaretsky Niman & Co. as the auditors for the year ending March 31st, 2016. 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>ACTION: A member asked that the Auditor be invited to present the ICCS financials as of March 31st, 2016 to the September 2016 AGM.</p> <p>MOTION #: 2015002 Laurie Duncan 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, 2016. Chris Bookless seconded the motion.</p>
6	<p>Election of ICCS Board of Directors</p>	<p>The ICCS Governance Committee Chair provided an overview of the slate of candidates for the 2015 – 2016 ICCS Board of Directors. The Chair asked for nominations from the floor and there were none.</p> <p>The President advised that the ICCS is currently preparing a prospectus for recruitment of members to the ICCS Board of Directors from the PSSDC and PSCIOC.</p> <p>MOTION #: 2015003 Sharon Squire moved the adoption of the slate of candidates for the 2015 – 2016 ICCS Board of Directors. Harry Turnbull seconded the motion.</p>
7	<p>Expression of Appreciation to Outgoing Directors</p>	<p>The members recognized the work of Cheryl Fisher, Dave Heffernan and Sharon Squire 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>
8	<p>ICCS President's Closing Remarks</p>	<p>The President thanked the members for their participation at the meeting and their support over the past year.</p>