

Annual General Meeting

Minutes of Meeting

Monday, June 29, 2015

1800 – 1830 hours
2030 Bristol Circle, Oakville, Ontario

ATTENDANCE

Board	Staff		Guests
Manny Bettencourt (President)	B. John	A. Ahmad	Jeannie Collins-Ardern
Margaret Bachle	L. Gammage	A. Prabhu	Kate Power
Joe Scarfo	S. Sicurella	K. Martinez	Kimbalin Kelly
Cheryl Lyons	W. Trottier	N. Yaya	April Morganti
Narendra Shah	Y. Hodge	N. Crossman	Vinay Raja
	A. Newman	L. Saucedo	
	M. Fraser	S. Romero	
	J. Jamieson	R. Hibbard (recorder)	
Regrets: Y. Belanger, V. Joseph, C. Durzi, M. Lynn			

PRESIDENT’S OPENING REMARKS – M. BETTENCOURT

M. Bettencourt welcomed Members, guests and staff to this year’s AGM. Those present were reminded that this was a members meeting and only members had voting privileges. The Meeting was called to order at 1815 hours.

a) APPROVAL OF THE AGENDA

It was **moved by** M. Bachle; **seconded by** J. Scarfo *that the Agenda be approved as presented.* All in favour. **CARRIED.**

b) APPROVAL OF THE MINUTES OF June 23, 2014

It was **moved by** M. Bachle, **seconded by** J. Scarfo *that the minutes of the June 23, 2014 Annual General Meeting be approved as presented.* All in favour. **CARRIED.**

c) PRESENTATION OF THE AUDITED FINANCIAL STATEMENTS: - V. Raja, Clarke Henning Representative

V. Raja presented the 2014/15 Audited Financial Statements. It was stated that Clarke Henning submitted a clean audit. There were no questions at the conclusion of the presentation of the Audited Financial Statements.

It was **moved by** J. Scarfo, **seconded by** C. Lyons *that the 2014/15 Audited Financial Statements be approved as presented.* All in favour. **CARRIED.**

d) APPOINTMENT OF AUDITORS FOR 2014-15

The Finance/Audit Committee recommended that the Audit firm of Clarke Henning be appointed for the completion of the 2015/16 audit.

It was **moved by** J. Scarfo, **seconded by** N. Shah *to renew the contract with Clarke Henning LLP for the 2015/2016 fiscal year.* All in favour. **CARRIED.**

e) PRESIDENT'S REPORT

M. Bettencourt, Board President, expressed his appreciation for the work and dedication of all Nucleus staff from the CEO, to the senior team, and to all employees that make Nucleus the organization it is today, as 2014/2015 was a positive year for Nucleus.

The organization has enjoyed significant growth in a very short period of time as many new staff have been brought on, and has accomplished most of the goals outlined through the new strategies and work plans utilized by staff.

The relationship Nucleus has with other organizations in the MH LHIN, such as all our CSS Sector partners, acute care hospitals, MH LHIN CCAC and others, is highly valued, and the organization would not be where it is today without their collaboration and support.

The 2014/15 Annual Report is now available; the theme this year is *Rethinking the Way We Support Service Delivery*. The report highlights the key role technology plays in delivering effective service delivery to Consumers.

Successes Shared:

- Increased revenue, surpassing 12 million dollars.
- Met all service targets as per Accountability Agreement with the MH LHIN.
- Received enhanced funding for Seniors program and In-Home Respite program. A thank you given to Thrive Able Living for successful delivery of respite services.
- Working with Credit Valley Family Health Team to implement Northwest Mississauga Health Links.
- Launched MH LHIN Regional Learning Centre in collaboration with MH LHIN and Links 2 Care, which delivers training and education to PSWs, Coordinators, Supervisors and Managers.
- Providing back-office support to a couple of partner agencies.
- Dedication of committed Board members who continue to oversee organizational governance.

M. Bettencourt expressed how proud he is to lead the Board of Directors in such an active and meaningful organization, and is looking forward to working with everyone again next year as President.

f) CEO/EXECUTIVE DIRECTOR'S REPORT

B. John, CEO/Executive Director, expressed how pleased she was of the resiliency of the senior team and office staff over the past four years, facing challenges and changes head on. Successes could only have been achieved through demonstrated team work.

The exponential growth of the organization, while hugely impacting our agency, did not deter our goals of providing excellent services to clientele. This is due to the tremendous work of staff.

B. John addressed and thanked the following for their important contribution and support:

- The Board of Directors for their dedication and support for the team and herself as the CEO.
- The MH LHIN (Board Chair, CEO, Senior Directors, Senior Lead, and all others) for their ongoing support.

- The Senior Team. Now have a team of five, who are skilled and care deeply about their work. Each individual leader was thanked: L. Gammage, S. Sicurella, W. Trottier and C. Beauvais.
- Administrative staff for their support.
- M. Fraser, who has displayed exceptional commitment to her role as Associate Director.
- And to all other staff, without which, there would be no Nucleus. Each member of staff is making a positive difference to the lives of very vulnerable populations we serve and the lives of each other.

Daily efforts are being made by staff to shape Nucleus into a best-in-class organization, as we continue to be proactive and innovative in fostering best practices in our work. These efforts over the past four years have been driven by our Strategic Plan – Mission, Vision, Values.

- **Vision:** Our Vision of ‘Advancing consumer care and compassionate service delivery’ sets the direction of the organization and inspires staff each and every day. It is imperative that the entire organization live the same vision and values, and project the Nucleus brand as a caring, giving, respectful and compassionate organization.
- **Values:** B. John is passionate about the need for Nucleus’ Values of Quality and Safety, Collaboration, Respect and Responsibility, to be integrated seamlessly across the organization. This is the gold standard we aim to achieve.

Nucleus was able to provide over 159,221 hours of service this past year to almost 1100 consumers in our four programs. This does not include the phenomenal accomplishments of Central Registry who processed 2578 files, and the MH LHIN Regional Learning Centre (RLC) who had almost 1200 staff in sessions in their inaugural year; both overseen by Nucleus.

g) **PROPOSED SLATE OF DIRECTORS**

The Slate of Directors was presented to the membership.

Proposal of: Manny Bettencourt, Yves Belanger, Marg Bachle, Joe Scarfo, Cyrus Durzi, Vivek Joseph, Cheryl Lyons, Marnie Lynn, and Narendra Shah

It was **moved by** C. Lyons, **seconded by** M. Bachle *that the 2015/16 Slate of Directors be approved as presented.* All in favour. **CARRIED.**

h) **RATIFICATION OF ACTIONS AND DECISIONS OF THE BOARD OF DIRECTORS**

N. Shah read the Ratification of Actions and Decisions of the Board of Directors to the membership and guests:

Be it moved that: *‘all acts, contracts, by-laws, proceedings, appointments, elections and payments enacted, made, done and taken by the Directors and Officers of the Corporation since the last Annual Meeting, as the same are set out or referred to in the minutes of the meetings of the Board of Directors, be and the same are approved, sanctioned and confirmed.’*

It was **moved by** N. Shah, **seconded by** J. Scarfo *that the membership approve The Ratification of Actions and Decisions of the Board of Directors as presented.* All in favour. **CARRIED.**

i) **CONSUMER ADVISORY COUNCIL**

M. Bachle reported that the Consumer Advisory Council met three times over the past Fiscal Year. All three programs were represented, and we wish to thank the dedicated SDL consumers who were part of the Council for the past two years.

The Council provided feedback to Nucleus on how we could more effectively communicate with our consumers by enlarging the font size on printed material, utilizing the website, and improve distribution of the meeting minutes. Other highlights included feedback on service delivery issues. The feedback received has enabled managers of the service to respond and address the highlighted issues.

Thanks were extended to all the consumers for their commitment to the Council and dedication to Nucleus.

j) **ADJOURNMENT OF MEETING**

There being no further business to discuss it was **moved by** N. Shah, **seconded by** M. Bachle that the meeting adjourn at 1845 hours.

President, Board of Directors

Secretary, Board of Directors

Date

Date