

3:30-4:00 pm Reception & Refreshments

1. Call to Order & Greetings – Cong-Rong Xie, President

Cong-Rong called the meeting to order and thanked everyone for taking time to attend the AGM.

2. Approval of Minutes of 64th Annual General Meeting – Cong-Rong Xie

Michael Snyders brought the Motion:

That the minutes of the 64th Annual General Meeting held May 26, 2015 be approved.

Seconded by Paul Rossi, carried.

3. Treasurer's Report –Elaine Read, Treasurer

Elaine presented the Audited Financial Statements for the year ended December 2015 and noted that an overview can also be found in the 2015 Annual Report. Elaine highlighted our successes in fundraising thanks to a great effort from the Fundraising, Public Relations & Communications Committee and staff. Elaine thanked everyone who attended our fundraising events over the last year and noted the wonderful community support the agency has enjoyed over the last year. Elaine reported that we continued to deliver strong service and meet increasing needs through the Walk In Counselling Clinic. She thanked all agency staff for their hard work, dedication and commitment to the agency. Elaine thanked the Financial Management Committee and Director of Finance, Noel Blake, for all of their work.

Following the report, Neil Bailey brought the Motion:

That the financial statements for the year ending December 31, 2015 be approved.

Seconded by Michael Snyders, carried.

4. Appointment of the Auditors for 2016 – Elaine Read

Elaine Read brought the Motion:

That Clarke, Starke, and Diegel be appointed Auditors for the Year 2016.

Seconded by Mike Braga, carried.

5. Confirmation of the Acts of the Board for the preceding year – Cong-Rong Xie

Bettina Burgess brought the Motion:

That with regard to the Acts of the Board of Directors for the preceding year, be it resolved that all Acts, contracts, By-Laws, proceedings, appointments, and elections made, done, and taken by the Directors and Officers of the Corporation since the date of the last Annual Meeting of the Members, are hereby approved and confirmed.

Seconded by Mike Braga, carried.

6. Recognition – Cong-Rong Xie & Paul Rossi

Resignations from Board of Directors:

- Cong-Rong recognized Kevin Hillman who served on the Board from 2014-2016. Kevin was a member of the Fundraising, Public Relations & Communications Committee. Kevin was unable to join us today but will be presented with a plaque at a later date.

- Paul recognized Wayne Hobbs who served on the Board from 2006-2016. Paul noted that it was Wayne who recruited both himself and Cong-Rong to join the Board. Wayne has served as both Vice President and President and as Chair of the Fundraising, Public Relations & Communications Committee. Wayne has been a mentor to many Board members and the agency will deeply miss him.
- Cong-Rong recognized Jennifer Hutton who served on the Board from 2012-2016. Jennifer worked on our Human Resources Committee. Jennifer was unable to join us today but will be presented with a plaque at a later date.
- Paul recognized Dimetra Resendes who served on the Board from 2014-2016. Dimetra served on both the Human Resources and Fundraising, Public Relations & Communications Committees. Dimetra was unable to join us today but will be presented with a plaque at a later date.

7. Nomination & Election of Directors – Cong-Rong Xie (presenting nominees for election)

- Cong-Rong and Paul recognized Neil Bailey, Henrique Reis and Michael Snyders who are beginning their second terms with the Board. Certificates were presented to them.
- Paul Recognized Cong-Rong who is beginning her third term with the Board. A certificate was presented to her.
- Cong-Rong and Paul recognized our new Board members: Glenn Marcus, Manju Rose and Shelley White.

Laura Umbrio brought the Motion:

That Glenn Marcus, Manju Rose and Shelley White (See Bios on back side of this page) be elected for a three year term and;

That Neil Bailey, Elaine Read, Henrique Reis and Michael Snyders be re-elected for a second three-year term commencing May 24, 2016 and;

That Cong-Rong Xie be re-elected for a third three-year term commencing May 24, 2016

Seconded by Mike Braga, carried.

8. President's Report – Cong-Rong Xie

Cong-Rong spoke about Stephen Covey's 90/10 Principle; that is that 90% of life is what happens to you and you have control over how you react and 10% of life is ultimately out of your control.

Cong-Rong said that the agency's services are designed to help people get through that 90% of life. This is why the work is important to her.

Cong-Rong discussed the accreditation process that culminated in a site visit in October 2015. She proudly congratulated staff and Board members on their work that resulted in us meeting 100% of CCA's mandatory and leading practice standards.

Cong-Rong noted that the agency had helped 28,625 people in 2015. Innovative services like the Walk In Counselling Clinic are making mental health resources accessible. Cong-Rong touched on the programs highlighted in our annual report: OK2BME, Temper Taming Together and Community Outreach. These programs are all about celebrating change through enhancing relationships.

Cong-Rong noted that we continue to struggle to offer our services when funding declines or remains steady and the demand for service continues to rise. She thanked everyone who participated in our various fundraising efforts over the last year and she thanked our 2015 program sponsors and funders.

9. Executive Director's Report – Leslie Josling

Leslie spoke about the differences between the sciences and “matters of the heart” such as counselling. She noted that in the sciences, iteration, design and redesign are the standard but that is less so in our field. Leslie remembered a 2006 federal research paper called “Out of the Shadows at Last” which set the stage for Canada’s first mental health strategy and how its author called for increased funding for mental health services and research in the field.

Leslie outlined the history of our own research efforts with experts from the local universities. She discussed the findings of those research projects about the Walk In Counselling Clinic. Leslie discussed the Walk In Counselling Clinic as an innovative response to a design challenge and noted that we are still looking for funding to sustain this work.

Leslie went on to discuss other ways in which the agency innovates and uses design thinking. In 2005, we started the OK2BME program for LGBTQ+ youth and their families. At the centre of this was a community-wide study that investigated the needs of this population. OK2BME has been a major success and we have recently been given support by the Ontario Trillium Foundation and the RBC Foundation to redesign the website and enable us to offer counselling to LGBTQ+ individuals aged 5-29.

Leslie discussed the emotions regulation programs we have had for more than 15 years and noted how we re-designed Temper Taming and transformed it into Temper Taming Together; a program that now includes a component for parents and caregivers as well as their children.

Leslie noted that we are the midst of a massive design project funded by the Lyle S. Hallman Foundation: “Exploring the Future of Parenting Education”. We are excited to see the fruits of this project and we will hear more about design thinking from our guest speaker, Brock Hart of Overlap Associates.

10. Adjournment of meeting – Cong-Rong Xie

Henrique Reis brought the Motion:

That the 65th Annual General Meeting be adjourned.

Seconded by Paul Rossi, carried.

11. Volunteer of the Year Award – Joanna Bedggood, Director of Community Counselling

Joanna presented this award to Katrina Rossi. Joanna explained that we have many volunteers who give hundreds of hours of their time and skill each year to help us run services like the Walk In Counselling Clinic. Out of those many volunteers, Katrina is a star amongst stars. Katrina began with us in May 2014 as an intake worker at Walk In. The day she started we saw what was then a record – 79 people (our new record is 96!). Katrina has also volunteered as a facilitator in Temper

Taming Together and she presented to our staff on her research. Our Intake Intern position was created for Katrina.

12. Recognition of the May Court Club of KW – Wayne Hobbs, Past Chair of the Fundraising, Public Relations & Communications Committee

Wayne presented a plaque to Lin Hendry and Leslie Morse and thanked them for May Court's long partnership with KW Counselling Services. We were beneficiaries of the annual May Court flower sale for more than 25 years and look forward to other opportunities in the future.

13. Guest Speaker – Brock Hart, Overlap Associates

Brock gave a high level overview of the principles of Design Thinking.

14. Closing Remarks – Cong-Rong Xie

Cong-Rong thanked everyone for attending the 65th AGM and reminded us of our upcoming events: Festival of Fools and Surprise Movie Night.

Watch kwcounselling.com for further details about our upcoming 2016 events:

- August 24, 2016 – Festival of Fools
- October 6, 2016 – Surprise Movie Night
- Next AGM: Tuesday May 23, 2017

New Director Bios

Glenn Marcus and his wife of 23 years, Mary-Louise, have two daughters. He leads a pick-up men's ball hockey group and also coordinates a group of volunteers who are involved in various hospitality positions. In the past, Glenn has led the volunteer committee for the KWCF's Random Act of Kindness Day and served on the Board of a counselling centre in Cambridge. Glenn has had a varied career including roles in human resources, leadership positions in sales, marketing and customer service, working for large organizations such as Bell and Blackberry and for local business such as Callright Marketing Services and Root Cellar Technologies. Glenn currently works for the City of Guelph as Business Account Manager. Glenn serves on our Fundraising, Public Relations & Communications Committee.

Manju Rose:

Manju Rose is a Services Executive for IBM Canada leading international service agreements in the Canadian insurance industry. Her career within the technology industry began in 2002 with CTS, India, after completing her Engineering degree at the Cochin University of Science and Technology. As an early immigrant to Canada, she pursued her MBA (Corporate Strategy & Finance) from the Richard Ivey School of Business and graduated on the Dean's Honor List. Manju was among the handpicked few chosen to the Business and Technology Accelerated Leadership path at IBM and in six years, she grew to manage a multimillion dollar outsourcing line of business for IBM. She is married and the proud mother of a daughter. When taking a break from work, Manju pursues Indian classical dancing and is deeply passionate about woman empowerment in emerging nations. On International Women's Day 2016, she was recognized by a Toronto based South East Asian NGO as the Woman Achiever in Science and Technology and shared the stage with Hazel McCallion, who received the Lifetime Achievement Award.

Shelley White:

Shelley White has worked for RBC for over 25 years in various capacities, such as Trusts, Banking, Financial Planning, Brokerage and now Insurance. She is currently the Chair of the Board for the Sexual Assault Support Centre of Waterloo Region. Her term ends in June. She is also an active volunteer on their Crisis Line and provides assistance to survivors of sexual violence. Shelley is an active participant of 100+ Women Who Care in Waterloo Region and in the past, she has volunteered for Nutrition for Learning, the Food Bank and the St. Mary's Hospital Foundation Board. Shelley was born and raised in Whitby, Ontario and came to Waterloo Region in 1996. She has one daughter who is 21 and who is finishing up her degree in Sociology at McMaster University with her next step being a Masters in Social Work. Shelley has been volunteering on the KWCS Financial Management Committee since July 2015.