

The 2024 Annual General Meeting (AGM) was called to order at 2:42 pm by the Chair, Ryan Cucheron of the Board of Directors, as the AGM Chair.

Ryan Cucheron acknowledged that the land on which the meeting was being held was the unceded, traditional and ancestral territory of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh Nations. He then introduced Aaron Rivard, Indigenous Education Consultant at Westcoast Family Centres, who offered a territorial acknowledgement and opening prayer.

The chair gave a brief overview of the afternoon's agenda: He would present the Board Chair Report; and in Dawn Hein's absence, he would also present the Treasurer's Report. Following those two reports, Sandra Case would present her first CEO Report. That would be followed by three Divisional Reports, which would be presented by Adam Calvert on behalf of Indigenous Services; Ryan Cucheron on behalf of Community Living Services and Jaye Russell on behalf of General Services.

The meeting was scheduled to adjourn at 4. For panel members who have been selected to join the Board of Directors, they had a very brief meeting at 4 pm in the Lonsdale Room. Everyone else was invited to the Sunset Happy Hour from 4-6pm.

The Chair presented the following credentials report: 49 registered agencies eligible to vote (141 votes)

BE IT RESOLVED THAT the agenda for the 2024 AGM as outlined in the on-site program be adopted as presented. Moved by Mike Jensen from Community Living Victoria/ Seconded by Jennifer Fowler from Clay Tree Society for People with Development Disabilities / Carried by the members.

BE IT RESOLVED THAT the 2024 rules of order as presented in the Events Guide be accepted. Moved by Erika Braham from 28th Avenue Homes Ltd. / Seconded by Dean Francks from North Okanagan Youth and Family Services Society / Carried by the members.

BE IT RESOLVED THAT the minutes of the 2023 Annual General Meeting as available to members on the 2024 AGM and Conference website on June 24, 2024 be accepted as presented. Moved by Shari Mahar from Community Integration Services Society / Seconded by Rod Santiago from Archway Community Services Society / Carried by the members.

The Chair presented the report from the Board of Directors and asked the delegates to refer to his Board Report, provided in the 2024 Annual Report. He noted that stepping into the role of Board Chair during a period of transition came with unique challenges and was proud that CSSEA weathered the past 12 months with grace, patience and professionalism. The Chair extended his gratitude to Rod Santiago for his leadership and support over the past year.

CSSEA has not seen a leadership change in over a decade so it was natural for members, CSSEA staff and sectoral partners to feel a sense of insecurity as we navigated the process of recruiting a new Chief Executive Officer. The Chair shared that he was fortunate to be involved in the CEO search process, which was conducted by Boyden, an experienced executive search firm. The process included early engagement with CSSEA's management team, a public tendering process, and several rounds of interviews. The board's search sub-committee was impressed with the level of experience, credentials

and accomplishments of several potential candidates, and expressed confidence that the right individual had been selected for the role.

It is rare to be able to recruit a leader with far-reaching pre-existing knowledge about a sector as complex as ours and Sandra Case possesses that core understanding of community social services. As a lawyer with a decade of experience as CSSEA's Director of HR/LR prior to moving onto progressively more senior roles, Sandra possesses the advantage of being knowledgeable about sector-specific issues on day one of the job.

The Chair noted that he was fortunate for his role as Board Chair to coincide with the milestone of CSSEA's 30th anniversary. Though challenges have existed in its early days, CSSEA has matured greatly since its inception in 1994 to become an organization with a clear identity of its role vis-à-vis the larger public sector. CSSEA has been a dutiful representative for the sector, as it leveraged its role as bargaining agent to ensure that the historically low wages that have characterized our work was systematically and incrementally addressed over the past decade. What the sector can be most proud of in this 30-year milestone year is the achievement of wage comparability at the top step with our closest comparator in health. CSSEA's visionary investment in data collection has allowed it to elevate the membership while also serving a trusted data resource for government. With CSSEA now undertaking data collection work on behalf of government for non-CSSEA agencies as well as with the Social Services Sector Compensation Standard (SSSCS) Project, CSSEA is an integral contributor and partner to the important work of sector-wide compensation planning.

Looking forward, the most topical issue for the membership will be the next round of collective bargaining. CSSEA's Bargaining Team is well underway in its preparations, as it conducted outreach with the membership through an in-person provincial tour, as well as engagement through e-mail. Feedback obtained from the membership will serve as a compass for the Bargaining Team as it prepares its bargaining plan and strategizes on the priorities most worthy of pursuing at the bargaining table. He thanked CSSEA for taking the early lead in ensuring all members have a platform to voice their issues and contribute to the evolution of our collective agreements. He looks forward to welcoming the member appointees to the 2025 Bargaining Team following this year's AGM. A busy fall and winter are also expected, as local issues and essential services negotiations are scheduled to ramp up in anticipation of a 2025 call to the bargaining table.

He concluded his remarks by acknowledging the incredible work of CSSEA staff who have continued to support the sector without pause, despite experiencing unknowns for much of the past year with its leadership. He expressed gratitude to the management team who kept the organization moving forward by maintaining close connections with myself, the membership, government, staff, joint committees and other sectoral partners. With Sandra now at the helm, he conveyed confidence that CSSEA has the requisite pieces in place to lead the community social services sector capably into the next decade.

BE IT RESOLVED THAT the report from the Board be approved as presented in the 2024 Annual Report that was distributed to members on September 18, 2024. Moved by Karen Hansen from Shuswap Association for Community Living / Seconded by Karyn Santiago from Communitas Supportive Care Society / Carried by the members.

The Board Chair provided the Treasurer's Report and reported that on May 27, 2024 CSSEA's Board of Directors reviewed, accepted and approved the audited financial statements for the year ending March 31, 2024.

The Statement of Financial Position reports:

- \$5.922 million in cash and cash equivalents which are held in term deposits, savings accounts and investments.

- Total liabilities of \$5.593 million

The statements of operations and statements of financial position are included in the 2024 Annual Report, which was emailed to members on September 18.

The complete Audited Financial Statements are available to members by contacting CSSEA.

For the year ending March 31, 2025 the Board approved a small surplus budget of \$881 with \$4.978 million in operating expenses and \$4.979 million in revenues.

BE IT RESOLVED THAT the Treasurer's Report as presented in the 2024 Annual Report that was distributed to members on September 18 2024, be accepted. Moved by Valerie Janz from Interior Community Services / Seconded by Dave Lappin from H.O.M.E.S. (Healthy Opportunities for Meaningful Experiences Society) / Carried by the members.

The Board chair presented a motion to appoint the auditors for 2025. Based on feedback from CSSEA staff, the audit went smoothly, and KPMG has been helpful in providing advice and assistance to staff over the year. Therefore, he made a motion that was displayed on the screen that read as follows:

BE IT RESOLVED THAT the accounting firm of KPMG LLP, Burnaby, BC be appointed as the auditors of record for the year, 2025. Moved by Ann Kutcher from Westcoast Family Centres Society / Seconded by Lisa Church from Turning Points Collaborative Society / Carried by the members.

The Chair invited Sandra Case to present her CEO Report. Since returning to the community social services sector as your CEO after 13 years away, she expressed it has been wonderful to reconnect and great to see how much the sector has progressed. Most notably, we had achieved significant progress in achieving wage increases for community social services employees and have largely closed the pay gap with our comparative colleagues in community health. This parity has been sought over decades and is the foundation to successful recruitment and retention. It is gratifying to see this progress.

Much of what sector was able to accomplish can be attributed to a sustained focus on data. While it required time and energy of our members to complete annual data collection reports, there is no doubt all the efforts have been rewarded; CSSEA's ability to paint a quantitatively robust picture to government has allowed us to get to achieve several rounds of Low Wage Redress in the sector's goal towards parity.

The evolution of employers' working relationship with the Community Social Services Bargaining Association from contention in the early 2000's to one of respect and professionalism is another reason the sector has been able to advance in areas in which strategic synergies can be found. The most recent example of this has been the creation of the Community Social Services Early Intervention Coordinator position, which is intended to strengthen the functioning of the EIP program from both an employer and

union perspective. As we await the union's appointment of their Coordinator, CSSEA is laying the early groundwork by fielding member queries, conducting outreach and working with the sector's benefits providers on developing procedures and best practices. Another recent example was the creation of the Community Social Services Health and Safety Association, which is now an independent, non-profit entity with a singular focus to support health and safety through education and resources for both employers and employees. This collaboration through finding common ground will continue to be a significant practice as we look towards our next round of collective bargaining and beyond.

She was also delighted to see that the challenging work that is often so selflessly carried out by social services workers was finally being recognized and celebrated through the annual Community Social Services Awards of Excellence. The past nine years have recognized and amplified the work of 36 outstanding individuals and this not only inspires but reaffirms that the work we do in this sector is significant, meaningful and impactful. She thanked Telus for supporting the celebration of the sector's most exceptional individuals over the years and looked forward to taking part in her first awards ceremony this fall.

Given that the current work landscape dictates that we incorporate technology more than ever in our daily work interactions, she supported the strategic investments and partnerships CSSEA has made in technology, particularly with our e-learning platform and webinar capabilities. CSSEA's recent ability to provide one year of core labour relations e-training through My Learning Hub is a welcome opportunity for all leaders, as it has already empowered hundreds of participants to arm themselves with Labour Relations best practices through on-demand learning. At the time of writing, subscriptions to the e-learning hub have reached 470 registrants and for that, she thanked the Federation of Community Social Services of BC for funding this training tool.

This is all to say that, in our now 30-year history, CSSEA has established strong foundations on which to continue building constructive accomplishments. She anticipated that the implementation of our next Strategic Plan would continue to cement CSSEA's impact in the sector with operational goals that include more streamlined data collection, continued leveraging of technology, the implementation of a Truth and Reconciliation plan, and more. She looked forward to working with the Board and government partners on operationalizing the plan and committed to keeping the membership informed of key milestones along the way. Her speech closed by thanking CSSEA staff for their continued professionalism and perseverance during the past year of transition – it is a committed, passionate team that she was grateful to work with every day. Looking ahead, she was optimistic that the solid foundation already built would support greater innovation, stronger relationships, and continued positive outcomes for the sector.

The Vice-Chair of the Indigenous Services, Adam Calvert, presented the Indigenous Services divisional report. He noted the Indigenous Services division met in the early afternoon on October 9, 2024 and confirmed their panel members: Melanie Hudson – Chair; Adam Calvert - Vice-Chair and Board representative; and Ginna Berg – panel representative and AGM planning committee member. Following their discussion, the division brought forth two resolutions:

BE IT RESOLVED THAT CSSEA further pursue Indigenous and decolonization practices and language in the Indigenous services' collective agreement.

BE IT RESOLVED THAT CSSEA promotes education and training for all CSSEA agencies in Indigenous cultural safety and sensitivity.

The Vice-Chair of Community Living Services, Ryan Cucheron, presented the Community Living Services divisional report. He noted the Community Living Services division met in the early afternoon on October 9, 2024 and announced their panel members: Fernando Coelho, Anita Sihota, Ryan Cucheron, Jennifer Fowler, Karen Hansen, Dawn Hein and Tanya Sather. Tammy Khanna will continue to serve as Chair, and Dawn Hein will serve as Vice-Chair. Board representatives from Community Living Services panel will be Dawn Hein, Ryan Cucheron and Anita Sihota.

The Chair of General Services, Jaye Russell, announced the members who will be servicing on the General Services Panel for the 2024-2025 year. The panel will be chaired by Jaye Russell, with Sanjeev Nand serving as Vice-Chair. Other members include Valerie Janz, Ann Kutcher, Judy Valsonis, Tim Veresh, Darius Maze, and Rod Santiago. Tim Veresh and Jaye Russell will represent General Service's panel on CSSEA Board.

The General Services division did not suggest a resolution but did provide a recommendation that CSSEA investigate the growing trend of increasingly prolonged WorkSafeBC claims, with the aim to identify the cause and explore available solutions.

The Chair then moved the motions that were developed during the Indigenous Services divisional session and opened the floor for discussion. Adam Calvert invited additional comments or questions before proceeding with voting. He emphasized that Indigenous Services has a unique leadership role in embedding decolonization language and practices and expressed the hope that this work would inspire broader adoption across other divisions. The discussion highlighted the importance of incorporating decolonization principles into collective agreements and strengthening cultural safety and sensitivity across the sector, as well as equipping social service workers with culturally appropriate knowledge and practices. On behalf of the Indigenous Services panel, he thanked the other divisional panels for recognizing Indigenous peoples in their agreements. Following the discussion, the Chair called for a motion on the following resolutions:

BE IT RESOLVED THAT CSSEA further pursue Indigenous and decolonization practices and language in the Indigenous services' collective agreement.

BE IT RESOLVED THAT CSSEA promotes education and training for all CSSEA agencies in Indigenous cultural safety and sensitivity.

Moved by Graham Morry from Nanaimo Association for Community Living / Seconded by Rod Santiago from Archway Community Services Society / Motion was carried by membership.

The Chair noted that this concluded this year's AGM. In closing, he thanked Doris Sun for her excellent work organizing AGM and once again congratulated the members who were elected to their divisional panels. He reminded those panel members who were selected to join the Board of Directors that there would be a very brief meeting at 4 pm in the Lonsdale Room. Meeting adjourned at 3:35 pm.