

The 2025 Annual General Meeting (AGM) was called to order at 2:39 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 Syilx [See eel xh] Okanagan Nation and a member of the nation, Anona Kampe provided a traditional welcome.

The Chair gave a brief overview of the afternoon's agenda: he would present the Board Chair Report and the Board Treasurer's Report and Sandra Case would present her CEO Report. That would be followed by three Divisional Reports, which would be presented by Adam Calvert on behalf of Indigenous Services, Tammy Khanna 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, a brief meeting followed. Everyone else was invited to the Sunset Happy Hour from 4-6pm.

The Chair presented the following credentials report: 56 registered agencies eligible to vote (176 votes)

BE IT RESOLVED THAT the agenda for the 2025 AGM as outlined in the on-site program be adopted as presented. Moved by Tammy Khanna from Independent Living Housing Society of Greater Victoria / Seconded by Rod Santiago from Archway Community Services Society / Carried by the members.

BE IT RESOLVED THAT the 2025 rules of order as presented in the Events Guide be accepted. Moved by Michael Fotheringham from Taproot Community Support Services Ltd. / Seconded by Fernando Coelho from posAbilities Association of British Columbia/ Carried by the members.

BE IT RESOLVED THAT the minutes of the 2024 Annual General Meeting as available to members on the 2025 AGM and Conference website on July 14, 2025 be accepted as presented. Moved by Anita Sihota from Kyndred Community Living Society / Seconded by Jaye Russell from Sea to Sky 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 2025 Annual Report. He commenced the second year of his term as Board Chair, and noted his appreciation for the consistently impressive output of CSSEA's nimble and responsive team. Under the collaborative leadership of Sandra Case, the Board endorsed the new strategic plan, which provided a roadmap through 2028. The team was proactive in bargaining preparations, launched a new member website, conducted extensive sectoral data collection, and continued to provide HRLR supports, notably through technology such as the online learning hub.

While 2025 was a year of organizational achievements, these were accomplished amid a challenging provincial context. Economic volatility in the US, fluctuating tariffs, and ongoing fiscal pressures affected British Columbia, contributing to cautiousness among both individuals and organizations. Economic restraint was widespread, forming the backdrop for the province's public sector bargaining.

Bargaining proved complex, with the BCGEU representing Public Service Agency employees taking strike action during the period. CSSEA's Bargaining Team commenced negotiations with the Community Social Services Bargaining Association in mid-May, progressing slowly as developments in the broader public sector were monitored. The Board commended the Bargaining Team for its commitment and focus on achieving agreements on non-monetary provisions.

CSSEA's focus on bargaining preparedness was also recognized, particularly its guidance on essential services planning. The launch of the essential services database provided the sector with an electronic repository for required forms, representing a significant investment in streamlining future bargaining rounds.

During this year, the government decided to transfer 39 CSSEA members, predominantly supportive housing service providers, to the health sector, a move that surprised many, including the affected members. The Board acknowledged the stress, uncertainty, and increased administrative burden this change created and noted that CSSEA provided support as best it could, despite the transfer representing uncharted territory involving multiple partners, including employers, unions, CSSEA, HEABC, PSEC, and government.

HEABC had negotiated agreements with the Community Bargaining Association, the Health Sciences Professionals Bargaining Association, and the Nurses Bargaining Association, making both non-monetary and monetary provisions effective April 1, 2026, for employers transferring to health. This provided affected members additional time to adjust to new agreements.

The Board reflected that 2025 reinforced the lesson that uncertainty is constant. Nevertheless, the sector had previously faced large-scale change and had consistently risen to the occasion. The Board expressed confidence that the sector's experience would foster greater strategic thinking, resilience, and leadership in the coming year.

As this AGM represented the conclusion of his term, Ryan Cucheron thanked his colleagues on the Board and Panels for their support over the past 24 months, noting the value of collegial discussions and respect for diverse perspectives. He also expressed gratitude to CSSEA's management team for its vision, preparation and strategic guidance, which enabled him to fulfill his duties effectively.

Looking ahead to 2026, the Board acknowledged that challenges would persist but emphasized the sector's collective strength, noting confidence that it would continue to navigate the year with purpose, partnership, and commitment to the communities it serves.

BE IT RESOLVED THAT the report from the Board be approved as presented in the 2025 Annual Report that was distributed to members on September 18, 2025. Moved by Karen Hansen from Shuswap Association for Community Living / Seconded by Jennifer Fowler from Clay Tree Society for People with Development Disabilities / Carried by the members.

The Chair provided the Treasurer's Report on behalf of the Finance Committee 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, 2025.

The Statement of Financial Position reports:

- \$5.9 million in cash and cash equivalents which are held in term deposits, savings accounts and investments.
- Total liabilities of \$5.6 million

The statements of operations and statements of financial position are included in the 2025 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 slight surplus budget of \$701 with \$6,208,129 in operating expenses and \$6,208,830 in revenues.

BE IT RESOLVED THAT *the Treasurer's Report as presented in the 2025 Annual Report that was distributed to members on September 18 2025, be accepted. Moved by Adam Calvert from La Société des Enfants Michif (Métis Family Services) / Seconded by Jennifer Fowler from Clay Tree Society for People with Development Disabilities / Carried by the members.*

The Board chair presented a motion to appoint the auditors for 2026. 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, 2026. Moved by Randy Humchitt from Nanaimo Association for Community Living / Seconded by Darius Maze from Kiwassa Neighbourhood Services Association / Carried by the members.*

The Chair invited Sandra Case to present her CEO Report. Sandra Case opened by recognizing attendees and CSSEA staff for their patience and understanding during CSSEA's office move and a server outage that temporarily disrupted operations. The past year centered on purposeful action, adaptation, and progress as CSSEA navigated the opportunities and challenges facing BC's community social services sector. While CSSEA continued to manage the regular demands of providing day-to-day support to its membership and working with government on sectoral matters, several factors made 2025 an exceptionally significant year.

Foremost among the Board's deliverables was the finalization of the 2023–2028 Strategic Plan, which received unanimous Board endorsement. The plan charted a clear path forward for the organization through four strategic goals:

- Broaden CSSEA's impact in the sector.
- Adopt and embed Reconciliatory actions into CSSEA activities.
- Leverage available technology to better collect data and support the strategic HR delivery of CSSEA member services.
- Build HR capacity and knowledge in CSSEA's members by leveraging both technology and effective member relations.

CSSEA continued to reinforce its role as a trusted representative of the sector. As 2025 was a bargaining year, CSSEA assumed a sectoral leadership role, undertaking months of proactive work to establish a

robust bargaining foundation, including the launch of an essential services database to capture employers' essential services for future bargaining rounds.

The year also marked CSSEA's 10-year anniversary of the Community Social Services Awards of Excellence, sponsored by Telus. By October 2025, the program had honoured 40 outstanding individuals whose work reflects integrity, dedication, and passion. The awards provided visibility for members across communities of all sizes and highlighted the sector's value.

In addition to its core functions of bargaining representation, data collection, and collective agreement support, CSSEA played a role in amplifying the sector's work and building recognition through celebration. Its continued collaboration with government on non-union and member-based data collection demonstrated sector-wide expertise, while the Social Services Sector Compensation Standard (SSSCS) Project underscored CSSEA's leadership in compensation planning across BC's social services sector.

CSSEA's management team remained committed to supporting meaningful reconciliation, guided by service to the Indigenous Services (IS) panel and undertaken with humility, curiosity, and openness. Early in the year, CSSEA and the union held a jointly facilitated session on Indigenizing labour practices, generating important learnings to inform both union and employer perspectives. Further collaboration with the IS panel focused on reviewing the panel's composition to ensure appropriate organizational engagement.

CSSEA's strategic goals also emphasized leveraging technology for data collection and HR service delivery. Key projects included the launch of the new CSSEA website in February 2025, which overhauled existing resources and reorganized employers' guides, templates, best practices, and the e-learning registration platform. Along with custom reports available through the Social Services Workforce Information System (WFIS), these tools allowed members to access analytics on wages, benefits, employment trends, and HRLR guidance on demand. Promotion of the Online e-Learning Hub further supported member capacity and organizational value during a period of provincial and national financial constraints.

With nearly three years remaining on the Strategic Plan, CSSEA made notable progress on its goals. The Board commended the entire CSSEA team for its dedication and commitment. Special recognition was given to Pauline Irving, recently retired, for over 30 years of service in administration and payroll, exemplifying loyalty, professionalism, and a strong work ethic.

Overall, 2025 was an exceptional year for CSSEA, contributing to the strong foundation established by its team, and the organization looked forward to continued successes with the sector and its members in the coming year.

The Vice-Chair of the Indigenous Services, Adam Calvert, presented the Indigenous Services divisional report. He noted the Indigenous Services division met and confirmed their panel members: Ginna Berg–Chair; Melanie Hudson - Vice-Chair and Adam Calvert Board representative. He also noted that Melanie Hudson and Adam Calvert will serve on the bargaining committee. A key focus was the Panel's position on essential services, with members emphasizing the importance of maintaining service levels to protect Indigenous communities.

The report highlighted the importance of this work within broader reconciliation commitments and relevant legislative frameworks, including the Declaration on the Rights of Indigenous Peoples Act (DRIPA), and emphasized the need to balance labour relations processes with Indigenous rights considerations. Appreciation was expressed for CSSEA's support, and commitment was reaffirmed to continued engagement in CSSEA processes to advance reconciliation and improve outcomes for Indigenous peoples.

The Chair of Community Living Services, Tammy Khanna, presented the Community Living Services divisional report. She noted the Community Living Services division met in the early afternoon on October 8, 2025 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. It was also noted that bargaining committee members will be Fernando Coelho, Jennifer Fowler, Karen Hansen, Dawn Hein, Tanya Sather, and Tammy Khanna.

The Chair of General Services, Jaye Russell, announced the members who will be serving on the General Services Panel for the 2025-2026 year. The panel will be chaired by Darius Maze, with Sanjeev Nand serving as Vice-Chair. Other members include Navreen Gill, Ann Kutcher, Jaye Russell, Judy Valsonis, Tim Veresh, and Jeremy Welder. Tim Veresh and Jaye Russell will serve as representatives on the Board. GS Bargaining committee members are Ann Kutcher, Darius Maze, Sanjeev Nand and Judy Valsonis.

The Chair then invited Sandra Case to present updates on two resolutions passed the prior year for transparency and accountability. The first motions, from the IS Panel, involved compiling and distributing education and training resources to panel members, which is now embedded in CSSEA's strategic plan. The second, from General Services, addressed rising WorkSafeBC mental health claims in social services, leading to a webinar with WorkSafeBC and a pilot project with NIDMAR. She also noted that a Constitution and Bylaw working group was formed by the Board of Directors to review and update outdated language, with proposed amendments anticipated for the 2026 AGM.

The Chair noted that this concluded this year's AGM. In closing, he invited Aaron Rivard from Westcoast Families Centre to lead the closing prayer and land acknowledgement, reflecting on reconciliation, the importance of cultural story and gratitude for the gathering on Indigenous territories. The Chair reminded panel members selected to join the Board of Directors that a brief meeting would be held at 4:00 p.m. in the Monashee Room. The meeting was adjourned at 3:35 p.m.