

The 2022 Annual General Meeting (AGM) was called to order at 1:35 pm by the Chair, Rod Santiago of the Board of Directors, as the AGM Chair. The Chair introduced the head table.

Rod Santiago acknowledged that the land on which they gather is the unceded and traditional territory of the Coast Salish Peoples, including the territories of the Musqueam, Squamish, and Tsleil-Waututh Nations

The chair gave a brief overview of this afternoon's agenda: He will present the Board Chair Report; Dawn Hein will present the Board Treasurer's Report and finally, Gentil Mateus will present his CEO Report. Then the Divisional Reports, which will be presented by Mark Slobin on behalf of Indigenous Services; Tammy Khanna on behalf of Community Living Services and Judy Valsonis on behalf of General Services.

The meeting is scheduled to adjourn at 3. Those of you who are registered for the Blue Sky Strategic Planning discussion will remain in this room for the 1-hour session.

For panel members who have been selected to join the Board of Directors, you will have a very brief meeting at 4pm in the Lonsdale Room. Everyone else is invited to the afternoon reception from 4-6pm.

With that, we will get started with today's schedule The Chair presented the following credentials report: 51 registered agencies eligible to vote are attending the AGM. (136 votes)

***BE IT RESOLVED THAT the agenda for the 2022 AGM as outlined in the on-site program be adopted as presented. Moved by Dalton Wilcox from Vancouver Island Autistic Homes Society / Second by Ryan Cucheron from Vernon and District Association for Community Living / Carried by the members***

***BE IT RESOLVED THAT the 2022 rules of order as presented in the on-site program be accepted. Moved by Daljit Sanders from Westcoast Family Centres Society / Second by Ellen Tarshis from Community Living Victoria / Carried by the members***

***BE IT RESOLVED THAT the minutes of the 2021 Annual General Meeting as available to members on the 2022 AGM and Conference website on July 12, 2022 be accepted as presented. Moved by Karyn Santiago from Communitas Supportive Care Society / Second by Shari Mahar Community Integration 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 2022 Annual Report. He noted he is pleased to have served as your Board Chair for the year 2021-22. While he was grateful to have stepped into this role closer to the other side of what has been a tumultuous navigation of COVID-19 – as characterized by staffing shortages, ever-

changing PHO instructions, shifting services, and an unparalleled rise in mental wellness concerns – nevertheless, challenges to our work have not diminished.

Most notably, we have emerged from an unprecedented pandemic only to face the next pressing & significant issue: the expiration of our current sectoral collective agreements. Long before we started formally negotiating with the Community Social Services Bargaining Association in February, our employer Bargaining Team had already spent months completing behind-the-scenes work including the drafting of a comprehensive Bargaining Plan. It was clear though from the outset of bargaining that this round would be uniquely different and one that might take longer to conclude for the entire public sector.

At stake for workers are wages and cost of living adjustments, amidst inflation that has reached levels not seen since 1981. While we are all undoubtedly feeling the ravages of inflation in both our operational & day-to-day lives, CSSEA's Bargaining Team is required to work within the mandate set by government for the entire public sector, and that includes all monetary provisions. It remains unclear how bargaining will progress when the parties resume talks later in the summer and into fall, but I commend CSSEA staff for taking proactive measures to ensure that essential services levels are established in the event of future job action. On behalf of the Board of Directors, he expressed his thanks to both our panel representatives as well as to our CSSEA staff who are committed to sitting on the Bargaining Team and representing the interests of employers with integrity and professionalism.

2022 also signals the expiration of CSSEA's [2019-22 Strategic Plan](#). Over the past three years, CSSEA has made noteworthy strides in the fulfillment of its five goal areas, despite having resources diverted due to COVID-19. Given a collective societal shift towards web-based work, he was particularly proud of the team's visionary move to prioritize the use of technology towards improving members' services and engagement. The recent launch of CSSEA's [leadership e-learning hub](#) is a testament to the positive outcomes resulting from CSSEA's creative and innovative approaches to its service offerings. The e-learning hub is a valuable & affordable resource for employees across the province, especially those assuming leadership roles, working in remote areas and who otherwise are not able to travel to the Lower Mainland to attend conferences & in-person trainings.

As they look ahead to the drafting of our next strategic plan, they as a Board have decided that it is prudent to wait until the outcome of 2022 collective bargaining before we proceed, as the new agreements will undoubtedly impact how we visualize CSSEA's future strategic direction. Given this pause in strategic planning, he is pleased to be taking part in a "Blue Sky" session at this year's conference that will start a discussion with the membership on their broad strategic priorities for our sector in the years ahead. Within the distinct parameters of CSSEA's mandate and strategic planning process, we are creating this opportunity to have a candid and informative discussion with you. He invited all members to join me for this conversation in Vancouver on October 25.

He explained the remaining twelve months of his term as board chair and is certain it will be an eventful and perhaps even a sector-defining year. He looks forward to working with you our membership, his fellow Board representatives, panel members, government, our impassioned leader Gentil Mateus, and the talented CSSEA staff to ensure we make decisions that continue to strengthen the capacity of social

services employers to effectively serve British Columbians. There's a lot of work ahead of us but he is optimistic the sector will emerge stronger, more connected and more inclusive as a result.

**BE IT RESOLVED THAT** *the report from the Board be approved as presented in the 2022 Annual Report that was distributed to members on September 22, 2022. Moved by Dalton Wilcox from Vancouver Island Autistic Homes Society / Second by Judy Valsonis from Touchstone Family Association / Carried by the members.*

**The Treasurer Dawn Hein**, shared on May 30, 2022 CSSEA's Board of Directors reviewed, accepted and approved the audited financial statements for the year ending March 31, 2022.

The Statement of Financial Position reports: \$1.891 million in cash and cash equivalents which are held in term deposits and investments. (Total liabilities of \$1.032 million). The statements of operations and statements of financial position are included in the 2022 Annual Report, which was emailed to members on September 22, 2022.

She noted the complete Audited Financial Statements are available to members by contacting CSSEA. For the year ending March 31, 2023, the Board approved a deficit budget of \$130,441 reflecting bargaining expenses of \$130,806 for 2023 collective bargaining with \$3.766 million in operating expenses and \$3.636 million in revenues.

**BE IT RESOLVED THAT** *the Treasurer's Report as presented in the 2022 Annual Report that was distributed to members on September 22 2022, be accepted. Moved by Jody Siebert from Bethesda Christian Association/ Second by Dave Lappin from H.O.M.E.S. / Carried by the members.*

The Treasurer presented a motion to appoint the auditors for 2023. 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, she made a motion that was displayed on the screen that reads as follows:

**BE IT RESOLVED THAT** *the accounting firm of KPMG LLP, Burnaby, BC be appointed as the auditors of record for the year, 2023. Moved by Doug Tenant UNITI Partners / Second by West coast Daljit Sanders from Westcoast Family Centres Society / Carried by the members.*

**The Chief Executive Officer (CEO)** started by thanking the staff, the CSSEA Board, the Joint Panel members, the Bargaining Committee PSEC and the sponsors of the CSSEA Conference for being here after two years of a pandemic. He feels it is important as a society to move forward together to a sense of normalcy and hopefully we do not face another health crisis. 2022 was an unusual year as it was partly pandemic and partly post endemic with dealing with regional health offices. While many of the of the information that was focused on the Health Sector and the Community Social Services were more of an after thought, which left CSSEA left to help interrupt the new and evolving guidelines. He gave credit to Mark Slobin and the whole HRLR team who went many times to the PHO for clarity on behalf of the membership.

A great achievement for the Community Social Services Health and Safety Association, that has become a stand alone organization and are currently working for everyone's health and safety within the entire Community Social Services sector, union and non-union. He thanked Satvinder Basran for all his enthusiasm and dedication over the last 5 years.

He recognized Eric Peraro and his team for all the hard work that goes into the CSSEA Fact Book. The data is invaluable to the Government so they can see the trends, changes and the how big the CSSEA membership is. He added when Eric Peraro joined CSSEA the goal was to become the data repository for the sector, which has been achieved time and time again.

CSSEA commenced negotiations with the Community Social Services Bargaining Association in early February 2022 and our member bargaining team, led by Director of Human Resources and Labour Relations Mark Slobin, has done their best to engage in "interest-based" bargaining and find common ground and collective reasons to modernize and clarify the language in our three collective agreements. Monetary proposals in our sector, like in the rest of the public sector, are framed by the provincial mandate and at the time of writing this report, have not resulted in settlements. As a result, the sector has had to engage in essential services planning during the summer in the event the unions elect to take job action; however, we are cautiously optimistic we can reach a negotiated settlement without service disruptions.

Despite prioritizing a swift and timely conclusion to bargaining, CSSEA has continued to focus on delivering the goals of our 2019-2022 Strategic Plan. Specifically:

**Goal 1 – Explore with government broadening CSSEA's role and membership:** This goal has been completed in 2022 with the submission of a White Paper on the topic to the Board and subsequently amended and forwarded to PSEC Secretariat for broader discussion with government. To date, there is no word on the government's intent, and this casts a large shadow on our next strategic plan.

**Goal 2 – Contribute to/play a leadership role in the development of an HR strategy for the sector:** CSSEA continues to be actively engaged with sectoral partners like the Ministry of Child and Family Development's Sector Advisory Committee, BC CEO Network and the Federation of Community Social Services of BC to keep abreast of sector challenges as they relate to recruitment and retention strategies. Notably, CSSEA has also commenced work on the Social Services Sector Compensation Standard (SSSCS) Project at the request of PSEC Secretariat, which aims to develop clear, consistent and appropriate compensation standards for the purpose of informing funding decisions for non-union employees, managers and executives across both unionized and non-union agencies in the social services sector. CSSEA was selected by PSEC Secretariat to undertake this detailed work, which is associated with an initiative of the Social Services Round Table. All data collected will be anonymized and will focus on a high-level analysis of the total compensation differences (wages and benefits) between non-management, non-union (bargaining unit equivalent) positions and their equivalent unionized jobs under the Joint Job Evaluation Plan (JJEP) classification structure and will provide recommendations to PSEC Secretariat to inform future funding decisions. Among the findings and recommendations, the quantitative outcomes of this project will likely support our ongoing message to

government that management and excluded salary inversion and compression continues to be a significant issue and one that directly affects the long-term HR strategy for our sector and its ability to deliver quality services.

**Goal 3 – Improve and strengthen ability to collect and report meaningful, relevant, quality data that supports the work and priorities of the sector:** CSSEA’s Research and Knowledge Management department continues to be busy with its various data collection endeavours. In addition to leading the yearly *Compensation and Employee Turnover Report*, including holding webinars to train new and unfamiliar members on report completion, CSSEA remains PSEC Secretariat’s contractor to collect and provide analysis on over 750 non-union agencies that comprise the social services sector. With our most recent engagement with government on the SSSCS Project, CSSEA is positioned to provide the most comprehensive data-driven insights on the sector while maintaining the privacy and anonymity of agencies and stakeholders.

**Goal 4 – Examine the use of technology to leverage member’s services and engagement:** In December 2021, CSSEA proudly launched an online learning hub, which is intended to provide community social services managers and supervisors with valuable and cost-effective training on labour relations and leadership development that can be completed at their own pace. This innovative and comprehensive training was developed in collaboration with The *EQ Development Group* and includes online courses, monthly live webinars and managed discussion forums that have been designed to complement the workloads of individuals employed in the sector. To date, over 100 members have signed up for the training and feedback on the quality of instruction has been exceedingly positive. This dynamic program would not have been possible without the support of the Federation and will continue to evolve as new training sessions are added. I strongly encourage all leaders to make this valuable program available to their management staff.

**Goal 5- Enhance CSSEA’s role in creating effective member relations:** A long-time goal to enhance member relations has been CSSEA’s commitment to encouraging healthy and safe workplaces in the social services sector. To that end, I am very proud of the work to create the Community Social Services Health and Safety Association of BC (the Association), which has officially gained registered association status and is functioning as a first-of-its-kind safety organization for the social services sector in Canada. Notably, the Association held its first ever Annual General Meeting this past May and affirmed its first slate of Board Members, which include CSSEA members, non-members, unions and industry. There are many people to thank for their work over the past five years, particularly the Association’s two past vice chairs Tammy Khanna and Pamela Pye, the small but passionate staff of the Association led by Satvinder Basran and the unwavering support from Rick Fitzland from the Federation. Currently, the Association is working to recruit a permanent independent Board Chair enabling it to grow and make workplaces safer for all.

As our three-year Strategic Plan comes to an end, CSSEA - in consultation with the Board - has decided it would be most prudent to wait until the conclusion of this round of collective bargaining to undertake the planning. Ahead of that, we will be holding a session at this year’s AGM and Conference that will outline the parameters under which strategic planning takes place, including CSSEA’s role under the

The Chair thanked Gentil Mateus for his report, and then asked the Divisional Chairs to give their reports from the previous meetings.

**Mark Slobin reported on behalf of the Indigenous Services**, the meeting was held on October 17, 2022 to review some decision points. Melanie Hudson will continue to be the chair and Adam Calvert will be the vice chair and Adam Calvert also agreed to continue of the Board.

**The Chair of Community Living Services, Tammy Khanna**, presented the Community Living Services divisional report. She noted the CLS division met in the early afternoon on October 22, 2022 and Dawn Hein, Fernando Coelho, Tanya Sather, and Anita Sihota were re-nominated and Dawn Hein, Ryan Coucheron and Shari Mahar will be on the Board. She also took a moment to recognize the CLS bargaining members; Anita Sihota, Dawn Hein, Fernando Coelho and herself, for their commitment and patience during this year's round of bargaining.

**The Vice-Chair of General Services, Judy Valsonis**, announced the members who will be servicing on the General Services Panel for the 2023 year: Sanjeev Nand, Rod Santiago, Ann Kutcher, Tim Veresh, Tyrell Arnold, Jay Russell along with herself and noted they are welcoming a new member Valarie Janz from Interior Community Services. She also recognized the General Service Bargaining team: Sanjeev Nand, Ann Kutcher and herself, for all their work and time throughout the whole process.

Judy Valsonis explained the General Services division had a lengthy discussion regarding recruitment and retention and they collective decided on a resolution to be brought forth:

*BE IT RESOLVED THA: CSSEA consider eliminating paid bargaining days for Union staff and consider re-investing monies, up to \$50,000 to executive backfill for collective bargaining. – Moved by Tim Veresh from PLEA Community Services and opened for discussion from the floor. .*

A large discussion took place regarding the genesis and the original intent of the paid bargaining days for union staff member along with the general processes around bargaining.

**Revised Resolution to two Statements:**

- 1) **BE IT RESOLVED THAT CSSEA will consider eliminating all paid bargaining days for Union staff.** Moved by Tim Veresh, PLEA Community Services, second by Dalton Wilcox, Vancouver Island Autistic Homes Society – Carried by membership.
- 2) **Be it resolved that CSSEA will consider reallocating monies to executive backfill for collective bargaining.** – Moved by Sanjeev Nand, Langley Community Services Society, second by Judy Valsonis – defeated by the membership.

The Chair noted this concludes this year's AGM. In closing, he once again, congratulated the members who were elected to their divisional panels, and he reminded those panel members who were selected to join the Board of Directors that there will be a very brief meeting at 4 pm in the Lonsdale Room.

The Chair added there will a Blue Sky Strategic Planning discussion in this room from 3-4pm so we will see you back here soon. Meeting adjourned at 3:14pm.