



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

2022 ANNUAL GENERAL MEETING

PINECREST-QUEENSWAY COMMUNITY HEALTH CENTRE, 1365 RICHMOND ROAD, OTTAWA

Tuesday, September 13, 2022

5:00pm -6:00pm

Meeting was held via Zoom

1. WELCOME AND CALL TO ORDER

Janet Bowes, Board President, welcomed everyone to the 2022 Annual General Meeting. It was noted this business meeting was being recorded for the minutes.

2. OPENING REMARKS

Janet acknowledged that Pinecrest Queensway Community Health Centre is located on the traditional unceded territory of the Algonquin Anishinaabeg people. PQCHC honours all First Nations, Inuit, and Métis peoples and their valuable past and present contributions to this land.

The organization was first established in 1979 by a group of dedicated volunteers including some who remain very engaged in the community. It was started because there was a need for programs and services to support the needs of the community. As we have seen over time, the community has grown and changed, and PQ has grown and changed along with it. As we celebrate our 43rd anniversary, we are proud of our work together working alongside you to improve the health of our community.

As a Board, we want to assure all our members and in particular, our clients and our staff, that we care deeply about this organization and are dedicated to ensuring its legacy as a beacon of support, service, and opportunity for this community.

As Members of the Board, elected by the community, we have a duty to ensure that the organization is accountable to you and to our funders.

Some community members have shared concerns about the organization with us and the media. We take these issues very seriously and have taken steps to review the situation. Processes are in place to gain more information and we will continue to monitor the organization and ensure PQ continues to operate and provide the high-quality programs

and services it has for the past 43 years.

The Board and the staff at Pinecrest-Queensway Community Health Centre continually look at how to enhance our healthcare delivery and that includes ensuring we have the optimal team to do so. This involves process changes and internal restructuring, and through this we are emerging with a stronger team, providing better service to our clients.

Over the past year, we have been working to reshape our primary care and mental health services to promote collaboration, innovation, and integration to better serve clients. A crucial step in this process was the creation of the new Integrated Healthcare portfolio, bringing together our primary healthcare providers into one team to deliver more streamlined services to meet the physical, mental, and social health care needs of our clients.

Some have raised specific questions about staffing, we are bound by confidentiality laws and respect for the privacy of our staff and cannot comment on individual personnel matters. However, I can confirm that there are no cutbacks to our overall staff complement and we have filled some and continue to recruit to fill all vacant positions.

We know that as members of this organization, you also want to ensure PQCHC is continuing to deliver the services we are mandated and committed to providing to our community. We want to offer you an opportunity to ask your questions and share your concerns and ideas with us on how we can continue to be the best that we can be. Today, we are launching a new initiative for members to share thoughts with us. We are creating a direct line between the Board and the community which will allow us to respond to each and every one of you that submits inquiries or shares ideas. We may also call on you to respond to surveys or share your ideas on specific topics. All messages will be answered, and each conversation will be treated privately and confidentially. *Messages can be sent to: BoardofDirectors@pqchc.com*

It was noted that in keeping with the By-Laws the Annual General Meeting was sent out in mid-August and was posted accordingly. The meeting was then called to order, and it was confirmed that 8 members were present, thereby establishing a quorum which according to our By-Laws is 17. The process for voting/making decisions was reviewed.

Janet welcomed Theresa Kavanagh, the City Councillor for Bay Ward Councilor who addressed the membership, Board of Directors, and employees.

3. APPROVAL OF AGENDA

Motion to approve of the agenda.

Moved by: Wayne Ng

Seconded by: Layal Younes DeWolf

Motion passed.

4. APPROVAL OF MINUTES OF THE MEETING HELD SEPTEMBER 7, 2021

Minutes of the AGM (Annual General Meeting) of September 7, 2021, were included in the AGM package.

Motion to approve the minutes of the AGM held September 7, 2021.

Moved by: Sapna Mahajan

Seconded by: Rahil Dattu

Motion passed.

5. PRESIDENT'S REPORT

Janet acknowledged all the dedicated employees dedicated and committed to the vision and mission, the volunteers who dedicate their time to assist in so many ways throughout the organization, and thanked the Board of Directors, who dedicated their time to support the overall direction of this organization.

The annual report is now available on the PQ website. The annual report highlights the areas of work and provides examples of how our work connects us as the community

At Pinecrest-Queensway Community Health Centre (PQCHC) we are recognized for the tremendous value to the community in serving thousands of clients every year. As a team, we work in partnership with individuals, families, and communities to empower everyone in our community to address barriers to access to achieve our full potential together.

PQCHC has been looking more closely at how we can best serve clients this year. To better serve clients, we have been reshaping our primary care and mental health services to promote collaboration, innovation, and integration. A crucial step in this process was the creation of the new Integrated Healthcare portfolio, bringing our primary healthcare providers into one team to deliver more streamlined services to meet our clients' physical, mental, and social health care needs.

Our leadership across the health, social and employment landscape continues through the Ontario Health Team (OHT) and employment services Site Service Manager (SSM) initiatives. Together, with our employees and our organizational partners, we are reshaping the services offered to clients to place the needs of community members first while ensuring our teams continue to have the support needed to do their best work. PQCHC is passionate about innovation, and while change can be difficult, we are proud that our team has risen to the challenge of reshaping our efforts to serve more clients. We are emerging stronger and more united as we continue to promote the highest quality of care with a focus on continuous improvement that will benefit all the clients and communities we serve.

We will continue working with our partners and clients to deliver on the promise we made to ensure we are providing the right care, at the right time, with the right dedicated member of our caring team. PQCHC has a long history in this community, and we are committed to providing high-quality, client-centered services in this community for years to come.

6. AUDITOR'S REPORT

Stephen Williamson, Treasurer, introduced Robert Fetzer, from Welch & Company to present the Auditor's Report. A summary report is contained in the Annual Report. The auditor's Report and Audited Financial Statements were reviewed.

Motion to approve the 2022 Auditor's report.

Moved by: Rahil Dattu

Seconded by: Cathy Doolan.

Motion carried.

7. APPOINTMENT OF AUDITORS

The Board also recommended the re-appointment of Welch LLP as auditors for the 2022-2023 fiscal year.

Motion to confirm the re-appointment of the firm Welch LLP as auditors for Pinecrest-Queensway Community Health Centre for the 2022-2023 fiscal year, and that the Board of Directors be designated to set the fee for the audit with Welch and Company.

Moved by: Rahil Dattu and

Seconded by: Wayne Ng.

Motion carried.

8. FRENCH LANGUAGE SERVICES REPORT

Rahil Dattu presented the French Language Service Report which was available within the meeting packages provided to all members.

9. REPORT OF THE NOMINATIONS COMMITTEE

Nominees to the Board were solicited by advertisements and through promotion within the communities we serve. As per our By-Laws, nominations to the Board must be submitted to the Corporation at least 10 days prior to the Annual General Meeting.

There were up to three vacancies on the Board to fill to meet the minimum requirement of 12 members. In keeping with our by-laws, up to a total maximum of 14 members can serve on the Board.

The 2021-2022 Board consisted of 12 members. We have 3 members who are retiring from the board including Katherine Cole Akinlolu, Wayne Ng, and Gerry Harrington. There are 4 Board members standing for re-election: Loyal Younes DeWolf and Stephen Williamson are standing for re-election for their 2nd term and Paramjit Bahniwal and Cathy Doolan are standing for re-election for a 3rd term.

Through the recruitment process we had several candidates put their names forward. The Nominating Committee reviewed the current Board composition and reflected on the skills and background that would assist in strengthening the Board. Areas identified included experience in not-for-profit board work; representation of the diverse community we serve; knowledge of health systems, financial literacy and identifying as a francophone. Based on this process we are bringing forward a recommendation for the approval of 3 new individuals to fill the minimum number of vacancies. These are: Corey Fortier, Sanjar Yunusov and Cameron Love.

The Board is also recommending Loyal Younes DeWolf, Stephen Williamson, Paramjit Bahniwal and Cathy Doolan for re-election.

The Board is pleased to present to the slate of candidates for this cycle of elections as follows:

- Loyal Younes DeWolf
- Stephen Williamson
- Paramjit Bahniwal
- Cathy Doolan

Motion to approve that the following slate of candidates be re-elected to the Board of Directors for two-year terms: Loyal Younes DeWolf, Stephen Williamson, Paramjit Bahniwal, and Cathy Doolan.

Moved by Adrienne Codette

Seconded by Wayne Ng

Motion carried.

New Candidates:

- Corey Fortier
- Sanjar Yunusov
- Cameron Love

Motion to approve the appointment for new candidates: Corey Fortier, Sanjar Yunusov, and Cameron Love

Moved by: Loyal

Seconded by Kwame Amoako

Motion carried.

The nominees were thanked for their interest and commitment to the work of the Board
Recognition of Retiring Board member & Recognition of Service

Cathy Dolan recognized the retiring board members Gerry Harrington and Katherine Cole Akinlolu, who have completed their three terms, and Wayne Ng who after two terms is retiring to live abroad.

Gerry Harrington – Retiring Board Member: Gerry joined the Board first in 2015 and since then his contributions to PQ have been immense, having served three full terms. Gerry has held positions of Vice-president and President and after handing over the reins of President last year, he continued to be a mentor for all new board members who have joined us. His strategic thinking has added immense value to the organization. Gerry was thanked for his dedication to Pinecrest-Queensway.

Katherine Cole Akinlolu – Retiring Board Member: Katherine joined PQCHC's Board in 2016 and has also served three full terms. As a resident of the PQ Catchment area, Katherine has been active in the community over the years by participating as chair and multicultural coordinator on her children's school council. Katherine's passion for serving our marginalized community, especially those who are Indigenous, has been beneficial to the organization. Katherine was thanked for her service to the Board and to the community.

Wayne Ng – Retiring Board Member: Wayne joined PQCHC's Board in 2017. Wayne is a social worker who has worked with children and youth for many years through the Ottawa Catholic School Board, Ottawa District School Board, and the Youth Services Bureau, among others. Wayne is passionate about writing and traveling and is resigning his position on the board to live abroad. We will miss Wayne's thoughtful comments and wish him all the best with his travels.

10. COMMUNITY AWARDS

Wayne Ng led the community awards presentation: Every year PQ employees are asked to nominate individuals or organizations whose commitment to their community makes a difference within our neighbourhoods and for the clients that we serve. There was a great response rate and have several awards to present this evening

Matt Tegtmeyer introduced Assan Omar who is awarded a Pinecrest-Queensway Community Service Award.

Assan Omar received this award for his consistent support and dedication to the Pathways to Education program. Assan was originally a participant in the program, having joined Pathways as a grade 9 student in the fall of 2008, in the program's second year. Upon his graduation in 2012, after being an active participant for four years, Assan became one of the program's strongest advocates, volunteering to speak at funder visits, media events, and graduation ceremonies, joining our Pathways Advisory Committee and eventually

becoming our official Pathways Alumni Ambassador.

Assan Omar accepted the award.

Denise Read introduced Christine Mockett who is awarded a Pinecrest-Queensway Community Service Award.

Christine has committed herself to neighborhood art initiatives that support building skills, neighborhood pride, identity, and cohesion. Christine started working at Winthrop Court Community House on a small sculpture project and then expanded to all the neighborhoods in Pinecrest Queensway's catchment including Britannia Woods. During COVID, Christine facilitated (virtually) a project called At Home where residents built their own dream homes from primarily found materials. Residents and staff alike enjoy working with Christine as her patience and commitment are legendary.

Christine Mockett was not able to attend to accept the award.

Erica Selschotter on behalf of the Health Equity committee, introduced Chris Church who is awarded a Pinecrest-Queensway Community Service Award

Chris Church was awarded this for his passion in honouring and sharing his Inuit culture and for helping staff build cultural knowledge and competency when working with the community.

Chris, who is Gwich'in First Nation and Inuvialuit, spent his early years raised by his maternal grandmother who cultivated his Indigenous pride and knowledge by raising him traditionally "on the land."

Inuit have 8 principles that guide their lives. Although Chris embodies all of them, the principle, Pijitsirniq, serving and providing for family and community was highlighted. He has built his career working with Indigenous youth by fortifying the connections to community, culture, and the land for the next generation.

Chris has also shown his generosity by sharing his passion and cultural knowledge with the staff at PQ, and we are most thankful for him. Science shows that you learn best through play and Chris embodies this every time he uses Inuit games as a pretext for teaching Inuit principles and culture.

Chris Church accepted the award.

Denise Read introduced Gerard Belec from The Ottawa School of Art Outreach Program who is awarded a Community Award.

Since 2004, The Ottawa School of Art Outreach program has offered school year art programming to our Community House and branched out to Michele Heights Community House and Rochester Heights.

The School of Art has provided us with an artist instructor, a fund for healthy snacks and all the supplies, necessary to run a creatively rich program. Even through COVID, the School of Art offered virtual classes to keep children engaged. The School of Art is a household name in our community. Since 2004, they have made invaluable contributions to our work, and to our neighbourhood.

Gerard Belec accepted the award.

Health is a Community Award. This award was an initiative of the Association of Ontario Health Centers. This award is presented to individuals or groups whose initiatives influence the health of a community. We pleased to introduce Robynn Collins who will present this award.

Robynn Collins introduced Chef Ric from the Ottawa Mission who is awarded the Health is a Community Award for the Ottawa Mission Food Truck initiative.

The food truck program brings delicious healthy food at no cost to our most vulnerable community members. Chef Ric and all the Food Truck staff have made a valuable contribution to our community, especially over the past 2 years during the COVID-19 pandemic when community members have faced additional barriers and stressors.

Lack of food security is a huge problem for many people today, not only due to affordability as a result of hiking food costs but also accessibility to groceries and healthy food close to home. We know that food security is a Social Determinant of Health and that the Ottawa Food Bank has seen a sharp increase in people requiring their service. Before the pandemic, the OFB served 39,000 a month, and they are now serving 52,000 people every month. Hunger is an ever-emerging crisis.

The Ottawa Mission launched its "Mobile Mission Meals" food truck project in September 2020 in response to rising hunger as a consequence of the pandemic. They have partnered with local community service agencies across the city to help meet the need for healthy meals. Their food trucks travel to our city's most vulnerable communities to serve people in need.

The Mission Food Truck visits over 31 locations in Ottawa every week, delivering 7000 meals, and they serve 1 million meals per year through all their programs.

With the addition of a second food truck this past year, the Ottawa Mission Food Truck was able to extend its reach to more areas of our city. The Food Truck regularly delivers to our catchment area in McEwen Terrace, Morrison Gardens, Regina Towers, and Winthrop Court. Throughout the May 2022 storm response and recovery, the truck served hundreds of meals across our PQCHC communities to not only the usual schedule stops but also extended the service to Pinecrest Terrace, Michele Heights when residents really needed it most in the midst of a lengthy power outage and stressful time.

In the PQ South Nepean satellite and catchment area, the Mobile Mission Food Truck made trips to the Parkwood Hills neighbourhood during the storm and gave out more than 1000 meals over the post-storm period.

Chef Ric accepted the award.

On behalf of the Board and staff, Wayne offered congratulations to all the recipients and thanked them for their commitment to the community.

11. ADJOURNMENT

Janet asked that all the Board of Directors for 2021/22 raise a hand so that they can be recognized. This is a committed group of individuals who dedicated their time to support the overall direction of this organization and I really enjoy working with all of you. Thank you.

Motion to adjourn the meeting.
Moved by Paramjit Bahniwal
Seconded by Stephen Williamson
Motion is carried.

Board members were reminded that there would be a brief Board meeting immediately after the AGM.

Addendum from September 12, 2023 AGM: The conduct of the September 12, 2022 Annual General Meeting of PQCHC unfortunately foreclosed the ability of members to ask questions or discuss the Annual Report, the financial statements, and reports from committees. This action was inconsistent with the Bylaws of PQCHC, which in Article IV, Section 4, explicitly states that, at an Annual General Meeting, members can ask questions in either or both official languages. PQCHC acknowledges this error.

SANJAR YUNUSOV SANJAR YUNUSOV Sep 22, 2023
Name: Signature: Date:
SANJAR YUNUSOV (Sep 22, 2023 14:12 EDT)

Janet Bowes Janet Bowes Sept 22, 2023
Name: Signature: Date: