



COMMUNITY HEALTH SERVICES ASSOCIATION (REGINA) LTD.

61st ANNUAL GENERAL MEETING

Wednesday, June 14, 2023

7:00 pm

Regina Community Clinic Classroom & Via Zoom

6:00 p.m. REGISTRATION

Registration Officer – Katherine Lyseiko, Program and Communication Coordinator
Assistant Registration Officers – Susan Wood, Member-at-Large, and Bev Liski,
Administrative Assistant

1.0 WELCOME AND CALL TO ORDER

Bryan Tudor called the meeting to order at 7:01 p.m.

Bryan welcomed everyone to the 61st Annual General Meeting of the Community Health Services (Regina) Ltd., better known as the Regina Community Clinic. He acknowledged that the meeting was coming from Treaty 4 Territory and the Métis homeland and that, for countless generations, indigenous peoples have practiced healthcare and healing on this land. We respect their knowledge and their experiences. He also acknowledged that this was our first in-person meeting since COVID and the member turnout was excellent. He thanked Kris Dutchak, Director of Health Programs & Services, for taking early arriving members on a tour of the newly renovated facilities. Another tour will be conducted following the AGM. Members were referred to the kit they received when they arrived. Members joining virtually received this package electronically. It was also posted on the RCC website.

The Chair reported that the meeting was being recorded and, although the camera was focused primarily on the speaker at the podium, it may capture images from the screen of anyone joining the meeting virtually. Members not wanting to be recorded were asked to disable their camera. There were several housekeeping items announced.

2.0 APPOINTMENT OF AGM CHAIR

(Collette Robertson / Wanda Matravolgyi) – CARRIED
THAT BRYAN TUDOR BE APPOINTED AS AGM CHAIR.

The meeting officers for the evening were:

CHAIR:	Bryan Tudor
REGISTRATION OFFICER:	Katherine Lyseiko
ASSISTANT REGISTRATION OFFICER(S):	Susan Wood and Bev Liski
RECORDING SECRETARY:	Bev Liski

To notify the membership about the AGM, and to comply with our by-law 4.4, emails were sent to all Clinic members who have provided their email addresses. Advertisements were placed on the Regina Community Clinic Website starting Monday, March 13, 2023, in the RCC Bulletin, and in the Q Supplement of the Leader-Post on April 25th and June 5th. Information was also posted on Instagram and Facebook, and on the electronic bulletin

board and on a large printed posted in the RCC reception waiting area. To help the recording secretary, members were asked to please raise their hand and state their name when moving or seconding motions or asking a question. Bryan welcomed members joining the meeting virtually. They could participate in the discussion, but, the nature of voting at an AGM and the mechanism required to conduct a virtual secret ballot, that process could not be enabled for this year. It will be looked at further in the future. Members joining virtually should raise their hand and our IT support will acknowledge them by unmuting their microphone.

3.0 INTRODUCTION OF PARTICIPANTS AND GUESTS

Bryan Tudor, AGM Chair, introduced participants/guests:

- Auditor: Sheila Fillion from Virtus Group
- Guest Speaker: Dr. Dennis Kendel
- Dana Beaton, representative from the Ministry of Health
- Meara Conway, MLA for Regina Elphinstone-Centre

Members attending an Annual General Meeting for the first time were asked to raise their hand and be acknowledged.

4.0 GUEST SPEAKER – DR. DENNIS KENDEL

Bryan Tudor welcomed the guest speaker, Dr. Dennis Kendel, and presented the following introduction:

In addition to his clinical experience as a family physician, Dr. Kendel has served in a very diverse array of health system leadership roles both provincially and nationally.

Provincially, he served as the President of the Saskatchewan Medical Association (1979-80), Registrar of the College of Physicians and Surgeons (1986-2011), CEO of Saskdocs (2014-2016), CEO of the Health Quality Council (2018-2019), and Member for the Health Services Restructuring Panel for Saskatchewan (2016-2017).

Nationally, he served as President of the Medical Council of Canada, and on the governing Boards of the Canadian Medical Association, Accreditation Canada, the Health Council of Canada, and the Canadian Society of Physician Leaders.

From October 2011 to December 2019, he provided professional consulting advisory services to a broad range of national and provincial agencies across Canada.

Dr. Kendel has received a number of awards and honours including the Saskatchewan Order of Merit (2004) for his service to the people of Saskatchewan.

5.0 QUESTIONS FOR GUEST SPEAKER

Following Dr. Kendel's presentation, which can be viewed on the RCC website following the AGM. The chair thanked him for his presentation and asked members if there were any questions. The following were raised:

- Research has shown that there are clinics that didn't last. Did they look at the co-op model? Not all clinics are co-ops. Ottawa has a clinic model like RCC but it is not a co-op. There are models that are similar but it was not certain if they are co-ops either. The charitable donations feature allows for an added source of income.

- Research is key. What else can be done to make the case to government? Much is motivated by what the population wants and our government is inclined that way. To increase awareness and the public opinion, there needs to be more public education to tell the story. There are good journalists available to you. Get them to tell your story. Build public awareness about what you do and who you are. It is important to engage the SMA. They are interested in learning and are committed to quality improvement. The medical care landscape is changing. We need to get the non-fee for service compensation established.
- Quality Counsel was noted as an ally. What other allies might there be in the province? Dr. Kendel indicated that he is an ally and there are other professionals in the field, such as Nurse Practitioners, Dietitians, Social Workers, and Physician Assistants, who can stir up public interest. There are organizations who are willing to expand their opportunities to work in teams. The College of Physicians and Surgeons is accountable to clinics as they work through. Others are autonomous regarding their accountability. NPs are more effective. There is nothing more powerful than human interest in the population you serve. Engage the public media to write their stories on-line, in the Leader-Post and the Star Phoenix.

Dr. Kendel thanked members for allowing him to present. He wished the clinic well.

The Chair thanked Dr. Kendel for his message of hope.

6.0 RULES OF ORDER

Bryan Tudor, AGM Chair, established that the Rules of Order for the Annual General Meeting would be Roberts Rules of Order.

7.0 QUORUM – REGISTRATION OFFICER’S REPORT

Bryan Tudor, AGM Chair, noted that Clinic by-laws, Section 4.6, state that 20 members are required for quorum.

Bryan established that quorum was met based on the following attendance:

Number of MEMBERS: 43

Number of GUESTS: 10: 2 in person; 8 on-line

8.0 APPROVAL OF THE AGENDA

The AGM Chair agenda referred members to the agenda contained in their kit on yellow-colored paper and previously posted on the RCC website.

(Terrie Dumelie / Cheryl Zagozeski) – CARRIED

THAT THE AGENDA FOR THE 2023 AGM BE ADOPTED AS CIRCULATED.

9.0 APPROVAL OF MINUTES OF 2022 ANNUAL GENERAL MEETING

The AGM Chair referred members to the agenda contained in their kit on white-colored paper and previously posted on the RCC website.

(Don Veitch / Marjorie Gavigan) – CARRIED

THAT, THERE BEING NO ERRORS OR OMISSIONS, THE MINUTES OF THE JUNE 15, 2022 ANNUAL GENERAL MEETING BE APPROVED AS CIRCULATED.

10. BUSINESS ARISING FROM THE MINUTES

There was no business arising from the minutes.

11.0 ANNUAL REPORT OF THE BOARD

Bryan Tudor welcomed Board Chair, Jim Deane, to present the annual report of the Board, which was contained on page 4 of the Annual Report. Jim welcomed two former Board Chairs, Collette Robertson, and Andre Perras. He praised RCC for its 60 years of success and thanked Sharon Lyons and Kara Marchand for their service to the Board. Jim alluded to his often asked question – Did you leave it better than you found it? The answer would be yes to Sharon’s and Kara’s service to the Board. He thanked Susan Wood, Leo Bumphrey and Terry MacDonald for serving as members-at-large on the Member Relations Committee. Member engagement is important. Allies start with us. He thanked the Board for guiding the clinic through the last year and for developing a strong strategic plan and direction. There have been tangible changes in the clinic. He recognized the importance of staff through an employee engagement survey and through the collaborative efforts of committees, employees and management. The clinic has better tools, an up-to-date website, a better patient experience through Growth Fund support for upgrades. There is a new funding agreement with the Ministry of Health. 1000+ patients have been accepted with the acquisition of another full-time doctor. The challenge continues to be convincing the government that this is the model for health care. Dawn Martin and her team did a great job navigating the clinic through COVID. He thanked and congratulated the staff recognized for their long service.

The chair thanked Jim for his presentation and asked if there were any questions. There were no questions raised.

12.0 MESSAGE FROM THE EXECUTIVE DIRECTOR

Bryan Tudor introduced Dawn Martin, Executive Director, to bring her message from the Executive Director, which is contained on page 5 of the Annual Report. Dawn emphasized the clinic’s focus on patient centered care, an integral part of the Board and staff at the clinic and the compass to lead us in the right direction. The clinic has had 1000 visits in the past year, and 7700 patients, requiring a lot of work and care. She referred to: the alignment of FASD with RCC, leasing space and developing a great and beneficial partnership; the major renovations throughout the clinic that have provided for better patient flow and infection control; the Employee Quality Improvement Committee developing ways to improve the clinic; Grant funding for Vaccination promotion and building confidence in that area; the new on-line booking system, implemented by Crystal Semple and her team and currently being used; a refreshed gym area and equipment, allowing more programming in that area; and a renewed 3-year agreement with the Ministry of Health. She expressed her pride in the clinic’s team and its commitment to growth and sustainability.

Bryan thanked Dawn for her presentation and asked if there were any questions. The following was raised:

Are the 1000 new patients also new members? No, although the membership has doubled, with 450 new members joining recently. This may be due in part to the number of new patients who have been accepted, but it may also be due to new signage, new promotion, and better communication through email and the updated RCC website. The retirement of long service physicians has also helped our case. As chair of the Member Relations Committee, the AGM chair expressed his appreciation for the support of the Executive Director’s team.

13.0 GOVERNANCE COMMITTEE NOMINATIONS REPORT

The AGM Chair introduced Marj Gavigan of the Governance Committee to present the Nominations Report. Marj reported that the Regina Community Clinic has a nine-person Board of Directors, with 3 positions becoming vacant each year. This year, however, due to a resignation, there are four (4) vacancies with terms as follows:

- one for a one-year term (2023-2024)
- three for three-year terms (2023-2026)

The Call for Nominations was announced on the Regina Community Clinic Website starting Monday, March 13th, posted in the RCC April and May Bulletins, and published in the Q supplement of the Leader-Post on April 25th, and June 5th. It was also published on social media accounts: Instagram every second week until the deadline. The deadline for submission of nominations was 4:30 p.m., Friday, May 26th. Reminders for nominations and resolutions were emailed to members via mailchimp during the months of April and May. Reminders for the AGM were emailed to members once every week beginning May 12th.

Nominations have been received from, in alphabetical order:

- myself, Marjorie Gavigan
- Wanda Matravolgyi
- Don Savaria
- Ingrid Uhryn

14.0 BOARD ELECTION – ACCEPTANCE OF NOMINATIONS REPORT

(Eric Horbal / Francis Belle) - CARRIED

MOVED THAT THE GOVERNANCE COMMITTEE NOMINATIONS REPORT BE ACCEPTED.

Bryan thanked Marj for her report. He acknowledged the new Board members elected by acclamation, and welcomed them to the Regina Community Clinic Board of Directors. He then introduced the continuing Board members, Jim Deane, President, Penny Anderson, Karen Smith, Virginia Wilkinson, and himself, Bryan Tudor. Anyone interested in being considered for a future position on the Board of Directors, or becoming a member-at-large on the Member Relations Committee, should submit their resume to boardofdirector@reginacommunityclinic.ca.

He reported that a Clinic Board re-organizing meeting is being held immediately following the AGM tonight. That is when the Board members will elect, from among themselves, the Board Chair, Vice-Chair, Treasurer, Secretary, and Committee Chairs for 2023-2024. Those names will be posted on the Clinic website as soon as possible after the re-organization meeting.

A question was raised as to how it is determined who will fill the three-year and one-year positions. Board policy directs that, in the case of "Three Full term Positions and One or more Partial Terms with equal number of candidates, No vote is required. The candidates will be acclaimed into the board positions. Incumbent directors (not including board appointed directors between AGMs) who were nominated will be appointed first to the full term positions and the new nominee(s) will be appointed to the partial term(s). If there are open full term positions (less than three incumbent candidates) and/or more than one

partial term position, the appointment to the positions will be by consensus of the board members and/or preference of the elected candidates.”

15.0 AUDITOR’S REPORT AND FINANCIAL STATEMENTS

Bryan Tudor introduced and welcomed Sheila Filion from VIRTUS Group Ltd. to present the Auditor’s report. The Auditor referred members to the Auditor’s Report and Summary Financial Statements contained on pages 15 and 16 of the Clinic’s Annual Report included in member’s kits and posted on the Clinic’s website. A full set of financial statements is available from the Clinic on request. Virtus Group completed the audit and determined it to be clear.

The Chair asked if there were any questions of the Auditor. None were raised.

16.0 ANNUAL REPORT OF THE TREASURER AND AUDIT & FINANCE COMMITTEE

Bryan Tudor introduced Virginia Wilkinson, Treasurer, and Chair of the Audit & Finance Committee, to present the report on Regina Community Clinic’s year-end financial statements. Virginia referred members to her report contained on the lavender colored paper in member’s kits. Bryan Tudor thanked Virginia for her presentation. He asked if there were any questions. None were raised.

(Jim Deane / Don Savaria) – CARRIED

THAT THE AUDITOR’S REPORT AND FINANCIAL STATEMENTS FOR THE FISCAL YEAR ENDING MARCH 31, 2023, AND THE REPORT OF THE TREASURER AND AUDIT & FINANCE COMMITTEE BE ACCEPTED AS PRESENTED/DISTRIBUTED.

17.0 APPOINTMENT OF THE AUDITOR

(Virginia Wilkinson / Andre Perras) – CARRIED

TO APPOINT VIRTUS GROUP LTD. AS AUDITORS FOR THE 2023/2024 FISCAL YEAR.

18.0 RESOLUTIONS

The Call for Resolutions was posted on the Regina Community Clinic Website starting on Monday, March 13th, posted on the RCC April and May Bulletins, and published in the Q supplement of the Leader-Post on April 25th, and June 5th. It was also published on social media accounts: Instagram every second week until the deadline. The deadline for submission of resolutions was 4:30 p.m., Friday, May 12th. Reminders for nominations and resolutions were emailed to members via mailchimp during the months of April and May. Reminders for the AGM were emailed to members once every week beginning May 12th. No resolutions were submitted. None were received.

The meeting adjourned for a 10-minute break at 8:08 p.m.

The meeting resumed at 8:19 p.m.

19.0 LONG SERVICE AWARDS

The AGM Chair invited Dawn Martin, Executive Director, to introduce the Long Service Staff Award recipients. Introductions of and presentations were made to the following two staff members with 40 years of service to the Regina Community Clinic:

- Suzanne Watson, Licensed Practical Nurse, and
- Patti Katzberg, Medical Stenographer

She also recognized Dr. Razawa Maroof with 20 years of service, and other long service award recipients whose names are listed on page 17 of the Annual Report included in member's kits.

Bryan thanked Dawn for her presentation and congratulated Suzanne and Patti and Dr. Maroof.

20. NEW BUSINESS & QUESTIONS

The Chair asked if there was any new business. There being none raised, he invited Crystal Semple to give a brief demonstration of the Clinic's Mikata on-line booking system.

A power-point presentation was shown and members were referred to the one-page sheet in member's kits containing contact information to the new on-line booking system and QR Code.

The Chair thanked Crystal for her presentation and asked if there were any questions. None were raised.

21.0 ADJOURNMENT

Bryan Tudor, AGM Chair, noted that that concludes our meeting. In closing comments, he thanked members and guests for attending in-person and on-line for the 61st Annual General Meeting of the Community Health Services Association (Regina) Ltd. – Regina Community Clinic. He thanked the staff of the Regina Community Clinic for assisting in coordinating this AGM. Board members were invited to gather for the Re-Organization meeting in the RCC Boardroom immediately following adjournment. Anyone interested in taking a tour of the newly renovated clinic facility were asked to wait in the meeting area and Kris Dutchak, Director of Health Programs and Services would escort them through the tour.

Having completed the scheduled order of business and there being no further business to consider, Bryan Tudor declared the meeting adjourned at 8:37 pm.