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# ACHIEVING SUCCESS FROM WITHIN

2015 AGM AND CONFERENCE  
**OCTOBER 5 - 7, 2015**

SHERATON VANCOUVER WALL CENTRE HOTEL, VANCOUVER, BC



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## Deadlines

Request for Delegate Subsidy .....	Friday, July 17
Hotel Reservations .....	Friday, September 11
Submission of Resolutions .....	Friday, September 11
Submission of Candidate Forms .....	Friday, September 11
Cancellation Deadline to Receive Refund.....	Friday, September 11



## SPONSORS

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### EVENT



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# PROGRAM AT A GLANCE

## MONDAY, OCTOBER 5

BC Community Social Services Awards of Excellence Luncheon

..... 11:30 am - 1:45 pm

Annual General Meeting..... 2:00 pm - 4:00 pm

Reports from board chair and treasurer

Reports from CEO and divisional chairs

Divisional sessions and panel elections

Hospitality Receptions ..... 4:15 pm - 6:30 pm



## TUESDAY, OCTOBER 6

Breakfast and Presentation ..... 8:00 am - 8:45 am

Workshops ..... 9:00 am - 4:00 pm (Lunch at Noon)

Sponsor Exhibits ..... 9:00 am – 4:00 pm

Networking Reception ..... 4:00 pm - 6:30 pm

## WEDNESDAY, OCTOBER 7

Continental Breakfast ..... 8:00 am - 8:45 am

Workshops ..... 9:00 am - 4:00 pm (Lunch at Noon)

Sponsor Exhibits ..... 9:00 am – 3:00 pm

Please note: Events will be photographed and pictures taken may appear on the CSSEA website or in internal/external publications. If you have a concern with this, please advise us at the Registration Desk on-site or let the photographer know.



# EVENT INFORMATION

## EVENT LOCATION

The 2015 AGM and Conference will be held at the Sheraton Vancouver Wall Centre Hotel, 1088 Burrard Street, Vancouver.

## ACCOMMODATION

Rooms have been reserved for CSSEA delegates at the Sheraton Vancouver Wall Centre Hotel at a conference rate of \$175.00 per person single/double occupancy.

For reservations contact the hotel and quote them the reference, “CSSEA 2015 AGM” to access the CSSEA rate.

### SHERATON VANCOUVER WALL CENTRE HOTEL

Toll Free: 1.800.663.9255

Telephone: 604.893.7120

Email: [reservations@wallcentre.com](mailto:reservations@wallcentre.com)

Online: <https://www.starwoodmeeting.com/Book/CSSEA>

The deadline for booking is September 11, 2015.

## PARKING

The hotel has on-site parking at \$30 per day. In addition, there are a number of parking lots in the vicinity of the hotel.



# REGISTRATION

## FEES

**Conference** - Fee includes selected session(s), continental breakfast, buffet lunch and reception.

Half-day Session ..... \$95 + GST

ED/CEO Plenary ..... \$190 + GST

**AGM only** - Fee includes BC Community Social Services Awards of Excellence Luncheon.

..... \$45 + GST

## HOW TO REGISTER

### ONLINE

Visit CSSEA's website at [www.cssea.bc.ca](http://www.cssea.bc.ca) and follow the link to the 2015 AGM and Conference Registration webpage to register and make your payment via cheque or credit card.

### REGISTER EARLY

In an effort to optimize the learning environment, the number of participants in each workshop may be limited to two participants per agency per workshop. A wait list will be generated to accommodate additional people if possible. Please register early.

### BY MAIL OR FAX

Complete the 2015 AGM and Conference registration form and return it with your payment to:

CSSEA  
Suite 800 – Two Bentall Centre  
555 Burrard Street, Box 232  
Vancouver, BC V7X 1M8

Alternatively, you may download the registration form at [www.cssea.bc.ca](http://www.cssea.bc.ca) and fax it to 604.687.7266.

Payment must be received within 30 days of faxing us your form; otherwise, your space may be released.



# REGISTRATION

## REFUND POLICY

If you have registered for the event but cannot attend, feel free to send a colleague in your place. Please let us know of the change so we can make the necessary arrangements. Refunds will be available until September 11 and are subject to a handling charge of \$25 per person. No refunds will be issued for cancellations received after September 11, 2015.

## DELEGATE SUBSIDY

CSSEA offers a limited delegate subsidy to encourage participation of member agencies at the 2015 AGM and Conference. Priority will be given to agencies that have never sent a delegate to a meeting or that are experiencing financial hardship.

The subsidy is available to one person per voting member agency. It requires the delegate attend the Annual General Meeting on Monday, October 5, at least two half-day courses offered during the conference and stay at least one night at the Sheraton Vancouver Wall Centre Hotel.

CSSEA will cover the delegate's registration fee, valued at \$235, and provide up to \$500 towards travel and accommodation costs. Reimbursement will be paid after the event.

Requests for subsidy must be received by CSSEA no later than 5:00 pm July 17. Members will be advised by July 31 if their request for a subsidy has been approved.

Associate agencies may also apply for the subsidy.

## HOW TO APPLY

1. Complete the 2015 AGM and Conference Registration form.
2. Email or fax the registration form, along with a written request for the delegate subsidy, to CSSEA at [cssea@cssea.bc.ca](mailto:cssea@cssea.bc.ca) or 604.687.7266.
3. Deadline for receipt of the registration form and written request is 5:00 pm July 17, 2015.



# SPECIAL EVENTS

## MONDAY, OCTOBER 5

### BC Community Social Services Awards of Excellence Luncheon 11:30 am - 1:45 pm

The first annual BC Community Social Services Awards of Excellence will be presented to four outstanding individuals who go the extra mile to make a difference in the community social services sector. Join in the recognition and celebration of these extraordinary community social services employees.



### Hospitality Receptions Hosted by Benefit Providers 4:15 pm - 6:30 pm

Pacific Blue Cross has partnered with BC's largest pharmacy retailers in finding solutions to the problem of rising drug costs. The Preferred Pharmacy Network (PPN) is a collaboration with retailers to deliver exceptional value on pricing on drugs, assistance with PharmaCare's Special Authority program, medication management, health and wellness clinics, and much more. We invite you to a reception and presentation to learn more about our PPN.



The Community Services Benefits Trust is pleased to host a reception for its valued members. This will be a great opportunity to learn more about how a central dispensing pharmacy can help control rising prescription drug costs and provide Plan Members with convenient delivery of their medication.



## TUESDAY, OCTOBER 6

### Breakfast and Presentation by WorkSafeBC 8:00 am - 8:45 am

WorkSafeBC Employer Safety Planning Tool Kit: How changes you make impact your injury rates and claims costs



The presentation will focus on the power of your WorkSafeBC data, how to access the data and how best to use the tool kit.





# ED/CEO PLENARY

## Partnerships for the Financial Viability of Your Organization

**Panelists:** Brenda Byberg, Haida Gwaii Society for Community Peace; Diane Entwistle, Okanagan Boys & Girls Clubs; Doug Tennant, Semiahmoo House Society

The sustainability of your organization is crucial to your clients and the community in which it is an active member. With increasing demands, rising costs, and ongoing budget restraint, it will take innovation, creativity, and conviction to ensure the viability of your organization.

In this session, the panel members will share how their agencies have successfully implemented community partnership initiatives and address questions such as how to develop a healthy alliance with a business in your community and what business strategies you can employ to increase revenue.

## Succession Planning: Our Stories

**Panelists:** Brenda Gillette, Chilliwack Society for Community Living; Doug Sabourin, Deltassist Family and Community Services Society; Judy Valsonis, Touchstone Family Association

As the workforce ages, senior manager retirement is inevitable. Has your agency identified who will lead it through the challenges ahead? Is your emerging leader ready to take on the responsibilities of managing a social services organization at this time?

In this session, the panel members will share how their agencies have managed or are dealing with a change in leadership, how they identified a successor, and strategies they used in developing the skills of that person to prepare them for their future role as a leader.



# ED/CEO PLENARY

## Risk Management: What You Should Know

Panelists: Liz Barnett, North Shore Disability Resource Centre Association; Janice Barr, Richmond Society for Community Living; Lois Wynne, Sea to Sky Community Services Society

Ensuring the safety of your organization and its stakeholders is essential to good organizational management. It is the responsibility of the board and senior management to have a sound and practical risk management plan in place. Organizational risks relevant to your agency include financial, property, and personal safety of clients and employees, reputational and legal liabilities, and fraud.

In this session, the panel members will discuss how they have addressed the issue of risk management in their organizations and what you need to know to get started on a risk management plan.

## Avoiding the Pitfalls of Subcontracting

Lindsie Thomson, Harris & Company LLP

Mistakes made dealing with contractors can result in a variety of liabilities, such as illegal dismissal, back wages, separation pay, income tax, employment insurance, and WorkSafeBC and pension premiums among others. Avoid these pitfalls and many others during this overview of the technicalities, strategies and best practices of working with contractors to prevent unnecessary liabilities. In addition members will learn what to do in the event of an abuse allegation against a contractor and their legal responsibilities to the client and contractor.



# CONFERENCE SESSIONS

## Coaching for Leaders

Cheryl Stafford, Cheryl Stafford & Associates

Coaching has become widely known and used internationally to develop potential and advance the capability of leaders. It is being used by more than 50% of Fortune 500 Companies. An exceptional leader requires the ability to flex between various communication styles, including coaching. Using techniques to enhance your leadership communications and drive exceptional outcomes, this interactive workshop will teach you the art of coaching.

Participants will:

- Learn what coaching is
- Understand foundational coaching principles
- Practise key coaching skills
- Learn how to structure a coaching conversation

Preparation: Consider a recent, current, or anticipated situation in which you would benefit from being coached, such as something you are stuck on or for which you would like to explore alternative perspectives to help you move forward. You will use these situations for the practice portion of the workshop.

**Cheryl Stafford**, CEC, PCC, CHRP is a leader with Cheryl Stafford & Associates and the Karmichael Group. With more than 20 years of strategic HR and executive coaching experience, Cheryl supports leaders to align who they are with what they do. As a professional certified coach, Cheryl balances pragmatism and integrity with warmth, compassion, and humour. Her work with leaders helps enhance self-awareness and increase the capability and behaviours required to maximize leadership potential and success. As a facilitator and speaker, Cheryl educates and inspires on topics including core leadership and management skills, coaching, emotional intelligence, high-performing teams, and communication. Cheryl is past president of the International Coach Federation (ICF), Vancouver Chapter and alumni volunteer with the Executive Coaching Program at Royal Roads University.



# CONFERENCE SESSIONS

## Effective Business Writing

Lana Okerlund, Consultant

Many people, from all walks of life and educational backgrounds, wish they could write more quickly and effectively, whether they work on lengthy reports and proposals or short letters and emails. This workshop will introduce you to a new way of approaching the writing process so you can reach your intended audience and achieve your writing purpose in a more confident and satisfying way. It will illustrate how you can better organize and phrase your ideas so they are clear and concise, and it will shine the light on common writing pitfalls to avoid in grammar, spelling, punctuation, and usage – without getting tangled up in academic grammatical terms. A few hands-on exercises will allow you to practise some of the points covered, and you will come away with techniques you can use on the job to continually improve your writing practices and performance.

Participants will:

- Approach writing as a process of planning, drafting, and revising to make the best use of limited time
- Understand and apply principles of plain language\* to make writing more readable and effective
- Learn to spot and avoid common writing pitfalls in grammar, spelling, punctuation, and usage
- Understand and overcome specific writing challenges with email, the most common method of written communication in the workplace

\* Note: “Plain language” as used here is a way of writing and presenting information so that readers can understand it quickly and easily. The workshop will not cover plain language in the sense of self-advocacy in the social services sector.

A 10-year publishing professional, [Lana Okerlund](#) aspires to help communicators connect with readers through clear and compelling writing. She has presented effective writing seminars for Atira Women’s Resource Society, Vancouver Coastal Health Authority, UBC’s Ch’Nook Aboriginal Management Program, Manulife Insurance, and MNP LLP, in addition to serving as an instructor in Simon Fraser University’s Editing Certificate Program. As an editor of non-fiction books, she works with recurring clients such as Penguin Random House, Greystone Books, Figure 1 Publishing, TouchWood Editions, and UBC Press. She has also written more than a dozen personal or organizational history books, including for the descendants of Vancouver’s second mayor, David Oppenheimer.



# CONFERENCE SESSIONS

## Employee Meetings: The Tough Stuff

Karin Kirkpatrick, Capilano University

If it weren't for those darn employees, managing people would be a breeze. Employee meetings can be tough if they involve difficult subjects such as grievances, performance management, or other topics where emotions might run high. Whether you are the Executive Director, CEO, or a frontline supervisor, knowing you have a difficult meeting on the horizon can make you shudder.

Sometimes we need to be reminded that our job as a leader is not to be liked, but it is certainly not to be disliked. Our primary goals are to be respected and to create a work environment where people feel valued and safe. To do this means having to make difficult, and sometimes unpopular, decisions. Next is communicating these decisions to employees and other stakeholders. That's where the tough stuff happens.

Participants will:

- Identify the purpose of a meeting
- Prepare for employee meetings
- Recognize different communication styles
- Understand how cultural diversity may change your approach
- Follow the four steps to a successful outcome

**Karin Kirkpatrick** is adjunct faculty in the Sauder School of Business where she teaches strategic human resources, labour relations, and managing employee relationships. Karin is also an instructor and facilitator for Capilano University's Continuing Studies & Executive Education.

Karin has many years of community service in BC and was a recipient of the Queen's Diamond Jubilee award in 2012. Karin is a Chartered Professional Accountant, a Certified Management Accountant and holds a Master of Business Administration in Human Resources and is currently completing her dissertation for a Master of Laws at the University of Edinburgh.



# CONFERENCE SESSIONS

## How Social Media Is Impacting Human Resources and What To Do About It

Merlyn Horton, SafeOnline

Technology headaches at your organization? Handheld devices complicating your documentation, hiring, and programming procedures? Many organizations are struggling to keep up with the challenges and opportunities technology can bring in the human services sectors. Updating policies and accreditation compliance to adapt to these changes often requires new kinds of resources and skills that management may struggle to understand and manage. This workshop will increase your awareness of technologies' impacts on agency management and program delivery from a policy and practice point of view.

Participants will:

- Understand the rationale for online service provision
- Learn about technologies' impacts on human resources, personnel policies and practices, and on high-risk populations
- Be introduced to online outreach policy

Online culture advocate, author, and speaker [Merlyn Horton](#) is a visionary with roots in BC's social services sector. As founder and Executive Director of SafeOnline, her expertise and decades-long career examining online communications' effects on at-risk population are highly respected and referenced internationally. Merlyn has spoken to more than 100,000 people over the last 15 years. Her work has been recognized with the 2003 Myrtle Everett Woman of the Year Award and a 2008 Crime Prevention Individual Achievement Award. Merlyn has been featured in various media, including Global TV, CBC Radio, and the National Post.



# CONFERENCE SESSIONS

## Keeping Good Employees On Board

Dawn McCooey, Women's Enterprise Centre

Engaged and productive employees are the key to business or organizational success. This dynamic and participatory workshop will provide you with tools and resources you can implement immediately to measure engagement, create rewards that fit any budget, and become an employer of choice.

Participants will:

- Gain increased understanding of why employees leave – and, more importantly, why they stay
- Learn how “stay interviews” can contribute to engagement and see examples of how and why they are conducted
- Learn to determine best practices that will fit with the unique culture of a department, organization, or business
- Access the knowledge and tools to create an action plan to increase employee retention

**Dawn McCooey** is the Skills Development Manager for the non-profit Women's Enterprise Centre, the leading business resource for women business owners throughout BC. A certified management consultant, Dawn completed a Master of Arts degree in leadership and training at Royal Roads University and has more than 20 years' experience in the adult training and development field. As the owner of a career consulting company for more than 18 years, Dawn managed up to 32 employees in three offices and was voted “best boss in Victoria.” Her book *Keeping Good Employees On Board* was an Amazon.ca bestseller in 2010.



# CONFERENCE SESSIONS

## Q&A: The Grievance Process and How It Works

**Darroch Campbell and Terry Honcharuk, CSSEA**

Grievances are a fact of life for unionized employers. While sometimes frustrating, the grievance process should be viewed not as a bureaucratic obligation but as an opportunity to resolve workplace differences efficiently and without the interference of third parties. Understanding the mechanics and nuances of the grievance process is critical for employers to increase their settlement rates and reduce future grievances. This session will be of value to managers who are new to labour relations as well as seasoned practitioners.

Participants will:

- Learn what is and is not grievable, including different grievance types
- Understand the contractual grievance steps and how to prepare for the grievance
- Understand the protocols and agendas for meeting with the union and the grievor
- Learn how to create and use a grievance record
- Understand the grievance outcomes: settlement, mediation, facilitation, arbitration

**Darroch Campbell** is an Advocate with the HRLR and Legal Services Department and CSSEA's Manager of WorkSafeBC and Benefit Services. Darroch, who holds Bachelor of Laws, joined CSSEA in 2012 after working at other employers' associations, including the Heath Employers Association of BC and the BC Maritime Employers Association. Darroch's region of service is Vancouver Island and Northern British Columbia including Haida Gwaii. His specialties are health and safety and WCB claims.

**Terry Honcharuk** is the Manager of Bargaining Services and an Advocate in CSSEA's HRLR and Legal Services Department, primarily responsible for members in the Lower Mainland and Northern BC. Terry, who holds a Bachelor of Laws from Dalhousie University and a Bachelor of Arts with first class honours from the University of British Columbia, joined CSSEA in 2013. Terry has practiced labour law since 1994, representing both unionized employees and employers, most recently with the Health Employers Association of BC.





# CONFERENCE PROGRAM



## TUESDAY, OCTOBER 6

8:00 am		BREAKFAST AND PRESENTATION			
9:00 am to noon	EXECUTIVE DIRECTOR/CEO PLENARY				
	Partnerships for the Financial Viability of Your Organization	Keeping Good Employees On Board	How Social Media Is Impacting Human Resources and What To Do About It	Q&A: Understanding Your Collective Agreement	The Art of Leadership
	Succession Planning: Our Stories				
Noon					
LUNCH					
1:00 pm to 4:00 pm	Risk Management: What You Should Know	Keeping Good Employees On Board	How Social Media Is Impacting Human Resources and What To Do About It	Q&A: The Grievance Process and How It Works	The Art of Leadership
	Avoiding the Pitfalls of Subcontracting				
4:00 pm to 6:30 pm		NETWORKING RECEPTION			

## WEDNESDAY, OCTOBER 7

8:00 am	CONTINENTAL BREAKFAST				
9:00 am to noon					
	Coaching for Leaders	Employee Meetings: The Tough Stuff	Q&A: Understanding the Joint Job Evaluation Plan	Sustain Your Organization: Building Talent for Crucial Positions	Tools for Conscious Decision Making
Noon	LUNCH				
1:00 pm to 4:00 pm	Coaching for Leaders	Employee Meetings: The Tough Stuff	Q&A: Understanding and Applying the Appointment Language	Sustain Your Organization: Building Talent for Crucial Positions	Tools for Conscious Decision Making



# CONFERENCE SESSIONS

## Q&A: Understanding and Applying the Appointment Language

Anne Campbell and Tamina Mawji, CSSEA

This session offers guidance to ensure compliance with the provisions of the collective agreement relating to recruitment, hiring, and promotion processes in the pursuit to find the best candidate for the job. Gain insight into how to apply the appointment policy language and learn practical tips on how to leverage the four factors (seniority, ability, performance, and relevant qualifications) when assessing candidates. Ideal for human resource and labour relations managers, this session will ensure your agency is applying the appointment language to its greatest benefit. Bring your questions.

Participants will:

- Learn how the collective agreement language affects the weight accorded to promotion criteria
- Understand how to measure and score each of the four factors when filling vacancies or in the case of a promotion to a supervisory position
- Understand what an employer can and cannot consider in selection decisions
- Understand the union's role in the selection process and at what point external candidates are considered
- Learn how to structure the interview

**Anne Campbell** joined CSSEA in 2005 and is a Senior Consultant in the HRLR and Legal Services Department. Anne holds a certified human resources professional designation and a management leadership certificate from Simon Fraser University. Anne has more than 25 years of human resources experience in the private and public sectors. Her background includes holding positions of Director of Human Resources in the public safety field and the Regional Director of Human Resources with a large national accounting firm. Her clients are located in the Okanagan region.

**Tamina Mawji** joined CSSEA in 2012 and is an Advocate in the HRLR and Legal Services Department. She holds a Juris Doctor from the University of Toronto and is a member of the Ontario bar. Tamina practiced with the Ministry of Government Services of Ontario prior to returning to British Columbia to work as a consultant at the Health Employers Association of BC. Tamina provides services to CSSEA members in the Lower Mainland and on Vancouver Island.



# CONFERENCE SESSIONS

## Q&A: Understanding the Joint Job Evaluation Plan

Karen May and Vanessa Wong, CSSEA

Spell everything out the first time! Creating and revising job descriptions can be a daunting task, but out-dated job descriptions have ramifications. Accurate job descriptions are necessary to attract, motivate, and retain talent. During this interactive session, CSSEA staff will outline the process for creating and revising job descriptions. You cannot afford to miss this session if you are a manager or human resources advisor who has job description input. Bring your questions.

Participants will:

- Learn how the maintenance agreement applies to the development of job descriptions
- Learn how to write job descriptions that help select employees with the right qualifications and provide those employees with the necessary job-specific knowledge and skills
- Understand the importance of up-to-date job descriptions

**Karen May** joined CSSEA in 2002 and is a Compensation Analyst for the Research and Knowledge Management Department. Karen has also worked for CSSEA's Human Resources and Labour Relations and Corporate Services departments in various advancing roles. Prior to joining CSSEA, Karen worked for various health and science organizations coordinating database development and deployment.

**Vanessa Wong** joined CSSEA in 1999 and is a Senior Consultant in the HRLR and Legal Services Department. Vanessa graduated from the University of British Columbia with a commerce degree, majoring in industrial relations management. Prior to joining CSSEA, Vanessa worked at BC Hydro in the employment and resource centre coordinating recruitment and outplacement services. Her specialty is training, collective bargaining, and collective agreement interpretation. Vanessa provides services to CSSEA members in the Lower Mainland.



# CONFERENCE SESSIONS

## Q&A: Understanding Your Collective Agreement

Bela Barros and Shannon Bentley, CSSEA

Now that you have some experience with your collective agreement, do you have questions you would like clarified? This interactive question and answer session will focus on three key aspects of the 2014–2019 collective agreements. This is an interactive session, so bring your comments, experiences, and questions to share with the group.

Participants will:

- Learn how to deal with term employees in the context of the collective agreements
- Understand three key areas of the collective agreements:
  - ☐ How to apply Benefits While On Leave of Absence (Article 20.7)
  - ☐ Labour Management Committee (Article 8.3) – what is the purpose of the committee and what topics should be discussed at these meetings?
  - ☐ Aboriginal Dispute Resolution Process (Article 9.6 and Information Appendix G of Aboriginal Services agreement)

**Bela Barros** is an HRLR Consultant and CSSEA's Legal Research Analyst. She joined CSSEA in 2007, and is currently the duty consultant and responsible for special projects.

**Shannon Bentley** joined CSSEA in 2013 as an Advocate, Aboriginal Services with the HRLR and Legal Services Department. Shannon has worked as a mediator and hearing panel member and for First Nations governments as legislative drafter, policy analyst, and lawyer. Shannon holds a Master of Laws from the University of Washington and a Bachelor of Laws from the University of BC.



# CONFERENCE SESSIONS

## Sustain Your Organization: Building Talent for Crucial Positions

Nic Tsangarakis, Kwela Leadership & Talent Management

Many agencies worry about an aging workforce, pending retirements, and retaining talented people. A practical plan to identify and develop the right people for key positions is vital. This workshop provides tools and approaches that will enable your organization to implement a plan to ensure sustainability and stability.

Participants will:

- Understand best practices within the sector – what does it look like when done well?
- Learn to identify talent and potential successors using performance and potential indicators
- Learn how a career development framework can help develop talented people
- Understand how to use a strengths-based approach
- Understand the link to coaching and mentoring
- Surface typical challenges and issues and discuss ways to overcome them

**Nic Tsangarakis** is a principal with Kwela Leadership & Talent Management. Nic's human resources expertise includes strategic planning, design and delivery of leadership and management development programs, design and implementation of performance management systems, implementing self-directed teams, and facilitating team-building sessions. Nic has experience in operations management and has implemented total quality management systems and business process re-engineering. Nic completed an honours degree in industrial psychology and a master's degree in operations management at the University of Cape Town, South Africa.



# CONFERENCE SESSIONS

## The Art of Leadership

Bob Green, Actively Aware

Self-leadership is being responsible for understanding, demonstrating, and continuously improving the actions and behaviours that positively contribute to personal, team, and organizational relationships, performance, and well-being. In order to be effective at self-leadership, you must first know what influences your level and quality of contribution. During this highly engaging workshop, you will have the opportunity to explore a simple yet robust framework that helps you to improve relationships and decision making, be more receptive to feedback, be better able to manage your emotions and those of others, accelerate your learning, and be more accountable for your contributions, commitment, and capacity. An assessment will help you determine what skills and abilities you can develop to improve your personal performance.

Participants will:

- Explore a self-leadership model that includes the “be, do, and why” of self-leadership
- Understand their emotional, social, situational, and organizational intelligence and abilities
- Develop skills to support personal health, well-being, and mastery

**Bob Green** has been an individual contributor, team leader, facilitator, coach, and consultant specializing in the areas of leadership and team, and personal performance for more than 15 years. Bob completed his Master of Arts in leadership at Royal Roads University and is a certified human resources professional. Bob has designed and facilitated hundreds of courses that help people to achieve their personal best.



# CONFERENCE SESSIONS

## Tools for Conscious Decision Making

Kathryn Thomson, Justice Institute of British Columbia

To be truly effective in making decisions, you need to understand how your brain works and learn how to compensate for the emotional and cognitive biases that prevent you from making conscious, well-considered decisions. This session will identify the “four villains” of decision making and provide tools for overcoming them. You’ll also have a chance to apply these tools to a decision you are currently facing (or use them to revisit a past decision). You’ll leave the seminar knowing more about yourself and the conditions required for good decision making to happen.

Participants will:

- Meet the four “villains” of conscious decision making and learn how to overcome them
- Learn how to enlarge the frame of reference to provide more access to more information and other perspectives
- Practice applying tools to a decision-making framework

**Kathryn Thomson** is a principal with LeadershipMind Consulting. Kathryn has worked extensively in corporate, government, and community organizations to support better conversations and more effective leadership and organizational practices in all workplace settings. Kathryn has been a faculty member in the Justice Institute of BC’s Centre for Leadership for more than 16 years, and is a founder of Ethelo Decisions, which offers innovative online solutions for large-scale group decision making.



# RESOLUTIONS

Resolutions may be proposed to the AGM by the board, a panel or a member.

## CATEGORIES OF RESOLUTIONS

Resolutions generally reflect one of two categories:

1. Special Resolution - an amendment to the association's Constitution and Bylaws.
2. Policy Resolution - a policy direction or action that falls within the mandate of the association and requires action to be taken by the board or staff.

## SUBMITTING RESOLUTIONS

If you wish to submit a resolution, please contact Kathie Best, Director, Corporate Services, at 604.601.3107 or 1.800.377.3340 extension 107. The deadline for the submission of resolutions is September 11, 2015.

After the deadline, resolutions may be heard at the AGM if submitted in writing to the AGM Chair and approved by the board for consideration.





# ELECTIONS

## ELECTING PANEL MEMBERS

Elections will be held during the AGM divisional sessions to elect four members for two-year terms to the Community Living Services Panel and the General Services Panel. The Aboriginal Services Panel is not required to hold elections; its panel members are elected by acclamation.

Ballots for the panel elections will be distributed to voting delegates at registration. Please note that lost ballots will not be replaced. Ballot boxes will be located in each divisional session room for divisional voting. Weighted voting will apply. Vote entitlement will be determined per Schedule 1 of the Constitution and Bylaws and based on the number of bargaining unit full-time equivalents in each member agency.

## HOW TO RUN FOR YOUR DIVISIONAL PANEL

If you are interested in submitting your name as a candidate for your divisional panel, you must be a board member, owner or the senior management employee (i.e. Executive Director or Chief Executive Officer) of a member in the division and meet all of the election criteria set out in Bylaw 9.05. If you meet the criteria, we encourage you to:

- Complete a Candidate Form and return it to CSSEA by September 11, 2015. Candidate names will be posted to the 2015 AGM website. The Candidate Form can be downloaded from our website or obtained by contacting CSSEA, or
- Let your name stand for nomination from the floor during your divisional session.

## NEW PANEL MEMBERS

One position per panel is reserved for a candidate who has never served as a panel member or who has not served on a panel for a period of at least four years.

## BOARD OF DIRECTORS

The process to select panel members to the board of directors is determined according to Bylaw 7.05. Each panel will meet following the AGM to select its representatives to fill the vacant seats on the board.



# ELECTIONS

## ROLE OF THE PANEL

The general mandate of the panels is outlined in Bylaw 9.06 and can be found in the panel member toolkit available on the website.

Panel members execute the following in conjunction with other panel members:

- Select divisional representatives to serve on the board of directors.
- Participate in the development of the association's strategic plan.
- Support the strategic direction of the association.
- Provide direction to the association on all member initiatives and serve as a reference group, as required.
- Assist with conference and AGM planning.
- Serve as divisional leaders within their membership division.
- Communicate with their divisional members.
- Bring forward member issues to the board.
- Represent and communicate the substance and intent of the association's initiatives, policies and decisions in other social services members' forums.
- Enhance the association's public image.
- Assist with the BC Community Social Services Awards of Excellence planning.

## RESPONSIBILITIES OF THE PANEL

It is expected that panel members will fulfill the following responsibilities:

- Be available to attend panel meetings which take place in Vancouver, four times per year.
- Chair regional meetings in their area (some travel may be required).
- Attend the AGM.
- Act honestly, in good faith and in the best interest of the association.
- Be well informed on issues and agenda items in advance of meetings.
- Contribute skills, knowledge and experience when appropriate.
- Listen respectfully to other points of view.
- Participate in decision-making.
- Educate themselves about the needs of the members.
- Exercise the care, diligence and skill of a reasonably prudent person.
- If appointed by the panel, serve as a member of the board of directors.



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The 2014 Annual General Meeting (AGM) was called to order at 1:35pm by the Chair, Board of Directors. The Chair acknowledged the members of the AGM Planning Committee and thanked them for their efforts.

The Chair presented the following credentials report: 74 registered agencies eligible to vote are attending the AGM.

BE IT RESOLVED THAT the agenda for the 2014 AGM as outlined in the on-site program be adopted as presented. M/S/C

BE IT RESOLVED THAT the 2014 rules of order as presented in the on-site program be accepted. M/S/C

BE IT RESOLVED THAT the minutes of the 2013 Annual General Meeting as distributed to members in the June 2014 AGM package be accepted. M/S/C

The Chair presented the report from the board of directors and highlighted some events and activities that occurred over the past year. The full report is included in the 2014 Annual Report. She acknowledged that Len Dawes, Ministry of Social Development and Social Innovation, and Anne Minnings, Ministry of Children and Family Development, were appointed to the board. She reported that the major accomplishment this year was the successful negotiation of five-year collective agreements. She thanked the bargaining committee for their long hours and commitment and to CSSEA staff for providing the administrative support. Another highlight

was the report from the Building Trust Subcommittee and the subsequent Member Satisfaction Survey. CSSEA understands that its greatest asset is its membership and those they represent and CSSEA has done a good job of relationship building. CSSEA staff are to be commended for their high level of service, professionalism and for adding value to the services they provide to members and associates.

The board was thanked for their time and commitment. She commented it is important that CSSEA remains focused on the priorities for the social services sector and encouraged members to get involved and participate.

BE IT RESOLVED THAT the report from the Board be approved as presented in the 2014 Annual Report that was included in the delegate kits. M/S/C

The Chair advised that the Treasurer was unable to attend the meeting and presented the Treasurer's Report which included advising that the statements of operations and accumulated surplus and the statements of financial position were included in the 2014 Annual Report that was included in the delegate kits. The complete Audited Financial Statements are available to members by contacting CSSEA. For the year ending March 31, 2015, the board of directors approved an operating budget with \$3.142 million in expenditures. Revenues are forecasted at \$2.95 million and the \$193 thousand excess expenditures over revenues shall be funded



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from the accumulated surplus. The Chair, on behalf of the Treasurer, thanked the Finance Committee for their support over the past year.

BE IT RESOLVED THAT the 2014 Treasurer's Report be adopted as presented. M/S/C

The Chair, on behalf of the Treasurer, explained the process to select new auditors, KPMG, and thanked Deloitte LLP for 20 years of excellent service to the association.

BE IT RESOLVED THAT the accounting firm of KPMG LLP, Burnaby, BC be appointed as the auditors of record for the period October 22, 2014 to October 5, 2015. M/S/C

The Chief Executive Officer (CEO) presented his report and expressed his pleasure to see all those in attendance. He acknowledged that last year was both an eventful year and a very productive one. The five-year collective agreements start to close the gap with health and other sectors and while it does not completely address the issue, it represents a major step in the right direction. The funding assurances for the 2014-2019 agreements were also an important achievement for the sector. The CEO expressed how important data collection is and why we need to continuously improve on the collection and quality of the data. The sector data is used not only for costing purposes during bargaining but also for making better-informed business decisions for CSSEA, ministries, authorities and member organizations.

The past year saw CSSEA's 2013/14

operating budget come in with a positive variance which was a significant achievement considering the business of the AGM was done over two non-consecutive days and we had not budgeted for the recent round of collective bargaining. The credit should go to the staff and the Finance Committee for their excellent work in controlling costs.

The Building Trust Sub-committee made five recommendations focusing on improving clarity and transparency in CSSEA's communications including distinguishing when information originates from Government and conversely, when it comes directly from CSSEA. In addition, the Sub-committee recommended CSSEA develop a yearly survey of the membership. The CEO reviewed the responses from the 92 respondents to the first survey conducted in September 2014 which were quite positive. The responses were submitted anonymously and the results will be discussed in greater detail at the next meeting of the joint panels to be held in December.

In closing, the CEO expressed his thanks to Peter Cameron, the Bargaining Committee, the Board, the Divisional Panels, and CSSEA staff for their contributions over the past year. He singled out all those members who let their name stand for the panels in the past year for their courage to want to make a positive difference for the social services sector.

The divisional sessions were held.

The Chair, General Services divisional session, presented the general services



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divisional report and announced the names of the newly-elected panel members and board representative. She reported the members addressed a number of issues such as CSSEA members being classified in the incorrect WorkSafeBC classification units; HSCIS reporting that duplicates other required reporting which leads to an inefficient reporting system and additional administrative burden; the inequity in funding for non-provincially funded programs (NPF) and the impact on recruitment and retention. Also, the Joint Job Evaluation Plan (JJEP) is over 20 years old and no longer reflects the current reality of jobs in the sector. It was suggested that the 2014-2019 collective agreements be printed and distributed as soon as possible. Members requested CSSEA review data for NPF jobs to better understand the impact on the sector and for those agencies covered by the collective agreements with programs that are not provincially-funded. Some funders are still not paying the full amount for the Municipal Pension Plan. CSSEA is requested to continue to work with funders on meeting collective agreement compliance and providing the supporting data.

Liz Barnett, former Chair, General Services Panel, announced that after many years, she is stepping down from the panel and the board. She commented that it had been a pleasure working with a wonderful group of people. She encouraged members to bring their issues forward and to participate in CSSEA as it is a member organization. She challenged CSSEA to continue its valuable

work.

The newly-elected panel members are:

Anne Nikon, W.J. Stelmaschuk and Associates Ltd.

Brenda Byberg, Haida Gwaii Society for Community Peace

David Young, Sources Community Resources Society

Vicki Kipps, Maple Ridge/Pitt Meadows Community Services Society

Rod Santiago, Abbotsford Community Services Society

Diane Entwistle, Okanagan Boys & Girls Clubs

The newly-appointed Board representative is David Young.

The AGM Chair thanked Liz for her commitment and hard work.

The Chair, Community Living Services division session, presented the community living services divisional report and announced the names of the newly-elected panel members. She reported that the division discussed that the first general wage increases will be April 1, 2015. The Chair bid farewell to Brenda Gillette and thanked her for her unique contributions to the Community Living Services panel and also farewell to Bill Fildes who retired earlier in the year. She thanked the panel and bargaining team for all their hard work this year which is



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much appreciated by the members.

The newly-elected panel members are:

Fernando Coelho, posAbilities Association of British Columbia

Tony Laing, Penticton & District Society for Community Living

Ellen Tarshis, Victoria Association for Community Living

Tammy Khanna, Independent Living Housing Society of Greater Victoria

The newly-appointed Board representatives are Fernando Coelho and Janice Barr.

A representative of the Aboriginal Services (AS) members presented the Aboriginal Services divisional report and announced the names of the 2014-2016 panel members and board representatives. The members did not develop any member resolutions because there are a number of other forums where Aboriginal Services employers can address problematic matters that arise. However, there were a number of issues that generated enthusiastic dialogue such as: the JJEP and how it was felt that AS employers would benefit from increased transparency and the sharing of job descriptions between employers through CSSEA; the distinction between Aboriginal and Métis children was raised and it was noted that they have different needs for services, which is insufficiently recognized; and finally, the MCFD delegation

process has been put on hold for over a year, which creates significant uncertainty for AS employers in addition to resource and cost consequences in some cases.

The AS Panel representatives are:

Kathleen Bennett, Northwest Inter-Nation Family and Community Services Society

Jeanie Cardinal, White Buffalo Aboriginal and Métis Health Society

Colleen Lucier, Lii Michif Otipemisiwak Family & Community Services Society

Judy Smith, La Société de les Enfants Michif (Métis Family Services)

Bernadette Spence, Vancouver Aboriginal Child and Family Services Society

Colleen Spier, Island Métis Family and Community Services Society

Karen Wainwright, Haida Child and Family Services Society

The Board representatives are Colleen Spier and Judy Smith.

The Chair welcomed the members elected to their divisional panels and the board and reminded the membership that next year's AGM will be held October 5 to 7 in Vancouver.

The Chair, hearing no further business, declared this meeting adjourned at 4:05 pm.



# THANK YOU

Our thanks and appreciation to the panel members and board of directors for their dedication to the association and its members.

## PANELS

### Aboriginal Services

#### Kathleen Bennett

Northwest Inter-Nation Family and Community Services Society

#### Colleen Lucier

Lii Michif Otipemisiwak Family & Community Services Society

#### Judy Smith – board member

La Société de les Enfants Michif (Métis Family Services)

#### Bernadette Spence

Vancouver Aboriginal Child and Family Services Society

#### Colleen Spier – board member

Island Métis Family and Community Services Society

#### Karen Wainwright

Haida Child and Family Services Society

### Community Living Services

#### Janice Barr – board member

Richmond Society for Community Living

#### Fernando Coelho – board member

posAbilities Association of British Columbia

#### Eileen Howells

Vernon and District Association for Community Living

#### Tammy Khanna

Independent Living Housing Society of Greater Victoria

#### Tony Laing

Penticton & District Society for Community Living

#### Sheri McCluskey

Malaspina Community Resource Services Ltd.

#### Ellen Tarshis

Victoria Association for Community Living (Community Living Victoria)

#### Lilla Tipton – board member

Inclusion Powell River Society



# THANK YOU

## General Services

### Brenda Byberg

Haida Gwaii Society for Community Peace

### Diane Entwistle

Okanagan Boys and Girls Clubs

### Sanjay Gulati

Mission Community Services Society

### Vicki Kipps

Maple Ridge/Pitt Meadows Community Services

### Anne Nikon – board member

W.J. Stelmaschuk and Associates Ltd.

### Rod Santiago

Abbotsford Community Services

### Lois Wynne

Sea to Sky Community Services Society

### David Young – board member

Sources Community Resources Society

## Government Board Representatives

### Reg Bawa

Ministry of Children and Family Development

### Len Dawes

Ministry of Social Development and Social Innovation

### Seonag Macrae

Community Living British Columbia

### Chris Rathbone

Public Sector Employers' Council Secretariat

## AGM Planning Committee

### Kathleen Bennett

Northwest Inter-Nation Family and Community Services Society

### Brenda Byberg

Haida Gwaii Society for Community Peace

### Eileen Howells

Vernon and District Association for Community Living

### Tony Laing

Penticton & District Society for Community Living

### Sheri McCluskey

Malaspina Community Resource Services Ltd.

### Lois Wynne

Sea to Sky Community Services Society



## FOR MORE INFORMATION, CONTACT



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