



2017

ANNUAL GENERAL

MEETING

WEDNESDAY, MAY 31, 2017

ANNUAL REPORT TO THE MEMBERSHIP

2017 Annual General Meeting Wednesday, May 31, 2017 George Brown College Residence and Conference Centre, Toronto, ON

AGENDA

Chair: Michele Watson, President

1. Welcome
2. Business Meeting Called to Order – President Michele Watson

REMINDER: Only IO members can initiate, second and vote on motions.

- a. Approval of the Agenda –Michele Watson
- b. Approval of the Annual General Meeting Minutes of June 22, 2016 - Michele Watson
- c. President's Remarks and 2016 Annual Report - President Michele Watson
- d. 2016 Treasurer's Report –Lesley Russell, Treasurer
 - i. 2016 Financial Review
 - ii. Appointment of Vendor for 2017 Financial Review
- e. Election of Directors (see page 5)– Teal Wise, Vice President
 - i. Slate of Nominees
 - ii. Call for Nominations
 - iii. Approval of Slate of Ongoing Directors
- f. Recognition of Outgoing Board Members – Teal Wise, Vice President
- g. Ratification of all past motions – Philip Wolfart, Secretary
3. Bursary and Video Contest Announcements - Sylvia Mueller, Past President
 - a. 2017 InformOntario Symposium Bursaries – 2 winners
 - b. 2017 Video Contest Winner
4. New Business – Michele Watson
5. Adjournment of Business Meeting – Michele Watson

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MINUTES OF THE ANNUAL GENERAL MEETING - 2016

DATE: JUNE 22, 2016	TIME: 9:07 AM
LOCATION: Hamilton Public Library, 55 York Blvd, Hamilton, ON L8N 4E4	
Board members: Michele Watson (chair), Jennie Abrahamson, Sylvia Mueller, Lesley Russell, Teal Wise, Philip Wolfart	
Present: see attendees list	

#	ITEM	DISCUSSION	MOTION
1	Welcome and Announcements	President Watson welcomed everyone to the Annual General Meeting	
2	Business Meeting	Business meeting called to order by President Watson	
a)	Approval of Agenda	Agenda for annual meeting presented within annual report package	Motion: To approve agenda as presented. <i>Teal Wise / Deborah Doherty</i> Carried.
b)	Approval of AGM minutes of April 28, 2015	Minutes reviewed by the membership. Addition: Teal Wise added to list of Board of Directors	Motion: That the minutes of the Annual General Meeting of April 28, 2015 be approved as corrected. <i>Laura McDonald / Philip Wolfart</i> Carried.
c)	Annual Report	Report on activities in 2015 distributed to membership. Highlights of the report presented by President Watson. She also introduced the Board Directors, telling the membership that 3 of the 6 Directors will have completed their terms in 2017. New board members are needed continue the work on behalf of the membership.	Motion: That the Annual Report for the year of 2015 be approved as presented. <i>Teal Wise / Lesley Russell</i> Carried.
d)	Treasurer's Report by Rosemary Park i) 2015 financial review ii) Appointment of Vendor for 2016 Financial Review	i) As outgoing board member and treasurer, Rosemary presented the 2015 financial review. She reported that the organization ended with a \$3,000 surplus, thanks in large part to the success of the Symposium, an increase in members and new insurance provider at a significantly lower rate. ii) Rosemary presented a motion that the firm of Steinbach and Chappelle be appointed for the 2016 financial review.	Motion: That the 2015 financial review be approved as presented. <i>Rosemary Park / Teal Wise</i> Carried. Motion: That the firm of Steinbach and Chappelle be appointed for the 2016 engagement review. <i>Rosemary Park / Faryal Anwar</i> Carried.

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e)	<p>Election of officers</p> <p>I. slate of nominees</p> <p>II. call for nominations</p> <p>III. Approval on ongoing directors</p> <p>IV. Recognition of outgoing board members</p>	<p>Philip Wolfart presented the nominees for the 2016-2017 Board of Directors.</p> <p>i) to be elected for a two-year term ending June 2018:</p> <ul style="list-style-type: none"> - Jennie Abrahamson - Lesley Russell - Teal Wise <p>ii) there were no nominations from the floor.</p> <p>iii) directors continuing their current terms are:</p> <ul style="list-style-type: none"> - Sylvia Mueller - Michele Watson - Philip Wolfart <p>Nominations closed.</p> <p>iv) Two Board members are recognized for their work on the board – Rosemary Park and Lisa Misurak.</p>	<p>MOTION: That nominations be closed, and that the slate of directors for 2016-2017 be approved as presented.</p> <p><i>Philip Wolfart / Deborah Doherty</i></p> <p>Carried.</p>
f)	Ratification of all past motions by Sylvia Mueller	Sylvia presented a motion to approval all works of the board since the last annual general meeting	<p>Motion:</p> <p>That all acts, by-laws, proceedings, appointments, elections and payments enacted, made, done and taken by the Directors and Officers of the Corporation since the last Annual Meeting of the Members, held on April 28, 2015 and referred so in the Minutes of the Meetings of the Board of Directors be and the same as hereby approved, ratified and confirmed</p> <p><i>Sylvia Mueller / Teal Wise</i></p> <p>Carried.</p>
g)	Draw of the InformOntario Symposium Bursaries – President Watson	<p>The winners of the bursary draw from members who attended the full Symposium were:</p> <p>Durpatty Chan – Waterloo Wellington CCAC, and Olia Griffith – Hamilton Niagara Haldimand Brant CCAC</p>	
h)	New Business– President Watson	There was no new business.	

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1)	Adjourn business meeting	Business meeting adjourned at 10:35 pm.	MOTION: that the annual general meeting of June 22, 2016 be adjourned. Laura McDonald / Teal Wise Carried.
3.	Presentation of Video Contest Winner – Sylvia Mueller	As chair of the Communications Cmte, Sylvia announced the winner of the video storytelling contest from 3 entrees – Information Hamilton, United Way of Durham Region, and thehealthline.ca Information Network . The winner was thehealthline.ca	
4.	Presentation of InformCanada Bursaries – IC President Sue Wilkinson	InformCanada President Sue Wilkinson announced the winners of their bursary: James Robertson of Nova Scotia Brigette Gagnon-Boudreau of Montreal Claude Vanasse of Quebec City Chandra Gosain of YMCAs of Cambridge and Kitchener-Waterloo	

AGM Attendees:

Jennie Abrahamson (proxy) – individual member
 Faryal Anwar – individual member
 Barrie Public Library – Sylvia Mueller
 Burlington Public Library – Paula Garton-Hudspeth
 Central West CCAC - Yolanda Vaz
 Child Development Resource Connection Peel – Deborah Doherty
 Contact Brant - LeaAnn Boswell
 Findhelp Information Services – Sue Wilkinson
 Chander Gosain – individual member
 Hamilton Niagara Haldiman Brant CCAC - Olia Griffith
 Vicki Firth (proxy) – individual member
 INCommunities - Tammy Dumas
 Information Hamilton – Pauline Kajiura
 Information Orillia – Shannon O'Donnell
 Katherine Lambacher – individual member
 Laura McDonald – individual member
 Mississauga Halton CCAC - Tho Nhan
 Lesley Russell – individual member
 Social Development Centre Waterloo Region - Trudy Beaulne
 Thehealthline.ca Information Network – Michael Robbins
 United Way of Durham Region – Michele Watson
 United Way of Perth-Huron – Susan Faber
 Victoria County Career Services – Angela Mark
 Volunteer Manitoba – Philip Wolfart
 Waterloo Wellington CCAC – Renee Moncion-Foehr

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SLATE OF DIRECTORS

INFORMONTARIO BOARD OF DIRECTORS

2017-2018

TO BE ELECTED FOR A TWO YEAR TERM ENDING JUNE 2019

Deborah M. Doherty

Tricia Korbut

Marcus Logan

CONTINUING TERMS

Jennie Abrahamson

Lesley Russell

Teal Wise

RECOGNITION OF OUTGOING BOARD MEMBERS

Sylvia Mueller

Philip Wolfart

Michele Watson

Individual profiles for the Board of Directors in on pages 6-8.

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Profiles of the Board of Directors

JENNIE ABRAHAMSON

I discovered a joy of connecting people with the information they seek to live and improve their own and others' lives while working in information and reference services in the USA at Cornell and the University of Washington – university libraries with large public clienteles. I have worked in graduate social science and humanities, undergraduate, art and architecture, music, and business school libraries. I've also volunteered as a health librarian in a transition-from-homelessness shelter. I earned a Master of Library and Information Science from the University of Washington iSchool. I received a Master of Biomedical Informatics with a focus on medical anthropology and consumer health informatics from the School of Medicine at Oregon Health and Science University while completing a four year US National Institutes of Health/National Library of Medicine-funded research training fellowship.

My experiences working in academic and community reference and information services inspire my commitment to improving information services to help people solve problems in their everyday lives. I am active as a researcher, speaker, and writer on interpersonal, peer-to-peer, and family information seeking and use. I have completed research and evaluation projects on Internet-based health information seeking in chronic disease, disaster relief medicine, and elders' home medication management. I have also completed doctoral-level work in library and information science at the University of Western Ontario, where I earned a Master of Health Information Science in 2017 while investigating information and health service and policy implications of how storytelling can help us to better understand end of life family caregivers' unmet needs.

I joined the Board of Directors in 2016.

DEBORAH DOHERTY

I graduated as an Early Childhood Educator from Sheridan College and has been in the Information and Referral field since 2001. Working at Child Development Resource Connection Peel (CDRCP) as the Manager, Information and Data, I have had the opportunity to provide the Peel community with information relating to child care and services for those with special needs.

I worked closely with other CDRCP staff and community partners in Peel in the creation of an online database that helps to provide direction and assistance to those residing in Peel, including the francophone community. I also provided direction in creating and upgrading websites for several partner agencies of CDRCP. I also worked with several community

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collaborative related to delivering services to those with special needs, while managing the client based database relating to that collaborative.

I am an active member of several planning tables in Peel, and now chair the Autism Spectrum Working group in Peel.

I am joining the Board of Directors in 2017.

TRICIA KORBUT

I began my career in community and social services more than 25 years ago as a crisis intervention worker at a women's shelter in Sault Ste. Marie. I have also worked in the education field as a teacher and the trainer/volunteer coordinator for a distress centre.

For the last 12 years I have been the Supervisor of Information and Referral Services at ConnexOntario. In my role I oversee a 24/7 staff responding to 6 phone lines and am the principal staff trainer. I also provide additional training as a Master ASIST trainer and SafeTALK facilitator, plus an occasional guest lecturer on call management, working with difficult callers, suicide and loss.

Currently I sit on several committees and am on the Board of Directors at Addiction Services of Thames Valley. During my personal time, I enjoy spending time with my family, playing soccer and being a soccer mom.

I am joining the Board of Directors in 2017.

MARCUS LOGAN

I am the Manager, Community Information for the Oakville Public Library - the lead agency for the Halton Information Providers (a regional coalition of data providers including the Burlington, Halton Hills, Oakville and Milton public library systems and the local child care directory) and manages the Halton Community Services Database. I came to the Oakville Public Library in November 2016, bringing 20 years' experience in community engagement, youth support and children's mental health in the local Halton community by connecting individuals and agencies to programs and services in my role with Information Oakville.

I currently represent Information Oakville and the Oakville Public Library on several committees such as Halton Equity and Diversity Roundtable, LGBTQ+ Youth Collective Impact, Halton Indigenous Educators Committee and the Professional Advisory Committee for the Lighthouse for Grieving Children.

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As a community advocate and volunteer, I am also a board director for the Halton Children's Aid Society, while also fulfilling my love of the outdoors as a volunteer Camp Director for past 7 years at Camp Ten Oaks.

I am joining the Board of Directors in 2017.

LESLEY RUSSELL

I was the Executive Director of Community Information Hamilton from 1989 until 2010. From 2010 until my retirement, I was the Regional Data Coordinator working with the data partners of 211 Central South.

I have been a part of the growth of Information and Referral within my own area and in Ontario. I was there through the Ontario Trillium Foundation grants of the 1980s and 90s which saw the index card systems at local centres become automated databases alongside the introduction and continuing work of standards, protocols and classification systems which are now throughout Ontario and beyond.

Since my retirement, I have continued to provide support and training as a consultant and volunteer for CIOC users. I joined the Board of Directors in 2012.

TEAL WISE

I have worked for Information Orillia for more than 4 years and am a Registered Social Worker. I received my Social Work degree from Lakehead University. I have my CIRS and am working towards my CRS.

I collaborate with other agencies in the city to reduce the risk of harm to those determined at risk by assisting in interventions. I run a Ministry Risk-driven database in partnership with Victim Services and the Orillia OPP.

me Information Orillia was not on my radar as a place to practice social work. However, over the years I have come to realize that providing information and referrals to the public is much more than giving a phone number; it is about assessment, empowerment and advocacy. At Information Orillia we work with some of the most vulnerable people in our area who really do not know where to turn. We really are the place to go when you do not know where to go. I love assisting others to find their path to a healthier and happier place in life than when they came through the door or picked up the phone.

I am also currently the Vice President on the InformOntario Board of Directors which I joined in 2014.

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2016 Activities and Events

PRESIDENT'S REMARKS

2016 has been a year of consolidation and growth for InformOntario in particular and the Information & Referral sector in general. We are moving forward, both in numbers attending our annual Learning and Networking Symposia and in our relationships with other colleagues across Ontario and Canada.

We used a town hall format (and doing it again in 2017) to elicit good feedback from Symposium attendees about what IO can provide that benefits our members. The board is using the feedback as a blue print for outreach and membership development strategies.

In the fall of 2016, we hosted another IO Lunch n' Learn webinar on partnership development with local elected officials. More will be planned in the future.

Our 2016 Symposium in Hamilton was notable for two reasons – the board envisioned and the Symposium committee created a Symposium Sponsorship Package. With this in hand, we secured both continuing support (from thehealthline.ca Information Network)and new support (InformCanada and HUB International) which allowed us to present an expanded program. Discussions led to InformCanada presenting a national stream of workshops, which in turn, has created an opportunity to investigate the current relationship between IO and IC.

The IO Communications Committee continues to strengthen and refine the ongoing IO Connector newsletter, as well as build the IO website with content. The ability to offer online member payment options began at year end. We continue to look at ways utilize the website capabilities and other external sources.

Thank you for an action packed year for IO, with board members and committees working hard for our members. Barbara McLachlan continues to provide solid and stalwart administrative assistance and her dedication is boundless – many thanks.

Respectfully submitted,

Michele Watson

President

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41st Annual Education and Networking Symposium

Chair: Michele Watson

Members: Pauline Kajiura, Laura McDonald, Rosemary Park, Trudy Beaulne, Jennifer Jones

Support: Barbara McLachlan and the staff at Information Hamilton

The 2016 Symposium was held June 20-22, 2016, hosted by Information Hamilton, and located at the Hamilton Public Library, Hamilton. The 2-day event brought together more than 70 attendees from 5 provinces for a series of plenary and stream-based workshops.

The 2016 theme was *Information Inspiring Action*

One of the highlights was a dinner cruise in the Hamilton harbour.

An AIRS exam for CIRS/CRS certification was held as a pre-event.

Finance

Chair: Lesley Russell

The financial review for 2016 is a separate companion document, prepared by the firm of Steinbach and Chappelle. The bookkeeping was contracted through Niagara Penn Accounting Services.

The Board continues to see a modest surplus, thanks to some decrease in costs, a change in insurance companies, and the ongoing success of our annual Symposium and its' related sponsors.

IO is also a member of the Ontario Non Profit Network (ONN) which, in turn, offers an exclusive insurance program through HUB International for registered non-profits corporations operating in Ontario.

Board member Sylvia Mueller attended the ONN 2016 conference.

BLISS Committee

Chair: Michele Watson

Members: Rosemary Park, Trudy Beaulne, Sylvia Mueller

The Committee is a continuation of the work after the conclusion of the Building Local Information Support to Ontario Newcomers (BLISON) project funded by the Ministry of Citizenship and Immigration.

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In 2016, the Cmte hosted a Lunch and Learn webinar on building relationship with local MP and MPP offices. Thanks to KCL Software for use of their webinar software for the presentation.

The Board also commissioned a generic guide for cross-sector collaboration, a 2017 Symposium workshop on building relationships among the membership, and will look at opportunities to collect and analyze the memberships' resources and assets.

Communications Committee

Chair: Sylvia Mueller

Members: Teal Wise, Deborah Doherty

Our quarterly information/promotional newsletter is distributed to more than 130 subscribers from member organizations and their staff members, former members, stakeholders, and others. Editor Teal Wise uses the features and tools of MailChimp for creating editions and managing the distribution list.

The cmte coordinated the first video (digital storytelling) contest. In 2016, there were 3 entries. The winner – selected by a panel from our membership – was thehealthline.ca of London. All videos are posted on InformOntario's You-Tube site.

The cmte has also worked on improving and/or creating online features for use by the membership, including a new Symposium registration form, expanding the membership form, a proxy voting form and the video contest submission form.

Membership Development

Membership in 2016 included 23 organizations and 9 individuals for a total of 41. The current 2017 list is at the end of this report.

Membership composition can include:

- Multi-service groups
- Community Care Access Centres
- Libraries
- Volunteer centres
- Government entities
- 211 centres
- Planning councils or coordinating services
- Mental health organizations
- Non-Ontario-based organizations

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Membership with InformOntario includes:

- Professional development for both agency and individual practitioners
- Member-reduced fees at annual Symposium which features training that reflects daily work and trends within the human services sector
- Access to community forums, website, ne-news
- Promotion of sector training opportunities
- Ongoing development of Ontario-specific standards in information management
- Online toolkit of resources
- Collaborative planning with other stakeholders in the Information and Referral sector or non-profit / social service networks
- Sector advocacy, development and strategies
- Projects, partnerships and initiatives with/between members
- Communication, information sharing, consultation and education among members
- Networking and knowledge transfer through volunteers with IO
- Eligibility to participate in and vote at the Annual General Meeting

Work in 2016 has included a plan to develop methods to:

- encourage participation in IO activities by the members
- collect more information about our members to share with our members

Administration

Contracted administrative support by Barbara McLachlan included:

- Ongoing support for the Board and committees
- Ongoing maintenance of the website

2016-2017 Board of Directors

- President, Michele Watson, United Way of Durham Region
- Past President, Sylvia Mueller, Information Barrie
- Vice President, Teal Wise, Information Orillia
- Treasurer, Lesley Russell
- Secretary, Philip Wolfart, Volunteer Manitoba
- Director, Jennie Abrahamson

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INFORMONTARIO MEMBERS – AS OF MAY 2017

Agency / Service or Individual Name	City
Abrahamson, Jennie	
Arye, Jonquil	
Barrie Public Library (Information Barrie)	Barrie
Central West Community Care Access Centre	Brampton
Centre d'information et de référence de la Capitale-Nationale (Service 211)	Lévis, PQ
Child Development Resource Connection Peel	Mississauga
CIVICYork	Richmond Hill
Community Information Centre of Ottawa-Carleton	Ottawa
Community Reach	Midland
ConnexOntario Health Service Information	London
Contact Brant (Community Information Brant Haldimand Norfolk)	Brantford
Erie St. Clair Community Care Access Centre	Chatham
Findhelp Information Services (211 Central)	Toronto
Firth, Vicki	
Flamborough Information & Community Services	Waterdown
Hamilton Niagara Haldimand Brant Community Care Access Centre	Burlington
INCommunities	St. Catharines
Information Burlington - Burlington Public Library	Burlington
Information Hamilton	Hamilton
Information Oakville - Oakville Public Library	Oakville
Information Orillia	Orillia
Lambacher, Katherine	
McDonald, Laura	
McLachlan, Barbara	
Milton Public Library (Information Milton)	Milton
Mississauga Halton Community Care Access Centre	Mississauga
Newmarket Public Library (YorkInfo Community Information and Volunteer Center)	Newmarket
North East Community Care Access Centre	Sudbury
Northumberland United Way (Info Northumberland)	Cobourg
Ontario 211 Services	Toronto
Ontario Association of Community Care Access Centres	Toronto
Rushton, Shelby	
Russell, Lesley	
Social Development Centre Waterloo Region	Kitchener
Social Planning Council of Cambridge and North Dumfries	Cambridge

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The Halton Resource Connection	Milton
thehealthline.ca Information Network	London
United Way Durham Region (Information Durham)	Oshawa
United Way of Bruce Grey	Owen Sound
United Way of Chatham-Kent	Chatham
United Way Perth-Huron	Stratford
Victoria County Career Services Inc (Community Volunteer and Information Program)	Lindsay
Volunteer & Information Quinte	Belleville
Volunteer Centre of Guelph/Wellington (Community Information Guelph)	Guelph
Volunteer Manitoba (211 Manitoba)	Winnipeg, MB
Waterloo Wellington Community Care Access Centre	Waterloo