



# 2020 ANNUAL GENERAL MEETING

**WEDNESDAY, JUNE 10, 2020**

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# ANNUAL REPORT TO THE MEMBERSHIP

## **2020 Annual General Meeting Wednesday, June 10, 2020 @ 2 pm via Zoom Webinar AGENDA**

**Thanks to Oakville Public Library for use of Zoom Webinar for Virtual Meeting**

**Chair: Marcus Logan, President**

1. Welcome to virtual annual membership meeting
  - Roll call and explanation of voting process

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

2. Business Meeting Called to Order(**motion #1**) – President Marcus Logan
  - a. Approval of the Agenda (**motion #2**) – Marcus Logan
  - b. Approval of the Annual General Meeting Minutes of May 24, 2019 (**motion #3**) - Marcus Logan
  - c. President’s Remarks and 2020 Annual Report (**motion #4**)- Marcus Logan
  - d. 2019 Treasurer’s Report – Philip Wolfart
    - i. 2019 Financial Review (**motion #5**)
    - ii. Appointment of Vendor for 2020 Financial Review (**motion #6**)
  - e. Election of Directors (see page 5) – Tricia Korbut
    - i. Slate of Nominees (each person to introduce themselves)
    - ii. Call for Nominations from the floor (**motion #7**)
    - iii. To close nominations (**motion #8**)
    - iv. Approval of Slate of Directors (**motion #9**)
  - f. Recognition of Outgoing Board Members (see page 5) – Philip Wolfart
  - g. Ratification of all past motions (**motion #10**) – Marcus Logan
3. Bursary–Announcements – Marcus Logan
  - a. No bursaries this year due to cancelled Symposium
4. New Business – Marcus Logan
  - a. 2021 Symposium announcement
  - b. 2-year membership for 2020-2021 announcement
5. Adjournment of Business Meeting (**motion #11**) – Marcus Logan

# ANNUAL REPORT TO THE MEMBERSHIP

## MINUTES OF THE ANNUAL GENERAL MEETING - 2019

<b>DATE:</b> MAY 24, 2019		<b>TIME:</b> 9:20 AM	
<b>LOCATION:</b> Best Western Plus Mariposa Inn & Conference Centre, Orillia, ON			
<b>Board members:</b> Marcus Logan (chair), Deborah Doherty, Lisa DuPelle, Nicolette Hawco, Tricia Korbut, Philip Wolfart			
<b>Present:</b> see attendees list			
#	ITEM	DISCUSSION	MOTION
1.	Welcome and Announcements	President Logan welcomed everyone to the Annual General Meeting He thanked everyone for attending, as well as Information Orillia for hosting this year's Symposium. This year, the event includes webcasts and planning involvement by InformCanada and technical assistance by Findhelp.	
2.	Business Meeting	Business meeting called to order by President Logan.	<b>Motion:</b> That the business meeting of the membership of InformOntario be brought to order. <i>Deborah Doherty / Christine Oldfield</i> <b>Carried.</b>
a)	Approval of Agenda	Agenda for annual meeting within annual report package	<b>Motion:</b> That the meeting agenda be approved as presented. <i>Lisa DuPelle / Nicolette Hawco</i> <b>Carried.</b>
b)	Approval of AGM minutes of May 25, 2018	Minutes reviewed by the membership.	<b>Motion:</b> That the minutes of the Annual General Meeting of May 25, 2018 be approved as presented. <i>Deborah Doherty / Lisa DuPelle</i> <b>Carried.</b>
c)	President's Remarks and 2019 Annual Report	Report on activities in 2018 distributed to membership.	
d)	Treasurer's report i ) 2018 financial review ii) Appointment of vendor for 2019 financial review	i) Treasurer Christine Oldfield reported that the organization ended with an \$512 surplus. Memberships are declining as the sector continues to change. The outreach project to MPPs was favourable received. ii) Christine presented a motion that the firm of Steinbachs and Chappelle be appointed for the 2019 financial review.	<b>MOTION:</b> That the 2018 financial review be approved as presented. <i>Kate Lambacher / Geraldine Howitt</i> <b>Carried.</b> <b>MOTION:</b> That the firm of Steinbachs and Chappelle be appointed for the 2019 engagement review. <i>Paula Garton-Hudspeth / Mark Winfield</i> <b>Carried.</b>

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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>Philip Wolfart presented the nominees for the 2019-2020 board of directors.</p> <p>i) to be elected for a two-year term ending June 2021:</p> <ul style="list-style-type: none"> <li>- Lisa Dupelle</li> <li>- Deborah m. Doherty</li> <li>- Tricia Korbut</li> <li>- Marcus Logan</li> </ul> <p>ii) nominations from the floor:</p> <p>none</p> <p>iii) directors continuing their current terms are:</p> <ul style="list-style-type: none"> <li>- Nicolette Hawco</li> <li>- Christine Oldfield</li> <li>- Philip Wolfart</li> </ul> <p>Nominations closed.</p>	<p><b>Motion:</b> That nominations be closed.</p> <p><i>Paula Garton-Hudspeth / Geraldine Howitt</i></p> <p><b>Carried.</b></p> <p><b>Motion:</b> that the slate of directors for 2019-2020 be approved as presented.</p> <p><i>Paula Garton-Hudspeth / Geraldine Howitt</i></p> <p><b>Carried.</b></p>
f)	<p>Recognition of outgoing board members</p>	<p>President Logan recognized the Outgoing Board members for their work on the board:</p> <ul style="list-style-type: none"> <li>- Teal Wise</li> <li>- Pauline Kajiura</li> </ul>	
g)	<p>Ratification of all past motions</p>	<p>Nicolette Hawco presented a motion to approval all works of the board since the last annual general meeting</p>	<p><b>Motion:</b> 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 May 25, 2018 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>Christine Oldfield / Geraldine Howitt</i> <b>Carried.</b></p>

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3.	Symposium Bursaries a) Announcement of Trudy Beaune Memorial Bursary b) 2019 InformOntario Symposium Bursary	a) President Logan announced the 2019 Trudy Beaune Memorial Bursary was awarded to John Allec from Findhelp Information Services. The award was announced on May 23 <sup>rd</sup> . Unfortunately, John was unable to attend Symposium, so his colleague Faed Hendry accepted the award on his behalf. b) Bursary winner was Etta De'ath of Information Halton Hills.	
4.	New Business a) New IO mission statement, vision and tagline	The Board of Directors had reviewed its mission statement, vision and tagline. Hardcopy materials were distributed. Philip Wolfart announced the new mission statement: <i>To engage, promote and support organizations within the Information and Referral sector through awareness, training and mutual recognition.</i> The vision remained the same: <i>Everyone should have equitable access to human services information.</i> The new tagline – presented on a new floor banner: <i>Connect * Promote * Inform</i>	
5.	Adjourn business meeting	Business meeting adjourned at 9:30 am.	<b>MOTION:</b> that the annual general meeting of May 24, 2019 be adjourned. <i>Nicolette Hawco / Christine Oldfield</i> <b>Carried.</b>

## AGM Attendees (voting on behalf of organizations or as individual members)

Barrie Public Library – Martha Chown  
Burlington Public Library – Paula Garton-Hudspeth  
Central West CCAC – Maria Giergont  
Child Development Resource Connection Peel – Kim Machete  
Community Reach North Simcoe – Cathy Greer  
ConnexOntario Health Service Information - Tricia Korbut  
Findhelp Information Services – Faed Hendry  
Vicky Firth – individual member  
Hamilton Public Library – Elizabeth Blackall  
INCommunities – Tammy Dumas

Information Burlington – Paula Garton-Hudspeth  
Information Halton Hills – Etta De'ath  
Information Oakville – Mark Winfield  
Information Orillia – Nicolette Hawco  
Katherine Lambacher – individual member  
Newmarket Public Library – Michelle Cawker  
People and Information Network – Geraldine Howitt  
Lesley Russell – individual member  
The Halton Resource Connection – Bibi Mohammed  
Thehealthline.ca Information Network – Rachel Dean  
YMCA of Greater Toronto – Pony Huang  
Volunteer Manitoba - Philip Wolfart

# ANNUAL REPORT TO THE MEMBERSHIP

## **SLATE OF DIRECTORS**

### **INFORMONTARIO BOARD OF DIRECTORS**

### **2020-2021**

#### **TO BE ELECTED FOR A TWO YEAR TERM ENDING JUNE 2022**

Brandi Gillett

Lorie Lee

Philip Wolfart

#### **CONTINUING TERMS**

Tricia Korbut

Marcus Logan

#### **RECOGNITION OF OUTGOING BOARD MEMBERS**

- Deborah Doherty – moving to Newfoundland and Labrador
- Christine Oldfield – left position at The People and Information Network
- Lisa DuPelle – role at Hamilton Public Library changed
- Christine Carmichael – changing role at Information Durham

Individual profiles for the Board of Directors (see pages 6-7).

# ANNUAL REPORT TO THE MEMBERSHIP

## Profiles of the Board of Directors

### **Brandi Gillett**

I am the Community Librarian at Halton Hills Public Library. I joined Halton Hills Public Library in June 2019, bringing 18 years' experience in community engagement and program management in the communities of Stratford, Waterloo and Waterloo Region. As a Community Librarian, I am responsible for building partnerships with local organizations, connecting people to the information they need, and ensuring that the community feels heard.

Current and previous board appointments include: Ontario Public Library Association Community-Led Libraries Committee, Stratford Public Library Board of Directors, Stratford Town and Gown Advisory Committee, Town and Gown Association of Ontario, and Gallery Stratford.

I am joining the Board of Directors in 2020.

### **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 as the trainer/volunteer coordinator for a distress centre.

For the last 15 years I have been the Manager of System Navigation, Information and Training at ConnexOntario. 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 joined the Board of Directors in 2017.

### **LORI LEE**

I am the Manager, Central Information Services, at the Hamilton Public Library. I have worked for 14 years in public libraries of various sizes, including 10 years in management or supervisor roles. Prior to my library experience I was a pre-k teacher in Texas.

I am joining the Board of Directors in 2020.



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## **MARCUS LOGAN**

I am the Manager- Community Development & Engagement 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 manage 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. 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 8 years at Camp Ten Oaks.

I joined the Board of Directors in 2017.

## **PHILIP WOLFART**

During the past 20+ years, I have worked in a variety of positions which can be loosely defined as Information and Referral, including teaching at the undergraduate level and working as a reference librarian in various specialty and academic libraries covering topics such as Law, Business, Social Work and Volunteerism, in both the for profit and non-profit sectors.

I have a certificate in "*Tourisme et Animation au Milieu Montagnard*" from the Lycée Polyvalent de Moutiers en Tarentaise (Savoie, France) and an undergraduate degree in Geography and graduate degrees in Historical Geography and Library and Information Science.

I mention all of these because each one has given me invaluable and transferrable skills which I use frequently as the Manager of 211 Manitoba at Volunteer Manitoba. I continue to view issues that are important to the Information and Referral community through a geographical lens as well as making any information easily accessible.

I have served on the IO board from 2011-2017, and re-joined in 2018.

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## 2019 Activities and Events

### PRESIDENT'S REMARKS

InformOntario has experienced some exciting activities and some farewells for 2019.

I am also a board member of InformCanada, so it was a natural transition to continue to work with that organization on joint opportunities and relationship-building. We continue to work together to build benefits for both memberships, including:

- Sponsoring and bringing live streaming workshops to the 2019 Symposium for I&R providers who are unable to attend in person
- The 2 organization continuing to find additional ways to work together for the benefit of their members

InformOntario continues to encourage its members to hold local events during I&R Day – November 16<sup>th</sup>.

InformOntario was proud to be a funding partner for the ***Best Practice in Information and Referral Service to Best Serve Indigenous Communities*** project, led by Oakville Public Library – Halton Information Providers. Other contributing partners included: Oakville Public Library Development Fund, Oakville Community Foundation Indigenous Grant Stream, InformCanada, Findhelp Information Services and Indigenous Knowledge sharers and educators. The project created a new section in the AIRS training manual that will assist non-Indigenous and Indigenous I&R specialists to develop their capacity and knowledge in serving the Indigenous communities across Ontario and Canada.

Unfortunately, the coronavirus pandemic has caused the cancellation of the 2020 the annual Symposium, and the need for this virtual meeting of the membership. However, plans are underway for activities in the fall and a Symposium in 2021.

The ranks of the board continue to fluctuate with the sudden loss of Deborah Doherty, Lisa DuPelle and Christine Oldfield but we also welcomed to our meetings new members Lorie Lee, Brandi Gillett and Christine Carmichael.

We remain a small board, with board members and committees working hard for our members. Barbara McLachlan continues to provide administrative assistance – many thanks.

Sincerely Migwetch, Salut,  
Marcus Logan  
President

# ANNUAL REPORT TO THE MEMBERSHIP

## 44<sup>th</sup> Annual Education and Networking Symposium

**Chair:** Michele Watson

**Members:** Deborah Doherty, Geraldine Howitt, Marcus Logan, Nicolette Hawco, Philip Wolfart

**Support:** Barbara McLachlan

The 2019 Symposium was held May 23-24, 2019 at Best Western Plus Mariposa Inn & Conference Centre, Orillia, ON. The 2-day event brought together 50 attendees for a series of plenary and stream-based workshops.

The 2019 theme was **Together Towards Tomorrow**

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

**Presenting Sponsor:** thehealthline.ca Information Network

**Friends of Information and Referral Sponsor:** InformCanada

**Supporter Sponsor:** Ontario 211 Services

## Communications Committee

Our quarterly information/promotional newsletter is distributed to more than 130 subscribers from member organizations and their staff members, former members, stakeholders, and others.

## Finance

The financial review for 2019 is a separate companion document, prepared by the firm of Steinbachs and Chappelle. The bookkeeping was contracted through Niagara Penn Accounting Services.

The board has been watching our membership number decrease during the past several years, particularly with the re-structuring of the LHIN sector. Continuous changes in the I&R landscape also heavily impacted on the attendance for the 2019 Symposium. These 2 items are the main streams of income for the association.

Under expenses, the Board approved a 1-time \$10,000 grant to support the ***Best Practice in Information and Referral Service to Best Serve Indigenous Communities*** project.

If that expense is (momentarily) removed from the Statement of Revenue and Expenses which show a \$12,249 deficit, then the association ended the year with a small operating deficit of \$2,249.

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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. That has seen significant saving in our insurance premiums.

## Membership Development

Membership in 2019 included 20 organizations and 10 individuals for a total of 30 (decrease of 20%). The current 2019 list is at the end of this report.

Membership composition can include:

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

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

## MPP Outreach Initiative

# ANNUAL REPORT TO THE MEMBERSHIP

## Symposium Bursaries

In January 2018, past president (and active member) Trudy Beaulne of Waterloo suddenly passed away. The board, in her honour, created the Trudy Beaulne Memorial Symposium Bursary. The first award was presented to her fellow staff member at Social Development Centre Waterloo Region – Todd Turnbull. The 2019 recipient was John Allec of Findhelp Information Services.

The Symposium Bursary for 2019, chosen by a draw among the members attending the full conference, was awarded to Etta De'ath of Information Halton Hills.

## Administration

Contracted administrative support by Barbara McLachlan included ongoing support for the Board and committee and ongoing maintenance of the website.

## 2019-2020 Board of Directors

- President, Marcus Logan, Information Oakville
  - Vice President, Philip Wolfart, Volunteer Manitoba
  - Secretary, Tricia Korbut, ConnexOntario Health Service Information
  - Lori Lee, Hamilton Public Library
  - Christine Carmichael, Information Durham
  - Brandi Gillett, Halton Hills Public Library
- =====
- Treasurer, Christine Oldfield, People and Information Network (PIN) - resigned
  - Director, Lisa DuPelle, Hamilton Public Library - resigned
  - Director, Deborah Doherty, Child Development Resource Connection Peel- resigned
  - Director, Nicolette Hawco, Information Orillia- resigned

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## INFORMONTARIO MEMBERS – AS OF MAY 2020

Agency / Service or Individual Member	City
Barrie Public Library	Barrie
Burlington Public Library	Burlington
Central West LHIN	Brampton
Centre d'information et de référence de la Capitale Nationale et de la Chaudière-Appalaches	Lévis, PQ
Child Development Resource Connection Peel	Mississauga
Cheese, Kristi	London
Community Information Centre of Ottawa	Ottawa
Community Reach North Simcoe	Midland
ConnexOntario	London
Contact Brant	Brantford
Contact Community Services	Alliston
Contact Hamilton	Hamilton
De'ath, Etta	Halton Hills
Easun, Sue	Chatham
Findhelp Information Services	Toronto
Firth, Vicky	Halton
Hamilton Public Library	Hamilton
INCommunities	St. Catharines
Information Milton	Milton
Information Oakville - Oakville Public Library	Oakville
Information Orillia	Orillia
Lambacher, Kate	Hamilton
McDonald, Laura	Brampton
McLachlan, Barbara	Windsor
Newmarket Public Library	Newmarket
Park, Rosemary	Richmond Hill
People and Information Network	Guelph
Russell, Lesley	Hamilton
The Halton Resource Connection	Milton
thehealthline.ca Information Network	London
United Way of Durham Region	Oshawa
Volunteer Manitoba	Winnipeg, MB
Wise, Teal	Orillia
YMCA of Greater Toronto	Toronto