

Nelson House of Ottawa Carleton

AGM- SEPTEMBER 20, 2022



NELSON HOUSE
OF OTTAWA CARLETON

Nelson House Annual General Meeting Agenda

September 20, 2022

1. Welcome and opening remarks
2. Voting Procedure
3. Approval of the Agenda
4. Approval of the Minutes of the 2021 AGM
5. Executive Director's Message
6. Message from the Board of Directors
7. Special Resolution to amend articles of continuance
8. Board Committee Reports
9. Financial Statements
10. Appointment of the auditors
11. Resolution to approve the Board Slate

Break- 10 minutes

12. Herstory
13. Keynote Speaker- Mélanie Winwood
14. Adjournment



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Nelson House 2022 AGM

1. Welcome and opening remarks
2. Voting Procedure
3. Approval of the Agenda
4. Approval of the Minutes of the 2021 AGM



"I had everything I needed, but what helped me the most was the emotional support all staff gave me."

Nelson House 2022 AGM

5. Message from the Executive Director



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“I’m so glad a place like this exists. This was my first time in a shelter, adjusting to starting over felt like mountains to climb.”

2021-2022 Year in Review

Residential Support Services



101 Women Served



51 Children served

Services Provided on Crisis Line

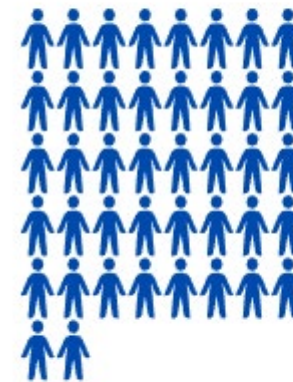


904 Crisis Services

Transitional Support Services



119 Served



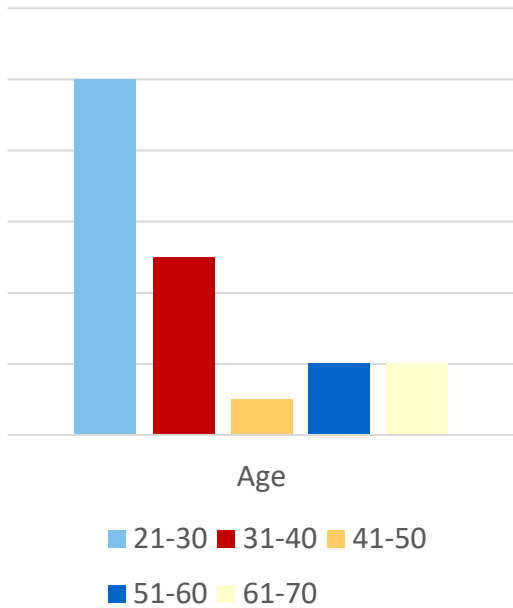
958 individualized in-person interactions



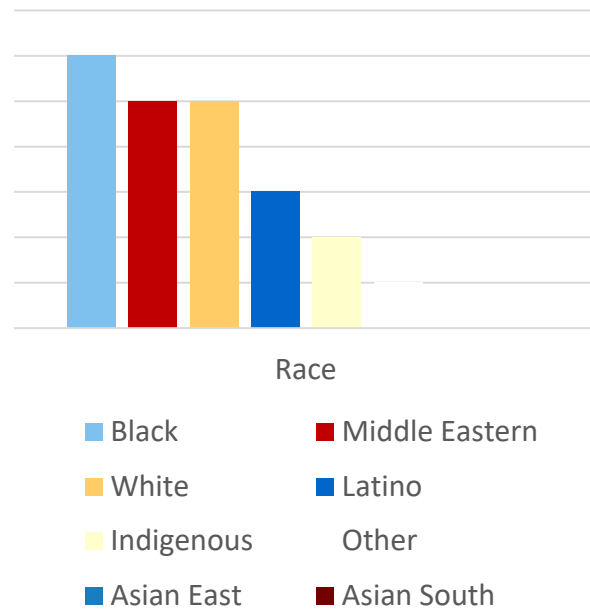
115 individuals with safety and transition plans

2021-2022 Clients Served

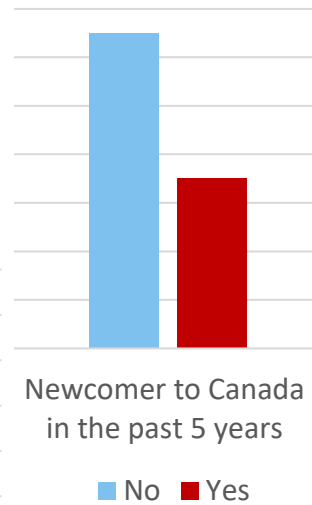
Age



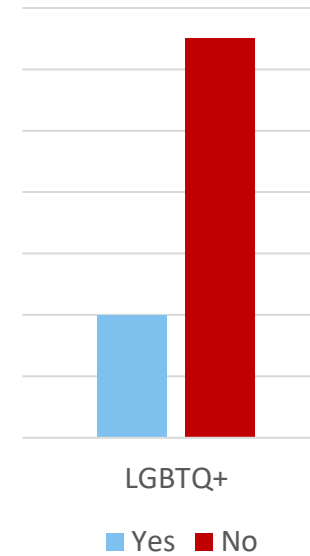
Race



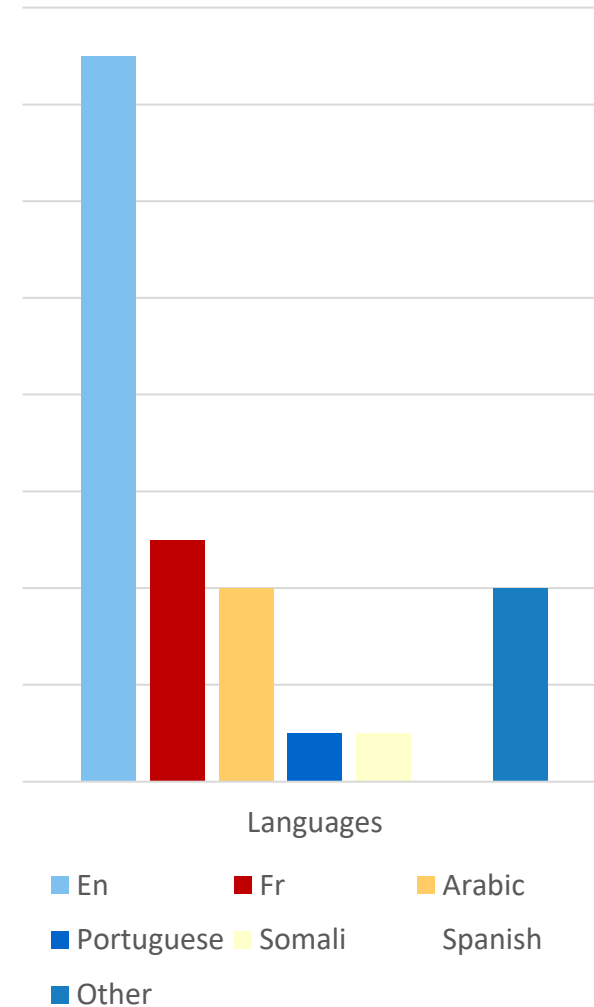
New to Canada



LGBTQ+



Languages



Nelson House 2022 AGM

6. Message from the Board of Directors



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7. Special resolution to amend the articles of continuance

Whereas the [Canada Not-for-Profit Corporations Act](#) requires amendments to articles of continuance to be approved by special resolution and the votes of two-thirds of members;

Whereas the current articles of continuance of Nelson House provide that Nelson House shall have a minimum of 8 Board members and a maximum of 12 Board members;

Whereas at least one or more Directors step down from the Board every year;

Whereas it is very time-consuming to recruit new Board members and it would be preferable to be able to recruit a larger number during each formal Board recruitment to avoid the need to do formal recruitment on a yearly basis;

THEREFORE it is the recommendation of the Board of Directors that the members approve an amendment to the articles of continuance, effective immediately, to increase the maximum number of Board members in the articles of continuance from 12 to 15.



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8. Board Committee Reports

- **Governance**- Tara DiBenedetto, Co-chair
- **Human Resources**- Lisa Peterson, Committee Chair
- **Health and Safety**- Sam Couper, Transition Support Worker
- **Finance Committee** - Carol Gervais, Treasurer
- **Fundraising Committee** – Sharon Rowan, Secretary and Saweena Seth, Philanthropy and Community Engagement Coordinator



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Governance Committee- Tara DiBenedetto, Co-Chair

Year in Review

The Committee's priorities this year were to bring further clarity to the roles and responsibilities of different Board committees and to focus on the long-term sustainability of Nelson House, including strategic vision and succession. The Committee's sub-committees - the Recruitment Committee and the Strategic Plan Task Force Committee, also played a large role in implementing these priorities and addressing Nelson House's immediate needs in 2022. Members of the Committee were heavily engaged in the search for a new Executive Director in 2022.

Key achievements by the Committee and its members this past year included:

- Spearheading an update of the Board Committees terms of reference to confirm the Board's governance role, and resolve areas of ambiguity between the operational and governance responsibilities;
- Participating in all aspects of the recruitment campaign to select a new Executive Director to ensure a smooth leadership transition;
- Running the formal recruitment for new Board members for 2022;
- Determining the need to propose an amendment to the articles of continuance to increase the maximum number of Board members to ensure a sufficient number of Board members; and
- Beginning work on the Nelson House strategic plan, in collaboration with the Executive Director, to guide Nelson House over the next three years.

Committee members also helped to plan the orientation for new Board members and participated in the 2022 AGM planning committee.

Looking Ahead

The Governance Committee's priorities over the next year will include the completion of the Nelson House Strategic Plan, as well as formalizing the Board's succession plan to assist in training



Human Resource Committee- Lisa Peterson, Chair

A Year in Review

A key deliverable for the committee over the past year was to work collaboratively with the Executive Director in renegotiating the Collective Agreement (CA) for Nelson House, which had expired on March 31, 2021. A new CA has now been ratified.

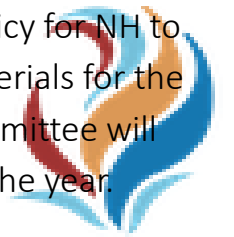
The committee also updated the process for the annual performance evaluation of the Executive Director, including updating all related evaluation forms. Although the committee began implementing steps to complete the annual evaluation of the Executive Director for the 2021-22 fiscal year, as she resigned in February 2022, the process was not completed.

The committee also worked with the Executive Director to finalize a vaccination policy for NH. The final policy required that all staff and Board members be fully vaccinated against COVID-19 by December 1, 2022.

Finally, the committee reviewed its Terms of Reference and made updates to that document. In accordance with its Terms of Reference, the committee provided ongoing support to the Executive Director on various labour relations issues that transpired throughout the year.

Looking Ahead

Looking ahead, the committee, in collaboration with the Executive Director, will continue to review and update the COVID vaccination policy for NH to reflect the evolving COVID situation. It will also reassess the process and accompanying forms for the annual performance evaluation materials for the Executive Director and, in doing so, will consider input from the new Executive Director who joined Nelson House in June. Finally, the committee will continue to provide support to the Executive Director on any labor relations or human resource-related issues that transpire throughout the year.



Health and Safety Committee- Sam Couper, Transition Support Worker

This year the health and safety committee has been working on several projects.

The health and Safety committee has been working hard to ensure we are prepared for an emergency caused by any natural disaster, inspired by the aggressive weather Ottawa has seen the last few summers, with power outages. With the consultation with our local fire department, we are creating a safety plan designed with our new building in mind. We have created an emergency bin in Frontline with emergency preparedness supplies for staff to use.

The Health and Safety committee is working with the Policy Committee to update policies and procedures to reflect changes.

The Committee is also working to ensure that we have first aid kits and supplies for each resident/ client program and are always fully stocked. The committee is also in the process of purchasing a defibrillator for the shelter which will be mounted somewhere accessible in the event it is needed. All staff have been trained to use the defibrillator.

The Health and Safety committee has determined that it would be beneficial for all staff to have basic Health and safety training (outside of First aid/CPR) in the near future staff will be participating in Ontario Association for Developmental Education training, Workplace Hazardous Materials Information System (WHMIS) training and Workers Health and Safety Awareness training.

The Health and Safety committee is nearly completed a comprehensive Nelson House specific building inspection checklist for staff to complete daily and also quarterly.



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Finance Committee- Carol Gervais, Treasurer

The 2022 fiscal year was another unusual year as a result of the pandemic. The Committee continued to meet monthly via zoom to review the financial reports and determine if any matters needed to be brought to the attention of the board. Throughout the year, and, with the resignation of the ED in January 2022, the Finance Committee and Amanda McLeod (our bookkeeper) were instrumental in providing continuity in financial operations by helping with monitoring revenue and expenses, budget preparation for the upcoming year, ensuring the information required for the annual audit was all available, and updated some financial policies.

Again, this year regular funding was enhanced with grants from various sources and an overwhelming response from the community through their donations. This was a key factor in us being able to manage the continually changing circumstances caused by the pandemic and has also provided a small cushion to take into the upcoming year which is still struggling with recurring COVID outbreaks and many uncertainties.

In 2021 we looked at a couple of different investment options and finally decided to invest the proceeds from the sale of the old shelter building the previous year, with the Ottawa Community Foundation. Although experiencing a slight decline in the first quarter of 2022 we look forward to seeing these funds grow in value over the coming years to help sustain the longevity of the shelter operations in the future.

Going forward the Finance Committee will be focused on helping with cashflow management as the board and ED develop new programs and operational efficiencies to align with the shelter's strategic plan for growth.

The Finance Committee welcomes both our new ED, Christy, and the new board members, and looks forward to working with all of you.

Finally, as Treasurer and Chair of the Finance Committee, I would like to express an additional huge thank you to the two departing Board Members, Carolyn Sinclair and Barbara Carroll. Both of you were longstanding members of the Finance Committee and dedicated many, many, many hours of work to this committee outside of the regular meetings and your knowledge and expertise will be sorely missed. I wish you both the happy and relaxing retirement you deserve!

Fundraising Committee- Sharon Rowan, Secretary & Saweena Seth, Philanthropy and Community Relations

The fundraising committee has completed its terms of reference, created a draft strategic framework and established a fundraising target of \$250,000 for 2022-2023. The strategic framework emphasizes two things, to build financial sustainability and define a three-year fundraising plan that is integrated with the strategic plan and top priorities set by the Executive Director at Nelson House. The case for support and a clear call to action will need to be defined to ensure the successful rollout of the current plan.

The team is meeting to define the tactics and resources needed to shape its major gift strategy for the fall, secure consistent monthly donations, align with a partner to host an event during International Women's Day and continue to access funds through grant submissions.

Please refer to the draft 3-year plan attached.



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9. Presentation and Acceptance of the Financial Statements
10. Appointment of Auditors for the 2022-2023 Fiscal Year.



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11. Resolution to Approve the Board Slate

Two Year Term

Paramjit Bahniwal
Linda Bianchi
Carolyn Elizabeth
Carol Gervais (Treasurer)
Daria Ivanochko
Danika Nieuwkoop
Sharon Rowan
Tanya Singhal

One Year Remaining in a Two-Year Term

Emma Beauchamp (Co-Chair)
Kimberley Byers
Tara DiBenedetto (Co-Chair)
Uzma Khan
Lisa Kirbie

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Thank you to board members and staff who have retired.

Carolyn Sinclair
Lisa Peterson
Marissa Ferraiuolo
Barbara Carroll
&
Zahra Alam



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BREAK – back in 10 minutes



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“Leaving (Nelson House) was bittersweet.”

“My kids thrived in the shelter.” “It was scary, terrifying, to start again.”

“It felt like my home.”

“When I arrived here I was shy, but all of them helped me...now I am not shy, I am really happy.”

“My awareness of domestic violence has increased.” “I know I will need to set and reinforce boundaries.”

“I feel powerful and ready.”

« l'aide que j' ai recu etait au delas de ce que j'attendais je dis un gros ,merci

“Without their help, this process would be a lot harder for me and my children.”

“Je remercie beaucoup ce foyer qui m'a donné de l'aide m'a accueilli et m'a appris à m'aimer moi même et à avoir confiance en moi. »

Her Story

Introduction by Saweena Seth, Philanthropy and Community Engagement

Special Guest “A”, a former Nelson House resident will be joining us to speak to her experience and address the Board, staff and community.

Keynote Speaker - Mélanie Winwood

Senior Advisor VAW- Ottawa Police Services

Thank you to all our 2021-2022 supporters (\$5,000+) &
long term community partners

