

The Calgary Chinese Elderly Citizens' Association
2021 Members' Annual General Meeting Minutes

Saturday, May 29, 2021 at 1 pm

Online zoom meeting

1. Admit members to zoom meeting

The 2021 annual general meeting (AGM) of The Calgary Chinese Elderly Citizens' Association (CCECA) was held online via Zoom on Saturday, May 29, 2021, 1 pm – 3 pm.

2. Confirmation of Quorum

63 registered members attended this online zoom meeting. It was more than the minimum of 50 members required to form a quorum.

3. Call to order

Liza Chan, Executive Director (ED) presided over the meeting. Staff Amanda Liu was the Mandarin interpreter.

Attending were members of the Nomination Committee: Claudia Lam (Chairperson), Li Ming Huang, Desmond Lai and Raymond Chow. Also in attendance were members of the 23rd Board of Directors: Aldous Wong, Thomas Chan, Patrick Wong, Jason Poon, Sim Kwong, Peter Lam, Kan Lam, Patrick Kwan, Angela Chu, William Kao, Elsie Ng;

Board of Director Candidates Michael Lok, Patrick Kwan, John Chan, Vincent Liu, Albert Tsang, Catherine Ng, Annie Yu, Jason Poon and Angela Chu.

4. Approval of Agenda

It was motioned by Claudia Lam (membership #: 5407) and seconded by Aldous Wong (membership #: 7891).

60 members approved and there was no objection. Since the approval votes exceeded 50% of 63 attendees, motion was carried.

5. Approval of minutes of 2020 AGM

Claudia Lam (membership #: 5407) motioned to approve the minutes and seconded by Thomas Chan (membership #:6558). 59 members approved and there was no objection. Since the approval votes exceeded 50% of 63 attendees, motion was carried.

6. Greetings from Mr. Aldous Wong, President

On behalf of the 23rd Board of Directors, welcome to the 2021 CCECA Annual General Meeting. In 2020, the whole world was affected by the pandemic. Last year, CCECA was forced to shut down twice. Executive Director Liza Chan, our staff and our volunteers were able to provide many needed services to our community as usual. I would like to express my deep gratitude. The results of the work have been listed in the 2020 Annual Report.

I would like to thank the members of this Board of Directors. There are Board Committees under the Board of Directors. They are Finance, Policy, Maintenance, Investment, Fundraising and Information Technology. They are able to use their expertise to serve CCECA. The

Board Committees will coordinate and put forward suggestions for improvement to CCECA.

There will be four priorities in 2021: Carry out eight building maintenance projects; Enhance the computerization of daily operations; Improve membership benefits; Enhancing volunteer recognitions.

On behalf of CCECA, I would like to thank the following directors for their many years of services to CCECA. They are Thomas Chan, Patrick Wong, Peter Lam, Kan Lam and Sidney Woo. Thank you for their dedicated service and contribution.

I would like to thank the Nomination Committee: Chairman Claudia Lam, Secretary Li Ming Huang, committee members Desmond Lai and Raymond Chow for their hard work over the past few months to recruit many capable candidates to be our new board of directors.

This is our first online meeting. Many staff and volunteers are working very hard to make this online meeting happen and go smoothly. Here, I would like to express my gratitude to all staff and volunteers for their contribution. Finally, thank you all for being here. I wish you all health and happiness.

7. Financial Report by Claudia Lam, Finance Committee Chair

Ms. Claudia Lam presented the following financial report on behalf of Ms. Sim Kwong, the Treasurer. The 2020 financial audit was performed

by Yates Whitaker. Yates Whitaker, formerly known as Dorward & Company, was renamed after our annual general meeting last year.

2020 Statement of Operations

Last year, total income from the funded programs was \$1,275,918. The Way In Program accounted for 38%, United Way accounted for 20%, and Alberta Health Service and Family violence prevention funding accounted for 13%. There was an increase of \$44,000 in 2020 as compared with 2019.

Donations and fundraising totaled \$127,626. Due to the pandemic, we did not hold any fundraising activities last year. The whole amount came from donations. I would like to thank two anonymous donors who donated a total of \$115,000 to CCECA.

The total income from general programs was \$46,152. Income from casino was \$34,876. The membership dues income was \$29,399. The amortization of contributions related to capital was \$20,597. The longevity group income was \$15,784 and other loss was \$6,189. The total income was \$1,544,163, which was a decrease of \$173,951, or about 10%, compared with last year.

For the program expenses, funded programs expenses were \$1,275,918, of which approximately one million was to pay staff salaries, and \$62,480 was allocated to the administration of CCECA. General program expenses were \$26,293. Amortization was \$20,269.

Longevity expenses were \$15,784. The total program expenses were \$1,338,264.

For the general and administrative expenses, total wages and benefits were \$105,820, of which \$38,000 was staff costs for cleaning and maintenance. Occupancy cost was \$50,275. Office and administrative expenses were \$31,858. Other expenses, which includes insurance and other security expenses for the center, were \$16,884. The professional fee of \$8,880 was the auditor's fee. There was no cost sharing. Fees charged to funded programs was \$-62,480. The total administrative expenditure was \$151,237, which was about 9% of the total income. The previous year was about 12%. The expenditure has been tightened a lot.

Canada emergency wage subsidy (CEWS) was \$40,731. The Excess of Revenue over Expenses for CCECA in 2020 was \$95,393. After deducting the CEWS and donations, CCECA was actually at a loss of approximately \$73,000.

Angela Chu (membership #:8145) made a motion to approve the financial reports. Claudia Lam (membership #:5407) seconded. 53 members approved and there were 2 abstinences. Since the approval votes exceeded 50% of 63 attendees, motion was carried.

8. Appoint Auditor

Claudia Lam report: The Board of Directors approved the continued

use of last year's auditor Yates Whitaker LLP. The accounting fee will be increased from \$8,500 + GST to \$8,700 + GST.

Aldous Wong (membership #:7891) made a motion to approve Yates Whitaker LLP as 2021 auditor. Patrick Wong (membership #:6402) seconded. 55 members approved. Since the approval votes exceeded 50% of 63 attendees, motion was carried.

9. Annual Report by Liza Chan, Executive Director

It is my pleasure to report our last year's services to all members.

2020 was a very difficult year for CCECA. The centre was forced to close two long periods of time due to the pandemic. Our resilience, creativity and team spirit turned these challenges into opportunities for growth and change. Our staff and volunteers taught 240 seniors to use zoom software to keep in touch with others and to participate in online activities last year. We also provided online and phone projects based on four aspects: physical fitness (daily exercise and outdoor activities), mental health (emotional support hotline), social interaction (phone/online chat group) and intellectual/vocational (weekly workshop).

The pandemic has pushed us forward a lot in computer technology. This change is of great benefit to us. The way of using the internet and telephone allows us to solve the limitations of the venue and the number of people in each class. It also allows us to provide services to the

seniors who have limited mobility and cannot participate the courses in the centre, especially in winter. We will continue to strengthen our online and telephone activities, hoping to provide more innovative programs and services in the future.

I am very excited to announce that CCECA was again earned a 3-year accreditation award from CARF last year. This award is a public recognition of the excellent service of CCECA. We are proud to be the only accredited senior center in Alberta since 2017.

Another encouraging service is our income tax filing service for the low-income public. Due to the pandemic, most organizations have stopped such service. The perseverance of our volunteers and staff allowed us to continue the income tax filing services. In fact, it takes much more time and effort to provide online and telephone tax returns. But as long as we can help low-income families and the seniors, we will never give up. We are proud to share that CCECA is one of the organizations that filed the highest number of income tax returns. We would like to pay tribute to our exceptional volunteers and staff who have contributed to the income tax filing service. Thank you for your hard work!

In order to care for our members, a member survey was conducted over the phone in May last year, and a total of 1,452 questionnaires were completed. This survey has two main purposes; to understand the

impact of the pandemic on our members, and to use the results to plan future services.

The survey results showed that the overall satisfaction of members with the services of CCECA was 91.3%. Members were extremely pleased to receive our phone calls and follow-up services, such as receiving masks and “Be Well” packages as well as benefit applications. Please refer to our annual report for detailed survey results.

Other new projects include a short on line video to celebrate Senior Week. It was produced by CCECA volunteers and staff. More than 100 people participated. The purpose is express heartfelt appreciation to the frontline worker who helped them to weather the pandemic. It has won unanimous positive feedback.

In addition, we formed a COVID-19 Wellness Response Team with two Chinese organizations to produce an online education series. The series consisted of 18 episodes and was broadcast live from May to June last year. The topics included family relationships, healthy diet, exercise, resilience skills, and financial support. CCECA was responsible for six episodes. Guest speakers included social workers, psychologists and health professionals. The on line series was well received.

Another project was launched with Fairchild Radio - CCECA with you "Positive Life, Active Aging". The goal of the program was to promote mental health awareness in the Chinese community. The feedback was

overwhelmingly positive and we received many enquiries about mental health support services, including the emotional support hotline and counselling services.

CCECA always focus on increasing awareness of elder abuse and fraud. The new project was to organize a senior drama group to perform four short plays. Due to the pandemic, they could only be broadcast on Fairchild radio. They were aired twice in July and October 2020. The goal was to educate seniors about elder abuse and fraud prevention, and to know where to ask for help.

Another new project was the "Senior Neighborhood Network" project, which was started in October last year. The project is to connect isolated seniors in the two communities, Chinatown and Panorama Hills to enhance the awareness of community senior care and one on one support for the seniors. We are currently carrying out this project in Chinatown for 18 months. If you are interested in participating and volunteering, please contact Ms. Liu.

New activities in 2021 include the Virtual Connection – Social inclusion Intergenerational Program for Older Adults. The program will teach young volunteers and seniors computer knowledge. Each senior will be matched with a youth volunteer instructor to develop a customized plan in accordance with personal preferences. It is hoped that more and more seniors will be motivated to join CCECA's online programs after they

have acquired the necessary skills.

Since some seniors do not know how to access the internet, we have launched a 'Seniors' Centre Without Walls' program. This program is to provide a variety of free social and health program for seniors over the phone. Our Edmonton partner launched this event in 2016 and it was well received. It has more than 800 people participated in three years.

This is the end of my report. For detailed activities, please refer to our annual report. We will send it to you after the meeting, or you can check it out on CCECA website.

Finally, I would like to take this opportunity to express my gratitude to all members, donors, funding agencies, partners, directors, volunteers and staff, and thank everyone for their continued support to CCECA. Special thanks to the colleagues who arranged today's meeting for all your hard work!

Finally, I wish all directors, colleagues, members and their families good health and happiness. The pandemic will be over soon, and I look forward to seeing you all at the centre.

10. Introduction of voting procedure by Claudia Lam, Nomination Committee Chair.

Every year the CCECA Board of Directors appoints volunteers of CCECA to be members of the Nomination Committee. Current Board of

Director cannot serve as a member of the Nomination Committee. This is my second year as the chairperson of the Nomination Committee. Other members are Secretary, Ms. Li Ming Huang, Past President, Mr. Desmond Lai and experienced volunteer Mr. Raymond Chow. I would like to thank them for their hard work on the Nomination Committee.

According to the by-law item 25, since 2015 the Board of Directors shall consist of a minimum of 9 to a maximum of 13 Directors. Each director serves the Board of Directors for a term of two years for a maximum of three consecutive terms. The director has to leave temporarily after a maximum of six years. The current Board of Directors has 11 directors. The Immediate Past President Mr. Sidney Woo and four directors left due to the expiration of their terms. They are the vice president Mr. Thomas Chan, secretary Mr. Patrick Wong, Mr. Peter Lam and Mr. Kan Lam and we like to thank them for their selfless dedication to CCECA and their assistance to the Board. In 2021, three directors, Patrick Kwan, Jason Poon and Angela Chu, applied for re-election when their two-year term expired. Six new director candidates were recruited. There are nine director candidates and nine vacancies. Therefore, all nine candidates are automatically elected, without voting. The following time will be given to nine candidates to introduce themselves.

11. Board member candidates introduce themselves

Claudia Lam called upon the nine candidates to introduce themselves. Nine candidates including Michael Lok, Patrick Kwan, John Chan, Vincent Liu, Albert Tsang, Catherine Ng, Annie Yu, Jason Poon and Angela Chu introduced their academic qualifications, work history and volunteer experience. The candidates agree with the vision of CCECA and they are willing to use their professional knowledge to provide their services. They hope that CCECA will use innovative way in service delivery so that services can be expanded and quality of services will be enhanced.

12. Announcement of new board members

No voting was required as explained by Claudia Lam. Liza Chan announced the names of the new board members. They were, Aldous Wong, Jason Poon, Sim Kwong, Patrick Kwan, Angela Chu, William Kao, Elsie Ng, Michael Lok, John Chan, Vincent Liu, Albert Tsang, Catherine Ng and Annie Yu.

The 24th Board of Directors has officially been formed.

13. Adjournment of AGM Nomination Committee shall be instantly dissolved.

Nomination Committee was officially dismissed. Meeting adjourned at 3:20 pm.

Minutes were taken by: Patrick Wong