

The Calgary Chinese Elderly Citizens' Association

2024 Members' Annual General Meeting

Saturday, May 25, 2024 at 1 pm

Auditorium of the Calgary Chinese Elderly Citizens' Association

1. Sign-in of members

The 2024 annual general meeting (AGM) of the Calgary Chinese Elderly Citizens' Association (CCECA) was held on Saturday, May 25, 2024, at 1 p.m. in the CCECA auditorium.

2. Confirmation of Quorum

Mr. Thomas Chan was the Cantonese speaking master of ceremonies and Mandarin interpreter was staff Jing Yang.

CCECA declared land acknowledgment to recognize that we work and live on the traditional territories of Aboriginal groups.

Mr. Thomas Chan announced that 85 registered members attended this meeting at this time. (Final - 99 members) The minimum quorum for the Annual General Meeting was 50 members as specified in the bylaws, so this meeting was valid.

Thomas asked if all members received the red voting card and other documents for this meeting. We have assigned staff and volunteers to do the audio and video recording of the meeting and all other participants were refrained from doing any recordings. We have hired

security guards to ensure safety of the participants in the meeting.
Please speak respectfully and follow the instructions of the CCECA staff.
People who were acting out will be escorted out of the auditorium.
Thank you for your co-operation.

3. Call to order

The 24th Board of Directors attending the meeting were: Ms. Claudia Lam (President), Mr. Vincent Liu (Secretary), Mr. David Keung (Secretary), Ms. Sim Kwong (Treasurer), Mr. Patrick Kwan, Mr. John Chan, Mr. Pui Kan Lam, Ms. Ada Mak, Mr. Garson Chan, and Mr. Thomas Chan. Mr. Michael Lok (Vice President) was on vacation and was unable to attend the AGM.

The Nomination Committee members attending the meeting were: Mr. Sidney Woo (Chairman), Mr. Patrick Wong (Secretary), Mr. Raymond Chow and Mr. Stanley Tse. Ms. Selina Lau was unable to attend due to personal reason.

Board of Director Candidates were Ms. Claudia Lam, Mr. Joseph Ma and Ms. Ada Mak.

4. Approval of Agenda

There were 16 member proposals today. Thomas said that in the past month, some people had been harassed and intimidated by phone, email and letter because of these proposals. They were under great

pressure. After consultation and obtaining legal advice from the lawyer, CCECA decided to remove the members' proposals ~~item~~ from the agenda.

More time was required to seek legal advice and review all proposals in order to make the best decision for CCECA. It was suggested to hold a Special General Meeting in the near future to thoroughly discuss all proposals. A few members raised questions and concerns about the removal of members' proposals in current agenda. After a long discussions of this topic, Claudia suggested the Special General Meeting to be held on or before July 31, 2024.

Member Mr. Peter Lam (Membership #: 6560) said he had a proposal that ~~the by-law on which~~ highlighted the wrong doings of not following the by-law by the nomination committee ~~was based was wrong. And as~~ Therefore the nomination of board ~~member~~ candidates by the Nomination Committee would be invalid. ~~Therefore,~~ Mr. Lam proposed to remove the ~~item~~ three agenda items on election of Directors from today's agenda. The current board members will continue to perform their duties and responsibilities until the election of new board in the Special General Meeting.

In conclusion, the following four ~~items~~ agenda items were removed from the final revised agenda.

1. Members' proposals

2“Introduction of voting procedure by Sidney Woo, Nomination Committee Chair”

3. “Board Member Candidates introduce Themselves”

4. “Announcement of new board members”.

The approval of this final revised agenda was motioned by Claudia Lam (membership #: 5407) and seconded by Desmond Lai (membership #: 5678).

85 members approved. Since the approval votes exceeded 50% of 99 attendees, motion was carried.

A Special General Meeting (SGM) will be held on or before July 31, 2024 was proposed to address the members’ proposals and the election of the new board members. The approval of this SGM proposal was motioned by Claudia Lam (membership #:5407) and seconded by Thomas Chan (membership #:6658)

89 members approved. Since the approval votes exceeded 50% of 99 attendees, motion was carried.

5. Approval of minutes of 2023 AGM

Becky Tsu (membership #: 6278) motioned to approve the minutes and seconded by William Sit (membership #: 8066). 80 members approved. Since the approval votes exceeded 50% of 95 attendees, motion was carried.

6. Approval of minutes of 2023 SGM

Vincent Liu (membership #: 8671) motioned to approve the minutes and seconded by Claudia Lam (membership #: 5407). 75 members approved. Since the approval votes exceeded 50% of 99 attendees, motion was carried.

7. Greetings from Claudia Lam, President

Dear members, staff colleagues and volunteers of CCECA. Thank you for taking your precious time to attend this year's Annual General Meeting. In the past year, CCECA encountered many difficulties and new challenges. For this reason, some normal operations and agency affairs have been affected or delayed.

It has been 39 years since the founding of the CCECA. It has grown from a small non-profit organization to a non-profit ~~charity~~ charitable organization with more than 30 employees today. It has been successfully accredited three times. In 2017, CCECA received a Minister's Seniors Service Award from the Alberta Ministry of Seniors and Housing. This is not an easy journey. It is also the result of united efforts, teamwork and hard work of all parties. CCECA has always been committed to serving the Chinese older adults in Calgary so that they can live a happy, healthy and independent life. It also provides a

supportive environment to enhance the well-being of Chinese older adults so that they can integrate into and contribute to the Canadian society. Our core values are excellence, teamwork, respect, integrity and compassion. I hope that all members, employees and volunteers will keep in mind the founding purpose, vision, mission and core values of CCECA and continue to work hard to carry forward the services of CCECA.

At last year's annual general meeting, the former President Mr. Aldous Wong mentioned that CCECA would have a plan to expand and upgrade the facilities of CCECA. Unexpectedly, the budget for that plan was close to 8 million dollars. Funding has also not been approved by the government, so that project will not proceed. We can only gradually improve and repair this building. The most important thing at the moment is to upgrade the rooftop heating, ventilation and air condition (HVAC) equipment. The estimated cost of this project is \$910,000. We are still waiting for the municipal government to approve the drawing of the HVAC upgrade. CCECA has been saving surplus and raising funds every year for future maintenance and upgrade of facilities.

In the past few years, CCECA has been very lucky to receive great support from a member. He donates huge amount of money every year to support the daily operation and building maintenance costs of

CCECA. Last year, he donated \$250,000 to CCECA. This big donor once told me that although someone had advised him not to donate to CCECA anymore, he felt that CCECA was very successful and provided good services. He took everything into consideration and he was very satisfied. In March this year, he donated \$200,000 to CCECA. On behalf of the Board of Directors, staff, volunteers and all members, I would like to thank this caring person for his generous donation. We would also like to thank all other members and friends for their donations and support.

Ms. Sim Kwong has served on the CCECA board for six years. She has served as the treasurer for many years. She and her husband, Mr. Ricky Lee, had helped CCECA organize fundraising activities many times and raised a lot of money. She is also a tax service volunteer. Today her term ends but I believe she will continue to participate in other voluntary work of CCECA. Thank you for her time and selfless contribution for the last six years. Another departing director is Kan Lam and thank you for his service in the last two years.

Our nomination committee has worked hard in the past year. They have also encountered difficulties and new challenges. They worked hard to select new board members for CCECA. Thank you, Nomination Committee for your hard work. On behalf of the Board of Directors, I would like to express my heartfelt thanks to all the volunteers and staff

of CCECA for their hard work and cooperation over the past year, which enabled the services and all activities of CCECA to be carried out and completed smoothly. I wish you all good health and happiness!

8. Treasurer's Report by Sim Kwong

Ms. Sim Kwong presented the following financial report. The 2023 financial audit was performed by the accounting office of Vista Accounting Professional Corporation.

2023 Statement of Operations

Last year, total income from the Funded programs was \$1,487,314 including municipal government funding, provincial government funding, United Way and Alberta Health Services etc. Other income was \$362,004. Donations and fundraising totaled \$269,818.

General programs include tour, interest groups and other activities income. The total income from general programs was \$245,159. The membership dues income was \$49,281. The Casino income was \$45,427. The rental income was \$3,960. The total income in 2023 was \$2,484,593.

The total program expenses were \$1,820,569. Total administration expenditure was \$413,201. The Excess of Revenue over Expenses for CCECA in 2023 was \$246,923.

Ms. Ada Mak questioned about the negative amount of Longevity

income and expenses in the statement of operation.

Ms. Claudia Lam ~~added~~ explained that the Longevity group is coming to an end in 2024. In 2023 CCECA returned an agreed amount net of their liabilities to all remaining members in the longevity group. This refund was over the income and thus incurred a deficit. ~~The board of directors agreed may consider to allocate part of the longevity funds to the remaining group members.~~ Currently, the longevity group still has a balance of ~~over~~ approximately \$80,000 which was included in the Balance sheet on the bulletin board. When the longevity group ends this year, the remaining funds would be put into our endowment funds based on the previous resolution from the Board.

Becky Tsu (membership #:6278) made a motion to approve the financial reports. William Sit (membership #:8066) seconded. 86 members approved. Since the approval votes exceeded 50% of attendees, motion was carried.

9. Appoint Auditor

Sim proposed to appoint board's approved Metrix Group LLP to be the new auditor for CCECA. Metrix Group LLP has its head office in Edmonton and a branch office in Calgary, it also does lots of audits for other non-profit organizations. Member Mr. Peter Lam questioned why we have to change auditor every three years, he doubted that either CCECA or the auditor has problems. Ms. Claudia Lam explained that

CCECA was extremely dissatisfied with our current auditor. The audit firm's staff responsible for the audit suddenly resigned in April. The ~~boss~~ firm's partner handled the audit himself. The audit process was completed only two days ago. Therefore, the financial reports could not be approved by the board of directors before sending it directly to the AGM. Claudia suggested to switch to Metrix Group LLP which has two senior partners who worked for KPMG and involved in the audit ~~was former auditor~~ of Wing Kei Care Centre in the past years.

The CCECA board approved to use Metrix Group LLP as auditor for next year. The ~~accounting~~ audit fee would be \$14,000 including the Charity Return + GST.

Vincent Liu (membership #:8671) made a motion to approve Metrix Group LLP as 2024 auditor. Becky Tsu (membership #:6278) seconded. 80 members approved. Since the approval votes exceeded 50% of attendees, motion was carried.

10. Annual Report by Liza Chan, Executive Director

Post-pandemic recovery and accreditation re-certification are our highlights in 2023. CCECA has resumed in-person programs and continued to offer hybrid programs to meet the needs of seniors and to increase the community participation of Chinese older adults. In the past year, we hosted 28 community events, with 2,800 client contacts. Over 500 Chinese older adults came to our centre weekly to join our

four support groups and nine interest groups. Our members reported they made more friends and could stay active and connected through participating in our programs.

Mental health issues have become a main concern for many Chinese people during this post-pandemic period. CCECA has a special focus on mental health by organizing five psychosocial groups on mindfulness, relaxation, sweet sleep, and self-care practices, hosting a “Love Yourself” radio program that offered self-care tips, and organizing 28 weekly workshops on health and wellness, benefiting over 740 participants. These mental health programs were well-received by the community and participant feedback was unanimously positive.

Another major achievement in 2023 was CCECA’s successful re-certification as an accredited senior-serving centre that meets internationally recognized standards. This was our third accreditation survey since 2017, conducted by two surveyors who were highly impressed with CCECA and gave us a sparkling compliment:

“CCECA demonstrated substantial conformance to the accreditation standards. CCECA provides remarkable services to its clients. Leadership is very knowledgeable in providing services to older adults and does so with great passion. Services are person-centered and reflect the needs and preferences of each client. The focus on connecting

clients to resources in the community provides a holistic approach to service provision.”

Moving forward, we will continue to provide valuable community and home support services to Chinese seniors, including our existing escorted transportation and handyperson services, and also pilot new initiatives such as housekeeping services and caregiver support groups. These services are crucial to assist seniors to age in place for as long as possible. Additionally, we are continuing to build capacity through upgrading our volunteer management system. Please refer to our annual report for details.

We will host our Caring for Seniors Walkathon and Fundraising Show on July 13 and we hope to raise \$100,000 towards centre maintenance. I hope you can give us your best support. Lastly, I would also like to take this opportunity to express our sincere appreciation to our CCECA board members, members and staff for their support and guidance, which has enabled us to continue to provide impactful services to Chinese older adults and their families in Calgary and beyond.

11. The annual General Meeting was adjourned at 3:00 pm.

Minutes were taken by: Patrick Wong