



CALGARY CO-OPERATIVE MEMORIAL SOCIETY
54th ANNUAL GENERAL MEETING MINUTES
SATURDAY, JANUARY 25th, 2020 – 1:00 P.M.
KERBY CENTRE, 1133 – 7 AVENUE S.W., CALGARY, AB

1. Call to Order –

The Members Meeting was called to order at 1:02 p.m. by the Chair, Terry Geib. Upon arrival members received copies of the Agenda, Treasurer's Report, and Minutes of the 2019 Annual General Meeting. Ms. Geib welcomed all 275 people in attendance. A special thank you to our sponsor and partner, SERVUS Credit Union, as well as the afternoon's entertainment by Matthew Perrera (cello) and Mira Reuben-Spear on piano. Welcome also to our McInnis and Holloway representatives Ernie Hagel, Kathy Cloutier and Bill Robertson.

As Calgary Co-op was instrumental to the foundation of CCMS back in 1960, Ms. Geib acknowledged the partnership between CCMS and Calgary-Coop and invited Mr. Ken Keelor, CEO, to bring greetings. Mr. Keelor highlighted the history of Calgary Co-op starting with the opening of the first store in 1956. He brought to show the attendees a commemorative brick from this first store. Today there are 23 Food Centres and pharmacies, 31 gas stations and 440,000 members in Calgary, and the organization was recently voted the 'Most Trusted Retailer'. Many long-term employees enjoy working there – recently a celebration was held for the first 50-years employee recognition. He reiterated that the organization continues to focus on Community, supporting many worthy causes, and forming supportive partnerships.

Next, Ms. Geib invited Ms. Marlene Mullinger from SERVUS Credit Union to share highlight of the Red Wagon program. The Calgary ZOO retires and donates annually Red wagons, which SERVUS Credit Union, together with partners such as the CCMS, and after they have been repaired, fills with goods and personal hygiene products, and delivers them to a selected Calgary Charity. In 2019 the Calgary Women's' Centre was the recipient of the 16 filled wagons. Ms. Geib and Ms. Sylvia Kasper represented the CCMS Board for Directors. Ms. Mullinger expressed an appreciation for the CCMS' support.

Ms. Geib thanked also to all exhibitors: Kerby Centre; Alberta Securities Commission (ASC); Age Friendly Calgary; Meals on Wheels; Deaf and Hear Alberta; CARP Calgary, and SERVUS Credit Union.

2. Quorum

275 people were present of which more than three quarters were members. The required quorum of 50 members was established and declared by the Board Chair.

The business portion of the 54th Annual General Meeting commenced at 1:24pm.

3. Minutes of the 2018 Annual General Meeting

Ms. Kasper reviewed the 2018 Minutes. No changes were noted. It was **MOVED** by Pearl Pelico and **SECONDED** by June Read that the Minutes of the 2018 Annual General Meeting be accepted as distributed. **CARRIED**.

4. Introduction of Board of Directors and Membership Manager

The current members of the Board were introduced: Sylvia Kasper, Vice Chair; Sarah Cantrill, Board Secretary; Susan Costello, Treasurer; Jerry Jonasson, Marketing/Promotions Committee and Kerby Centre liaison; Gloria Croft, Presentations Committee and Service Providers Committee; Nellie Pintus, longest serving board member and member of Presentations Committee; Patricia Sather, Lead in the

AGM Planning Committee; Mark Farris, Marketing/Promotions Committee (absent); Peter Stacey-Salmon, Financial Oversight Committee and Service Providers Committee; Myrna Malanik, Presentations Committee and Dyre Scheer-Peters, Social Media and Newsletter. Ms. Geib also introduced the Membership Manager, Barb Montgomery, and thanked her for her dedicated and friendly service. Ms. Geib thanked the Board for a productive year.

5. Report from the Chair

2019 was another beneficial year for CCMS.

On April 16, 2019 CCMS co-hosted with SERVUS Credit Union, a workshop with Dr. Kathy Kortez-Miller on topic of Advanced Care Planning. Attendance was capped at 250.

Kathy is an unconventional death educator with passion for palliative care and improving the end of life care for all. In her presentation to many of our members who attended, Kathy leveraged her experiences as a cancer survivor and as a palliative care provider challenged us to have the important conversation about dying, death and life.

Kathy is the author of the book *"Talking About Death Won't Kill You"*. A copy was available to preview at the CCMS table.

The board is pleased with the interest by the members and plan to continue to offer similar events in the coming year.

In an effort to expand the membership, throughout the year many of the directors and our membership manager, delivered presentations, visited hospices, doctors' offices and seniors' homes taking time to explain CCMS and to leaving behind information and brochures to share.

In 2019 the board continued its efforts to bring the CCMS message to the community, primarily through print advertisements in the Kerby News and the Calgary Herald. In September 2019, CCMS participated in the Kerby Expo – an excellent opportunity to promote our service and to connect with members. On the social media side of things, CCMS has been using its Facebook page and Google to attract younger people. Unfortunately, reaching the youth remains a hard sell at this point in their lives.

During our board year we had 1436 new members join from mostly Calgary and surrounding communities. These numbers are down slightly from the previous year by 99 memberships. While these are not record numbers, we know many people wait to join. Unfortunately for some, they wait too long, as membership must be purchased before death occurs.

McInnis and Holloway provide us with the number of member deaths and plans used. The primary plans used are B1 Basic Cremation, and B2 Basic Cremation with Funeral Service.

In 2020 the board hopes to do some research into changing funeral trends, member needs and marketplace opportunities. Our goal is to use the information gained to chart a course for the long-term future of CCMS.

In September CCMS once again participated in a wonderful opportunity to support the community through SERVUS Credit Union's Red Wagon Program.

This past year, the full Board met on nine occasions. As well, a number of committee meetings were held. I'll spare you all the details and provide you with some highlights.

Following retirement of Roy Goodall, we appointed Susan Costello as our new Treasurer. CCMS had another good year and our financial results this year are similar to last year. Details will be provided in the Treasurer's Report.

We negotiated two new contracts with Service Providers McInnis and Holloway in Calgary and Cornerstone Funeral Home in Lethbridge for 2020 – 2022. Details will be provided further on in the meeting.

The Financial Oversight committee worked closely with the Treasurer this year, to ensure that meaningful and accurate financial reports were provided regularly to the Board, as well as producing the Annual Financial Statements provided to the membership. Over the year, the Financial Oversight committee continued to closely monitor and refine financial oversight practises and procedures.

Bookkeeping services were provided by Grace Ellwood of Economy Bookkeeping, again working in close cooperation with the Financial Oversight Committee. The committee also actively worked on recovery of a legal debt owed by a previous membership manager, which resulted in the entire debt repayment.

We continue to provide oversight of the Membership Database System which seems to have occasional glitches that occur when code is changed either by the provider or by us. We appreciate when our members let us know if something doesn't work properly so we can address it as quickly as possible.

Over the past year, we continued to refresh our website frequently with pertinent information for our members.

6. Treasurer's Report

Mr. Peter Stacey-Salmon presented the CCMS Financial Statements for the year ended 31 October 2019 on behalf of Treasurer Susan Costello. The Financial review was conducted by Guy Lallier. Net income for the year was \$ 45,565 and similar to the previous year. The legal recovery is completed - \$8,953 was paid off in full.

Terry thanked Mr. Lallier for his excellent work and willingness to undertake this annual review on behalf of the CCMS members.

It was **MOVED** by Joe Hooper and **SECONDED** by April Walters that the Treasurer's Report be accepted as circulated. **CARRIED**.

Peter also reported on the work of the Service Providers Committee consisting of Gloria Croft and himself. CCMS has four contracts with Service Providers in southern Alberta. New contracts were signed with McInnis and Holloway (Calgary) and Cornerstone (Lethbridge) effective January 1st, 2020 to December 31st, 2023. He also explained how memberships work with Service Providers and the various options. Mr. Ernie Hagel answered several questions from the audience.

7. Election of Directors

Ms. Kasper explained to the members, the board process for inviting members interested in serving on the board, to a meeting. This will enable both, the board and the member, to see if their skills can add value to the board. Ms. Kasper reported that Board consists of 12 directors, three standing for re-election and one retiring. The three current directors standing for re-election are, Nellie Pintus, Jerry Jonasson, and Dyre Scheer-Peters. New candidate for the fourth position is Mr. Louis Grenier, who has substantial experience in management, administration, project management, mediation and as a coach. Mr. Grenier was unable to attend the AGM. The board recommends these four directors for re-election/ election each for a 3-year term.

There were no nominations from the floor; the slate was declared elected by acclamation.

Ms. Geib welcomed the newly elected members of the Board. She also acknowledged the retiring Director, Sarah Cantrill, and thanked her for her contribution to the Board.

8. Date for Next Annual General Meeting

It was announced that the next Annual General Meeting would be held at the Kerby Center on Saturday, January 23rd, 2021 from 1 to 4pm.

9. New Business

Ms. Geib asked three times if there was any new business to come before the AGM. Hearing none, she declared the Annual General Meeting adjourned at 2:28pm.

Before announcing a short break, Ms. Geib thanked again the Exhibitors for their support: Kerby Centre; Alberta Securities Commission (ASC); Age Friendly Calgary; Meals on Wheels; Deaf and Hear Alberta; CARP Calgary, and SERVUS Credit Union. She encouraged the attendees to visit the exhibits during the break. She also thanked Calgary Co-op for providing the snacks served at the meeting and the Kerby Centre volunteers for assisting in serving them.

SHORT STRETCH BREAK

Ms. Geib invited all back after the break and introduced the afternoon speaker from McInnis and Holloway, Mr. Ernie Hagel, President and Owner.

Mr. Hagel introduced a short video about *'Choices in the End of Life'*, which was informative and well received. He also spoke about the various options available for their services, including pre-arrangements, which are a popular choice and can also be changed at the end of life.

The audience had several questions, i.e. about Calcination, which is not legal in Alberta. He further added, that Mayo Clinic in the USA uses it in the veterinary practice. Question was asked about 'Green Funerals- Burials' – City of Calgary is working on establishing 'green sections' in the cemeteries.

At the conclusions of the presentation, draws were held for the generous door prizes donated by the meeting sponsors and exhibitors.