

**Heartwood House Annual General Meeting  
Tuesday, October 7, 2008**

**ATTENDANCE**

Board Members in Attendance

Marilyn Evans, Allison Moores, and Keenan Wellar.  
Regrets: Fran Childs and Jackie Swedlove.

Executive Staff in Attendance

Maureen Moloughney (Executive Director).

Corporate Members in Attendance

Anxiety Disorders Association of Ontario (ADAO) - Julia Hurrelmann; Alternative Learning Styles and Outlooks (ALSO) - Sandra Elgersma; Centretown Laundry Co-operative (CLC) - Mariana Santamaria; Capital City Mission (CCM) - Paula Whaley; EcoEquitable - Lucile Champagne; English Language Tutoring for the Ottawa Community (ELTOC) - Mita Basu; Halifax Initiative - Karen Keenan; Lowertown Community Resource Centre (LCRC) - Chantal Pomerleau; LiveWorkPlay - Julie Kingstone; Ottawa Valley Weavers and Spinners Guild (OVWSG) - Ann Sunahara; People, Words and Change - Dan Killoran; Results Canada - Chris Dendys.

Regrets: Aphasia Centre of Ottawa and Hopewell Eating Disorders Support Centre, Ottawa Jewish Historical Society.

Others in Attendance: Kourosh Farrokhzad, Carole Brown, and Wendy Mitchell.

**WELCOME**

The meeting was called to order at 6:10 P.M. Chair of the Board Keenan Wellar welcomed those present. He then gave an overview for the year, including a discussion of security issues as a major challenge for the year, and the bridging meetings with all member groups as a Board highlight. Moving forward the Board's fundamental plan is to move beyond the financial sustainability discussion that dominated 2007-2008 and focus more on the Heartwood House "better together" mission.

**APPROVAL OF 2006-2007 MINUTES**

Julie Kingstone moved that the minutes of September 27, 2007 AGM be approved, seconded by Paula Whaley, and carried.

**REPORT FROM THE EXECUTIVE DIRECTOR**

Executive Director Maureen Moloughney presented a report with discussion and analysis of a variety of Heartwood interests and topics. Included among the highlights was the record of more than 38,000 registered visitors to Heartwood House in 2007-2008. This statistic does not capture visits that are not recorded in the visitor log, such as Capital City Mission and Aphasia Centre of Ottawa clients.

**REPORT FROM THE BOARD OF DIRECTORS**

Director Allison Moores reported on the Board's activities during the year. About 200 volunteer hours were contributed by the Board to Heartwood business.

Director Marilyn Evans reported on the Bridging Meetings where the board met with 14/15 member groups for 30-45 minutes each (a representative from the Ottawa Jewish Historical Society was unable to attend).

Each group of representatives was asked a series of questions, with the answers and resulting discussions recorded for later consideration. A report was produced and distributed to members detailing Board responses and plans where appropriate.

Keenan Wellar outlined three Board areas of focus for 2007-2008:

- 1) Financial sustainability: arriving at a solution to the budget shortfall identified at AGM 2007 and the need for a business plan featuring predictability and fairness.
- 2) Security challenges: dealing with the financial and emotional stress caused to all constituents by break-ins and vandalism.
- 3) Celebrating our work: there will be a celebration banquet during Volunteer Week in April 2009, the purpose is Heartwood community-building, both internal to the organization as well as reaching out to the greater Ottawa community.

### **SUSTAINABILITY BACKGROUNDER**

Keenan Wellar outlined the historical conditions that resulted in the current need for a new business plan. In fundamental terms, when Heartwood House began there was a plan to reduce operating costs through joint fundraising, but this has not materialized for a variety of reasons, and this makes it necessary to derive income for operating expenses in a different way.

### **AUDIT REVIEW**

Maureen Moloughney and Keenan Wellar presented and responded to questions about the Review Audit Engagement prepared by Mr. Jeffery Bee, who was thanked for his work.

Key to the discussion was the understanding that time-limited grant income made it possible for Heartwood House to complete the 2006-2007 financial year with a deficit of less than \$1000. Had those funds not come available, a substantial deficit in excess of \$20,000 would have resulted.

### **BUSINESS PLAN**

A business plan document was presented by the Board, detailing an increase in rent to member organizations that will more accurately account for the true costs of occupancy. Maureen Moloughney will be providing each member organization with the details for their group, which will include a deadline for a letter of intent to continue with a lease in 2009.

There will be a new flat membership fee of \$1200 per year that will include \$500 for 10 banquet tickets. This represents a net reduction in total cost for membership fee/banquet tickets.

Many of those present came forward with ideas for the banquet which are to be followed up at monthly members meetings.

### **FUTURE AUDITOR**

Heartwood House will be moving to a formal audit and hiring a new individual or firm to conduct this work. The audit reviews conducted by Mr. Bee have always been satisfactory to the needs of the Canada Revenue Agency and other relevant government bodies, but for grant applications in particular it is advantageous and in some cases compulsory to provide a full audit document.

It was moved by Mita Basu, seconded, and approved by the corporate membership that the Board will propose to members an auditor at a later date.

### **BOARD ELECTION**

Members agreed unanimously to a show of hands for the election of candidates (instead of vote by secret ballot). The existing slate of five candidates was declared as re-elected.

Keenan Wellar mentioned that the Board is actively seeking an additional two members, in particular at least one new member that has the skills and experience to assist in connecting Heartwood House to the greater Ottawa community.

#### **ADJOURNMENT**

The meeting was adjourned at 7:35 P.M.