



INFORMCANADA  
**Annual General Meeting 2022**  
May 17, 2022 - by Teleconference

**Meeting Chair:** Jerilyn Dressler, InformCanada President

**Present (Board):**

Jerilyn Dressler (Trellis Society, AB)  
Corinne Gallois (Findhelp Information Services, ON)  
Pam Hillier (Community Connection, ON)  
John Hoyles (Community Navigation of Eastern Ontario, ON)  
Marcus Logan (Halton Information Providers, ON)  
Robyn Romano (Distress Centre Calgary, AB)  
Philip Wolfart (United Way Winnipeg, MB)

**Present (Members):**

LeeAnn Boswell (Contact Brant)  
Adam Mulqueen-Ducker (InfoPeel Service Pathways, CDRCP)

**Regrets (Board):**

Sherry Fahim (Hamilton Public Library, ON)

**Minute Taker:** Corinne Gallois, Secretary

**1. Call to Order:** Jerilyn called the meeting to order at 4:36 pm Eastern standard time, welcomed everyone.

**2. Approval of the Agenda**

- ❖ Motion to approve the agenda made by Pam, seconded by Robyn. All in favour.

**CARRIED**

**3. Approval of minutes of 2021 Annual General Meeting - attached**

- ❖ Motion to approve the minutes made by Marcus, seconded by John. All in favour.

**CARRIED**

**4. President's Report - Jerilyn - attached**

It has been a challenging year for us all. In March 2020, no one could have predicted exactly what the future had in store. Moving to remote work, moving staff and volunteers back into the office or contact centre, and pivoting back to remote work again was a reality for many InformCanada members as we dealt with the ongoing COVID-19 pandemic and rapidly evolving public health guidelines. While the future still remains uncertain, it does appear that vaccines are our way out of this pandemic, with those who are fully vaccinated increasing and case numbers declining across Canada.

We know that the work that we do in the Information and Referral sector is more important now than ever. While we have dealt with unprecedented levels of uncertainty, we have also responded to an increase in

demand for our services. InformCanada members across Canada have played a crucial role in modern history: we connected people to the often confusing array of social services during a global pandemic and helped them navigate countless challenges.

There is more support for and awareness of our work and the social services sector as a whole. And yet, people still don't understand what Information and Referral is. They don't understand how we help, and what impact we have on individuals, families, and communities. As this pandemic ends, let's come together as a sector and Canada-wide community, and tell the story of the role Information and Referral played in this pandemic. Let's share the impact stories that can help people understand the meaning and value of the work we do. It's not just a database, it's not just a phone call, chat, or text – it's a sometimes life-saving connection to information or a service that can help. That can provide hope. That can change a person's life.

This is the work of InformCanada and its members; this is the work of the Information and Referral sector; this is the work of all of us. It is important, meaningful, and powerful. Let's come together and celebrate the impact we have had in the past year, and examine what kind of Information and Referral sector is needed in a post-pandemic world.

## **5. IO/IC Amalgamation Announcement/Presentation and Special Resolution**

- ❖ Motion to approve moving forward with a transaction, as described in the above background, with Inform Ontario, that will result in one pan-Canadian organization, made by John, seconded by Pam. All in favour.

**CARRIED**

## **6. Approval of 2021 Financial Statements - John - attached**

### **Discussion (John)**

- not a full audit, just a review as IC is a small organization. Highlights:
- increased certification revenues, increased expenses (accounting work, AIRS certification)
- board expenses include shared consultant for merger with IO wasn't budgeted and explains the deficit
- assets increased slightly

- ❖ Motion to approve the Financial Statements prepared by Marcil Lavallee made by John, seconded by Robyn. All in favour.

**CARRIED**

## **7. Appointment of Auditors - John**

- ❖ Motion to appoint Marcil Lavallée to conduct the financial review 2022 made by John, seconded by Lee-Ann. All in favour.

**CARRIED**

## **8. Slate of Directors for Nomination - current slate attached**

### **Completed First Term, Up for re-election for another 2 year-term (2022-2024)**

- Robyn Romano – Calgary Distress Centre

### **Continuing Second Year of Second Term (2022-2023)**

- Sherry Fahim – Hamilton Public Library

### **Completed Second Term, Up for re-election for another 2 year-term (2022-2024)**

- Corinne Gallois, FindHelp
- John Hoyles, Community Information Centre of Ottawa
- Philip Wolfart, 211 Manitoba

### **Continuing Second Year of First Term (2021-2022)**

- Marcus Logan, Oakville Public Library
  - Pam Hillier, Community Connection
- ❖ Motion to approve the nomination of Corinne Gallois, John Hoyles, Robyn Romano and Philip Wolfart made by Pam, seconded by Marcus. All in Favour
- CARRIED**

### **9. Membership and Certification Report for 2021 - Marcus - attached**

- membership impacted by changes in Ontario health sector (LHINs)
- merger will be an opportunity to reach out to new agencies

### **10. Closing Remarks**

- Jerilyn: thanked the board
- Robyn: thanked Jerilyn for her time on IC and for advancing 211 nationally; gift on behalf of board members
- John: thanked Jerilyn for her leadership, educating John in the role of treasurer and for leading the merger, providing great insight and advice

### **11. Adjournment**

Meeting was adjourned at 5:12 PM Eastern Time

- ❖ Motion to adjourn the meeting made by John.

**CARRIED**