

MINUTES - ANNUAL GENERAL MEETING
Wednesday, March 1, 2017
SALLE DE BAL – FAIRMONT FRONTENAC HOTEL

1. Opening Exercises

.1 Welcome and call to order

Sharon Curl (Eurocentres Canada), President of Languages Canada, called the Annual General Meeting to order and welcomed everyone who attended. She also thanked the staff for their work in organizing this conference.

.2 Roll call / Identify proxies held

Linda Auzins listed the schools voting in person or by proxy:

PROGRAM / SCHOOL NAME	Program	PROXY HELD BY:
1. Académie Linguistique Internationale (ALI)	Gregory Mattei	
2. Acadia University	Sharon Churchill Roe	JULIAN INGLIS
3. Algonquin College	Ernest Mulvey	
4. Apex Language and Career College	Hai Yan Sun	SHEILA NUNN
5. Canadian College of English Language	Jim Clark	SHAUN MACLEOD
6. Canadian International Student Services	Adrienne Burtnick	PAUL SCHROEDER
7. Capital English Solutions	Acel Clemente	
8. Centre international de langues de Montréal (CILM)	Veronica Cartegenova	-
9. CLLC Toronto (Canadian Language Learning College)	Aly Rajab	SHEILA NUNN
10. Collège de Sainte-Anne-de-La-Pocatière	Stephane Lemelin	
11. Columbia College	Ginny Chien	
12. CSLI Canadian Second Language Institute	Veronica Cartegenova	
13. Dalhousie University	David Packer	
14. East Coast School of Languages	Sheila Nunn	
15. EC Toronto	Haviva Parnes	
16. École Québec Monde	Viviane Brassard	
17. Edu-Inter	Sylvain Langlois	GREGORY MATTEI
18. EF International Language Schools	Sarah Chater	
19. ELS Language Centers - Vancouver	Mike Walkey	
20. ESC- English School of Canada	Anthony Stille	
21. Eurocentres - Vancouver	Sharon Curl	
22. Global Village English Centres - Calgary	John Taplin	
23. Global Village English Centres - Toronto	Geneviève Bouchard	
24. Global Village English Centres - Vancouver	Paul Maher	GENEVIÈVE BOUCHARD
25. Global Village English Centres - Victoria	Paula Jamieson	JOHN TAPLIN
26. Hansa Language Centre	Sven Greve	
27. Heartland International English School	Gary Gervais	
28. ICEAP - International Centre for English Academic Preparation	Kerriane MacKenzie	DAVID PACKER

29. ILSC Education Group	David Matthews	
30. Interlangues Language School	Christiane Millet-Alexis	SHEILA NUNN
31. International House Vancouver	Jeff Romonko	MIKE WALKEY
32. International Language Academy of Canada (ILAC) Toronto	Ilan Cohen	
33. ISS Language and Career College of BC	Bonnie So	
34. iTTTi Vancouver	Sherri Motohashi	MIKE WALKEY
35. Kaplan International	Wendy Henderson	
36. Language Studies International	Lee Ramsay	
37. Manitoba Institute of Trades and Technology	Liz Choi	CARMELLE MULAIRE
38. McGill University	Firas Alhafidh	
39. Mount Royal University	Sheri Rhodes	
40. NorQuest College	Seppy Masoodi	
41. Regal English Language Academy	Irena Godin	
42. Renison University College, University of Waterloo	Tanya Missere-Mihas	
43. Saint Mary's University	Julian L'Enfant	
44. SELC Canada	Sammy Takahashi	MIKE WALKEY
45. Sheridan College	Gabriela Facchini	
46. St. Giles International Vancouver	Frances Seaton	
47. Stafford House Toronto	Magda Link	
48. Stewart College	Kristina Stewart	MIKE WALKEY
49. Tamwood International College - Vancouver	Matt Collingwood	TERESA LACUNA
50. Trent University - ESL Program	Cath D'Amico	
51. UCW University Canada West - University Access Program	Carel Schoch	
52. Université de Montreal	R. Biba Fakhouri	
53. Université de Saint-Boniface	Kristopher Noseworthy	CARMELLE MULAIRE
54. Université du Québec à Trois-Rivières	Daniel Lavoie	
55. University of Calgary	H. Douglas Sewell	SHERI RHODES
56. University of Calgary	Ana-Marija Petrunic	SHERI RHODES
57. University of Guelph	Julian Inglis	
58. University of Regina	Deborah Hulston	JULIAN INGLIS
59. University of Saskatchewan	David Parkinson	DAVID PACKER
60. University of Toronto - English Language Program	Lisa Morgan / Kevin Lowther	
61. University of Windsor	Jennie Atkins	JULIAN INGLIS
62. University of Winnipeg	Carmelle Mulaire	
63. <u>Vancouver Island University</u>	Bruce Condie	-
64. VanWest College - Vancouver	Cindy Kwon	DAVID MATTHEWS
65. Wilfrid Laurier University	Valerie Kilgour	

.3 Establish Quorum

56 votes are required to establish quorum for the meeting; 65 votes were counted for this AGM. Quorum was established.

.4 Approval of Agenda

MOTION: It was moved by Greg Mattei (Académie Linguistique Internationale) and seconded by Geneviève Bouchard (Global Village English Centres - Toronto) that the agenda be approved as circulated. M/S/C Unanimous

.5 Approval of 2016 AGM Minutes (March 5, 2016)

MOTION: It was moved by Geneviève Bouchard (Global Village English Centres - Toronto) and seconded by Julian Inglis (University of Guelph) that the minutes of the March 5, 2016 Annual General Meeting be approved as distributed. M/S/C Unanimous

.6 Presentation of Audited Financial Statements for 2016

Paul Schroeder (ILSC Education Group) reviewed the audited financial statements for the fiscal year ending December 31, 2016 and reviewed revenue and expense items. He reported an surplus of \$11K vs. the budgeted \$25K. Total revenues of the association were at \$1,127,000. Paul reviewed several revenue and expense items and provided background on the variances from the budget.

Professional fees for legal fees were \$25K over budget due to the situations with two former member programs. A \$110K shortfall in revenue was reported for International Affairs but the corresponding expenses were also lower than budgeted, and as a result International Affairs provided \$29K surplus revenue over expenses to the association. The GOA (Global Opportunities for Associations) grant revenue came in at \$50K under budget due mostly to the postponement of the European trade mission into the 2017 fiscal year.

MOTION: It was moved by Julian Inglis (University of Guelph) and seconded by Stéphane Lemelin (Collège de Sainte-Anne-de-La-Pocatière) that the 2016 audited financial statements be approved as distributed. M/S/C Unanimous

MOTION: It was moved by Mike Walkey (ELS Language Centers) and seconded by Stéphane Lemelin (Collège de Sainte-Anne-de-La-Pocatière) that Chang and Company be appointed Auditor for 2017. M/S/C Unanimous

2. Languages Canada Board Annual Report

MOTION: It was moved by Geneviève Bouchard (Global Village English Centres - Toronto) and seconded by Stéphane Lemelin (Collège de Sainte-Anne-de-La-Pocatière) that the Annual Report be approved as distributed. M/S/C Unanimous

3. Languages Canada Resolutions

There were no resolutions to be voted on at this Annual General Meeting.

4. Languages Canada Committee Reports / Priorities

Sharon Curl asked each of the Committee Chairs to give an update of the plan of their respective committees:

a. Membership, Conference & Professional Development

John Taplin gave an update on the committee. He thanked guard.me for hosting the conference closing reception. He reported that the committee had met the day before, focusing on the 2018 conference and how to further engage membership. Ideas included creating a strong value proposition and trying to implement an attendance by-law to the conference and attendance to the AGM. John stressed that more engagement is needed from members as member input is vital to the success of the organization. He reiterated to members the importance of participating in the surveys

that will be distributed after the conference. He applauded the efforts of Linda Auzins who is deeply involved in the committee. LC was exploring the Toronto area for the 2018 conference to attract more members.

b. International Affairs

Anthony Stille is co-chair with Gabriela Facchini. He thanked Charbel Moreno for his hard work on the committee. Anthony noted that there was good representation of both the public and private sectors at the committee meeting during the conference. He discussed how missions are chosen and stressed the importance of member feedback in the LC annual survey in helping to determine the locations for the missions. The public sector wants more lead time for these events for budgeting purposes. Future missions will address French program opportunities in the market. Involving the Canada Course in some type of way will help develop the relationship between LC and agent associations. He concluded by thanking Global Affairs Canada for helping the association in its International Affairs initiatives and he thanked the trade commissioners who provided great value to the conference through their attendance.

c. Quality Assurance and Standards

Julian Inglis reported that Orion was represented at the QA meeting that took place at the conference. He discussed some standards around financial reporting and noted that teacher qualification standards will be the committee's top priority for 2017. He also discussed the issue of separating accreditation and membership. This proposal will be removed from the voting agenda for this AGM as there has been significant discussion and further clarification is needed. Julian stressed that the QA Framework is not just the accreditation. Of all questions, the most important that needs to be addressed is a communication plan for branding non-members vs members. The QA committee will produce the plan and present it to members. A process for compliance checks will be rolled out this year as a formalization of the current process.

d. Advocacy & Affiliations

In the absence of Kristina Stewart, Mike Walkey reported on advocacy and affiliations. Mike reported that there was a smaller group this year as many members were unable to attend the conference. He thanked Nathalie Samson for handling the advocacy efforts of the association. He noted that LC has been successful in getting public attention from government officials regarding some of the issues LC is advocating (work rights for international students and reversal of the double visa policy). The association has reached out to the new IRCC Minister for a meeting and is working towards pushing IRCC for a more robust visa tracking system and is pushing for more Japanese students to come to Canada, by requesting an increase in the number of working holiday visas for them.

5. Sector Groups Report Back

a. French Programs

This year the French programs were integrated into public and private sector groups. Daniel Lavoie reported on the sector group's objective this year: to get designation for private sector members in Quebec. He stressed that the language education sector must be recognized under Quebec law to allow for better visibility and recognition of the association. He reaffirmed the group's commitment to increase participation in certain association and events like ACTFL, AATF, HERACLES, and to carry out more FAM tours for French programs.

b. Private Sector English Programs

Geneviève Bouchard co-chaired with Gregory Mattei and discussed the LC Strategic Direction and confirmed priorities for the private sector. She discussed the possibility of creating an advisory committee, or mentoring program, for members seeking help. Private and public sector discussions were similar and focused mainly on figuring out why members choose to leave the association. In both groups, there were still some concerns with accreditation and membership. Nevertheless, both groups support financial reviews upon applying for membership. Geneviève encouraged members to share information amongst themselves in order to keep the discussions flowing and relevant.

c. Public Sector Programs

There was a great deal of discussion and good points raised. Similar discussion to the private sector. The Association is maturing and working together in a more unified way. There was extensive discussion on accreditation and

membership. Clarification of communication and branding is necessary. Many felt there was not enough feedback and information and they would like to see more feedback on areas of improvement. Members reaffirmed that they care deeply about who LC is associated with. A question around the \$100 increase in accreditation fees was raised: where that money was going and how was it handled? Orion Assessment Services collects accreditation fees and are creating a fund for compliance checks. These fees are not received by LC.

6. 2017 Plan and Direction

The Strategic Direction has already been explained by Gonzalo numerous times. No questions from the members.

7. Presentation of 2017 Budget

Paul Schroeder reviewed the 2017 budget as presented to the membership:

Membership fees: \$665K There will be a 2% increase in fees by members to help offset potential terminations. (2016 fees are Public Sector Members: \$2,250; base membership and supplementary fees for Private Sector Members: \$2,250 – \$10,000). This fee structure was implemented two years ago to provide additional funding for the association's advocacy efforts.

Conference fees: Conference fees are budgeted just over \$89K. Conference sponsorship is budgeted at: \$40K with anticipated conference expenses: of \$110K: Net revenue is budgeted at just under \$20K.

International Affairs revenue: \$275K (including trade mission revenue: \$127K) fam tour revenue (\$113K)

World Student Day revenue: \$52K. LC is anticipating higher participation than last year (LC budgeted \$50K but achieved \$30K, due to the economic climate).

Payroll: Payroll is the association's largest expense at \$528k

Sponsorship revenue: \$30K

Partnership revenue: \$10K

Government / GOA revenue: \$111K

In total, LC is budgeting just under \$1.2 million in revenue. About half of the revenue is spent on staffing. Last year, LC's budget for staffing was \$637K but was not entirely spent because delays in hiring.

Accounting and legal audit: \$40K (increase from last year for preventative reasons)

Advocacy and affiliations: \$86K (± 50 % of human resources are focused on advocacy efforts)

International affairs and promotion: \$231K. It is anticipated that activities will generate a profit for the association.

Communications: This is budgeted \$153K, biggest portion is the CRM project at \$109K. There is still work to be done on the website, translations, advertising, social media, public relations (a consultant will be hired to help with media strategy around advocacy efforts), print collateral, etc.

Total administrative expenses: \$1,169,788. A balanced budget for 2017 was presented for approval.

8. Motion to Approve 2017 Budget and Strategic Direction

MOTION: It was moved by Daniel Lavoie (UQTR) and seconded by Anthony Stille (English School of Canada) that the 2016 Budget and Strategic Direction be approved as distributed. M/S/C Unanimous

9. Nomination and Elections

Sharon Curl presented the following slate for the 2017 Board and asked if there were any nominations from the floor. Hearing no nominations, the slate was approved.

This year, three Board members are stepping down. There are nine Board members whose term is up and who will stand for another term. Three people expressed interest in working on the Board.

Current Board members who have agreed to complete the second year of their two-year term (expiring in 2018):

1. Sharon Curl Eurocentres Canada
2. Geneviève Bouchard Global Village Toronto
3. Mike Walkey ELS Language Centers
4. Cath D'Amico Trent University
5. Gabriela Facchini Sheridan College
6. Julian Inglis University of Guelph
7. Gregory Mattei Académie Linguistique Internationale (ALI)
8. John Taplin Global Village Calgary
9. Veronica Cartagenova MILC / CILM
10. Kristina Stewart Stewart College
11. Stéphane Lemelin Collège de Sainte-Anne-de-La-Pocatière

The slate of candidates for an additional two-year term (expiring in 2019) includes:

1. Anthony Stille ESC English School of Canada
2. Ernest Mulvey Algonquin College

The slate of candidates for a new two-year term (expiring in 2019) includes:

1. Biba Fakhouri Université de Montréal
2. David Matthews ILSC Education Group
3. Gary Gervais Heartland International English School

There were no additional nominations from the floor; therefore, the slate as presented was endorsed by acclamation.

MOTION: It was moved by Daniel Lavoie (UQTR) and seconded by Sheila Nunn that the Board slate for 2017 as presented be approved by members. M/S/C Unanimous.

11. Adjournment

MOTION: Stéphane Lemelin (Collège de Sainte-Anne-de-La-Pocatière) moved and Gregory Mattei (Académie Linguistique Internationale) seconded that the Annual General Meeting be adjourned. M/S/C Unanimous.