



OTTAWA CHAPTER

MEETING PROFESSIONALS INTERNATIONAL

# 2009-2010 Annual Report

Presented at the  
Annual General Meeting  
June 10, 2010



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## The MPI Ottawa Chapter Business Plan & Chapter Dashboard Metric

### **Vision**

Build a rich regional meeting industry community

### **Mission**

Make our members successful by building connections to:

- Knowledge/Ideas
- Relationships
- Marketplaces

### **MPI International Strategic Imperatives**

**Evolve** to a Regional Community - Deploy programs, knowledge platforms and brand architecture to align with vision

**Re-Imagine** our business relationship with members - Invest in members to create channel partnerships around community results

**Elevate** the Member Conversation and Experience - Elevate programs and services to a higher level of experience and business return

**Build** a Great Organization - Create a remarkable culture and structure

### **Chapter Business Metrics Summary**

#### **1. Net Member Growth**

- Percentage growth year-over-year

#### **2. Membership Satisfaction**

- Percentage increase on annual member care survey (conducted by MPI HQ) results
- Percentage completion
- Percentage increase on chapter member survey/needs assessment (if applicable)

#### **3. Engagement/Participation**

- Increase in attendance at all chapter events
- Increase in web traffic (total unique visitors/sessions)
- Increase in number of active volunteers participating in committees

#### **4. Chapter Financial Management**

- Educational Investment Ratio (EIR) of 23%
- Gross Margin (GM) of 6%

*Educational Investment Ratio = Total Education Expense divided by Total Revenue*

*Gross Margin = Total Revenue less Total Expenses divided by Total Revenue*

## **Board of Directors**

### **Executive Committee**

President	Marye Ménard- Bos, CMP, CMM <i>Canadian Judicial Institute</i>
President Elect	Carole Saad, CMP <i>Chic &amp; Swell Meeting &amp; Event Management</i>
Immediate Past President	François Brunet <i>D.E. Systems Inc</i>
Vice-President, Administration	Richard McCoy, CAE <i>AMMI Canada</i>
Vice-President, Communications	Lesley Mackay <i>Delta Hotels, National Sales Office</i>
Vice-President, Education	Kimberly Wilson <i>Chimo Hotel</i>
Vice-President, Finance	Patricia Pearson, CMP <i>Brent Moore &amp; Associates</i>
Vice-President, Membership	Guido Guzzo <i>AVW-TELAV Audio Visual Services</i>

### **Directors**

Director of Community Outreach	John Michael Maharaj <i>Capital DMC</i>
Director of Education and Professional Development	Lira Buschman, CMP <i>Union of Canadian Transportation Employees</i>
Director of Monthly Programs	Claire Fitzpatrick, CMP <i>CF Conference &amp; Event Management Services</i>
Director of Publications	Jacqueline Boyer <i>Event Planning Consultant</i>
Director of Public Relations and Corporate Social Responsibility	Andrew Horsfield <i>The Conference Publishers</i>
Director of Recognition and Awards	Andrea Fernandes <i>InterContinental Hotels Group (Canada) Ltd.</i>
Director of Strategic Alliances	Lisa Sharman <i>Brookstreet Hotel</i>
Director of Strategic Education	Marie-Louise Doyle <i>Doyle &amp; Associates Event Planners</i>

## President's Message

*Marye Ménard-Bos, CMP, CMM*

Dear MPI Ottawa Members:

It has been a privilege to serve as your President over the past year. I have learned so much from you – our Chapter members – about resilience, intellectual curiosity, dedication, professional integrity and simple human kindness.

While this industry, like many others, continued to face challenging economic circumstances over the past several months, this Chapter nonetheless continued to benefit from the support of individual members on several levels. From your willingness to volunteer on Committees, to providing much needed funds and contributions to the food bank, to baking or purchasing goods for *Dinners Unlimited*, to turning out in record numbers for the CSAE/MPI Fundraising Gala...your willingness to dig deep and give so generously of your time, talents and money never ceases to amaze me. Whether you can spare an hour or several – we are grateful. Never think you can't possibly contribute – you can and you have!

And our sponsors delivered on every level as well. We were fortunate again this year to benefit from their contributions to the social events, as well as the educational programs. Whether supporting events with 20 people or 500 – each sponsor was completely dedicated to the success of the event and our heartfelt thanks go out to them. Without their support, be it financial or in-kind, this Chapter would not be in a position to continue its important work.

We met as a Board in June 2009 to plan the 2009-2010 year. We set an ambitious course, as it is always wise to establish "stretch" goals. In February 2010, we regrouped and took stock. We explored what worked, what didn't and what we might have to set aside in order to be responsive to the changing needs and circumstances of our members. This too was only made possible because of the feedback you were prepared to provide. I want to thank you for participating in our events, and for taking the time to let us know how we fared. We launched new approaches to our educational programs this year, while also maintaining some tried and true offerings, and I am happy to report that our monthly events, lunch and learns and other activities were very well received. We also have some great programming ideas for next year – which is key to our continued success. It is always rewarding to see our members take advantage of what MPI has to offer in pursuit of their professional development, peer support and business to business relationships.

While MPI internationally has seen a drop in membership, our Chapter continues to hold steady. We were sorry to lose members, were pleased to welcome new ones and were delighted to see our existing members renew their membership. Our student members are key to our future and I encourage you to welcome them, embrace their enthusiasm and enjoy the process of building our Chapter collectively.

Like many organizations, our Chapter faced serious financial challenges over the past 18 months. First, during my predecessor's term given the swift economic downturn, and then during mine, in its continued wake. That said, we maintained a fiscally responsible approach to Chapter business, and the Chapter remains financially sound.

I have learned so much from my Board colleagues – who are dedicated, passionate and committed. Diverse ideas, fresh perspectives, a willingness to think outside the box and a true respect for the exchange of ideas – these are the gifts that were brought to the Board table every month. As members, we are very well served by this outstanding group and I can assure you that the team that has been recruited to lead the Chapter next year will raise the bar yet again. I will look forward, as Immediate Past President, to working with them to continue to serve you.

## **President Elect's Message**

***Carole Saad, CMP***

Dear MPI Ottawa Members:

As my term as President Elect comes to a close, I have many things to be thankful for as I face the future and take on a new role. As President Elect, my primary function was to listen and observe as I prepare to lead the Chapter in 2009-2010.

Your current President, Marye Menard-Bos, along with the current Board of Directors, have done a remarkable job at leading the Chapter during these turbulent times. Marye's professionalism, vision and strong leadership skills translated into a rich experience for all of us. Needless to say, I have very big shoes to fill in the upcoming year!

I had the privilege of attending many MPI events throughout the past year and take part in numerous educational sessions. The Canadian Leadership University, held in London Ontario last August was a prime example of the great successes our Canadian Chapters across the country have achieved with the Ottawa Chapter shining bright on many fronts. We must be very proud of the work that we have accomplished over the years in bringing our Chapter to such a superb level. The Ottawa Chapter is second to none for our spirit and devotion to the industry not to mention supporting each other. "Buy MPI" is not simply a phrase but words we, as a Chapter put to the test. I look forward to continuing to forge strong alliances with my counterparts across the country and sharing best practices as we surge to bring our Chapter to the next level.

I would like to take this opportunity to thank Marye Menard-Bos, her predecessor Francois Brunet as well as the entire Board of Directors for their devotion, commitment to excellence and hard work throughout their mandates. As I look forward to the coming year, I feel immensely privileged to be surrounded with such a talented group of individuals and together, we are committed to serving our members and capitalizing on the solid foundation that has been laid.

I would also like to extend my gratitude to the many passionate volunteers who dedicate many hours to our Chapter activities. Last but certainly not least, thank you to all of our members for your feedback and engagement in our Chapter.

## Immediate Past President's Report

*François Brunet*

As Immediate Past President, it was my pleasure to chair the Nominating Committee; the committee successfully completed the submission of the slate of officers to MPI Headquarters by the deadline of April 1.

This new Board brings together a group of engaged Chapter volunteers with a common purpose to lead the association with new and innovative ideas.

It is with pleasure I present the 2010-2011 MPI Ottawa Chapter Board of Directors:

<b>POSITION</b>	<b>Name</b>
President (One-Year Term)	Carole Saad, CMP Chic & Swell creative meetings and events
President Elect (One-Year Term)	Markus Fisher, Ottawa Marriott
Immediate Past-President (One-Year Term)	Marye Ménard-Bos, CMP, CMM, National Judicial Institute
Vice-President, Administration (Entering Final year of a Two-Year Term)	Richard McCoy, CAE AMMI Canada
Vice-President, Finance (Two-Year Term)	Patricia Pearson, CMP Brent Moore & Associates
Vice-President, Communication (Two-Year Term)	Jackie Boyle, jdb Communications
Vice-President, Education (Entering Final Year of a Two-Year Term)	Kimberly Wilson Chimo Hotel
Vice-President, Membership (Entering Final Year of a Two-Year Term)	Guido Guzzo AVW-TELAV Audio Visual Services
Director of Community Outreach (Entering Final Year of Two-Year Term)	John-Michael Maharaj Capital DMC Ottawa
Director of Education and Professional Development (Two-Year Term)	Suzie Noaro, Meetings In Motion
Director of Monthly Programs (Entering Final Year of a Two-Year Term)	Claire Fitzpatrick, CMP CF Conference & Event Management Services
Director of Publications (Two-Year Term)	Lesley Hoyles, Citizen Advocacy of Ottawa
Director of Public Relations and Corporate Social Responsibility (Entering Final Year of a Two-Year Term)	Andrew Horsfield The Conference Publishers
Director of Recognition and Awards (Entering Final Year of a Two-Year Term)	Andrea Fernandes InterContinental Hotels Group (Canada) Ltd.

Director of Strategic Alliances (Two-Year Term)	Robert Lemieux, Westin Ottawa
Director of Strategic Education and Special Projects (Two-Year Term)	Marie-Louise Doyle, Doyle and Associates Event Planners

I maintained participation and liaison with the MPI Foundation as the Chapter representative. The Business Event Industry Coalition of Canada (BEICC) was formed in early 2010; MPI Canada was one of the Coalition's founding members. BEICC brings together a strong collaborative approach to Government and Industry as it related to the event sector. Each founding members hold a seat of the board of director, I was selected as MPI Canada's representative in this exiting new initiative.

As my final year on the Board of Directors I continued participation on the board providing input, experience and support to the members of the Board of Directors as required.

This report ends my term on the Chapter Board; I really enjoyed serving the association but more importantly I thank the people within the membership, volunteers and leaders that have provided support when needed. I will remain active in the chapter and look forward to continuing participation at Chapter events.

## **FINANCE**

### **MEETING PROFESSIONALS INTERNATIONAL CANADA - OTTAWA CHAPTER FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2009**

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Balance Sheet

Statement of Changes in Net Assets

Statement of Revenue and Expenditure

Statement of Cash Flow

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## AUDITORS' REPORT

To the Members of  
Meeting Professionals International Canada - Ottawa Chapter:

We have audited the balance sheet of Meeting Professionals International Canada - Ottawa Chapter as at June 30, 2009 and the statements of changes in net assets, revenue and expenditure and cash flow for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In common with many similar organizations, the organization derives revenue from fund raising activities, the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts included in the records of the Chapter and we were not able to determine whether any adjustments might be necessary to these revenues, excess of revenue over expenses, assets and net assets.

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the revenues referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of Meeting Professionals International Canada - Ottawa Chapter as at June 30, 2009 and the results of its operations and its cash flow for the year then ended in accordance with Canadian generally accepted accounting principles. As required under the Canada Corporations Act, we report that these accounting principles have been applied on a basis consistent with that of the preceding year.

Smiths Falls, Ontario  
November 26, 2009

Chartered Accountants  
Licensed Public Accountants

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## MEETING PROFESSIONALS INTERNATIONAL CANADA - OTTAWA CHAPTER

### BALANCE SHEET

AS AT JUNE 30, 2009

	2009	2008
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 15,319	\$ 129,911

Investment, at cost (note 2)	75,955	-
Accounts receivable	16,789	21,985
Prepaid expenses	4,710	12,733
	<u>\$ 112,773</u>	<u>\$ 164,629</u>

## LIABILITIES

### CURRENT

Accounts payable	\$ 1,650	\$ 1,650
Deferred revenue	1,821	2,317
	<u>3,471</u>	<u>3,967</u>

## NET ASSETS

Unrestricted	62,353	113,713
Restricted (note 3)	46,949	46,949
	<u>109,302</u>	<u>160,662</u>
	<u>\$ 112,773</u>	<u>\$ 164,629</u>

Approved on behalf of the Board:

\_\_\_\_\_ Director

\_\_\_\_\_ Director

The accompanying notes are an integral part of the financial statements.

## MEETING PROFESSIONALS INTERNATIONAL CANADA - OTTAWA CHAPTER

### STATEMENT OF NET ASSETS

#### FOR THE YEAR ENDED JUNE 30, 2009

	<b>2009</b>	<b>2008</b>
<b>UNRESTRICTED NET ASSETS</b>		
Balance - beginning of year	\$ 113,713	\$ 140,767
Excess of revenue over expenditure for the year	(51,360)	1,526
Transfer to restricted net assets	-	(28,580)
Balance - end of year	<u>\$ 62,353</u>	<u>\$ 113,713</u>

### RESTRICTED NET ASSETS

Balance - beginning of year	\$ 46,949	\$ 40,488
Transfer from unrestricted net assets	-	28,580
	<u>46,949</u>	<u>69,068</u>

Funds used during the year	-	(22,119)
Balance - end of year	\$ 46,949	\$ 46,949

The accompanying notes are an integral part of the financial statements.

**MEETING PROFESSIONALS INTERNATIONAL CANADA - OTTAWA CHAPTER**

**STATEMENT OF REVENUE AND EXPENDITURE**

**FOR THE YEAR ENDED JUNE 30, 2009**

	<b>2009</b>	<b>2008</b>
<b>REVENUE</b>		
Recognition and awards	\$ 20,007	\$ 20,448
Community Outreach	50,061	45,759
Membership	17,231	16,489
Newsletter	18,817	16,106
Education and program	53,505	64,824
Strategic Alliances	55,248	67,370
Interest	3,212	7,261
Other	13,027	11,734
	<b>231,108</b>	<b>249,991</b>

**EXPENDITURE**

Recognition and awards	35,566	33,174
Community Outreach	42,407	45,191
Membership	9,918	7,819
Newsletter	19,902	16,150
Education and program	60,934	48,409
Public relations	-	32
President	7,512	9,109
President - past and elect	16,923	17,009
Website	16,463	3,842
Management fees and expenses	28,500	28,500
Finance	7,032	5,850
General Administration	4,036	3,018
National Meeting Industry Day	25,775	30,362
MPI Foundation	7,500	-
	<b>282,468</b>	<b>248,465</b>

**EXCESS OF REVENUE OVER EXPENDITURE FOR THE YEAR**    \$ (51,360)    \$ 1,526

**MEETING PROFESSIONALS INTERNATIONAL CANADA - OTTAWA CHAPTER**

**STATEMENT OF CASH FLOW**

**FOR THE YEAR ENDED JUNE 30, 2009**

	<b>2009</b>	<b>2008</b>
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**CASH PROVIDED BY  
OPERATING ACTIVITIES**

Net revenue for the year	\$ (51,360)	\$ 1,526
Net change in operating components of working capital:		
Accounts receivable	5,196	(9,320)
Prepaid expenses	8,023	(11,569)
Restricted funds used	-	(22,119)
Deferred revenue	(496)	(9,537)
<b>INCREASE IN CASH FOR YEAR</b>	<b>(38,637)</b>	<b>(51,019)</b>
<b>CASH AT BEGINNING OF YEAR</b>	<b>129,911</b>	<b>180,930</b>
<b>CASH AT END OF YEAR</b>	<b>\$ 91,274</b>	<b>\$ 129,911</b>

Cash includes investments, at cost.

The accompanying notes are an integral part of the financial statements.

**MEETING PROFESSIONALS INTERNATIONAL CANADA - OTTAWA CHAPTER**

**NOTES TO FINANCIAL STATEMENTS**

**JUNE 30, 2009**

**1. SIGNIFICANT ACCOUNTING POLICY**

Organization

The Corporation was incorporated without share capital on April 8, 1992 under the Canada Corporations Act. The principal activity is to provide quality educational resources, networking opportunities and recognition for members involved in the management of meetings. The Corporation is a not for profit organization within the provisions of the Income Tax Act and as such is not subject to income tax. Revenue is derived from membership fees and various social and educational programs and is recorded when the event is held.

**2. INVESTMENTS**

The fair market value of investments is \$75,955.

**3. RESTRICTED NET ASSETS**

	Scholarship Fund	Program and Education	MPI Foundation Canada	Total
Balance beginning of year	\$ 14,640	\$ 31,469	\$ 840	\$ 46,949
Funds allocated during year	-	-	-	-

Funds used during they year (increase)	14,640	31,469	840	46,949
	-	-	-	-
Balance end of year	\$ 14,640	\$ 31,469	\$ 840	\$ 46,949

#### 4. FINANCIAL INSTRUMENTS

The estimated fair value of accounts receivable and accounts payable approximates carrying value to the relatively short term nature of the instruments. The organization's exposure to interest rate risk is as follows:

Accounts receivable	Non-interest bearing
Accounts payable	Non-interest bearing

The credit risk with respect to accounts receivable is limited due to the number of customers.

## **Strategic Alliances Committee**

***Lisa Sharman, Director***

The Chapter is very fortunate to have established long-term relationships with many of its partners in support of our chapter. We build strong relationships by ensuring that deliverables are met and that there is consistent follow-up with our partners after the event. The "Sponsorship Prospectus" document is available for distribution in both hard copy and electronic version. The Committee also maintains a master list of partners and prospects. This list includes records of previous contributions in cash sponsorships as well as in-kind products and services.

We have achieved our financial objective this year and extend a thank-you to all our sponsors. More importantly, we have established longer-term sponsorship commitments for our 2010-2011 program year.

Other activities and objectives that guided our Committee this year:

- All of the various chapter committees concerned with sponsorship now have representation on the Strategic Alliances Committee. This has meant greater communication about sponsorship issues throughout the chapter, shared resources, and the beginnings of best practices and guidelines used across the Chapter.
- A new sponsorship prospectus was created for the 2010-2011 year that will incorporate sponsorship levels and benefits for all events held at the chapter

This report ends my position on the Chapter Board. It has been a great learning experience. The Chapter is lucky to have such dedicated Directors and Committee members and I wish everyone much success for remaining year and 2011.

### **Strategic Alliances Committee:**

Lisa Sharman, Brookstreet Hotel  
Scott Ventresca, Tourism Toronto  
Patricia Pearson, Brent Moore and Associates  
Margaret Denis, Porter Airlines  
Jacque Drury, CMP, Ottawa Congress Centre

## **COMMUNICATIONS**

***Lesley Mackay, Vice-President***

The Vice-President, Communications is responsible for three committees: Community Outreach, Publications and Public Relations, Marketing and CSR. In addition, responsibility for the Chapter website falls under the mandate of the Vice-President, Communications.

## **Community Outreach Committee**

***John-Michael Maharaj, Director***

### **Goal**

Organize and execute fundraising activities: one major event to support a local charity, monthly draws to support a charity or foundation and a food drive to support a local organization, as well as venturing out into the community and doing outreach work.

### **Objectives**

- Host an event to raise funds for the Chapter's chosen charity;
- Administer the 50/50 draws at Chapter functions, raising funds for a charity/project/foundation supporting MPI and its members or the community;
- Co-ordinate the collection and delivery of food items for a local organization;
- Provide members with the opportunity to get involved, network and make a contribution to their Chapter/community.

### **Highlights/Accomplishments**

The very successful MPI/CSAE Annual Charity Auction and Dinner, held on January 28, 2010 raised an amazing \$19,010, these funds, will enable MPI Ottawa to donate to the Ottawa School Breakfast Program.

The Club des Petits Déjeuners du Québec de l'Outaouais will be the recipient of our 50/50 draw proceeds (almost \$1,200 by mid-April).

At the December Festive Luncheon, we helped the Ottawa Food Bank "Drive Away Hunger" by donating 300 pounds of food and contributing \$405.00 in cash. What a great year for community outreach!

The Community Outreach Team has gone out and been part of the community. The team has gone to an elementary school and served breakfast to the kids, gone to the Ottawa Food bank and sorted food and gone to a different elementary school to serve breakfast.

There is a wonderful team of volunteers you see at monthly events, selling 50/50 tickets or planning the next MPI/CSAE Charity Auction and Dinner. These great people are Community Outreach members. Volunteering is rewarding work, but it is still work— THANK YOU Community Outreach members for all of your time and assistance. You have certainly contributed to the betterment of our community.

Thank you to all MPI Ottawa members for the tremendous support over the past year. You have bought 50/50 tickets, donated food and/or cash to the Food Bank and donated or purchased auctions items – we couldn't do what we do without your support.

**Community Outreach Members:**

John-Michael Maharaj (Director)	Capital DMC
Andrea Pinsent	Canadian Association of Schools of Nursing
Nancy Coll	Canadian Pharmacists Association
Rose-Marie Racine, CMP	Justice Canada
Bill Hourston	Baldwin Audio Visual Rentals
Patrick Dault	Novotel Ottawa
Chris Pierce	Les Suites Hotel, Ottawa
Nick Sont	ConferSense Planners Inc.
Simon Wood	Allegra Printing
Ron Hanniman	Creative Edge Studios
Jennifer Holly	Travel Alberta
Chuck E. Schouwerwou	ConferSense Planners Inc.
Ric Denis	RD Event Production
Jeanna Andre	Holiday Inn Ottawa
Suzanne Leblanc	Royal College of Physicians and Surgeons of Canada
Lisa Levia	Strathmere
Iana Ciatti	The Conference Publishers

**Publications Committee**

***Jackie Boyer, Director***

The Publications Committee is responsible for producing nine issues per year of the Communiqué newsletter, and the Annual Membership Directory.

**Goals**

- To increase advertising sales in Communiqué, on the Website and in the Annual Membership Directory through bringing all advertising & printing under one roof.
- Recognizing that this year is the first year using Applecrate Inc. for all advertising and printing and paying a percentage of sales for this service, we intend to increase advertising sales as much as possible.
- Be a fiscally-responsible committee and generate an annual surplus of more than 2008/09.
- Increase educational content to produce a more balanced publication.
- Create a section on interesting websites that can benefit both suppliers and planners
- For all Sponsorship complimentary advertisements, an amount of 75% of the ad size rate sheet costs will be transferred from the Strategic Alliance account to the Publications account.

**Highlights/Accomplishments**

- Extensive research was done at the end of 2008/2009 (summer) with the objective of bringing all sales and printing of the 3 communication vehicles under one roof. This was completed and Applecrate Inc. was selected.
- A contract was signed with Applecrate Inc. to handle all advertising sales for the Communiqué, the website and the Annual Membership Directory.
- Applecrate Inc. is also contracted to print the Communiqué and The Annual Membership Directory.



- A new uniform 'look' for the Sponsorship pamphlet, the rate sheet and the Communiqué itself, was designed by Applecrate Inc. commencing with September's issue 2009.
- We have continually focused on higher educational content
- We have already increased our Committee by three new members who are all strong writers and will be ready with prepared articles for the September 2010 issue.

**Publications Committee:**

Jackie Boyer (Chair) Event Planning Consultant  
Mary-Lynn Campbell  
Judy Fredette, Canadian Seed Trade Association  
Louise Gervais, CMP, Royal College of Physicians and Surgeons of Canada  
Melanie Hudson, FSNA/ANRF "The National Association of Federal Retirees"  
Maryse Morin, Hilton Lac-Leamy  
Wendy Thomson, CMP, Canadian Medical Association

**Public Relations and Corporate Social Responsibility**

***Andrew Horsfield, Director***

**Goal**

To raise public awareness of the chapter and to offer opportunities for positive corporate social responsibility.

**Highlights/Accomplishments**

- Organized Chapter participation in the ECOS Corporate Social Responsibility project for MPI Canada. Individual members of the chapter were invited to support a local charity (Dinner's Unlimited). A final report was submitted to MPI Canada for review. Results from all eight Canadian Chapters will be sent Dallas for consideration of an MPI International world-wide project.
- Submitted a grant request to MPI Foundation Canada for the chapter to source a professional Public Relations firm for 2010/2011. The purpose of the firm will to plan and implement an appropriate PR campaign for the chapter and to teach the members of the chapter how to maintain the campaign in the future.
- Created a Facebook and Linked in page for membership engagement

**PR/CSR Committee:**

Andrew Horsfield, The Conference Publishers  
Karen Norris, Marry Me Productions

**Chapter Website**

The MPI Ottawa Chapter fulfilled the position of webmaster. We have seen much success working with Applecrate selling web advertising this year. My recommendation moving forward would be to re-design the physical look and feel of the Ottawa Chapter website.

**Agreements in place:**

Webmaster Agreement expires December 11, 2010

On-line registration Agreement expires June 30, 2011  
Applecraete Agreement expires June 30, 2011, subject to a minimal rate increase

## **EDUCATION**

***Kimberley A. Wilson, Vice-President***

The Vice-President, Education is responsible for three committees: Monthly Programs, Education and Professional Development and Strategic Education.

My first year as VP Education has truly been an education which I could not have succeeded with out the help of and with scores of thanks to my educators Lira Buschman (Director Education & Professional Development), Claire Fitzpatrick (Director of Monthly Programs) and Mary-Louise Doyle (Director Strategic Education). In addition, much thanks to the many committee members who have devoted an untold number of hours volunteering for the betterment of our knowledge and for the creativity for all the fun times at the social events. Some exciting developments, we are streamlining things this year, instead of having two distinct committees with Education & Professional Development and Monthly Programs we are combining two great minds and having one committee with Co-Directors. This will create a dynamic team who will work together to once again craft outstanding events. This coming year we look forward to welcoming Suzie Noaro who will be following in Lira Buschman's foot steps in the position as Co-Chair of the yet to be named joint committee. Please read on to see what our committees have been up to this past year and enjoy!

### **Monthly Programs**

***Claire Fitzpatrick, Director***

As the new incumbent to this position, I have found it to be rewarding working with a dynamic team of seasoned professionals who have executed successful events for our members. Additionally, these talented individuals also were able to mentor new committee members who assisted in the coordination of the various events.

Unique to this year's approach to the venue RFP was the inclusion of the opportunity to showcase their in-house AV as part of their agreement to host an event. Other than in one case, all other regular monthly programs requirements audio visual needs were covered by this initiative. The consolidation of both RFPs (venue and AV) did streamline the process substantially. However, there has been some concern as to whether member AV suppliers were afforded the opportunity to participate. The process will be reviewed for the upcoming year.

Using various approaches, we recognized MPI's 25<sup>th</sup> anniversary in each monthly event.

September 2009 Kick-off Reception/Dinner was themed "MPI Tonight" depicting a glamorous red carpet treatment at the Chateau Cartier Hotel. Guests were greeted by paparazzi, the ubiquitous red carpet, canapés and wine. Past presidents were acknowledged and in honour of

the 25<sup>th</sup> anniversary, a beautiful cake was presented to the members.

October's education event introduced a new venue to the members: the Clarion Hotel and Conference Centre, Gatineau. Attendance was a healthy number at 25 for each workshop and 63 for lunch. The 25<sup>th</sup> anniversary was noted in various facts about 1989 displayed on tentcards at each table. The 25<sup>th</sup> anniversary logo was also projected on the screen.

The Ottawa Sheraton added a 25<sup>th</sup> anniversary logo onto a chocolate wafer on the dessert for the November luncheon.

The holiday luncheon at the Hilton Airport Garden Inn was well attended with 190 guests. The Rock n Roll theme consisted of record album plate chargers record albums, musical notes, etc displayed throughout. An Elvis impersonator greeted people as they entered and later, Santa appeared on a sleigh, (later changing into various impersonations); in recognizing the 25<sup>th</sup> anniversary, 25 gift bags with 25 bottles of wine were handed out randomly to guests. One of the major sponsors (Baffin Tourism) used their podium time for a fashion show of native wear worn by aboriginal student models. In keeping with the rock n roll theme, most items were leather.

February's educational event focused on food and was held at the Cartier Suites Hotel. The 25<sup>th</sup> anniversary gobo was custom made for the event.

March's round table was a sell-out and many industry relevant topics were well attended. The 25<sup>th</sup> anniversary logo was projected on the screen.

June's AGM and Fun in the Sun bash is well underway and will prove to be another fun event for the chapter's members.

2010-2011 will see the amalgamation of the Education and Monthly Programs committees. I look forward to working with incoming Director, Suzie Noaro on next year's program.

**Committee Members:**

Peggi Birch, CMP, Peggi Birch Plans  
Nathalie Boulet, Canadian Museum of Nature  
Emmanuelle Dany, IDRC / CRDI  
Dianne Dodds, CMP, Royal College of Physicians and Surgeons of Canada  
Claire Fitzpatrick, CMP, CF Conference & Event Management Services  
Riccarda Galioto, AMMI Canada  
Nicole Graves, Ottawa Tourism  
Alison Hunter, Hilton Garden Inn Ottawa Airport  
Ruta Klicius, Canadian Council for Tobacco Control  
Francine Lapointe, Museum of Civilization  
Tina Nicodemo, MD Management  
Liette Philippe, Liette P Meeting Planning Services  
Susan Phillips, PSAC - AFPC  
Joanne St-Pierre, Niagara Falls Tourism  
David Tubbe, Event Technology Services  
Lori Wagner, Porter Airlines Inc.  
Patricia Pearson, CMP, Brent Moore & Associates  
Carole Saad, CMP, Chic & Swell Meetings and Event Management

## **Education and Professional Development Committee**

***Lira Buschman, CMP, Director***

For the 2009-2010 year, the E&PD committee tried to build on last year's successes and learn from our missteps. Using the membership survey conducted in early 2009, the committee's focus was to continue responding to what you the members said. You told us that you wanted to have sessions offered at different times during the day; enjoyed having full-day training; and wanted more education at a lower cost. With that, the committee continued to provide different programs and experiences that would appeal to the diversity within our membership.

For the first time, the committee offered an education session in September. The focus was on how to rebuild and move forward in light of the economic reality we were living in. In October, members were provided the opportunity to learn how to get themselves organized as well as learn a few Blackberry® tips and tricks. In November the Chapter explored the importance of being prepared for an emergency and how to conduct those risk assessments.

With the new year came the Annual Winter Retreat at Montebello as well as learning about how to make food and beverage choices to nourish both the mind and spirit of your delegates. Who can forget the March roundtables where we were able to offer 12 topics. Throughout all of this was our free "Lunch and Learn" series that covered interesting subjects from registration to insurance.

As I finish my term as Director, I must thank my committee members. The chapter is fortunate to have a group who work tirelessly and give so much of themselves. You work so hard to ensure that we provide the membership the best education possible. Each member of the committee has taught me a valuable lesson about myself as a leader and for that I am truly grateful. I am excited for you as you take on new challenges in the coming year. I am sure you will all support the incoming Director and the evolution of this committee as you have supported me.

### **Committee members:**

Lira Buschman, Union of Canadian Transportation Employees

Isabelle Boucher, Canadian Union of Public Employees

Carole Brault, Canadian Produce Marketing Association

Chantal Montpetit, Canadian Construction Association

Nicolaas Sont, Confersense Planners

Joanne St-Pierre, Niagara Falls Tourism

Alanna McDonell, Algonquin College

Michele A. Larkin, Helms Briscoe International

Tina Nicodemo, MD Financial

Roxanne Templeton

Chantal Nadeau, Association provinciale des constructeurs d'habitations du Québec

Jennifer Holly, Travel Alberta

Darlene Kelly-Stewart, Stonehouse Sales & Marketing Services

Kathryn Cyr, Kathryn Cyr & Associates

Susan Noaro, Cartier Place Suite Hotel

Brent Moore, CMP, CMM, Brent Moore & Associates

## Strategic Education and Special Events Committee

**Marie-Louise Doyle, Director**

### Goal

This committee is responsible for the successful planning and implementation of:

1. National Meetings Industry Day (NMID);
2. MPI Study Groups in preparation for the Certified Meeting Planner [CMP] exam held in January/February; and
3. Incentive Awards Recognition.

### Objectives

**NMID** is most importantly an educational event. This MPI initiative has four objectives:

1. to define and shape the meetings and events profession;
2. to help raise the profile of the meetings industry and the benefits it generates for communities and institutions across Canada;
3. to provide a networking opportunity to learn about and celebrate the role we as members of the industry all play in that regard;
4. *to educate chapter industry leaders and enable them to discuss the economic impact of meetings in their region with people who are outside of the industry.*

The **Incentive Award** is given to the recipient during NMID. Its goal is to:

1. celebrate and recognize people or organizations outside the direct industry which have supported the development of meetings and conventions or the development of policy and programs impacting the industry.

Each chapter recognizes one person or organization in their community who has made a difference to the meetings industry *but may not be actively involved in it*. These awards will be announced nationally and presented at the NMID session as part of the overall program. The NMID Award gives the Chapter an opportunity recognize the accomplishments of people or organizations contributing to the meetings sector and strengthen relationships with external supporters.

**MPI Study Groups** has two objectives:

1. *to create a learning environment conducive to interactive discussion and a healthy study methods; and*
2. *to provide instruction; direction; and mentoring by appointing a CMP to lead the study group.*

The study group begins to meet in September/October in preparation for the January/February exam. The study group leader is a volunteer who already has their CMP. The leader and the group agree as to how they will proceed with their learning of the subject matter. This is not a lecture format - the group leader is there to facilitate the learning and discussions on the various

modules.

For those of who are interested in taking part in this study group watch for the announcement coming out in July 2010 and check out the MPI Ottawa Chapter website for information regarding the study group.

### **Highlights/Accomplishments**

*For the first time, NMID was launched inviting members and non-members to visit the national NMID website. The 8 chapters, led by the Ottawa Chapter agreed to share a hosted website defining NMID and providing portals to all chapters for event and registration information.*

*This year the Committee adopted the theme of: "The New Prosperity: Prosperity through Education." Participants successfully learned how to:*

1. build an educational plan that will lead to achieving the "new" prosperity;
2. identify the skills required to meet your objectives: MPI's Skills Assessment Tool;
3. put your plan into action; and
4. self-assess your progression toward achieving your educational plan.

The Committee was proud to provide its keynote speaker, Deirdre McMurdy and panel members: Jim Durrell, Doreen Ashton-Wagner; and Joanne Joham with an opportunity to share their views on education and the new prosperity.

#### **NMID 2009 Organizing Committee:**

Marie-Louise Doyle, Doyle & Associates Event Planners  
Jacques Drury, CMP, The Ottawa Convention Centre  
Paul Frazer, Mindscape  
Andrew Horsfield, The Conference Publishers  
Darlene Kelly-Stewart, Stonehouse Sales & Marketing  
Chuck E. Schouwerwou, CMP, ConferSense Planners Inc.

## **MEMBERSHIP**

### ***Guido Guzzo, Vice-President***

The Vice-President, Membership is responsible for the Membership Committee and the Recognition and Awards Committee.

## **Membership Committee**

### ***Goals and Objectives***

- Increase our membership by 9%
- Ensure distribution of member anniversary pins at the Kick Off Event,
- Maintain a Chapter retention rate of over 75%;

- Carry-on with “The Welcome Club” and “The Buddy system” which incorporates orientation / information session for new members and to ease them into the networking session by accompanying & introducing them to the members.
- Continued endeavour – \$50.00 MPI Bucks – draw at the luncheon events for the Volunteer of the Month, “Bucks” to be spent with MPI Ottawa Chapter establishment.
- Work with the VP of Communications and the Director of Publications to produce a functional membership directory.
- Launch a student task force to assess student needs

## **Results**

During this time of economic down turn our efforts have been to concentrate on retention. MPI International has experienced a fairly large reduction in members. Headquarters has assisted this by bringing in a number of programs to assist members who have found themselves a victim of down sizing. Some of these efforts have been to extend memberships for an additional six months without paying the membership fee as long as the individual agrees to continue their membership and pay for it after the six months. In addition to this they would be willing to accept a payment plan rather than have the member pay the whole renewal amount at once. They have also taken into consideration Student Members creating the “Student-in-Transition-Stage” rate plan. The “Student-in-Transition” rate is a plan for our graduating student members to grow into the full membership rate over 3 years. The first year out of college the member will pay \$75.00 US, the second year the member pays \$150.00 US, the third year the member pays \$250.00 US and by the fourth year the member moves to the full membership rate of \$325.00 US. There is also a 5% discount for members renewing their membership online.

These are just a few of the endeavours created by MPI Headquarters; please keep an eye on both websites for any new promotions.

Our committee had made a commitment to create and enforce a driven recruitment campaign for the 2009-2010 season which was influenced by the “Chapter Dashboard” and goal of 9% growth encouraged by the Director of Canadian Development. Again with the economic down turn our efforts switched to retention, we are proud to say that with the hard work of the board, membership committee and all MPI Members we regained all the ground we lost at the beginning of the year and are back at last year’s levels. Our retention rate in this tough economic time is still way above the National Average and the Ottawa Chapter remains strong.

**MPI Bucks.** This initiative was brought in to thank our hard-working volunteers in the Ottawa Chapter. The months when we hold luncheon events we receive one name from all the committee chairs for the volunteer. At these events we draw and present the winners with a certificate worth \$50.00 in MPI Bucks. This certificate is redeemable only at any of our Ottawa members’ place of business. There is no sponsorship involved, since the chosen member’s business actually receives cash for supplying a gift certificate. Remember to “Buy MPI”

We continue to promote the “Welcome Club”, with the objective of “welcoming” new and potential members. This is held prior to monthly luncheon events only, as we feel that evening events have lots of excitement attached to them and the session would be lost in the flurry of activities. From the survey it has been determined that instead of just the email blast sent by Kathryn Cyr we as a committee will contact the new & potential members that have signed up for the event & invite them to the “Welcome Club”. The “Welcome Club” is for a half hour only, beginning at 11:00, to allow those attending our event the networking opportunity prior to the luncheon. However, we know how intimidating it can be to walk into that room filled with

strangers who all seem to know each other, so our committee members escort them so they don't go into that room alone. Our original and continued intent is to include seasoned members in order to get them more involved on committees, or to remind them why they joined in the first place, all meant to increase our member retention.

The volunteer reception was replaced in 2008 with the Chapter inviting all member volunteers as guest to the AGM. It has been decided that in 2010 we will once again invite all our member volunteers to the AGM dinner in June.

This year we will presented our members with their 5, 10, 15 and 20-year pins at the September Kick-off Reception.

**Membership Committee:**

Lira Buschman, CMP, Union of Canadian Transportation Employees  
Anna Lee Chabot, CMP, The Royal College of Physicians and Surgeons of Canada  
Andrea Fernandes, Intercontinental Hotels Group (Canada) Ltd.  
Guido Guzzo - AVW-TELAV Audio Visual Solutions  
Jacques Lafontaine – Travelodge Hotel and Conference Centre  
Greg Plazek, Fairmont Château Laurier  
Sharon Prophet, Radisson Ottawa  
Martha Tobin, MAXAD Promotional Marketing  
Kimberly Wilson (Chair) Chimo Hotel  
Monica Wolkowycki, WolfWorks Communications  
Susan Wood, Student  
Heather Woolcox, Brent Moore and Associates  
Riccarda Galioto, AMMI Canada

**Recognition and Awards Committee**

***Andrea Fernandes, Director***

The Recognition and Awards Committee set several goals for the 2010 Gala.

**1. Introduce a new Student of the Year Award.**

To recognize the endless efforts and contributions our Students members have made to the MPI Ottawa Chapter, the Gala Committee decided to motion the Board to include a new Student of the Year Award. The criteria for this award was reviewed by the Chapter President and Incoming Chapter President, both of whom also teach the Events Management Program at Algonquin College part time.

**2. Highlight all of the nominees, not just the winners.**

We added the procession of nominees at the beginning of the show so that all of the nominees would receive recognition and that as a group, they could celebrate their respective nominations. A photo shoot of all nominees will also take place during the Reception, prior to the commencement of the Gala.

**3. Honor MPI Ottawa's Past Presidents.**

A special invitation was created to send out to all 21 out of 25 MPI Ottawa Chapter Past



Presidents to let them know we would be honored to host them at this year's event. Of those Past Presidents we were able to get in touch with, 11 of them accepted our invitation to join us at the Gala, and will be duly recognized by their Past Presidents ribbon as they parade in with the 2010 Nominees for the evening.

**4. Encourage members to nominate.**

The nominations sub-committee team worked hard at creating three separate e-blasts sent to the membership and to the Board of Directors, encouraging everyone to nominate. To achieve our objectives of having a minimum of 3 nominees per category, an incentive prize was offered, with the draw for the prize taking place at the Gala. The prize included a \$100 gift certificate for Rideau Shopping Centre. Their efforts proved to me more than fruitful as we received a record total of 39 nominations.

All of the award categories received at least three nominations each, and after deliberation by the Executive Committee, the recipients in each category were chosen.

Sincere congratulations to the 2010 Award Recipients for their well-deserved recognition.

The Award Recipients for 2010 are:

Student of the Year: Lesley Hoyles  
Rising Star of the Year: Nicole Graves  
Supplier of the Year: Martha Tobin  
Planner of the Year: Carole Brault, CMP  
Mentor of the Year: Brent Moore, CMM, CMP  
Volunteer of the Year: Lori Wagner  
Honourary Member: Anna Lee Chabot, CMP

**5. Capture the event with professional photos.**

Brian Scott from Scott Photography, fellow Gala committee member sponsored this aspect, which allowed for a variety of pictures to be taken during the course of the evening. These pictures will be made available on the MPI website which will enable those in attendance to re-live the Gala, and for those who missed it to sign up early next year!

The bank of professional pictures can also be used in the promotion of the Ottawa Chapter as well as in the design of sponsorship for this event.

**6. Include students from the Event Management Program (who were also MPI members) and as a committee, 'mentor' them through the planning and execution process.**

This year, we recruited 2 new students from the Events Management program at Algonquin College to assist with the Gala committee, and paired them with past committee members who were held Senior positions within the industry. Both students have been heavily involved with the production side of the event and will be showcasing their talent on the night of the Gala.

**7. Meet sponsorship revenues for the Gala.**

With the assistance of two dynamite sponsorship sub-committee team members, the Gala committee has exceeded our 2010 targets by 36%, achieving a total of \$36,600 in sponsorship revenues, a record for this event!

Team Winnipeg, Tourism Toronto, InterContinental Hotels Group, Hilton Hotels, Duocom,

Tourisme Outaouais, Wedecor, Zsuzsanna Liko Visual Communications Inc., Tourism Hamilton, Scott Photography, and Creative Edge Studio, we were able to put together an evening that is surely not to be missed. Our host sponsor, Theatre du Casino du Lac-Leamy, was equally generous with their sponsorship, which included wine with dinner and a \$2500 credit to offset the costs of their onsite Production company, 2P3.

#### **8. Honorary Member commemoration.**

We also inducted Anna-Lee Chabot, formerly of The Royal College of Physicians & Surgeons of Canada, as Honorary Member for her illustrious career as the Director of Meetings for the College and her significant contributions to MPI International & Ottawa Chapter throughout the years.

This year's Gala could not have come together without the exceptional talent, dedication and support of The 2010 Recognition and Awards Committee who each played a key role in putting on this event. Regular monthly meetings were held, along with many conference calls and sub-team meetings to brainstorm each aspect of the Gala. The incredible spirit of this group made the planning a positive and rewarding experience.

#### **9. Surpass ticket sales**

This year's Gala exceeded ticket sales with yet another sold out event. A record 336 seats were sold this year.

#### **Recognition and Awards Committee:**

Andrea Fernandes, InterContinental Hotels Group (Canada) Ltd  
Brian Scott, Scott Photography  
Carole Morissette, Crowne Plaza Ottawa  
Chantal Nadeau, APCHQ  
Claude de Bonville, Baldwin Audio Visual Rentals  
Diane Fowles, Canadian Nurses Association  
Elise Schmitz, Orchardview Wedding & Corporate Conference Centre  
Jim Shepherd, AVW-TELAV Audio Visual Solutions  
Jocelyn Weidenhaupt, Algonquin College Student  
Judy Fredette, Canadian Seed Trade Association  
Margaret Dennis, MAGnificent Events  
Marie-Louise Doyle, Doyle & Associates Event Planners  
Marie-Sylvie Pruneau, CAUBO  
Monique Nowakowski, The Canadian Bar Association  
Nicole Burchat, Algonquin College Student  
Norm Reid, Mediaco, The Presentation Company  
Ric Denis, RD Event Production  
Richard McCoy, AMMI Canada  
Roger Leroux, Duocom  
Ron Hanniman, Creative Edge Studio  
Rose-Marie Racine, CMP, Justice Canada  
Sarah Laturnus, Holiday Inn Express Gananoque

## Minutes of the 2009 Annual General Meeting

### MINUTES OF THE 2009 ANNUAL GENERAL MEETING

Thursday, June 10<sup>th</sup>, 2009

17:00 – 20:30

Orchard View Conference Centre

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Members of the MPI OTTAWA CHAPTER in attendance and eligible to vote:

Doreen, Ashton Wagner, Marc, Bedard, Isabelle Boucher, Jacqueline Boyer, Carole Brault, CMP, Francois Brunet, Louis Buschman, Lira Buschman, CMP, Iana Ciatti, Dawn Collings, Sally Cummings, Kathryn Cyr, Emmanuelle Dany, Suzanne Despatie, CMP, CAE, CMM, Dianne Dodds, CMP, Theresa Ellwood, Andrea Fernandes, Markus Fisher, Sarah Fogerty, Judy Fredette, Riccarda Galioto, Cindy Gascon, Louise Gervais, CMP, Guido Guzzo, Ron Hanniman, R. Steward Hartley, Jennifer Holly, Andrew Horsfield, Bill Hourston, Lesley Hoyles, Melanie Hudson, Darlene, Kelly-Stewart, Ruta Klicius, Marie Klobucar, Jacques Lafontaine, Francin, Lapointe, Sarah Laturus, Suzanne LeBlanc, Roger, Leroux, Ginette Levesque, Lisa Levia, Stephanie Lockhart, CMP, Heather Lockwood, CMP, Snookie Lomow, CMP, Rozanne Lyons, CMP, Lesley MacKay, Susan Maslin, Richard McCoy, CAE, Marye Menard-Bos, CMP, CMM, Chantal Montpetit, Maryse Morin, Carole, Morissette, Chantal Nadeau, Monique Nowakowski, Rosalind Paciga, Louise Andree Pelletier, Liette Philippe, Susan Phillips, Chris Pierce, Andrea Pinsent, Sharon Prophet, Norman Reid, Darren Ryan, Carole Saad, CMP, Anita Sawyer, Elise Schmitz, Marie Seabrook, Jim Shepherd,

Michelle Shortall, CMP, Joanne St-Pierre, Roxanne Templeton, Martha Tobin, David Tubbe, Rosemary Vaughan, CEM, Lori Wagner, Kimberly Wilson, Monica Wolkowycki,

1. CALL TO ORDER: Francois Brunet, President, called the meeting to order at 18h17.
2. ESTABLISHMENT OF QUORUM: Francois Brunet, President, called upon Kathryn Cyr, Chapter Secretariat, to determine if a quorum was present. The Secretariat indicated that a quorum existed.
3. ACCEPTANCE OF THE AGENDA: It was moved by Judy Fredette, seconded by Carol Brault, CMP to accept the agenda as circulated. Carried.
4. APPROVAL OF THE 2008 ANNUAL GENERAL MEETING MINUTES: It was moved by Lori Wagner seconded by Suzanne Despatie, CMM, CMP to approve the minutes of the 2008 Annual Meeting. Carried.
5. AUDITED FINANCIAL STATEMENTS: Francois Brunet, President, presented the audited financial statements. It was moved by Darlene Kelly-Stewart, seconded by Michelle Shortall, CMP to approve the audited financial statements. Carried.
6. APPOINTMENT OF AUDITOR FOR 2009-2010: That the firm of Nephin & Winters be appointed as auditors for the upcoming fiscal year 2009-2010. It was moved by Andrew Horsfield, seconded by Louise Gervais, CMP.

7. ANNUAL REPORT: Francois Brunet, President, noted that all committee reports were included in the Annual Report and would not be presented separately. It was moved by Susan Phillips seconded by Rozanne Lyons to accept the Annual Report as presented. Carried.

8. RECOGNITION OF RETIRING BOARD MEMBERS: Francois Brunet, President, thanked the outgoing Board Members:

- Darlene Kelly-Stewart, Past President
- Michelle Shortall, CMP, VP Education
- Lori Wagner, Director of Monthly Program
- Rozanne Lyons, CMP, Director of Community Outreach
- Debbie Ross, CMP, VP Administration\*

\* not in attendance

9. PASSING OF THE PRESIDENT'S GAVEL: Marye Ménard-Bos, CMM, CMP President Elect, thanked Francois Brunet, President, for his support and encouragement during the past year, Francois Brunet President, turned over the gavel to Marye Ménard-Bos, CMM, CMP, President Elect.

10. INTRODUCTION OF THE 2009-2010 BOARD: The 2009-2010 Board of Directors was introduced:

- Marye Ménard-Bos, CMP, CMM, President
- Carole Saad, CMP, President Elect
- François Brunet, Immediate Past-President
- Patricia Pearson, CMP, Vice-President Finance\*
- Richard McCoy, CAE, Vice-President Administration
- Kim Wilson, Vice-President Education
- Guido Guzzo, Vice-President Membership
- Jacqueline Boyer, Director of Publications
- Lesley Mackay, Vice-President Communications
- John-Michael Maharaj, Director of Community Outreach
- Lira Buschman, CMP, Director of Education & Professional Development
- Claire Fitzpatrick, Director of Monthly Programs\*
- Andrea Fernandes, Director of Recognition & Awards
- Lisa Sharman, Director of Strategic Alliance
- Rosemary Vaughan, Director of Strategic Education
- Andrew Horsfield, Director of Public Relations, Marketing & CSR

\* not in attendance.

11. ADJOURNMENT: It was moved by Suzanne Despatie, CMM, CMP, seconded by Marc Bedard to adjourn the meeting. Carried. Meeting adjourned at 18.33.

## Legacy of Dedication

### Past Presidents' Honour Roll (1984-2010)

1984-1985	Robert (Bob) Davis
1985-1986	Linda Teteruk
1986-1987	W.G. (Bill) Corcoran
1987-1988	Joy MacPherson
1988-1990	Nola Wade, CAE (deceased)
1990-1991	Susanne Fletcher
1991-1992	Anna Lee Chabot, CMP
1992-1993	Sharyon F. Smith
1993-1994	Joan Rondeau (deceased)
1994-1995	Patti Mordasewicz, CMP
1995-1996	Una Folkson Singh, CMM
1996-1997	Mariann Canning
1997-1998	Janet Finlayson, CMP
1998-1999	Mary-Lynn Campbell
1999-2000	Cynthia Connelly, CMP
2000	Michelle Gravelle, CMP
2000-2002	Ellyn Holzman, CMP
2002-2003	Chuck Schouwerwou, CMP
2003-2004	Louise Gervais, CMP
2004-2005	Ann Dow
2005-2006	Jacques Drury, CMP
2006-2007	Doreen Ashton Wagner
2007-2008	Darlene Kelly-Stewart
2008-2009	François Brunet
2009-2010	Marye Ménard-Bos