



OTTAWA CHAPTER

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MEETING PROFESSIONALS INTERNATIONAL

# 2011-2012 Annual Report

Presented at the  
Annual General Meeting  
September 13, 2012

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# MPI OTTAWA CHAPTER BUSINESS PLAN & DASHBOARD METRIC

## Vision

Creating a framework that systematically empowers chapter leadership to build a rich regional meetings industry community.

## Mission

Make our members successful by building connections to:

- Knowledge/Ideas
- Relationships
- Marketplaces
- Communication.

## 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 / Goals

### 1. Engagement/Participation

- 1.1. Increase satisfaction of education programs  
*Target: 4.0*
- 1.2. Increase planner attendance at educational programs  
*Target: 32*
- 1.3. Increase web site visits  
*Target: 80,000*

### 2. Membership Satisfaction

- Ensure a 79% overall Member Satisfaction Score on Annual member care survey  
*(conducted by MPI HQ)*

### 3. Net Member Growth

- Ensure a 2% increase in net new members *(retention & recruitment)*

### 4. Chapter Financial Management

- Ensure a 9.5% Chapter Educational Investment Ratio
- Ensure a 0.43% Gross Margin

*Educational Investment Ratio = Total Education Expense divided by Total Revenue*  
*Gross Margin = Total Revenue less Total Expenses divided by Total Revenue*

## **OBJECTIVES:**

- Research & Explore Chapter Leadership Development Program
- Produce & execute CMP Study Group
- Distribute a minimum of 2 communications to members regarding CMM process
- Execute Annual Awards Gala
- Execute one Special Event to raise a minimum of \$14,000 donated to a local charity
- Raise \$1200 for local charity through monthly 50/50 draws
- Collect \$300 and 200lbs of food for the Food Bank
- Produce & execute fundraising effort (golf) to raise a minimum of \$1000 for Anna Lee Chabot Scholarship
- Develop a board orientation presentation/package
- Increase web traffic (unique visitors) to 80,000
- Produce & execute a minimum of 12 education/networking events for membership
- Conduct a RFP to select newsletter/directory/website sales/print supplier
- Produce & execute 2012 NMID
- Produce & execute member directory
- Produce & execute a minimum of 9 chapter newsletters
- Maintain current membership levels (retention & recruitment)
- Manage impact of recent supplier membership dues increase
- Secure a minimum of \$100,150 in SAP cash sponsorships

## BOARD OF DIRECTORS

### Executive Committee

President	Markus Fisher <i>Ottawa Marriott</i>
President Elect	Lira Buschman, CMP <i>Union of Canadian Transportation Employees</i>
Immediate Past President	Carole Saad, CMP <i>Chic &amp; Swell Meeting &amp; Event Management</i>
Vice-President, Administration <i>(Resigned December 2011)</i>	Richard McCoy, CAE <i>Canadian Thoracic Society</i>
Vice-President, Communications <i>(Resigned December 2011)</i>	Jacqueline Boyer <i>jdb Communications</i>
Vice-President, Education	Claire Fitzpatrick, CMP, CMM <i>CF Conference &amp; Event Management Services</i>
Vice-President, Finance	Patricia Pearson, CMP <i>Brent Moore &amp; Associates</i>
Vice-President, Membership	Greg Plazek <i>Westin Bayshore, Vancouver</i>

### Directors

Director of Community Outreach	John Michael Maharaj <i>Simply DMC</i>
Co-Director of Program and Education	Suzie Noaro, CMP <i>Meetings &amp; Events In Motion</i>
Co-Director of Program and Education	Ruta Klicius, CMP
Director of Publications	Lesley Hoyles <i>Nobel Women's Initiative</i>
Director of Public Relations and Corporate Social Responsibility	David Dugas <i>D.E. Systems Ltd</i>
Director of Recognition and Awards	Chantal Montpetit, CMP <i>Canadian Construction Association</i>
Director of Strategic Alliances	Jennifer Holly <i>Travel Alberta</i>
Director of Strategic Education	Marie-Louise Doyle <i>Transportation Association of Canada</i>

## PRESIDENT'S MESSAGE

### **Markus Fisher**

Dear MPI Ottawa Members:

My tenure as your 2011-12 President came to its inevitable conclusion on July 1<sup>st</sup>, 2012. Your incoming President, Ms. Lira Buschman has officially taken over and I wish her and the incoming board a wonderful year to come.

My catch phrase at the beginning of my year was to “make a difference”. Based on the state of affairs of our tremendous chapter, I would say we all made a difference this year and I am certainly proud to have been a small part of that. Although the tough decisions are now in someone else’s hands, I look forward to continuing on the board and lending a helping hand whenever needed.

My role now becomes one of recruitment for our next chapter leaders. Whenever you see me at future functions in 2012-13, and are interested in hearing more about what being a chapter leader is all about, please don’t hesitate to chat with me. I would be more than happy to discuss.

So many people to thank....

Thank you first and foremost to all the chapter members and their support throughout the year.

Thank you to all who expressed their personal appreciation of my articles. It meant a lot to me to know that people actually related to and got something out of them. Although not necessarily related to the chapter on-goings, they were certainly relevant to our everyday lives and the roles we all play amongst our colleagues.

**Thank you** to all the board members this year. You were a delight to work with. Your professionalism and dedication to ensuring the success of this chapter was second to none.

**Thank you** to Lindsay and Patricia from Brent Moore and Associates, our secretariat, who made my year and the transition from Kathryn Cyr a very smooth one.

**Thank you** to Carole Saad who ultimately was the one responsible for getting me to agree to lead the chapter as her successor. I certainly have not regretted that decision of 2 years ago.

**Thank you** to Stuart Taylor, our Chapter Business Manager from MPI International who was always there to answer any questions I may have had.

I hope you all will continue to “Make a difference” - I know I will.

### **2012 Chapter Highlights:**

- We raised in excess of \$26,000 dollars at the MPI Auction dinner at the CE Centre.
- Set attendance records at multiple events
- Finished the year with a surplus of 25K over budget.
- Member satisfaction score of 8.18 out of 10. An increase of .23 over last year (7.95)
- Met or exceeded all of our chapter metrics, thus providing the 2012-13 chapter with 10 incentive points that will be used to enhance the 2012-13 educational program year.
- Finished June with a total of 318 members, which is the highest achieved over the last 3 years.

## **PRESIDENT ELECT'S MESSAGE**

***Lira Buschman, CMP***

Dear MPI Ottawa Members,

My dad told me when I was growing up to never forget to stop, be silent and watch. He used to say that it was only when you did those three things were you in a position to really see what was happening, learn from those around you, and know what you have to do. Those words have followed me throughout my life and have served me well during my term as your President Elect.

Our Chapter President, Markus Fisher, challenged each of us to make a difference. What I learnt was that Markus did make a difference to me. At each meeting he demonstrated his pride in this Chapter and empowered the Board members who have worked diligently to make 2011-2012 the success it was. I hope that I can do the same.

Like always, change is the only constant and both our city and our association are going through that very thing. Ottawa's biggest employer is implementing budget cuts at a time when our economy is still very fragile and as a result our local meetings industry is taking a hit. Within MPI, we have said good-bye to Bruce MacMillan as MPI President and CEO. We have all been surveyed about economic impacts, CSR, and insights into the future. With all these changes come opportunities – for a new client, a new technique, a new direction to demonstrate what makes meetings in Ottawa outstanding.

Many of you know how proud I am of this Chapter. We really are the best of the best. We continue to evolve and develop regardless of whatever is thrown our way. This is thanks to the many people who give their time and energy, whether it be by volunteering on a committee or the Board, or by participating in one of our education and networking events. Each of you have made your impact on this Chapter and as such changed something for the better.

I hope to do you all proud as President in the coming year.

Lira Buschman, CMP

## IMMEDIATE PAST-PRESIDENT'S REPORT

### ***Carole Saad, CMP***

As Immediate Past President, my main area of responsibility was to chair the Nominating Committee tasked with ensuring the Board of Directors remains strong and representative of the membership it serves.

It is with pleasure that I confirm the 2012-2013 MPI Ottawa Chapter Board of Directors. I would also like to thank the following members for stepping up to the plate and contributing time, expertise and good spirit to the MPI Board.

<b>POSITION</b>	<b>NAME</b>
President (One-Year Term)	Lira Buschman, CMP Union of Canadian Transportation Employees
President Elect (One-Year Term)	Marie-Louise Doyle Doyle & Associates
Immediate Past President (One-Year Term)	Markus Fisher Ottawa Marriott
Vice-President, Finance	Brian Scott Scott Photography
Vice-President, Communications	David Dugas D. E. Systems Inc.
Vice-President, Education	Claire Fitzpatrick, CMP, CMM CF Conference & Event Management Services
Vice-President, Membership	Greg Plazek The Westin Bayshore Vancouver
Director of Community Outreach	John-Michael Maharaj Simply DMC
Co-Director, Program and Education (Two-Year Term)	Nick Sont, CMP
Co-Director, Program and Education (Entering Final Year of a Two-Year Term)	Ruta Klicius, CMP
Co-Director of Publications	Melanie Hudson National Association of Federal Retirees
Co-Director of Publications	Iana Ciatti The Conference Publishers
Director of Recognition and Awards	Chantal Montpetit, CMP Canadian Construction Association
Director of Strategic Alliances	Brent Beatty Edmonton Tourism
Director of Strategic Education	Karen Wiersma The National Hotel

It has been a true honour to have represented our members as a President, and to work closely with so many of you. I believe in this association and have always, and will continue, to sing its praises as I know the MPI Ottawa Chapter is a leader.



*Patricia Pearson, CMP, Vice-President*

**MEETING PROFESSIONALS INTERNATIONAL  
CANADA - OTTAWA CHAPTER  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED JUNE 30, 2012**

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Statement of Revenue and Expenditure  
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Notes to the Financial Statements

### **INDEPENDENT AUDITOR'S REPORT**

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

We have audited the accompanying financial statements of Meeting Professionals International Canada - Ottawa Chapter which comprise the statement of financial position as at June 30, 2012, and the statements of changes in net assets, revenue and expenditure and cash flow for the year then ended, and a summary of significant accounting principles and other explanatory information.

#### ***Management's Responsibility for the Financial Statements***

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### ***Auditor's Responsibility***

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion

on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of these financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**Opinion**

In our opinion, these financial statements present fairly, in all material respects, the balance sheet of Meeting Professionals International Canada - Ottawa Chapter as at June 30, 2012, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Nephin & Winter, Chartered Accountants  
 Smiths Falls, Ontario  
 Licensed Public Accountants  
 August 29, 2012

**BALANCE SHEET**

<b>AS AT JUNE 30, 2012</b>	<b>2012</b>	<b>2011</b>
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 51,099	\$ 0
Investment, at cost (note 2)	100,000	100,000
Accounts receivable	15,522	26,854
Accounts receivable – government	16,894	8,626
Prepaid expenses	1,352	2,549
	<u>\$184,867</u>	<u>\$138,029</u>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Bank indebtedness	\$ 0	\$ 456
Accounts payable	1,651	1,649
Deferred revenue	23,578	7,950
	<u>\$ 25,229</u>	<u>\$ 10,055</u>
<b>NET ASSETS</b>		
Unrestricted	<u>\$159,638</u>	<u>\$127,974</u>
	<u>\$184,867</u>	<u>\$138,029</u>

## **STATEMENT OF NET ASSETS**

<b>FOR THE YEAR ENDED JUNE 30, 2012</b>	<b>2012</b>	<b>2011</b>
<b>UNRESTRICTED NET ASSETS</b>		
Balance - beginning of year	\$127,974	\$128,760
Excess (deficiency) of revenue over expenditure	31,664	(3,915)
Transfer from restricted net assets	0	3,129
Balance - end of year	<u>\$159,638</u>	<u>\$127,974</u>
<b>RESTRICTED NET ASSETS</b>		
Balance - beginning of year	\$ 0	\$ 3,129
Transfer to unrestricted net assets	0	3,129
Balance - end of year	<u>0</u>	<u>\$ 0</u>

## **STATEMENT OF REVENUE AND EXPENDITURE**

<b>FOR THE YEAR ENDED JUNE 30, 2012</b>	<b>2012</b>	<b>2011</b>
<b>REVENUE</b>		
Recognition and awards	\$ 32,108	\$ 31,364
Community Outreach	64,140	65,138
Membership	16,224	15,386
Newsletter	35,400	26,938
Education and program	71,766	59,285
Strategic Alliances	95,855	68,926
Interest	2,941	708
Other	17,994	20,768
	<u>\$336,428</u>	<u>\$288,513</u>
<b>EXPENDITURES</b>		
Recognition and awards	48,849	45,452
Community Outreach	68,453	56,816
Membership	1,432	48
Newsletter	33,843	28,127
Education and program	56,446	60,679
President	0	9,995
President - past and elect	11,846	7,755
Website	9,750	10,261
Management fees and expenses	3,953	10,599
Finance	42,000	32,000
General Administration	8,598	9,676
National Meeting Industry Day	3,435	5,566
MPI Foundation	16,159	15,454
	<u>304,764</u>	<u>292,428</u>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURE</b>	<u>\$ 31,664</u>	<u>\$ (3,915)</u>

## **STATEMENT OF CASH FLOW**

<b>FOR THE YEAR ENDED JUNE 30, 2010</b>	<b>2012</b>	<b>2011</b>
<b>OPERATING ACTIVITIES</b>		
Excess (deficiency) of revenue over expenditure	\$31,664	\$(3,915)
<b>CHANGES IN CERTAIN NON-CASH OPERATING ASSETS AND LIABILITIES</b>		
Net change in operating components of working capital:		
Accounts receivable	3,064	(19,270)
Prepaid expenses	1,197	4,002
Accounts Payable	2	(1)
Deferred revenue	15,628	(4,428)
	19,891	(19,697)
<b>INCREASE IN CASH FOR YEAR</b>	51,555	(23,612)
<b>CASH AT BEGINNING OF YEAR</b>	99,544	123,156
<b>CASH AT END OF YEAR</b>	<b>\$151,099</b>	<b>\$ 99,544</b>

Cash includes investments and bank.

## **NOTES TO FINANCIAL STATEMENTS**

### **JUNE 30, 2012**

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#### **1. SIGNIFICANT ACCOUNTING POLICY**

##### **(a) 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.

##### **(b) Revenue recognition**

Membership fees are recognized in the fiscal year to which they represent.

##### **(c) Use of estimates**

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenditures during the year. Actual results could differ from these estimates.

- (d) The Canadian Institute of Chartered Accountants (CICA) Accounting Standards Board (AcSB) has issued a new accounting framework applicable to Canadian not-for-profit organizations. Effective for fiscal years beginning on January 1, 2012, not-for-profit organizations will be required to choose between International Financial Reporting Standards (IFRSs) and Accounting Standards for Not for Profit Organizations. Early adoption of these standards is permitted. The Organization plans to adopt the new accounting standards for not-for-profit organizations for its fiscal year beginning July 1, 2012, however the impact of this transition has not yet been determined.

## **2. INVESTMENTS**

The fair market value of investments is \$100,000.

## **3. FINANCIAL INSTRUMENTS**

The Organization's financial instruments consist of cash, accounts receivable, bank indebtedness, accounts payable and accrued liabilities. The carrying amounts reported on the balance sheet for these financial instruments approximate fair market values due to their immediate or short-term maturities. Unless otherwise noted, it is management's opinion that the Organization is not subject to significant interest rate and credit risk arising from these financial statements.

There is no foreign currency risk.

The liquidity risk is constantly monitored through current and future cash flows and financial liability maturities.

The organization's exposure to and management of risk has not changed materially from June 30, 2011.

## **4. CONTRACTUAL OBLIGATION**

The organization has contracted for management services requiring an annual payment of \$42,000 expiring 2014.

## ***Strategic Alliances Committee***

***Jennifer Holly, Director***

The Chapter is very fortunate to have established long-term relationships with many of its partners in support of our Chapter. We do this by building strong relationships and ensuring that deliverables are met and there is consistent follow-up with our partners after the event. This year our "new" Sponsorship Prospectus was very successful. We were able to increase sponsorship dollars for the larger events while continuing to provide more opportunities for our sponsors to showcase their products.

The Sponsorship Prospectus document is available for distribution in both hard copy and electronic version. Strategic Alliances moved the master list of partners and prospects to the secretariat's office to ensure there was no confusion between SA and other board members. This list includes records of previous contributions in cash sponsorships as well as in-kind products and services.

The Strategic Alliances committee has achieved its financial objectives this year and extends a thank-you to all our sponsors. More importantly, we are anxious to roll out the new prospectus and establish strong sponsorships for 2012/2013. We have set the sponsorship levels and the Board and committee will assist in ensuring that we adhere to those levels with all sponsors moving forward.

We are still working closely with each committee to ensure we as a Chapter are cohesive in our objectives. In order to support the incoming SA Director, our committee will maintain its current three members moving forward.

**Strategic Alliances Committee:**

Jennifer Holly, Travel Alberta

Patricia Pearson, Brent Moore & Associates

Lindsay DenBoer, Brent Moore & Associates

## **COMMUNICATIONS**

### ***Jackie Boyer, 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.

The revamped and refreshed Chapter website required an extraordinary amount of effort on the part of the VP Communications, but after the summer 2011 launch, the goals as VP of Communications became less strenuous. This successful launch marked a year of hard work on the part of Jackie Boyer and team, and the Board is very thankful to have had her leadership and expertise.

After ensuring that the reporting Directors were able to manage their activities autonomously, the VP of Communications stepped down as of December 2011 to focus on other priorities. The Board felt that they were able to support this vacancy from within rather than replacing the position immediately. The support of David Dugas during this time was greatly appreciated, and his knowledge will be greatly utilized as the incoming VP of Communications for 2012-2013.

## ***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 February 9, 2012 at the new CE Centre, raised over \$25,000. These funds will enable MPI Ottawa to donate to the Ottawa School Breakfast Program. With the addition of the money raised from our 50/50 draws at MPI Ottawa Events and from the MPI Ottawa Golf Tournament, our total raised for our Charity was over \$29,000.00.

At the December Festive Luncheon, we helped the Ottawa Food Bank "Drive Away Hunger" by donating over 300 pounds of food and contributing over \$600 in cash. What a great year for community outreach!

The Community Outreach Team has gone out to be a part of the community. The team has been to a couple of elementary schools to serve breakfast to the kids and will be going to the

Ottawa Food bank and sorting food in the summer. The Team has many more ideas for the next coming year and hope to involve even more MPI Ottawa Members.

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)	Simply DMC
Andrea Pinsent	Canadian Association of Schools of Nursing
Rose-Marie Guerra, CMP	Justice Canada
Simon Wood	Allegra Printing
Lisa Levia	National Arts Centre
Iana Ciatti	The Conference Publishers
Helene Kenney	National Judicial Institute
Ryan Watson	Brookstreet Hotel
Terri-Lee Lefebvre	The RA Centre
Diana Dooley	Creative Mixx
Denise Compean	Student
Lisa Holmes	Human Resources and Skills Development Canada
Lydia Peltz	Minto Suites Hotel
Andrea Wagner	Health Canada
Monica Wolkowycki	Wolfworks Communications
Riccarda Galioto	AMMI Canada
Dawn Wilson	Royal College of Physicians and Surgeons of Canada
Jenna MacLeod	Holiday Inn & Suites Ottawa Kanata
Nick Sont	ConferSense Planners

***Publications Committee***

***Lesley Hoyles, Director***

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

**Goals**

- To continue to strike a balance between educational content that is relevant to the wide range of planner and supplier members, and reporting on MPI Ottawa events.
- To be a fiscally-responsible committee and maintain a balanced budget.
- To continue to work with Applecrate Inc. for all advertising and printing needs, with an aim to meet or exceed advertising revenues from 2010/2011.
- To recruit new committee members, particularly those interested in writing for *Communiqué* and those who are able to take on monthly features, as well as those who could take on proofreading responsibilities.
- To successfully complete a RFP process to secure a new contract for design, advertising sales, and printing for *Communiqué* and the Annual Membership Directory.



## Highlights/Accomplishments

- We have successfully published nine issues of *Communiqué*, reporting on all MPI Ottawa events, as well as featuring stories of events planned by Chapter members, educational content, and coverage of industry highlights.
- We have continued to work with Applecrate Inc. for advertising sales, as well as printing of the newsletter and directory, and have seen an increase in advertising sales.
- We successfully recruited new members, including a new proof-reader, for whom we provided training and produced documents to aid in orientation for the role.
- We successfully completed the proposal process for design, advertising sales, and printing for all publications, and have signed a new contract with Applecrate Inc.

## Publications Committee:

Lesley Hoyles (Chair), Nobel Women's Initiative  
Doreen Ashton Wagner, Greenfield Services Inc.  
Cynthia Beaudin, Canada Foundation for Innovation  
Chantel Beaupré, Say Something Communications Inc.  
Mary-Lynn Campbell, Ottawa Chapter Honorary Member  
\*Chris Chapman, Hospitality Performance Network  
Judy Fredette, Independent Meeting Professional  
\*Laura Haber, Ottawa Chamber of Commerce  
Melanie Hudson, National Association of Federal Retirees  
\*Kristy Klawitter, Canadian Society of Respiratory Therapists  
Monique Racine, Association of Universities and Colleges of Canada  
Brian Scott, Scott Photography  
\* *partial term*

## **Public Relations, Marketing and Corporate Social Responsibility**

### **David Dugas, Director**

During the 2011-2012 Fiscal year, MPI Ottawa's PR, Marketing and CSR committee did not engage in any financial expenditure, choosing to focus PR and Marketing efforts on Social Media Channels. The results were good, with a large increase in exposure and following of MPI Ottawa's various social media pages. The committee's efforts through the year included:

- Build New MPI Ottawa Facebook Page for official news and information.
- Build Presence on twitter where a large number of MPI Members are active and engaged.
- Use these mediums to acknowledge sponsors, notify of upcoming events, provide news and info from MPIWEB.org
- Development of Social Media Guidelines that the committee will consider while monitoring content on pages
- Co-ordinate with CSR committee on ECOS project submission-Ottawa Breakfast For Schools Program

During the next Fiscal year, 2012-2013, a merged PR Marketing and Publications committee will work to enhance our social media presence and ensure it operates cohesively and in an integrated manner with our Website and Newsletter Publication. A small amount of funds may be used to create graphic pages, backgrounds, and an electronic form of the newsletter which is

more accessible both out to other web destinations and into various sections of the newsletter itself.”

**PR/CSR Committee:**

David Dugas, D. E. Systems Ltd.

Annick Cabrol, Algonquin College

Iana Ciatti, Conference Publishers

Bill Doern, Sum Brand and Design

Jennifer Glynn, Meeting Encore

Andrew Horsfield, Lord Elgin Hotel

Melonea Kelly, Delta Ottawa Hotel and Suites

Kathryn Moore

Lydia Peltz, Minto Place Suite Hotel

Sharron Timmins, County of Carleton Law Association

## EDUCATION

### ***Claire Fitzpatrick, CMP, CMM, Vice-President***

The Vice-President, Education is responsible for two committees: Programs & Education and Strategic Education. The 2011/2012 year was very positive in terms of education content and overall member satisfaction.

During this year we have witnessed the introduction of a new education model presented by MPI HQ. The enhancements to the Speaker Content Database and creation of the Proprietary Speaker Database will result in more industry related content opportunities for our Chapter. We have already brought you some of these speakers and will continue to do so! We are also striving to ensure education content will earn clock hours for the many CMP designations within our Chapter.

Due to increases in costs and a review of our current fees, we have adjusted our registration fees to ensure modest increases will be acceptable in future programming. We will also introduce an early bird fee for all events.

Under the leadership of our two Co-directors, Suzie Noaro, CMP and Ruta Klicius, CMP, we were fortunate to have a well-run year!

We will bid adieu to Suzie who has completed her term and welcome Nick Sont, CMP as her replacement. Suzie's talents and dedication to the Chapter have not gone unnoticed and we have been fortunate to have her as part of the team. As VP of Education, I would like to extend my personal and heartfelt thanks to Suzie.

### ***Program and Education Committee***

***Suzie Noaro, CMP, Co-Director***

***Ruta Klicius, CMP, Co-Director***

Co-Directors Ruta Klicius, CMP and Suzie Noaro, CMP divided their duties by each taking the lead for half the program year. Our committee members once again rose to the occasion and ensured the successful delivery of a stellar program year, with the right mix of education and networking functions for our Chapter. Suzie Noaro has now handed the reins over to Nicolas Sont, CMP who will bring his own brand of planning and humour to the co-directorship with Ruta Klicius, CMP. They are sure to deliver many high quality education opportunities to our membership in the 2012/2013 term.

**August 2011:** The 2011 Golf tournament had 144 golfers attend the event at the Chateau Cartier Golf course. Over \$1,400 was raised for the Anna Lee Chabot scholarship fund and over \$3,500 for the School breakfast program. The event made a profit of \$1,100 for the chapter.

**September 2011:** The Royal Kick Off was a grand success. Very good attendance, a beautiful venue (Museum of Civilization) and many special catering, AV and take-away touches made this event truly royal.

**October 2011:** As predicted, the topic "RFPs and Contracts" was a winner. This never seems to get old. Attendance at Brookstreet Hotel was good and the feedback very positive. Once again,

the survey showed members want to learn more about RFPs and contracts again next year. The presenters, Mark Nisbett and Jo-Ann St. Pierre, did an excellent job imparting new knowledge and sharing industry tips. The luncheon speakers for the mini showcase, provided by CAPS, were also very well received.

**November 2011:** The Westin Ottawa was the perfect venue for our workshop entitled “Accessibility and the Meetings Industry”. Eighty percent (80%) of attendees took advantage of the location to proceed directly from the MPI event to Quebec Day which was being held in the same venue. The speakers were engaging and the attendees learned information that was very timely given that the new accessibility laws were coming into effect.

**December 2011:** There was a great turn out for the popular Festive Luncheon, helped no doubt by the central downtown location at the Delta City Centre Hotel. As we eagerly await the completion of the new renovations, the members enjoyed the event and the great networking opportunity. Creative entertainment, decor and lighting contributed to the party atmosphere.

**January 2012:** The new January Tech Day, held in the brand new River Building at Carleton University, was probably the most interesting and innovative of the year. The suppliers were very pleased with the format and the turnout and the attendees were exposed to an overwhelming amount of new technology in one day. Speaker Corbin Ball did not disappoint. Many people said they’d like to see Tech Day repeated.

**March 2012:** The Round Table Discussions was a hit once again. A few of the most popular topics from last year were offered again and there were many fascinating new topics added. The feedback was fantastic. This continues to be the most popular event of the year.

**May 2012:** Jessica Levin, on-site at Algonquin College, and her business partner Midori Connolly, Skyped-in from San Diego, gave an excellent workshop on Webinars and Computing in the Cloud. Unfortunately, the event did not have great attendance, but those who participated gave the education event very high marks and the technology all worked seamlessly!

**June 2012:** “Springtime in Paris” turned out to be a very lovely theme for the Summer Bash and AGM. Attendance at the Hilton Garden Inn Ottawa Airport was quite good. The venue and the organizing committee did a great job with the Parisian themed decor and entertainment.

**Committee Members:**

Cynthia Beaudin , Canada Foundation for Innovation  
Nathalie Boulet, Canadian Museum of Nature  
Denise Breau, Marriott Residence Inn & Courtyard  
Nicole Chapman, Sheraton Ottawa  
Denise Compean, Student  
Kathryn Cyr, Kathryn Cyr & Associates  
Dianne Dodds, Royal College of Physicians & Surgeons  
Dawn Graham CMP, Engineers Canada  
Nicole Graves, Ottawa Tourism  
Brian Henry, Quality Entertainment Services Inc.  
Lisa Holmes, Human Resources and Skills Development  
Alison Hunter, Hilton Garden Inn Ottawa Airport  
Nicole Jeffrey, Student  
Darlene Kelly-Stewart, Stonehouse Sales & Marketing Services  
Francine Lapointe, Museum of Civilization  
Lesley Mackay, Delta Hotels & Resorts  
Catherine Mathieu, Parliament of Canada

Alanna McDonell, Algonquin College  
Tina Nicodemo, MD Physician Services  
Bob Rice, Courtyard by Marriott Downtown Toronto  
Suzanne Rogers, Canadian Automobile Association  
Nicolaas (Nick) Sont CMP, Confersense Planners  
Brendan St. Jacques, Delta Hotels & Resorts  
Allison Spence  
Joanne St-Pierre, Niagara Falls Tourism  
David Tubbe, Event Technology Services  
Lori Wagner, Porter Airlines  
Kimberly Wilson, Novotel Ottawa

## **Strategic Education Committee**

**Marie-Louise Doyle, Director**

### **Goals**

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

- National Meetings Industry Day (NMID);
- A CMP Study Group in preparation for the Certified Meeting Planner [CMP] exam held in January/February; and
- Presentation of the Chapter's Incentive Award

### **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 objective of the **Incentive Award** is to 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. This award gives the Chapter an opportunity to recognize the accomplishments of those contributing to the meetings sector and strengthens relationships with external supporters.

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 are announced nationally and presented at the individual NMID sessions as part of the overall program.

The **CMP Study Group** is not a lecture format - the group leader is there to facilitate the learning and discussions on the various modules. This group has two objectives:

- to create a learning environment conducive to interactive discussion and healthy study methods; and
- to provide members with instruction, direction and mentoring by a volunteer CMP.

## **Highlights/Accomplishments**

The CMP study group began meeting in September/October in preparation for the January/February exam. Brent Moore, CMP, CMM, volunteered as the 2011 study group leader. With four participants, the leader and the group jointly agreed on a meeting schedule and process for learning the subject matter. Two of the newly designated CMP's volunteered to run the group for the 2012 year: Claudia Urrutia, CMP, and Heidi Rodger, CMP.

For the third time, NMID was launched by inviting members and non-members to visit the national NMID website. The eight 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 event adopted the theme of: *"Destination Future: Resetting Your Meeting and Events Compass"*. A letter from Prime Minister The Right Honourable Stephen Harper was presented at the event, which stated: "This special day of activities offers a wonderful opportunity to raise the profile of the industry and highlight the many benefits it generates. Business meetings and events bring new knowledge, visitors, and learning to our doorsteps, in turn enhancing the well-being of our communities and our nation as a whole."

Sebastien Tondeur, Chair of the MPI International Board, delivered a powerful message in his keynote presentation during the luncheon. Two breakout sessions were also held by guest speakers John Craig, Vice President of Purple Forge Corporation and Jesse Hirsh, broadcaster, speaker, researcher, and strategist. Mr. Craig talked to the theme *"Knowing Where You Are Going Means Knowing Where You Have Been"* while Mr. Hirsh presented on the theme *"Are You a Compass or a GPS?—Reverse Mentoring"*.

Andrew Horsfield, Senior Account Manager at the Lord Elgin Hotel, moderated "The Great Debate" between two further guests speakers from the Canadian Association of Public Speakers. Speaking for the resolution, trainer and coach Jim Muckle used audience members to illustrate the variety of social media available. Taking the opposing view, Trevor Wilkins, speaker, change leader, and author, argued the need to "reset your compass" so meetings don't collapse under the weight of the information provided by social media. Based on the audience's vote, Wilkins was declared the winner of the debate.

This year's Influence Award was presented to the Shenkman Corporation, represented by Maxine Laporte, who accepted on behalf of President Kevin McCrann.

### **NMID 2011 Organizing Committee:**

Marie-Louise Doyle, Doyle & Associates Event Planners  
Jacques Drury, CMP, The Ottawa Convention Centre  
Andrew Horsfield, The Lord Elgin Hotel  
Darlene Kelly-Stewart, Stonehouse Sales & Marketing  
Chuck E. Schouwerwou, CMP, ConferSense Planners Inc.  
Stephanie Seguin, Albert at Bay Hotel  
Karen Wiersma, The National Hotel & Suites

## **MEMBERSHIP**

### ***Greg Plazek, Vice-President***

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

## ***Membership Committee***

### **Goals and Objectives**

- Maintain current membership levels (retention & recruitment)
- Ensure distribution of member anniversary pins at the Kick Off Event.
- Maintain a Student Member campaign.
- Continue the “Welcome Club” which incorporates an orientation / information session for new members and eases them into the networking session by accompanying and 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 an MPI Ottawa Chapter establishment.
- Work with the VP of Communications and the Director of Publications to produce a functional membership directory.
- Submit a minimum of 5 articles to Communiqué regarding Membership benefits
- Submit a new monthly submission to Communiqué called “MPI bucks corner”

### **Results**

We were concerned that the increase in supplier fees by MPI International was going to have a negative effect on our retention numbers within the MPI Ottawa chapter. This proved not to be the case as we have pretty much maintained a consistent membership level. In July 2011, we had a membership base of 315 members and in June 2012 we had a membership of 318.

We have maintained our student in transition program within the chapter. We did not put a lot of focus on the program this year, but plan to promote this further in the 2012 / 2013 year. We also plan to recruit members early in the year at Algonquin College specifically.

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

We did have success in continuing our welcome program of contacting all first time attendees at MPI events. This was done with a personal phone call in advance of the event and then identifying them at the event with a special designation on their badge. We will continue to do this for the upcoming year.

The MPI Bucks program was strong again this year. It received some new energy from the initiatives of Martha Tobin and Riccarda Galioto who developed beautiful packaging for the certificates and we felt that this made it feel more special for the winners. Additionally, MPI bucks were given this year to all award nominees for the MPI Gala which was new.

We did submit 5 articles to the Communiqué this year and we also started the MPI Bucks corner. In this, we highlighted winners from previous months and also reported on how MPI

bucks were spent by previous winners. This was done to draw more interest and support in the program.

It was been decided that in the 2012-2013 year, we will once again invite all our member volunteers to the Summer Bash dinner in June, complimentary.

After aiding Publications in the production of the 2011-2012 Chapter Directory, the Membership committee will be taking over from Publications for the upcoming year and will be working on this over the summer to ensure a Directory is able to be distributed at the Kick-off event in September 2012.

**Membership Committee:**

Lira Buschman, CMP, Union of Canadian Transportation Employees (Observer)  
Andrea Fernandes, Intercontinental Hotels Group (Canada) Ltd.  
Guido Guzzo, AVW-TELAV Audio Visual Solutions  
Martha Tobin, MAXAD Promotional Marketing  
Kimberly Wilson, Novotel Hotel  
Monica Wolkowycki, WolfWorks Communications  
Riccarda Galioto, AMMI Canada  
Barbara Ourtschoorn, Direct Energy Centre  
Louis Buschman, DawnSuite Communications, Inc.

***Recognition and Awards Committee***

***Chantal Montpetit, CMP, Director***

As a new director for this portfolio, and due to the circuitous path which the Gala preparations took the previous year, the Recognition and Awards Committee did not set any specific goals for the 2012 Gala besides wanting the event to be flawless.

**1. Introduce recognition for the nominees**

In order to recognize all nominees, and not only the award winner, the committee received support from the Board of Directors to offer MPI Ottawa Bucks to each nominee. To ensure this new offer does not affect the budget in future years, guidelines will be established to avoid duplicate nominations, self-nominations, and to limit the amount of nominees which will be accepted per category.

**2. Encourage members to nominate**

The nominations team promoted the nominations process through an article in the MPI Ottawa Communique, e-blasts sent to the membership, and a posting on the MPI Ottawa website encouraging everyone to nominate. The nomination form was created using a fillable PDF and the length was reduced to facilitate both the nomination process and the ease of reading for the Selection Committee. The efforts proved successful as we received a total of 26 nominations for six awards.

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 all the Award Nominees for their well-deserved recognition.



The Award Recipients for 2012 are:

**Student of the Year:** Nicole Jeffrey  
**Rising Star of the Year:** Ryan Watson  
**Supplier of the Year:** Jim Miller  
**Planner of the Year:** Debbie Ross, CMP  
**Mentor of the Year:** Jacques Drury  
**Volunteer of the Year:** Andrew Horsfield

**President's Award:** Patricia Pearson  
**Honorary Member:** Judy Fredette

### 3. Meet sponsorship revenues for the Gala

With the generous assistance of the Strategic Alliances Committee, principally Jennifer Holly, the Gala Committee exceeded our 2012 targets for achieving sponsorship revenues. Many thanks to the sponsors of the Gala, including:

**Platinum level:** Edmonton Tourism  
**Host Sponsor:** Ottawa Marriott Hotel  
**AV Sponsor:** Baldwin Audio Visual Rentals  
**Gold level:** Toronto Tourism, Meetings and Conventions Calgary, Team Winnipeg  
**Silver level:** AVW-TELAV Audio Visual Solutions, Quebec City Tourism, The Westin Ottawa, ConferSense Planners Inc./D.E. Systems, Outaouais Tourism, AV-Canada, Travel Alberta  
**Bronze level:** Creative Edge Studio Inc.  
**Emcee:** Porter Airlines and Fairmont Tremblant Resort

### 5. Achieve ticket sales

This year's Gala attendance reached the maximum room capacity of the Ottawa Marriott Hotel. A total of 320 MPI Ottawa Chapter members and guests purchased tickets for the event, with 317 people in actual attendance. In terms of profitability, preliminary indicators point to a 5% increase in the funding remittance the Gala was able to provide for the Chapter.

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

Chantal Montpetit, Canadian Construction Association (Chair)  
Brian Scott, Scott Photography  
Carole Morissette, Delta City Centre  
Claude de Bonville, Baldwin Audio Visual Rentals  
Diane Fowles, Events by Diane  
Janette Rached Barakat, Independent Planner  
Lisa Sharman, Tourism Whistler  
Norm Reid, Mediaco- The Presentation Company  
Ron Hanniman, Creative Edge Studio  
Steward Hartley, Xibita

# THE 2011 ANNUAL GENERAL MEETING

## MINUTES OF THE 2011 ANNUAL GENERAL MEETING

Thursday, June 9<sup>th</sup>, 2011

18:30 – 19:00

Strathmere, North Gower ON

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

Doreen Ashton Wagner, Peggi Birch, CMP, Nathalie Boulet, Jacqueline Boyer, Wendy Bradley, Denise Breau, Francois Brunet, Iana Ciatti, Dawn Collings, Kathryn Cyr, Lindsay Den Boer, Margaret Dennis, CMP, Marie-Louise Doyle, Markus Fisher, Judy Fredette, Sharon Fryer, Riccarda Galioto, Cindy Gascon, Louise Gervais, CMM, CMP, Nicole Graves, Rose-Marie Guerra, Guido Guzzo, Laura Haber, Jennifer Holly, Andrew Horsfield, Lesley Hoyles, Melanie Hudson, Ron Humick, Alison Hunter, Angela Jefferies, Darlene Kelly-Stewart, Ruta Klicius, CMP, Francine Lapointe, Stephanie Lockhart Gin, CMP, Rozanne Lyons, CMP, Chantal Montpetit, Carole Morissette, Tina Nicodemo, Suzie Noaro, CMP, Rosalind Paciga, Patricia Pearson, CMP, Liette Philippe, Andrea Pinsent, Greg Plazek, Andrew Press, CMP, Sharon Prophet, Carole Saad, CMP, Brian Scott, Lisa Sharman, Jim Shepherd, Brendan St. Jacques, Joanne St-Pierre, Martha Tobin, Jeremy Tyrrell, Ryan Watson, Karen Wiersma, Kimberly Wilson, Monica Wolkowycski, Heather Woolcox

1. CALL TO ORDER: Carole Saad, CMP, President, called the meeting to order at 18:36.
2. ESTABLISHMENT OF QUORUM: Carole Saad, CMP, 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 Darlene Kelly-Stewart seconded by Doreen Ashton Wagner to accept the agenda as circulated. Carried.
4. APPROVAL OF THE 2010 ANNUAL GENERAL MEETING MINUTES: It was moved by Riccarda Galioto seconded by Peggy Birch, CMP to approve the minutes of the 2010 Annual Meeting. Carried.
5. AUDITED FINANCIAL STATEMENTS: Patricia Pearson, CMP, VP Finance, presented the 2009-2010 audited financial statements. It was moved by Denise Breau seconded by Judy Fredette to approve the audited financial statements. Carried.
6. APPOINTMENT OF AUDITOR FOR 2011 - 2012: That the firm of Nephin & Winters be appointed as auditors for the upcoming fiscal year 2010 - 2011. It was moved by Marye Menard-Bos, CMM, CMP, seconded by Andrew Press, CMP to approve said appointment. Carried.
7. ANNUAL REPORT: Carole Saad, CMP, President, noted that all committee reports were included in the Annual Report and would not be presented separately. It was moved by Ron Humick seconded by Francois Brunet to accept the Annual Report as presented. Carried.
8. RECOGNITION OF RETIRING BOARD MEMBERS: Carole Saad, CMP President, thanked the outgoing Board Members:
  - Guido Guzzo, VP Membership
  - Kim Wilson, VP Program & Education
  - Marye Menard-Bos, CMM, CMP, Past President
  - Jim Shepherd, Director, Recognition & Awards
  - Andrew Horsfield, Director, Public Relations and Corporate Social Responsibility
9. PASSING OF THE PRESIDENT'S GAVEL: Carole Saad, CMP President, thanked the board and chapter members for their support and turned over the gavel to Markus Fisher, President Elect.

10. INTRODUCTION OF THE 2011-2012 BOARD: The 2011 - 2012 Board of Directors was introduced:

Markus Fisher, President  
Carol Saad, CMP, Past President  
Lira Buschman, CMP, President Elect  
Greg Plazek, VP Membership  
Claire Fitzpatrick, CMP, VP Education  
Jacqueline Boyer, Vice-President Communications  
Richard McCoy, CAE, VP Administration  
Patricia Pearson, CMP, VP Finance  
Susan Noaro, CMP, Director of Monthly Programs  
Ruta Klicius, Director of Monthly Programs  
Chantal Montpetit, CMP, Director of Recognition and Awards  
Lesley Hoyles, Director of Publications  
Marie-Louise Doyle, Director of Strategic Education  
Jennifer Holly, Director of Strategic Alliances\*  
John-Michael Maharaj, Director of Community Outreach  
David Dugas, Director, Public Relations & Social Responsibility\*

*\* not in attendance.*

11. ADJOURNMENT: It was moved by Jackie Boyer, seconded by Martha Tobin to adjourn the meeting. Carried. Meeting adjourned at 18.50.

# THE 2012 INTERIM ANNUAL GENERAL MEETING

## MINUTES OF THE 2012 INTERIM ANNUAL GENERAL MEETING

Thursday, June 7<sup>th</sup>, 2012

18:30 – 19:00

Hilton Garden Inn, Ottawa ON

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

Doreen Ashton Wagner, Peggi Birch CMP, Erin Blanchard, Nathalie Boulet, Marie-Josée Boyd, Louis Buschman, Lira Buschman CMP, Iana Ciatti-Harman, Kathryn Cyr, Lindsay DenBoer, Dianne Dodds CMP, Diana Dooley, Marie-Louise Doyle, Jacques Drury CMP, CASE, David Dugas, Ida Firestone, Markus Fisher, Claire Fitzpatrick CMP, CMM, Diane Fowles, Ann Freeland, Riccarda Galioto, Sheila Gallinger, Cindy Gascon, Louise Gervais CMP, CMM, Bryan Glube, Nicole Graves, Rose-Marie Guerra CMP, Ron Hanniman, Steward Hartley, Brian Henry, Lisa Holmes, Andrew Horsfield, Lesley Hoyles, Melanie Hudson, Alison Hunter, Nicole Jeffrey, Melonea Kelly, Darlene Kelly-Stewart, Francine Lapointe, Don Leddy CEM, Lesley Mackay, Jenna MacLeod, John-Michael Maharaj, Chantal Montpetit CMP, Kim Morissette, Carole Morissette, Tina Nicodemo, Suzie Noaro CMP, Patricia O'Donnell, Barbara Outschoorn CEM, Patricia Pearson CMP, Lydia Peltz, Chris Penton, Janette Rached CEM, Debbie Ross CMP, Sylvie Rozon, Carole Saad CMP, Stephanie Seguin, Lisa Sharman, Brendan St. Jacques, Nicole Suthers, Martha Tobin, Marianne Trotier, Claudia Urrutia CMP, Andrea Wagner, Danielle Walford-Davis, Aileen Wesseling, Karen Wiersma, Kim Wilson, Dawn Wilson, Monica Wolkowycki, Ryan Young

1. CALL TO ORDER: Markus Fisher, President, called the meeting to order at 18:34.
2. ESTABLISHMENT OF QUORUM: Markus Fisher, President, called upon Lindsay Den Boer, 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 Darlene Kelly-Stewart and seconded by Kathryn Cyr to accept the agenda as circulated. Carried.
4. APPROVAL OF THE 2011 ANNUAL GENERAL MEETING MINUTES: It was moved by Andrew Horsfield and seconded by Riccarda Galioto to approve the minutes of the 2011 Annual Meeting. Carried.
5. INTRODUCTION OF NEW AGM FORMAT: Markus Fisher, President, announced to the members that a new time of year will be introduced for the MPI Ottawa Annual General Meeting. He explained that our current practice is to present the financials for the fiscal year prior to the Annual Report at the same time. For example, last year we presented the Annual Report for the 2010-2011 program year, but the financials for the 2009-2010 fiscal year. The Board of Directors recently recommended that we change the time of year of our AGM to the fall in order to present the Annual Report and the financials for the same year at the same time. This recommendation was passed by the board, and the MPI Ottawa Annual General Meeting will now be held each year in September.
6. AUDITED FINANCIAL STATEMENTS: The President called upon Carole Saad, Past President, to present the financial statements for the 2010-2011 fiscal year. Carole Saad, CMP, introduced the financial statements and called upon Patricia Pearson, CMP, VP Finance, to present the Auditor's Report. Patricia Pearson, CMP, then moved to dispense with the reading of the financial statements of MPI Ottawa and the Auditors' Report thereon for the period ending June 30th 2011, prepared and signed by the accounting firm Nephin Winter & Bingley, and that they be accepted as presented. Motion was seconded by Allison Collins. Carried.
7. APPOINTMENT OF AUDITOR FOR 2012 - 2014: That the firm of Nephin Winter & Bingley be appointed as auditor for the MPI Ottawa 2011-2012, 2012-2013 and 2013-2014 fiscal years. It was moved by Carole Saad and seconded by Lesley Mackay to approve said appointment. Carried.

8. RECOGNITION OF RETIRING BOARD MEMBERS: Markus Fisher, President, thanked the outgoing Board Members:

- Jennifer Holly, Director of Strategic Alliances\*
  - Lesley Hoyles, Director of Publications
  - Susan Noaro, Director of Programs & Education
  - Carole Saad, Immediate Past-President
  - Patricia Pearson, Vice-President of Finance
- \* not in attendance

9. PASSING OF THE PRESIDENT'S GAVEL: Markus Fisher, President, shared a few words and thanked the board and chapter members for their support, then turned over the gavel to Lira Buschman, CMP, President Elect. Lira Buschman shared a few words with the membership regarding her incoming term and the expectations for the upcoming year.

10. INTRODUCTION OF THE 2012-2013 BOARD OF DIRECTORS: Lira Buschman, CMP, President Elect, introduced the members of the incoming Board of Directors:

Markus Fisher, Immediate Past-President  
Lira Buschman, CMP, President  
Marie-Louise Doyle, President Elect  
David Dugas, Vice-President of Communications  
Claire Fitzpatrick, CMP, CMM, Vice-President of Education  
Brian Scott, Vice-President of Finance\*  
Greg Plazek, Vice-President of Membership\*  
Ruta Klicius, Co-Director of Programs & Education\*  
Nicolaas Sont, Co-Director of Programs & Education\*  
Melanie Hudson, Co-Director of Publications  
Iana Ciatti, Co-Director of Publications  
John-Michael Maharaj, Director of Community Outreach & CSR  
Chantal Montpetit, Director of Recognition and Awards  
Brent Beatty, Director of Strategic Alliances\*  
Karen Wiersma, Director of Strategic Education

*\* not in attendance*

11. ADJOURNMENT: It was moved by Jacques Drury and seconded by Cindy Gascon to adjourn the meeting. Carried. Meeting adjourned at 18.57.

## LEGACY OF DEDICATION

### Past Presidents' Honour Roll (1984-2011)

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, CMP, CMM
2010-2011	Carole Saad, CMP
2011-2012	Markus Fisher