Sandy Hill
Community Health Centre

ANNUAL GENERAL MEETING
2025-2026

Wednesday, June 24, 2026
Meeting held in person at the Sandy Hill Community Health Centre – Board Room, and virtually via Microsoft Teams platform
6:00 p.m. – 7:00 p.m.

Elizabeth Sanderson – Board Chair and Chair of the AGM
Robin McAndrew – Chief Executive Officer
Cristina Coiciu – Recorder of minutes

Voting members in attendance:	Other guests:
1. Glen Barber 2. Doug Bullock (by proxy) 3. Karen Capen 4. Didier Delahousse 5. Nives Ilic (virtual attendance) 6. Sonia Granzer 7. Shea Kiely (virtual attendance) 8. Hélène Laperriere 9. George Lobay (by proxy) 10. Peggy Lobay (by proxy) 11. Richard Parfett 12. Stéphanie Pelletier 13. Harmon Pope 14. Elizabeth Sanderson 15. Alexandre Silas (virtual attendance)	1. Lucille Collard – MPP for Ottawa-Vanier 2. Dr. Trevor Arnason – Medical Officer of Health – Ottawa Public Health 3. Stpéhanie Plante – City Councillor for Ward 12 Rideau-Vanier 4. Amanda Jackson – Office of MPP Collard 5. Nicola Locke – Welch LLP 6. Keity Nuthall – Chair, Downtown Ottawa Condominium Association (200 Besserer Street) 7. David McKay 8. Michelle Spencer – Management 9. Dean Dewar – Management 10. Julie Tessier – Management 11. Madhuri Tankala – Employee Representative on the Board 12. Banks Zero – Employee Representative on the Board 13. Cyrille Bouyom – Employee 14. Deborah Dew – Employee (virtual attendance) 15. Josée Anne Gauthier – Employee (virtual attendance) 16. Pascale Hough – Employee 17. Sierra Kawesa – Employee (virtual attendance) 18. Shelley McArty – Employee (virtual attendance) 19. Lamia Moheb – Employee 20. Kimberly Sheldrick – Employee (virtual attendance) 21. Katherine Soobrian – Employee 22. Clifford Suld – Employee (virtual attendance)

DRAFT MINUTES

OPENING REMARKS

Ms. Elizabeth Sanderson, Chair of the Board for 2025-2026, welcomes employees and members of the Sandy Hill Community Health Centre, Inc./Centre de santé communautaire Côte-de-Sable, Inc. (SHCHC/CSCCS), as well as other interested residents of the community and guests to the Annual General Meeting (AGM).

LAND ACKNOWLEDGEMENT

The Chair completes the land acknowledgement.

INVITED GUEST: Séphanie Plante

Ms. Sanderson welcomes Stéphanie Plante, City Councillor for Ward 12 Rideau-Vanier. Councillor Plante expresses sincere gratitude to the Sandy Hill Community Health Centre, recognizing the difficult work they do and praising their compassion and dedication. She also thanks Robin McAndrew for ongoing efforts to find solutions and engage the community.

INVITED GUEST: Lucille Collard, MPP for Ottawa-Vanier

The Board Chair welcomes Mme Lucille Collard, MPP for Ottawa-Vanier, and invites her to address the audience. MPP Collard highlights the critical role of the Sandy Hill Community Health Centre in serving vulnerable populations and expresses deep concern over the closure of its Consumption and Treatment Services without alternative funding. MPP Collard expresses her concerns that this decision will increase harm, strain public systems, and worsen challenges like addiction and homelessness. MPP Collard calls for compassionate, evidence-based investment in health, housing, and community supports, while reaffirming a commitment to ongoing advocacy.

MPP Collard concludes by recognizing and thanking outgoing Board Directors Glen Barber, Nives Ilic and Aynsley Morris for their dedication and service. MPP Collard emphasizes that board work is demanding but essential, requiring commitment, sound judgment, and a strong belief in the organization's mission to provide accessible, equitable, and dignified care.

The segment ends with the presentation of certificates of appreciation, and a reaffirmation of the important role the organization plays in supporting vulnerable individuals in Ottawa.

INVITED GUEST: Dr. Trevor Arnason, Medical Officer of Health – Ottawa Public Health

The Board Chair welcomes Dr. Trevor Arnason, Medical Officer of Health for the City of Ottawa, and invites him to address the audience. Dr. Trevor Arneson emphasizes the vital role that community health centres like Sandy Hill CHC play in supporting the health and well-being of the community, especially during challenging times. He notes that public health work often goes unnoticed when it is effective, but the impact of the Centre's work is deeply valued and recognized.

He expresses appreciation for the staff and leadership, highlights ongoing collaboration to address current challenges, and underscores the importance of continuing to support vulnerable populations through strong community-based services.

BUSINESS MEETING

The Chair calls the business meeting to order at 6:30 p.m.

1) VERIFICATION OF QUORUM:

Cristina Coiciu informs the Chair that there are 15 (fifteen) members of the Corporation considered present at the meeting (including proxies), and therefore there was quorum to hold the AGM (more than 10% of the membership, as per section 12.06 from the By-law).

2) DECLARATION OF CONFLICT:

Ms. Elizabeth Sanderson asks the members in good standing to declare any conflict.
No conflict was declared.

3) RULES OF ORDER AND ELIGIBILITY OF VOTING MEMBERS:

Ms. Sanderson indicates that the meeting will follow Robert's Rules of Order. She notes that the meeting will be conducted in both official languages, and that, in accordance with the current Corporation's By-law No. 1, all members eligible to vote will be asked for opposition and abstention only. If no members oppose or abstain, the vote will be recorded as in favour.

In compliance with our By-law No. 1 requirements for notice (Section 12; Art. 12.03), all members who are in good standing received by email an AGM package that included the agenda, minutes from last year's AGM, the audited financial statements and all the resolutions that would be debated or voted upon.

4) APPROVAL OF THE AGENDA:

Ms. Sanderson asks for a motion to approve the agenda.

It is moved by S.P. and seconded by H.P. to approve the agenda as presented.
ALL IN FAVOUR – CARRIED

5) APPROVAL OF MINUTES OF THE 2024-2025 AGM (JUNE 25, 2025):

The Board Chair asks for a motion to approve the Minutes of the last year's AGM on June 25, 2025.

It is moved by S.G. and seconded by K.C. to approve the minutes of the AGM 2024-2025, as presented.
ALL IN FAVOUR– CARRIED

6) SANCTIONING ACTIONS OF THE BOARD OF DIRECTORS FOR 2025-2026

The Board Chair asks for a motion to sanction the actions and decisions of the Board of Directors for the year 2025-2026.

It is moved by S.P. and seconded by H.L. to endorse the motion, as presented.
ALL IN FAVOUR – CARRIED

7) BOARD CHAIR'S REPORT:

Ms. Sanderson presents highlights of the Board's work over the past year, and acknowledges the contribution of the employees, the leadership team and the Chief Executive Officer to the achievements of the Centre.

The report highlights the strong performance and governance of the Centre over the past year, and emphasizes the high quality and professionalism of services, reflected in exceptional accreditation results across all areas of care.

Key strengths include robust governance and by-laws, rigorous financial management leading to a clean audit, and effective strategic and operational planning that allows the organization to remain flexible and responsive in a challenging environment.

The report also commends the Centre's compassionate and respectful approach to managing the closure of the Consumption and Treatment Services, recognizing the dedication of staff and the impact on vulnerable clients.

The Board Chair thanks the Board of Directors for their consistent hard work and commitment to the Centre and recognizes all their efforts in the success of the events that took place over the past year.

It is moved by G.B. and seconded by S.P. to accept the Board Chair's Report for 2025-2026, as presented.
ALL IN FAVOUR – CARRIED

The Board Chair mentions that the Annual Report was produced this year only in electronic format. The Annual Report will be posted on the Centre's website, and the link will be provided to all members after the meeting.

8) CHIEF EXECUTIVE OFFICER'S REPORT:

Ms. Elizabeth Sanderson invites Robin McAndrew, the Chief Executive Officer (CEO) of SHCHC, who presents highlights of the Centre's work over the past year and acknowledges the contribution of all employees and leadership team to the achievements of our Centre.

The CEO outlines the Centre's progress in stabilizing and strengthening operations following the disruptions of the pandemic and leadership turnover. Over the past year, the organization has focused on building strong foundations through its strategic plan, resulting in improved internal systems, greater efficiency, and increased staff confidence.

Key achievements include a successful accreditation process with significant policy and operational improvements, the development of a strong quality improvement culture, expansion of primary care capacity, and the creation of a communications function that has enhanced external engagement. The organization has also chosen to extend and refresh its strategic plan to ensure continued progress in a changing policy environment.

At the same time, the CEO highlights a major challenge: the loss of funding tied to Consumption and Treatment Services, resulting in a significant reduction in resources to address the toxic drug crisis in Ottawa. Regardless of this, the CEO concludes on a positive note, emphasizing strong collaboration across the community and confidence in the sector's ability to respond collectively to ongoing challenges.

The CEO thanks the Board Chair and the Board of Directors for their contribution over the past year marked by so many challenges.

It is moved by G.B. and seconded by S.G. to accept the CEO's Report for 2025-2026, as presented.
ALL IN FAVOUR – CARRIED

9) TREASURER'S REPORT:

The Board Chair invites Ms. Karen Capen, the Board Secretary and member of the Audit and Finance Committee, to present the report on behalf of Aynsley Morris, the Board Treasurer.

Ms. Capen informs the audience about the activity of the Audit and Finance Committee for the past year, and invites Ms. Michelle Spencer, the Director of Corporate Services, to provide an overview of the financial highlights for the year ended March 31, 2026. Ms. Spencer indicates that the complete audited financial statements for the fiscal year 2025-2026, in both official languages, were circulated to the members prior to the meeting.

The Board Chair asks for a motion to approve the audited financial statements for 2024-2025.

It is moved by K.C. and seconded by S.P. that the members of the corporation approve the audited financial statements of the Sandy Hill Community Health Centre, Inc./Centre de santé communautaire Côte-de-Sable, Inc. for the year 2025-2026, as presented.
ALL IN FAVOUR – CARRIED

10) AUDITOR'S REPORT:

The Board Chair invites Ms. Nicola Locke, representing Welch LLP – Chartered Professional Accountants, the firm which audited and prepared the statements of financial position of the Centre for 2025-2026. Ms. Locke reports that, during auditors' examination, no significant deficiencies in the accounting systems were found, which resulted in a clean audit.

11) APPOINTMENT OF AUDITORS FOR THE FISCAL YEAR 2026-2027

The Board Chair asks for a motion to approve the appointment of the firm Welch LLP – Chartered Professional Accountants as the auditors for the fiscal year 2026-2027 and approve the audit fee of $26,200 (plus taxes).

It is moved by K.C. and seconded by S.G. to approve the appointment of Welch LLP – Chartered Professional Accountants as the auditors for the fiscal year 2026-2027, with the audit fee of $26,200 plus taxes.
ALL IN FAVOUR – CARRIED

12) ANNUAL REVIEW OF SHCHC BY-LAW NO. 1

The Board Chair invites Ms. Karen Capen, the Board Secretary, who presents the Board of Directors' recommendation that SHCHC By-law No. 1 be amended as follows:

- *Section 4 Directors; Paragraph 4.01 Duties and Number:*
    - *(b) The Board of Directors shall normally consist of thirteen (13) Directors. In any event, unless approved by Special Resolution, the number of Directors shall not be fixed below seven (7) or above thirteen (13).* (Instead of "The Board of Directors shall normally consist of fourteen (14) Directors. In any event, unless approved by Special Resolution, the number of Directors shall not be fixed below ten (10) or above sixteen (16).").
    - *(c) A minimum of two (2) Directors shall be clients of the Corporation. (Instead of 3.)*
- *Paragraph 4.07 Executive Committee; Sub-paragraph (a): change the title of Executive Director to Chief Executive Officer (CEO) as per the Board's decision at their meeting on March 25, 2026.*
- *section 5 Meetings of Directors, item 5.11 Guests at Board Meetings, and section 13 Execution of Instruments item 13.01 subsection (a): same change with regards to the CEO title.*

It is moved by S.P. and seconded by S.G. to approve the recommendation, as presented.
14 IN FAVOUR; 1 AGAINST – CARRIED

13) ELECTION OF THE BOARD OF DIRECTORS:

The Board Secretary reports that there were eight (8) individuals nominated to fill eight (8) positions on the Board of Directors, and she invites the audience to refer to their short biographies included in the AGM package. The Board of Directors, at their meeting on June 17, 2026, approved the following slate for the AGM:

1. Sonia Granzer – seeking re-election for a second term;
2. Gayatri Jayaraman – seeking re-election for a second term;
3. Shea Kiely – seeking election for her first term;
4. Hélène Laperierre – seeking re-election for a second term;
5. Stéphanie Pelletier – seeking re-election for a third consecutive term;

6. Chantal Rioux – seeking re-election for a second term;
7. Elizabeth Sanderson – seeking re-election for a third consecutive term;
8. Alex Silas – seeking election for his first term;

In addition to the above, two (2) Board Directors were elected last year and are continuing their term: Karen Capen and Noor Hameed.

The Board Secretary asks for a motion to approve the Board slate, as presented.

It is moved by G.B. and seconded by S.P. to approve the Board slate, as presented.
ALL IN FAVOUR – CARRIED

The Board Chair welcomes the new and returning Directors and invites all Board Directors to attend a very brief meeting at the end of this AGM for the election of the Executive Officers.

14) OTHER BUSINESS:

1. Recognition of Outgoing Board Directors

The Board Chair thanks the Board Directors who ended their terms:
1. Mr. Glen Barber, who completed three consecutive terms plus one year serving as Past Chair. During his tenure, Mr. Barber held various offices including Board Chair from 2023 to 2025.
2. Ms. Nives Ilic, who completed one term; and
3. Ms. Aynsley Morris, who completed one term and served as Board Treasurer for the past year. Ms. Morris served previously on the SHCHC from 2015 to 2022 and held various offices, including Board Chair from 2019 to 2021, and Past Chair in 2021-2022.

2. Recognition of Employee Representative on the Board

The CEO recognizes Banks Zero for his impactful role as an Employee Representative on the Board for the past two years, noting his active engagement and leadership in participating in all Board Committees. His contributions helped bring frontline perspectives into Board discussions, deepening understanding of client experiences and strengthening governance. The CEO expresses strong appreciation for his dedication and the lasting example he set for staff involvement.

3. Recognition of Staff for Years of Service

The CEO conducts the formal acknowledgment of the staff members who, this year, turned 5, 10, 15, 20, 25 and 35 years of dedicated service at the Centre:

For 5 years of service: - Anabelle Gisanza - Madhuri Tankala - Alphadyo Balde - Sandra Nivyabandi - Janet Mullen - Karen Gonzalez - Thuy Lam - Jennifer Kiff - Pamela Taplay - Taylor McMullin - Shelly McCArty - Kiera Polak	For 10 years of service: - Nazila Salmanzadeh - Casey Wong - Celena McDonald For 15 years of service: - Catherine Nesbitt - Christine McKay - Gerald Dragon - Samantha Quesnelle - Tyler Wolchuk	For 20 years of service: - Annabelle Finucan - Katarina Zoric - Grace Chan - Sylvie Emond For 25 years of service: - Josee Anne Gauthier For 35 years of service: - John Hawkins - Lisa Schmitz

15) ADJOURNMENT OF BUSINESS MEETING:

The Board Chair called for any other business items.

There being no further business, it was moved by S.P. that the meeting be adjourned.
ALL IN FAVOUR – CARRIED

Meeting adjourned at 7:15 p.m.