

## CSMLS 79<sup>th</sup> Annual General Meeting

0800h, Friday, May 22<sup>nd</sup>, 2015

Fairmont Queen Elizabeth (Grand Salon), 900 Rene Levesque Blvd. W  
Montreal, Quebec

The Chair, Tania Toffner introduced Mary Costantino, Vice President, Weston, Ontario as the Chief Scrutineer for the meeting and former president Susan Atkinson, Moncton, New Brunswick as the Parliamentarian. The Chair introduced the Board of Directors and the members of the CSMLS Leadership Team. The Secretary for the meeting was CSMLS Executive Assistant, Lisa Low.

The Special Rules for the AGM are designed to facilitate the exchange of information and ensure that everyone who attends has the opportunity to be heard. These rules take precedence over any other rule of order; Miss Toffner reviewed key points for all in attendance.

1. Call to Order

The Chair called the meeting to order at 0836h with 112 voting members present. The non-members present were identified and the assembly consented to their attendance at the meeting. New this year, CSMLS introduced the option of proxy voting to allow members who are not able to attend the AGM an opportunity to vote. There were no votes cast by proxy this year.

2. Approval of the Agenda

As there were no further changes or additions, the Chair declared the agenda adopted as circulated.

3. President's Address: Tania Toffner, Hamilton, Ontario

I wanted to take this opportunity to let you know how honoured I feel to represent this Society as the President this year. Many of you may or may not be aware that I had the privilege of working at the CSMLS from 2010 to 2012 as the Director of Certification and Prior Learning Assessment. Prior to that, I was also a volunteer on exam panel, Professional Standards Council, formerly known as the Council on National Certification, and served two terms as the Board Director for Ontario. So I have had a long history with the CSMLS and I am constantly amazed by the great men and women who work in and for this profession. Working alongside these individuals has been exciting, humbling, and inspiring.

If you have been reading my addresses in the CSMLS journal or following me on Twitter, you may have noticed a theme I keep going back to – accountability. It is a theme I feel strongly about. As medical laboratory professionals, accountability is an essential element of our daily work-lives. We understand why every process we follow in the lab has to be done accurately and precisely and we understand our accountability to both our colleagues and our patients. These are notions we live and breathe each day.

This meeting here today is part of CSMLS's accountability to you, our members. Along with the financial reports in the Annual Report, the new open forum taking place on Sunday morning, and

the Board of Directors meeting highlights posted in the eNEWS, this meeting is a tool to ensure that we, your Board of Directors, remains accountable and transparent. After all, we are here to serve your needs and the needs of the profession as a whole.

But the Board of Directors is only 11 individuals. The staff at the office in Hamilton is only 22 individuals. And as dedicated, passionate, and talented as these individuals are, we can only achieve so much without the support of an engaged and active membership. We are a society of over 14,000 strong! Our potential when we come together and act collectively is limitless.

So my challenge to you is to ask yourself, how will you be accountable to your profession. There are several ways to get involved, from participating in National Medical Laboratory Week to volunteering on a taskforce or committee. By being here at LABCON, you are demonstrating this accountability, so I understand that to some extent I am preaching to the choir. So I would further challenge you to think about how you can take the next step, from being engaged yourself to engaging others. Encourage your fellow MLTs and MLAs to be members of society. Encourage them to share their worries, concerns, ideas and suggestions with us. Encourage them to engage and be an active part of their profession. Because together, and only together, can we be a force for great and positive change.

As you can probably tell, I am passionate about this subject. Thank you for being an open and receptive audience. I will now move us forward with the rest of the formal agenda.

4. **Minutes of the 78th Annual General Meeting**  
The minutes of the AGM held at 1600h, Friday, June 20, 2014, at TCU Place, Saskatoon, Saskatchewan were approved by the Board of Directors and published on the CSMLS website.
5. **Business Arising from the Minutes**  
At last year's AGM, the membership voted to take steps necessary to comply with the Canadian Not-For-Profit Corporations Act. These steps included making an application for a Certificate of Continuance of the Corporation, repealing the bylaws of the corporation, dated May 2013, and approving new bylaws, dated June 2014, to replace them. These steps were necessary for the CSMLS to continue to operate as a not-for-profit organization. These changes were implemented following acceptance by Industry Canada.
6. **Auditor's Report and Financial Statements**  
The auditor's report and a condensed version of the financial statements were published in the CSMLS 2014 Annual Report. The Chair noted a full detailed financial report is available from the CSMLS office upon request and is also available to members attending the AGM.

The Board of Directors had approved a balanced budget for 2014. Over the course of the year, the CSMLS experienced an unanticipated increase in revenue in the Certification and Prior Learning Assessment business unit. This, coupled with savings in the overhead and administrative costs of the organization made for a larger than expected revenue surplus in the 2014 budget.

As a not-for-profit organization, the CSMLS is committed to reinvesting budget surpluses back into the membership services. The Board of Directors approved the use of the 2014 surplus towards the creation of a sustainable fund for the Leaders of Tomorrow grant. This fund will allow CSMLS to continue to recognize young leaders in the profession and invest in their professional development by sending them to LABCON for years to come.

There were no questions about the report and the following motion was approved:

*"I move that the Auditor's Report be accepted as circulated."*

*(Chris Hirtle, Krista Urchenko)*

## 7. Annual Report for 2014

The Annual Report will be available online at [www.csmls.org](http://www.csmls.org). Additional copies will be available for order by emailing [info@csmls.org](mailto:info@csmls.org) and were also available to members attending the AGM.

The Chair highlighted some of the key milestones for the year including:

- With funding from Health Canada, the CSMLS researched and identified potential alternate careers for internationally educated medical laboratory technologists looking for meaningful employment. As a result of this research, the CSMLS developed and launched a new website to host resource information on Alternate Careers. This site has been accessed by over 3,500 individuals in the last five months.
- The CSMLS launched new national Standards of Practice for both medical laboratory technologists and medical laboratory assistants. The Board of Directors feels these documents are important as they provide current and meaningful standards for professional practice and behavior in the field.
- The Professional Standards Council (PSC) implemented program performance reporting improvements with the October 2014 exam. These changes allow for a more transparent process, to assist educational programs with self-evaluations and help unsuccessful exam candidates plan for their future success. Keeping in line with best practices, unsuccessful exam candidates will now receive the exam Angoff score and their exam score, while successful exam candidates will receive the exam Angoff score only. The Angoff score is the established pass mark for the exam, which varies from exam to exam.
- In 2014, we increased visits to MLA programs, presenting students across Canada with the facts about certification, the profession, and exam preparation. We attended career fairs and conferences and collaborated directly with educators. Our efforts on this initiative, combined with a targeted marketing campaign, led to an overall increase in MLA exam candidates of almost 43% since 2012.
- This year we reviewed the competency profile for General Medical Laboratory Technologist. The draft was approved by the CSMLS Board of Directors in December 2014, and then submitted to the CMA in early February 2015 and has since been approved.
- During our Lobby Day on Parliament Hill in Ottawa, CSMLS representatives met with over 45 Members of Parliament (MPs). The visit included a meet and greet with the Minister of Health, Rona Ambrose. As a follow-up, we arranged lab tours for MPs in their own ridings. The tours give MPs an in-depth look at the important work done in the lab and bring our issues closer to home. CSMLS staff joined three MPs on tours of their local hospital laboratories.
- As part of our ongoing commitment to provide current and relevant professional development, we were pleased to expand our educational offerings. A new partnership with the Colorado Association for Continuing Medical Laboratory Education (CACMLE) gave CSMLS members access to their microbiology webinar series. A partnership with Siemens Canada Limited allowed members access to their online education. These new relationships were just one way for us to expand our Learning Services courses to assist our members.

## 8. Report from the Board of Directors

Members of the Board of Directors provided an update on Board activities since the beginning of the year.

### Governance

In keeping with industry best practices this year the CSMLS Board of Directors, along with senior staff, participated in a validation of the strategic plan.

The current strategic plan was developed by the Board in 2012. It is generally considered part of good governance to review your strategic plan to ensure it meets the needs of the organization.

Minor changes were made to the strategic initiatives in the 2012 plan. The original strategic initiatives were:

1. Enhancing regulatory and association functions
2. Enhance our provincial relationships and support our provincial partners
3. Create Communities of Practice
4. Enhanced Relationships with the Education Community

Upon review, the Board decided to separate enhancing regulatory functions and enhancing association functions into two separate strategic initiatives as they are in fact distinct and have separate operations plans associated with them.

The Board also folded the creation of communities of practice into the association functions initiative. The Communities platform has already been launched and its ongoing development is part of the association's operation now so it does not require its own strategic initiative within the strategic plan.

The enhancements were minor and at the conclusion of the exercise, the Board approved the strategic plans continuation through to 2017.

### Enhancing our public profile

The Board and staff have been deliberate in looking for opportunities to participate in profile-building activities. This can take many forms from representing CSMLS at an event, to sharing knowledge and experience in non-CSMLS publications.

The Canada-wide Science Fair is an annual event where finalists from Regional Science Fairs across the country meet and compete. The CSMLS has supported this event for over fifteen years and sends a member of the Board to represent the Society as a judge in the competition. This year, CSMLS was represented by Atlantic Director, Greg Dobbin.

CSMLS's annual Lobby Day was another great success. Our messaging this year focused on the impending shortage of MLTs and strategies to proactively address this issue. The lobbying team had face-to-face meetings with 34 Members of Parliament, including one Minister. We met with an additional 22 MPs and political staff during a Parliamentary Reception that CSMLS hosted in Centre Block.

In addition, CSMLS President Tania Toffner and CEO Christine Nielsen spoke at a press conference, which was broadcasted live to each parliamentary office. CSMLS's lobby day activities resulted in two feature stories in political media.

National Medical Laboratory Week is our largest public awareness initiative of the year. This year we saw tremendous participation from our membership in sharing the message that medical laboratory professionals work around the clock to provide accurate and timely results and letting patients know that we're here for them.

The Board of Directors thanked the CSMLS staff for their creative and imaginative efforts to help raise the profile of the profession and the society. This year the CSMLS's marketing and communications efforts were recognized internationally when they were awarded four Gold Quill awards by the International Association of Business Communicators, including a Best of the Best award which is considered to be the pinnacle of practice in the communication profession. Only four such awards were granted worldwide this year.

#### Expanding our sphere of influence

Many CSMLS staff members have delivered presentations and exhibited at educational institutions, hospitals, HeathForce Ontario and the National Association of Career Colleges.

Articles written by CSMLS staff members have also appeared in several of our provincial partners' publications. This has allowed us to reach out to non-member lab professionals and demonstrate our value as a knowledge hub within the profession.

Our CEO Christine Nielsen was asked to represent the CSMLS and the broader regulatory community on the Panel on Employment Challenges of New Canadians. This was a national panel formed by Minister Jason Kenney, then Minister of Employment & Social Development. The panel focused on identifying successes and best practices related to the integration of recent immigrants into the Canadian workforce.

The CSMLS also lends its expertise to other professions and stakeholder groups. The CSMLS sits on program advisory committees for BioTalent Canada and Touchstone. CSMLS's CEO Christine Nielsen continues to serve as the Chair of the Canadian Network of Agencies for Regulation.

## 9. Report of the Nominating Committee

Natalie Campbell, Past President and Chair of the Nominating Committee, Fort Smith, Northwest Territories, reported the results of the Ballot to the Assembly for the election of officers for 2016.

She noted that the Nominating Committee is a committee of the CSMLS membership, and she thanked the members of the 2014/2015 Committee for their service. She noted that the call for participants will be published in the fall CJMLS and asked members to consider volunteering for this committee.

For the third year, CSMLS has offered electronic voting. CSMLS decided to implement electronic voting in 2013 to reduce our carbon footprint and to provide members with an easier way to exercise their right to vote. The Society also realizes significant cost savings by moving away from paper-based voting, over \$25,000 annually.

The membership was notified through the CJMLS, email and social media.

1,061 members participated in this year's election. This was slightly below last year's participation rate of 1,128.

Thank you to those members that voted.

Natalie Campbell reported the results of the ballot and the following were the successful candidates:

Director, British Columbia and Yukon – **Maria Klement**, Bonnington, BC

Director, Ontario – **Nancy Bergeron**, Courtice, ON

*“I move that the Report of the Nominating Committee be accepted as presented.”*

(Natalie Campbell, Dianna Korol)

- 10.** New Business: Appointment of Auditor  
The following motion was presented and approved:

*“I move that the firm of Stevenson & Lehocki, Chartered Accountants, be appointed as auditor for the CSMLS for the financial year ending 2015.”*

(Chris Hirtle, Robert Bethune)

- 11.** New Business: Amendment to the Bylaws  
The following motion was presented and approved by the 2/3 majority as required by the Bylaws.

Membership Categories/Terms of Membership/Board of Directors

**ARTICLE 2.0. /3.0. /4.0. – Change in membership name from Active to Practising (note change in section 2.1.1. below) Other sections in the bylaws that require this change are 3.1. and 4.3.**

Current Situation

2.1.1. A Certified Active Member is a Certified Member in good standing who is working, whether on a full-time or part-time basis, in a situation which requires the application of knowledge of medical laboratory science.

Proposed Situation

2.1.1. A Certified *Practising* Member is a Certified Member in good standing who is working, whether on a full-time or part-time basis, in a situation which requires the application of knowledge of medical laboratory science.

Reason for Change

Alignment of membership names.

*“I move that the proposed changes to Article 2.0 Section 2.1.1., Article 3.0. Section 3.1. and Article 4.0. Section 4.3. be accepted as presented.”*

(Natalie Campbell, Dianna Korol)

- 12.** Further Business

The Chair reminded everyone of the CSMLS Open Forum taking place on Sunday, May 24<sup>th</sup>. As mentioned, this was a new addition to LABCON and a supplement to the AGM. The Open Forum is an opportunity to meet with the CSMLS Board of Directors and senior staff to ask questions or make comments or suggestions about the business of the Society.

**13. Closing Resolutions**

The Chair thanked all the volunteers for their dedicated work in support of the CSMLS and thanked the staff for their extra effort and hard work during the past year.

The Chair thanked the 2015 Exhibitors and Sponsors who continually support LABCON and add to its success. LABCON could not be the premier conference it is without their generous support.

Finally, she thanked the translators for providing the simultaneous interpretation of these proceedings today and throughout the conference. Their linguistic skills are helping to make LABCON2015 a truly bilingual event.

**14. Adjournment**

There being no further business the Chair declared the meeting adjourned at 0915h.