**UNAPPROVED MINUTES**

**Virtual AGM MDRAO March 5, 2021, 6:30pm**

**ATTENDEES**:

**Executive Board:** Jeffrey Phelps, Nathalie Legault, Candia Anderson, Tony Leite, Sara Roberts, Pablo Ramiro, and Michael Duncan

**DELTA Members:** Dawn Vassell, Patricia Scott Lynch, Clara Ragosta, and Alma Sandoval

**ETA Members:** Maria Raj, Judith Cojuangco, Ferdinand Umali, Jennifer Richardson, Lobbey Moneda, Janie Enright, and Mary Shane Soliven

**GAMMA Members:** Manon Laflamme, and Roch Landriault

**Out of Province:** Janet Anderson

**SIGMA Members:** Sherrie Morgan, Nancy Hanlan, Helen Nichols, Lisa Malleck, and Stacey Marshall

**THETA Members:** Monique Marshall

1. **Call to order**

Meeting called to order at 18:37 by Jeffrey Phelps

1. **Consent agenda**

Jeffrey Phelps proposed adding one item to the agenda: new President’s Message (item 4). Seconded by Nathalie Legault. Voted as approved by > 50% of attending members. Carried.

New Motion was added to item 6 to approve a financial auditor for the previous fiscal years.

1. **Motion to adopt previous AGM’s minutes by Jeffrey Phelps. Seconded by Nathalie Legault.**
2. **President’s Message**

Jeffrey Phelps welcomed and addressed the participants of the AGM.

He addressed the personnel changes made to the executive board since the previous AGM. He acknowledged the work of former board member Garry Bassi for all his hard work and contributions in coordinating the last MDRAO Conference. Garry accepted a president-elect position at CAMDR. Jeff addressed the ongoing COVID-19 pandemic and the work the organization has done to ensure MDR technicians were added the listing of occupations to receive covid pay. This included drafting letters to the premier, minister of health, long term care, and finance plus all union heads and encouraged members to petition as well. This seems to have worked as MDR technicians were eventually included on the Covid pay list.

**Motion to accept president’s message by Candia Anderson. Seconded by Nathalie Legault.**

**Voted as approved by > 50% of attending members. Carried.**

1. **Introduction of Board Members**

Jeffrey Phelps introduced his fellow board members: Vice President and Director of Education Nathalie Legault, Director of Finance Candia Anderson, Director of Communications Sara Roberts, New director of communications Pablo Ramiro, new director of education Michael Duncan, Director of Chapter Development Tony Leite, and Director of Chapter Development Megan Bozec (absent).

1. **Financial Report was delivered by Director of Finance, Candia Anderson:**

[**https://mdrao.ca/wp-content/uploads/2021/02/MDRAO-Finance-Report-Feb-2021.docx**](https://mdrao.ca/wp-content/uploads/2021/02/MDRAO-Finance-Report-Feb-2021.docx)

*A new auditing firm completed a financial review engagement for the previous two fiscal years. The first-year review focused on compiling the financial records from the June 2018 to May 2019 period and reporting on the events surrounding the previous MDRAO administrative employee. The organization incurred significant losses that year and the previous 2018 fiscal year. It was decided that MDRAO would head in a new direction to move forward.*

*After a short stint with another management company in early 2019, MDRAO started a partnership with Becker Associates in June 2019 to provide secretariat & financial management services. Together with the new MDRAO executive board of directors, they ushered in a fresh outlook and improved operations for MDRAO to start their new fiscal year.*

*For the second June 2019 to May 2020 fiscal year, the auditing firm compiled the financial records and MDRAO generated a $20,518 profit surplus. By moving to an association management company to handle its operations, the board was able to focus on organizational improvements and strengthen its advocacy in the Medical Device Reprocessing community. MDRAO was able to successfully host its annual conference at the Delta Hotels Toronto in September 2019. This was a successful event and helped celebrate MDRAO’s 50th anniversary as a provincial non-profit association.*

*As the COVID-19 pandemic grew in 2020, educational institutions were forced to alter their programming to include online/virtual options. Fortunately, the MDRAO MDR Techniques and Recertification offerings were already provided through an online learning certification platform. The surge in online professional development increased MDRAO’s educational revenue to 311,409, which was a 34% increase from the previous year.*

*MDRAO was able to thrive during the 2019-20 fiscal year and plans to continue its growth and organizational improvements this current year. A complete revamp of the online educational platform was completed in 2020 and planning has started on the biannual MDRAO conference in 2021.*

The total loss in 2018 was roughly $253,000 and 2019 was roughly $97,000. A total loss of over $350,000 which means our investments took a huge hit. Hopefully going forward, the organization can start to build that up again.

The accountant’s review was provided to attending members and Candia opened the floor to questions.

Tony Leite asked if there were any specifics of the accountant’s report that Candia would like to highlight and asked if the 2019 conference contributed to those losses. The 2019 conference resulted in a loss of $18,000 which was small compared to previous years which were $40,000 - $50,000.

Most of the losses were related to getting the online course set up before partnering with Becker Associates. MDRAO was paying heavy fees for the maintenance of the website and online course.

Becker is one of the organizations biggest expenses every month but now they are doing the website, course, and administrative assistant’s job. This year the forecast for 2021 is estimating an excess of $184,000.

We haven’t had the expenses of executive travel.

Online course revenue had an increase of 34%.

**Motion to accept the financial report was made by C. Anderson**

**Voted as approved by > 50% of attending members. Carried.**

**Motion to accept the accountant’s reports for the 2 previous fiscal years was made by C. Anderson.**

**Voted as approved by > 50% of attending members. Carried.**

**Motion to approve JM Mulholland to perform 2021 fiscal review made by C. Anderson. Seconded by T.Leite.**

**Voted as approved by > 50% of attending members. Carried.**

1. **Education Report was tabled by Vice President / Education Director, Nathalie Legault and Director Michael Duncan**

FULL DOCUMENT: [**https://mdrao.ca/wp-content/uploads/2021/03/Education-Report-2020-2021-rev-1.docx**](https://mdrao.ca/wp-content/uploads/2021/03/Education-Report-2020-2021-rev-1.docx)

*The past year has been very busy for us when it comes to Education. Just over 1 year ago, MDRAO signed an agreement with Becker and Associates to move MDRAO’s education platform to a new system along with our examinations. Same excellent training and certification, but with more robust and secure software, plus options to take your exam in an exam centre when things open up again.*

*The new Education website was to launch by May 15th, 2020 but due to Covid-19, we granted an extension to Becker Associates and the education website went live on July 23rd, 2021, one month later than usual this year.*

*The new Education website, and exams were also integrated with* ***TAP*** *(The Association Panel) – licensed application used for the board’s membership and event reporting needs.*

*Why did we move to a different Education Website and LMS? We wanted to move away from Word Press, which is what we were using for our website. By moving away from Word Press, we would move away from all the plugins that we needed to run our website. These plugins are often not meant for long term and are ineffective.*

*Moving the Education website to a platform where a third-party is responsible for support and development, gave MDRAO a professional, top-notch LMS and e were able to moved away from all the security, development, maintenance and upgrades headaches.*

*Here are some of the improvements that were done:*

1. *Enrolment –*
   1. *Students are now auto enrolled in the course with correct start date, based on registration date. Students are automatically added to bi-monthly cohorts that start on the 1st and 16th of every month that the course is open.*
   2. *Course content access is done automatically*
2. *Course Purchase*
   1. *Added the option for Bulk course purchase for* 
      1. *Managers buying for employees*
      2. *Registration 10+ are getting a percentage off*
3. *Facilitators*
   1. *Facilitator management Dashboard created so that they can better help the students – this is still work in progress*
   2. *Auto assign students to facilitators per set ratio or percentage*
   3. *Automatically notify student by email as to who their facilitator is*
   4. *Automatically notify facilitator when a new student is assigned to them*
   5. *Other automatic communication emails* 
      1. *Congrats email to student when student passes final exam*
      2. *Other emails we may think necessary eventually*
4. *Final exam*
   1. *Signed up with a new proctoring company. We were with Proctor U and we are now with Kryterion. The Proctor U account we were working under belonged to Prosoft our previous education management company. Although the initial one-time set up fees were slightly higher with Kryterion, the annual maintenance fee are lower:*

*Krtyerion             ProctorU*

*One-time Setup Fee                     25,000.00             20,000.00*

*Annual Maintenance Fee             12,500.00             15,000.00*

*Also, our current management Company, Becker and Associates is has been working with Kryterion for several years so we we can benefit from the reporting scripts they have built. Kryterion also had a wider range of services that we thought we may need in the future. Cost to students was similar ($5 more).*

1. *Final exam re-write*
   1. *Automatic deadline is set to 14 days after final exam written to purchase the re-write.*
2. *Certificate*
   1. *Auto-email with student certificate upon exam pass – we no longer give paper certificates.*
   2. *Each certificate is assigned with a unique certification number that is displayed on the certificate.*
   3. *Maintain a database of past certification*
3. *Book*
4. *We have not made any changes to the book and workbook this year*
5. *Book sold this year:*

* *We sold about 1057 English Books and 951workbooks in 2020*
* *We sold about 33 French books and 4 workbooks in 2020*

The floor was opened to questions.

P. Ramiro had concerns regarding the manual coming apart after only a few months of use. A lot of his students at Centennial College had this problem. Pablo was asked to email his concerns to Nathalie and Candia along with some pictures so that may address the problem with our publisher, Brown Books.

**Motion to accept education report as read by J. Phelps. Seconded by S.Roberts**

**Voted as approved by > 50% of attending members. Carried.**

1. **Communications Report was tabled by Director of Communications, Sara Roberts and Director Pablo Ramiro**

**FULL REPORT:** [**https://mdrao.ca/wp-content/uploads/2021/03/AGM-Communications-Report-2021.docx**](https://mdrao.ca/wp-content/uploads/2021/03/AGM-Communications-Report-2021.docx)

Highlighting accomplishments for 2019/2020

• Quarterly newsletter releases – this includes the content provided for the readers

• Published MDRAO News magazine – June 1, 2021 we will be our next magazine release

• Application launch used at our 2019 Conference

• Social media advertisements and promotional content

• Webinars and education sessions

Goals for 2021

• Update the e-newsletter

• Create a welcome package for new members

• Provide testimonies from members and students

• Deliver weekly content of Social Media

• Develop Q & A content for website and newsletter

• Encourage chapters to use virtual platforms for chapter meetings and education

Newsletter release dates

Here are the dates for the next issues of the newsletter scheduled to go out:

• March 19, 2021 (Director/Chapter reports due by March 14)

• May 21 (Director/Chapter reports due by May 16)

• September 17 (Director/Chapter reports due by Sept 12)

• December 17(Director/Chapter reports due by Dec 12)

A short power point presentation showing some of the print work sent out by the communications team and other highlights from 2019 was presented by Sara

Pablo wanted to add to the 2021 goals. Given the current COVID situation, he hoped we could run a conference. Possibly an 1–2-hour education session sponsored by vendors in the future, in hopes that we could improve member engagement.

Candia noted that Healthmark ran an education session for members and had additional education sessions after that.

Stacey Marshall of SIGMA chapter added that SIGMA had a virtual education session in October 2020. The session had over 20 people in attendance and 2 vendors give presentations. SIGMA plans to have another education night in April or May. She noted that each chapter can and should run education sessions with their individual chapters.

Candia noted that LAMBDA chapter attempted a virtual session through OTN and did not have any attendees and echoed Pablo’s hopes that our organization could have more province-wide sessions where all members could attend regardless of their chapter.

Tony noted that there were in-person sessions in the past where members from other chapters were also invited to tour a vendor’s facility and encouraged future chapter virtual education sessions to be inclusive of other chapters as well. He offered support for the upcoming chapter meetings.

**Motion to accept education report as read by T. Leite. Seconded by C. Anderson**

**Voted as approved by > 50% of attending members. Carried.**

1. **Chapter Development report was delivered by T. Leite**

*Staying safe has required our MDRAO family to work and talk from a distance. Our ability to meet and gather is a big part of our functioning as an educational association. Support has been provided principally through a video connection or email. Even though our work has undergone changes with reassignments and workloads, we continue to carry the responsibility of providing uncompromised care for the patients that we serve.*

*Developing and growing our membership has required us to find different ways of staying in contact and supporting our members. As we move forward through what is left of this pandemic, we will continue to offer support through the digital formats available. If you detected optimism from my last statement, you heard right. We will move past this social isolation, and we will meet in person once again. Until then, keep your questions and ideas coming.*

At the previous board meeting in Thunder Bay, it was chapter development team’s intention was to do more travelling and to be present in our chapters and offer physical support to the chapters and their meetings. The pandemic has derailed all of this, but it is a goal of the chapter development team to still offer this support through virtual means. Having a timeline would help keep chapters close to the organization and establishing a quarterly schedule for the chapters is an importance. A program has been made available through Becker Associates to the board that identifies the roles and responsibilities of executive members and how function in those capacities. Rolling out this program to chapter executives would aide in chapter development.

**Motion to accept chapter development report as read made by J. Phelps. Seconded by C. Anderson**

**Voted as approved by > 50% of attending members. Carried.**

1. **Brief Discussion on the possibility of having a 2021 Conference**

The board had mixed feelings of having a conference this year due to the ongoing pandemic.

Jeff will reach out to CAMDR in regards their virtual conference.

Adam Becker was asked his opinion regarding conferences and suggested the possibility of a hybrid conference.

Candia asked if any other non-board members had any input.

Manon Laflamme (GAMMA): Discussions regarding conferences have been hit or miss. Waiting is a good thing. Planning is a good thing. But we don’t know where we are headed. Virtual conferences have been good, but it would be much better to meet in person.

1. Constitutional review will be discussed in the next meeting and presented to members at a future date.

**Motion to adjourn the Annual General Meeting at 20:13 made by J. Phelps. Seconded by C. Anderson**

**Voted as approved by > 50% of attending members. Carried.**