



Questions & Answers from the 2022 Annual General Meeting

Please note that as per our bylaws, the agenda was sent at least 21 days in advance, and all members were offered the opportunity to ask questions in advance. None were asked before the Annual General Meeting.

Q: What is the total membership number?

A: As of October 1st, 2022, POC has 541 members.

Q: What is the change of membership year over year?

A:

Year	Members
October 2022	541
October 2021	579
October 2020	657
October 2019	632
October 2018	591
October 2017	650
October 2016	660
October 2015	612
October 2014	615
October 2013	615

Q: Which chapters closed and how to avoid this from happening?

A: North GTA, Grand River and Ottawa closed. All three chapters reached out to National and guidance was provided on engagement of volunteers to assist the chapter prior to making the decision to close. Any chapter that is lacking in volunteers to run the chapter, can reach out to National for assistance.

It should be noted that these chapters closed due to lack of volunteers not financial resources. Chapters are very stable financially.

Q: How does the money come in when chapters close?

A: When a chapter closes, and after all bills are paid, the chapter's bank account is closed, and the remaining funds are given back to National. The funds are not technically revenue, it is a recapture of a prior expense and is noted as a non-recurring event in the financial statements.

Q: Is there value in chapters closing financially?

A: No, the chapter split payment for each member is redirected to the new chapter they join. There is greater value to the Organization to have Chapters viable and active.

Q: How do we generate revenue?

A: There are five main streams of revenue as reported in the financials. Membership, Education, Conference/Summit, Development (Associate members) and Education Acquisition (templates, webinars, manual sales).

Q: When is the website slated to be completed?

A: The initial website project was to bring the content and information from the old platform to the new platform, which has been completed. A Website Sub-Committee has been established to review how we can improve the website and is an ongoing process based in part on feedback from the members and needs of the website. Action will be taken once the review is complete and approved by the board for financial expenditures. We are aware of the concerns regarding the directory and speed of the website and are working on them.

Q: What are the major expenses that make up Membership Expenses?

A: Chapter Liability Insurance and Chapter Split payments.

COMMENTS:

C: Better support for chapters if POC can financially afford it

A: Chapters have not indicated any financial difficulty, and in fact most chapters have healthy bank accounts. Once a new Director of Chapters joins the board, more initiatives will be put into place.

C: Process allows for questions, but not comments and suggestions which are also important to governance. I would like us to be able to have our feedback and suggestions read to the entire group present.

A: Noted, and the board will be hosting Town Hall sessions in 2022/2023 to allow for open dialogue, member feedback and suggestions to be heard.

C: Engagement of members to POC events and chapter meetings?

A: For chapter meetings, it could be a good idea to survey the members to see why they're not coming and what they would like to hear / who they would like to see at those meetings as focusing on their interests is important. Perhaps a change of meeting dates, and/or a change of venue, would help. Meeting every other month could also be a possibility. If your coverage area is big, perhaps scheduling smaller meetings in other parts of the city would attract more attendees. It should be noted that some members are still hesitant to attend in person meetings as we come out of the pandemic. Members' focus could also be on catching up with work and making family a priority.

C: Suggest board look at how we can better support, financially, Chapters at risk of folding.

A: As noted earlier, Chapters are not closing due to lack of finances but rather volunteer resources.

C: Feel that one of the drawbacks to Chapter success is the challenge to post chapter meetings and events easily and quickly. The process is unwieldy and puts barriers in place that block Chapter volunteers from being successful with meeting announcements.

A: We welcome any suggestions that could improve the process.