



Ottawa Chinese Community Service Centre | 渥太華華人社區服務中心

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Ottawa Chinese Community Service Centre

2024 Annual General Meeting

Date: December 4, 2024

Time: 5:00pm – 6:00pm

Location: Zoom

Meeting Items:

2024 AGM Agenda

2023-2024 Financial Statements

2023- 2024 Annual Report

1.	CALL TO ORDER – QUEENIE HUYNH
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Introduction – CEO, Queenie Huynh, acknowledge attendees and her newly appointed role and MC of the AGM.

Acknowledged land on which we gather is the traditional unceded territory. The Algonquin people have lived on this land, the culture and presence have nurtured and continue to nurture this land. We are grateful to have the opportunity to be present in this territory. We look back at our achievements and set the stage for a stronger future for OCCSC and the communities we serve.

2.	APPROVAL OF AGENDA – QUEENIE HUYNH
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The CEO shared the draft agenda of the 2024 AGM.

Call for motion;

Motion to accept the auditor's report and to approve audited financial statements for the fiscal year ending March 31st 2024



Motion to appoint Raymond Shabot Grant Thronton as auditor for the fiscal year ending March 31st 2025

Reports from the managers of settlement, language and employment services

Approve board of directors, and closing remarks and reflection

3.	<i>BOARD OF DIRECTOR REPORT – ROBERT PARUNGAO</i>
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Introduction of Robert Parungao, Board of Director, Chair

From 2023 AGM, Chair noted that the 2 biggest priorities for the Board of Directors was the continued delivery of our 5 year strategic plan, as well as our search for a new executive director for OCCSC.

Chair officially introduces Queenie Huynh into the role of Ed effective 9 October.

Queenie brings a multitude of skills and experience to the table, ranging from managing her own nonprofit organization to years of serving as an executive in the Federal public service.

Robert extended a very special thanks to acting ED, Hasan Ezzahmad, for stepping into the role over the large part of 2024 from his manager role within the settlement services.

2025 will be OCCSC's 50th anniversary and are looking forward to engaging e with the community in celebrating this momentous occasion for our organization

4.	<i>CEO'S REPORT – QUEENIE HUYNH</i>
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CEO (Queenie Huynh) acknowledges having to catch up and review OCCSC's 2023 activities. She has spent the past 2 months getting to know the organizations, our new team and incredible work that has been done to date.

Impressed by Occsc's achievements in 2023 from supporting hundreds of newcomers to delivering impactful programs to youth, seniors and families. OCCSC has remained steadfast in its mission to empower individuals and build stronger communities.



Ms Huynh shares vision for the upcoming years. For OCCSC these align with the organization's mission to support newcomers, build inclusive communities and promote empowerment and strengthening settlement services. Her vision for OCCSC is to become a leader in comprehensive settlement support. Ensuring every newcomer has access to resources, mentorship, and opportunities to thrive.

Goals are to develop enhanced language programs tailored to the job market needs expand settlement workshops. This will include digital literacy and mental health support. Establish a mentorship program, pairing newcomers with community leaders.

The second vision is workforce integration and economic empowerment. The vision is to empower newcomers, to achieve career success through skill, building and connection with local employers. Our goal is to collaborate with employers to create internship and job placement programs. Launch career specific training programs in tech healthcare and trades advocate for credential recognition and pathways for internationally trained professionals.

With respect to to digital transformation. Our vision is to use technology to enhance service delivery and connect with the community more effectively. Our goal is to develop an online hub for virtual settlement services, resources and training implementation. A client relationship management system called CRM to track impact and improve services also increase social media present to engage younger audience and share success stories. Essentially bringing OCCSC into a new era of technology.

5.	TREASURER'S REPORT – JULIE GAO WAS ABSENT, GIVE BY ROBERT PARUNGAO
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In Julie Gao's absence, Board Chair Robert PARungao delivered the Treasures Report which ended March 31, 2024.

OCCSC engaged Raymond, Chabot, Grant, Thornton, LLP. to audit financial statements for the fiscal year, ending March 31st 2024, with the assistance of our CEO and accounting officer. T

The audit was successful with no issues identified. However, the auditors issued a qualified opinion which is common for nonprofit organizations due to the inherent limitations in verifying donations and fundraising revenue. This limitation arises because auditors cannot design procedures to confirm these revenues without specific external evidence

Financial overview; this report summarizes the financial activities and position of the of OCCSC for the period of April 1,2023 to March 31, 2024. This highlights key revenue and expense, categories, net assets, and cash flow.



The revenue by source revenues total revenues for 2024 were 3,634,558, this was up from the 2023 amount of 3,282,864. 62 major sources of revenue include grants from immigration, refugee and citizenship of Canada to the amount of \$2.1M, \$2.2M, employment and social development for an amount of \$694,000.

The Ontario Ministry of citizenship, immigration, and lighthouse labs - \$332,000.

The City of Ottawa, - \$88,000

Moving on to expenses. - total expenses for 2024 were \$3.3M up from \$3.2M in 2023. With the largest expense being salaries and employee benefits to an amount of \$2.7M, excess of revenue over expenses. Noted that, OCCSC had an excess of revenues over expenses of \$292,000 in 2024, compared to \$56,000 in 2023. (This significant increase is mainly due to the \$103,000 of rent relief provided by our landlord, the increase was primarily due, so by our landlord).

The net surplus of \$1.8M accumulated over the pandemic years is prudently invested in GIC’s. This fund ensures financial stability and preparedness for potential funding challenges finally upcoming financial priorities. The 2025 fiscal year marks a transformative phase for OCCSC

6.	<i>MOTION TO APPROVE – QUEENIE HUYNH</i>
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Queenie Huynh requests motion to accept the auditors report and to approve audited financial statement for the fiscal year ending March 31st 2024 - Motion to accept via online poll – 97% accepted

Requests motion to appoint Raymond Chapel, Bran Thornton as auditor for the fiscal year ending March 31st 2025 - Motion to accept via online poll – accepted (% not shared)

Move to approve new board of directors. The proposed slate of directors has been reviewed and now invite a motion to approve the new Board of Director. - Motion to accept via online poll – accepted (% not shared)

7.	<i>SETTLEMENT, INTEGRATION, AND FAMILY SERVICES (SIF) REPORT – HASSAN EZDAHMAAD</i>
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OCCSC has continued to make a profound impact on Ottawa’s diverse immigrant and refugee communities and particularly Chinese, Arabic and Ukrainian newcomers. Over the past year, we served over 5,000 newcomers from more than 100 countries, enhanced our programs, and expanded our reach through innovative approaches.

While we have achieved many milestones together, it is natural that disagreements arise on certain matters. Such disagreements are not inherently negative; they present opportunities to address challenges head-on and engage subject matter experts to guide us in refining policy implementation. Through this collaborative approach, OCCSC continues to thrive as a professional and resilient organization.

Finally, I want to express my deepest gratitude to our volunteers, staff, funders, and partners, whose dedication and collaboration drive our collective success.

OCCSC’s legacy as a cornerstone for newcomers is something we all share and celebrate today.

8.	<i>EMPLOYMENT SERVICES REPORT – JULIETTE SMITH</i>
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Juliet Smith reporting from the Employment department the Employment Services Department has successfully met and exceeded all set targets for the reporting period, April 2023, to March 31st 2024.

Major project is from ESDC and the program is empowering employers for the future of work. Completed delivery to 6 IT companies in Ottawa, Vancouver, and Calgary and conducted 158 workshops focusing on leadership and social emotional skills. OCCSC also had a renewed contract from lighthouse labs to deliver soft skills training to 500 participants across Canada.

In the end 505 participants were trained and we developed new business partnership with WCG Consultants. OSSC delivered soft skills training to 23 sites for job developers and career counselors in Ottawa and Eastern Ontario. Our contract with world skills to deliver a 5 h communication workshop to the empower newcomer women program was renewed for another year and we look forward to further working with our partners.

For 2025 our focus remains on building strong partnerships, expanding our reach and deliver an exceptional service.



9.	<i>LANGUAGE SERVICES REPORT – SNEZANA MINIC</i>
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Ms Minic reported a successful program in 2024. An impressive 808 new students participate in classes. At any given time OCCSC has 320 students per month. In addition there’s a long waiting list for our program. But with the understanding from IRCC we were able to extend a few seats in every class. Our students in the reporting period spoke 40 different languages covering many continents.

10.	<i>CLOSING REMARKS – QUEENIE HUYNH</i>
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Closing remarks - As we conclude today's AGM, I would like to thank each and every one of you for your continued commitment to OCCSC to our boards of directors, staff volunteers, funders and community members. Your dedication is the cornerstone of our success.

I would like to encourage everyone to continue to stay connected with OCCSC. You can find our annual report and more details about our programs on our website or by reaching out to our team.

Together we are building a stronger and more inclusive community.

This officially concludes the 2023 annual general meeting have a wonderful evening, and I look forward to seeing you again very soon.

Certified to be a true copy this 4th day, December 2024.

Queenie Huynh

Queenie Huynh, CEO

27 / 02 / 2025


Hilda Chow



Robert Parungao, Board Chair or

Hilda Chow, Board Vice Chair



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