



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

📍 400 Cooper Street, Suite 2000, Ottawa, Ontario, Canada K2P 2H8

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## **Ottawa Chinese Community Service Centre**

### **2025 Annual General Meeting**

Date: November 27, 2025

Time: 5:00pm – 6:30pm

Location: Zoom

Meeting Items:

2025 AGM Agenda

2024-2025 Financial Statements

2024- 2025 Annual Report

<b>1.</b>	<b>CALL TO ORDER – ROBERT PARUNGAO</b>
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The meeting was called to order by Robert Parungao, Chair of the Board of Directors.

The Chair welcomed members and guests and acknowledged that the meeting was held on the traditional unceded territory of the Algonquin Anishinaabe people. He expressed appreciation for the opportunity to reflect on OCCSC’s 50-year legacy of service and to look ahead to the organization’s future.

<b>2.</b>	<b>APPROVAL OF AGENDA – QUEENIE HUYNH</b>
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Queenie Huynh, Chief Executive Officer, presented the agenda for the 2025 Annual General Meeting. The Chair called for a motion to approve the agenda as presented. Motion carried.

The minutes of the 2024 Annual General Meeting were then presented for approval. Motion carried.



<b>3.</b>	<b>CHAIR OF THE BOARD’S REPORT – ROBERT PARUNGAO</b>
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The Chair reflected on 2024–2025 as a milestone year, marking OCCSC’s 50th anniversary and celebrating five decades of service to newcomers and immigrant communities in Ottawa. He highlighted the organization’s growth and continued commitment to settlement, integration, and community well-being, noted the transition to new executive leadership, and outlined the Board’s focus on strengthening governance, clarifying roles, and supporting organizational stability. The Chair reported the successful renewal of a multi-year IRCC Contribution Agreement, reaffirming funder confidence, and highlighted the Board’s support for diversifying revenue through exploration of social enterprise initiatives. He acknowledged unprecedented demand for services, with staff and volunteers supporting thousands of newcomers, and shared that the Board will begin development of a new five-year strategic plan in 2026 to address emerging community needs.

<b>4.</b>	<b>CEO’S REPORT – QUEENIE HUYNH</b>
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The Chief Executive Officer reported on the organization’s progress and challenges during the year, noting a period of transition accompanied by operational strengthening and organizational renewal. She highlighted efforts to improve internal systems, workflows, and management practices to better support staff capacity, enhance service delivery, and ensure accountability as demand for services continued to grow. Sustained and increasing demand was noted across youth support, mental well-being, employment, settlement, and language services, reflecting the complex and evolving needs of newcomers and the broader community.

She expressed appreciation for the dedication, resilience, and professionalism of staff and volunteers who supported thousands of clients throughout the year. She reported the successful negotiation of a new multi-year IRCC Contribution Agreement, reaffirming confidence in



OCCSC’s programs, service outcomes, and management capacity. She reaffirmed OCCSC’s mission to support newcomers in building safe, connected, and successful lives in Ottawa and noted plans to explore a social enterprise model as part of efforts to strengthen long-term sustainability.

<b>5.</b>	<b>SETTLEMENT, INTEGRATION, AND FAMILY SERVICES (SIF) REPORT – WANGLING MA</b>
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Wanling Ma, Community Development Project Manager, presented the Settlement, Integration, and Family Services report on behalf of Hassan Ezzahmad. She reported on program outcomes during the reporting period April 1, 2024 to March 31, 2025, noting that 3,959 unique clients were served across IRCC-, Ontario-, and City-funded programs. A total of 9,501 direct services and 9,033 group services were delivered through individual support, group programming, and community-based initiatives.

Wanling highlighted the breadth of SIF programming designed to respond to diverse newcomer needs, including the Youth Leadership Project, the Virtual Homework Club, women’s empowerment and conversation circles, senior settlement programming, and settlement services for Ukrainian and Middle Eastern newcomers. She emphasized the importance of culturally responsive services, strong community partnerships, and volunteer engagement in supporting effective settlement and integration outcomes. Appreciation was expressed for the dedication of staff, volunteers, and partners who contributed to program delivery and supported newcomers with increasingly complex needs.



<b>6.</b>	<b>LANGUAGE SERVICES REPORT – SNEZANA MINIC</b>
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Snezana Minic, Language Programs Manager, presented the Language Services report, highlighting continued strong performance of the Language Instruction for Newcomers to Canada (LINC) program during the reporting period April 1, 2024 to March 31, 2025. She reported that over 800 new students were enrolled during the year, with approximately 320 active learners per month. The program delivered 18 fully online classes, supporting accessibility and flexibility for learners representing more than 40 languages. Sustained demand for language training was noted, and appreciation was expressed for the commitment of instructors, staff, and partners in supporting newcomer language development and integration.

<b>7.</b>	<b>TREASURER’S REPORT – ROBERT PARUNGAO ON BEHALF OF JUN CHEN</b>
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Robert Parungao presented the Treasurer’s Report on behalf of Jun Chen. He reported on the organization’s financial performance for the fiscal year April 1, 2024 to March 31, 2025, based on the audited financial statements. Total revenues for the year were \$3,355,387, primarily funded through federal, provincial, and municipal contributions, including IRCC, MCCSS, and the City of Ottawa. Total expenses amounted to \$3,245,778, resulting in an excess of revenues over expenses of \$109,609 for the year. As a result, net assets increased to \$1,965,289, reflecting continued financial stability and prudent fiscal management.

The report noted that OCCSC maintained a strong cash and liquidity position, enabling the organization to meet operational requirements and funding obligations. It was further reported that an internally restricted reserve fund totaling \$292,144 was established to support future organizational priorities, risk management, and long-term sustainability. The Treasurer emphasized the organization’s continued commitment to sound financial controls, compliance



with funder requirements, and transparent financial reporting. Appreciation was expressed to the Finance team and auditors for their diligence and for supporting a smooth and compliant audit process.

<b>8.</b>	<b>APPROVAL OF AUDITED FINANCIAL STATEMENTS FOR APRIL 1, 2024 – MARCH 31, 2025</b>
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The audited financial statements for the fiscal year April 1, 2024 to March 31, 2025 were presented to the members for review and approval and were approved. Motion carried.

<b>9.</b>	<b>APPOINTMENT OF AUDITORS FOR APRIL 1, 2025 – MARCH 31, 2026</b>
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The members approved the appointment of Raymond Chabot Grant Thornton LLP as auditor for the fiscal year April 1, 2025 to March 31, 2026. Motion carried.

<b>10.</b>	<b>ELECTION OF BOARD DIRECTORS</b>
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The current Board members were elected as presented. Motion carried.

<b>11.</b>	<b>CLOSING REMARKS – ROBERT PARUNGAO</b>
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The Chair and the Chief Executive Officer offered closing remarks and thanked Board members, staff, volunteers, funders, partners, and community members for their continued support and



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contributions to the organization. The Chief Executive Officer expressed gratitude for the support she received during her first year in the role.

The meeting was adjourned.

*Certified to be a true copy this 27th day of November 2025.*

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Queenie Huynh, Chief Executive Officer

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Robert Parungao, Board Chair

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Sally Zhang, Board Secretary