



JUNE 24, 2023



TO: MEMBERS

FROM: WILL COUKELL, COO

SUBJECT: ANNUAL REPORT

Staff Report submitted by Will Coukell, Chief Operating Officer


For the second year in a row year the audit was completed on time. This is particularly important as the contract with CRA will only allow ACO to continue to operate if we meet all the requirements within that contract. To that end, we have accomplished several things this year: we completed the audit in a timely manner; we processed all of our paperwork by the deadlines; we have met all the requirements for how and when we issue tax receipts; and we have moved almost all of the branches to BMO except for one branch. I am confident that when the next CRA audit is done, we will pass.

Thanks to Marie and Tai who worked very hard along with me to get this done. Also, thanks to the many branches who got their information in to us in a timely manner. Your work makes things so much easier for us at audit crunch time.

We continue to try to improve our processes and have received much praise from the auditors for some of the innovations, particularly for the use of DropBox which has sped the audit process up substantially.

Programs

Other things happening this year: Heritage Action Day was a success again this year thanks to the work of Alex MacKinnon, Program Coordinator and, of course the Policy Committee and Government and Community Relations Committee, we hope to improve things ever more moving forward.



Membership

Tai and Marie completed personal visits to all branches who were willing last summer. We hope to have visits with branches again in 2024. The group concept seems to have worked well and the feedback was great.

As an alternative to in person meetings, Tai will continue to offer online meetings. Tai will take this opportunity to get know the branches, find out their concerns, answer membership questions and teach those who need how to use Dropbox and the backend of the ACO website.

Fundraising

As you all know, lost our Development Worker early in 2023 and we are looking to engage a new one, in the meantime I am trying to cover my own job and the development work as well, it's not easy and please bear with me with delays. Last years crash of the stock market, the declining global economy, and the new focus on protecting people from illness and poverty, are changing the landscape for fundraising for the foreseeable future. All charities will need to retool their fundraising strategies to some degree and we are no exception. We are trying to increase communication with donors and members so that we can maintain and deepen our connection with them. We need to tell all our constituents what we are doing to maintain ACO's resiliency, and we need to ensure that their confidence in us remains strong. There are many unknowns (such as how charitable foundations will adjust their giving in light of tremendous investment losses) and we adjust to changing conditions on an ongoing basis. But in light of the recession and so much uncertainty, I think it's wise for us to reduce our expectations for fundraising this year and see what can be done to make the best of a very difficult situation.