



2018

Annual General Meeting

Canadian Company of Pilgrims

February 3rd, 2018

Salvation Army Citadel, Victoria, BC

Agenda

1. Call to Order, Welcome, Introductions
2. Approval of Minutes from last Annual General Meeting (Jan 28, 2017)
3. President's Report
4. Vice President's Report
5. Secretary's Report
6. Treasurer's Report and Presentation of 2018 Budget
7. Motions to Amend Articles of Incorporation and Bylaws
8. Election of Board of Directors
9. Other Business
10. Adjournment

President's Report

Internal

- Communication
- Memberships
- Database
- Finances
- Governance

External

- International

Communications with 1,538 members

- Email notices through MailChimp
- National website – resources and member area
- Facebook
- Quarterly newsletter

Communications – 15 chapters

- Halifax
- Fredericton
- Ottawa
- Toronto
- London
- Hamilton
- Kitchener-Waterloo
- Winnipeg
- Saskatoon
- Edmonton
- Calgary
- Kelowna
- Vancouver
- Victoria
- Whitehorse

Canadian Hospitaleros

Since 2007, over 300 pilgrims have been trained in Canada to be hospitaleros. Each year, there are approximately 30 Canadians serving on the Camino.

In 2017:

- 2 Training sessions held in Calgary and Victoria - 19 people trained
- 30 Canadians served in France or Spain.

<http://canadianhospitaleros.blogspot.ca>

Memberships

- Memberships & credentials have been available online as of March 2016
- Currently have 1,538 national members
- For 1st time – we started asking for membership renewals in 2017

NOTE: discrepancies in numbers:

- Toronto – has 599 addresses on email lists
- Calgary – 400
- Victoria – 1,010

Database

- Initial database was good to start – but now need to upgrade
- Associated costs of CRM (customer relationship management) software

Credentials

- Issued 1448 credentials in 2017
- Team of 6 'credential elves' prepare the mailouts
- Some chapters have small supply for rush orders or postal strikes

Finances in 2017

- Invested in infrastructure:
 - digital administration & hosting
 - chapter logos
- Provided insurance for Directors and Chapters
- Support to new Chapters for admin and meeting costs
- Support for MailChimp setup for some chapters
- Produced and mailed Canadian credentials & badges

Donations

- Confraternity of St. James (UK) albergues -
Sponsored 2 weeks operating support at each of
 - Miraz on C. del Norte
 - Rabanal on C. Francés
- Pilgrim House in Santiago
 - Two new computers for pilgrim use
 - New locks for doors

Governance

- to follow later in the meeting

External Roles

- Collegial relations with the Association du Québec à Compostelle – our Quebec counterpart
- Maintain a relationship with the Spanish Embassy in Ottawa
- Interact with the American Pilgrims on the Camino
- Interact with other international Camino associations in Europe, South Africa, Japan, Brazil, Australia
- Maintain a relationship with the Director of Xacabeo, Xunta de Galicia (Camino authority in Galicia)



Vice President's Update

The position of Vice President is a new role for the CCoP

Coordinate communications between 15 regional chapters and national office

CCoP Website: Responding to Camino related questions (routes, travel, credentials, membership, etc)

Facebook (a primary source of online community/information sharing)

Members Only Blog (selection of best stories)



Vice President's Update

Assist in business issues and systems solutions as they arise
(Insurance, MailChimp, etc.)

Quarterly Newsletter Renaming Contest - Pilgrim Footprints



Vice President's Update

Focus for 2018

Understanding more about the CCoP membership!

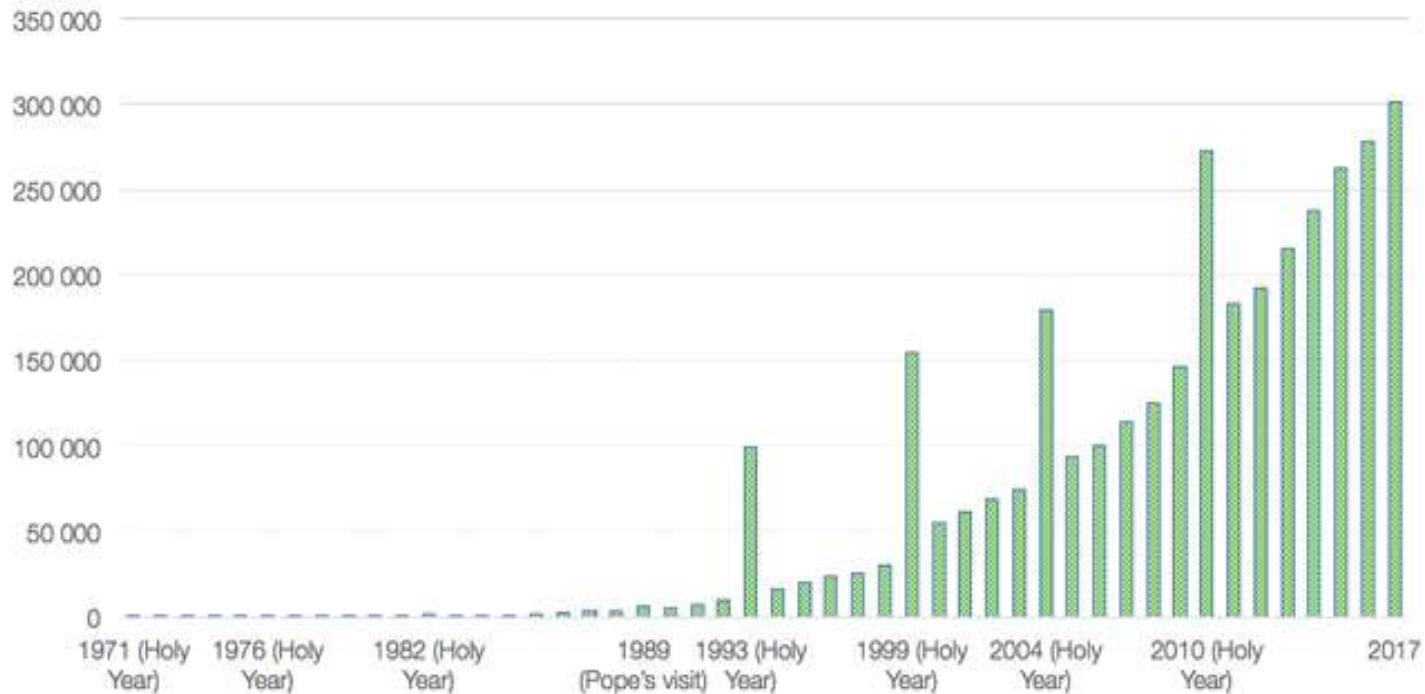
Who are they, their interests, experiences, etc

Best ways to support and enhance membership



Vice President's Update

EVOLUTION OF THE NUMBER OF COMPOSTELA RECEIVED PER YEAR



Data gathered from the Pilgrim Office 's website - oficinadelperegrino.com/en/statistics/



ULTREYA TOURS



Vice President's Update

Some Spanish Camino Statistics

Total Compostela Issued:

2016: 277,854

2017: 301,006

8.3% annual increase

Total Compostela Issued 2007: 114,026

142% increase over past ten years

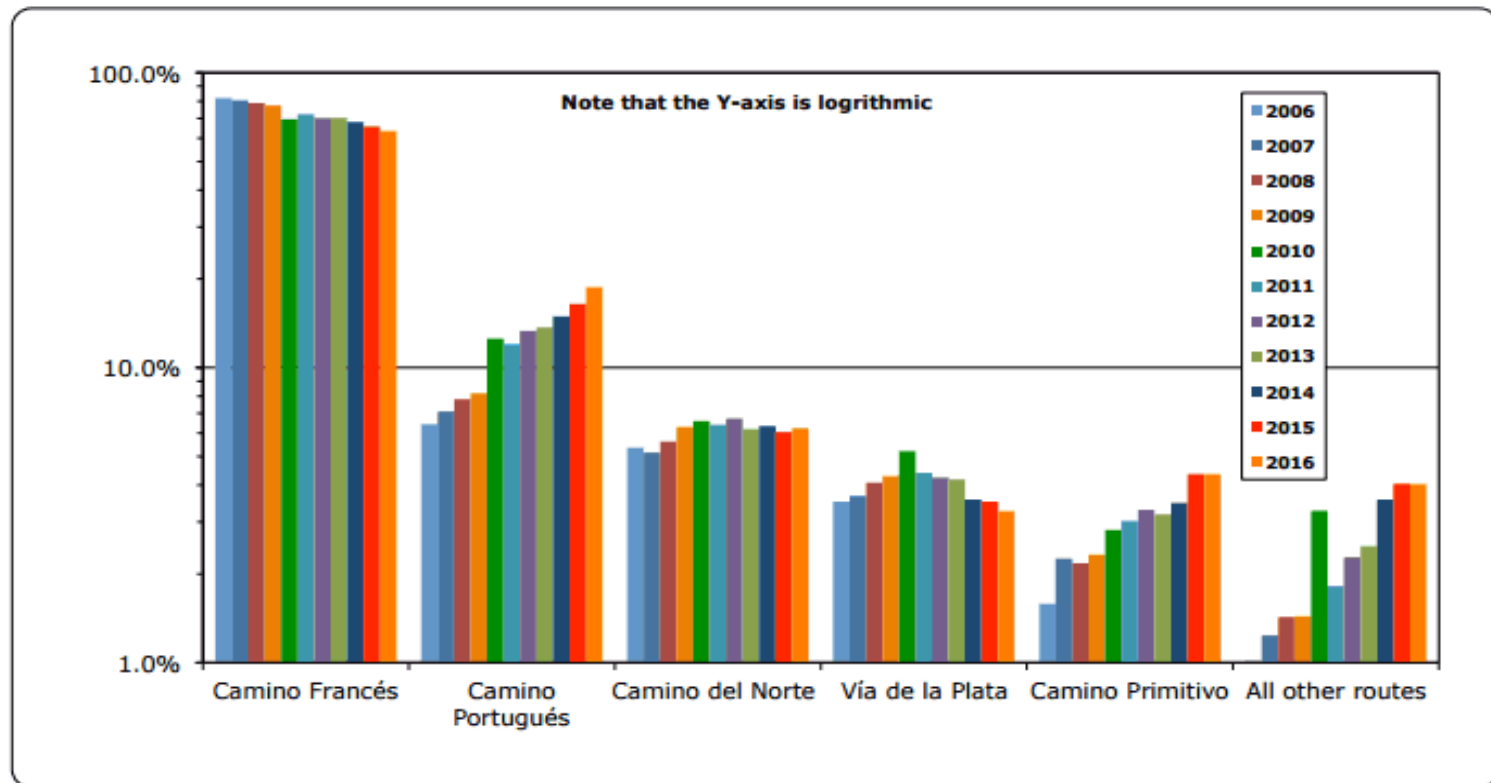
Number of Canadians

1.6% of total over past ten years



Vice President's Update

Compostelas issued by the *Oficina de Acogida de Perigrinos* by route traveled
2006 through 2016





Vice President's Update

Other significant changes during past decade!

Camino Frances:

2007: 92,191,

2017: 180,726

96% increase over ten years

Non CF routes:

2007: 22,275,

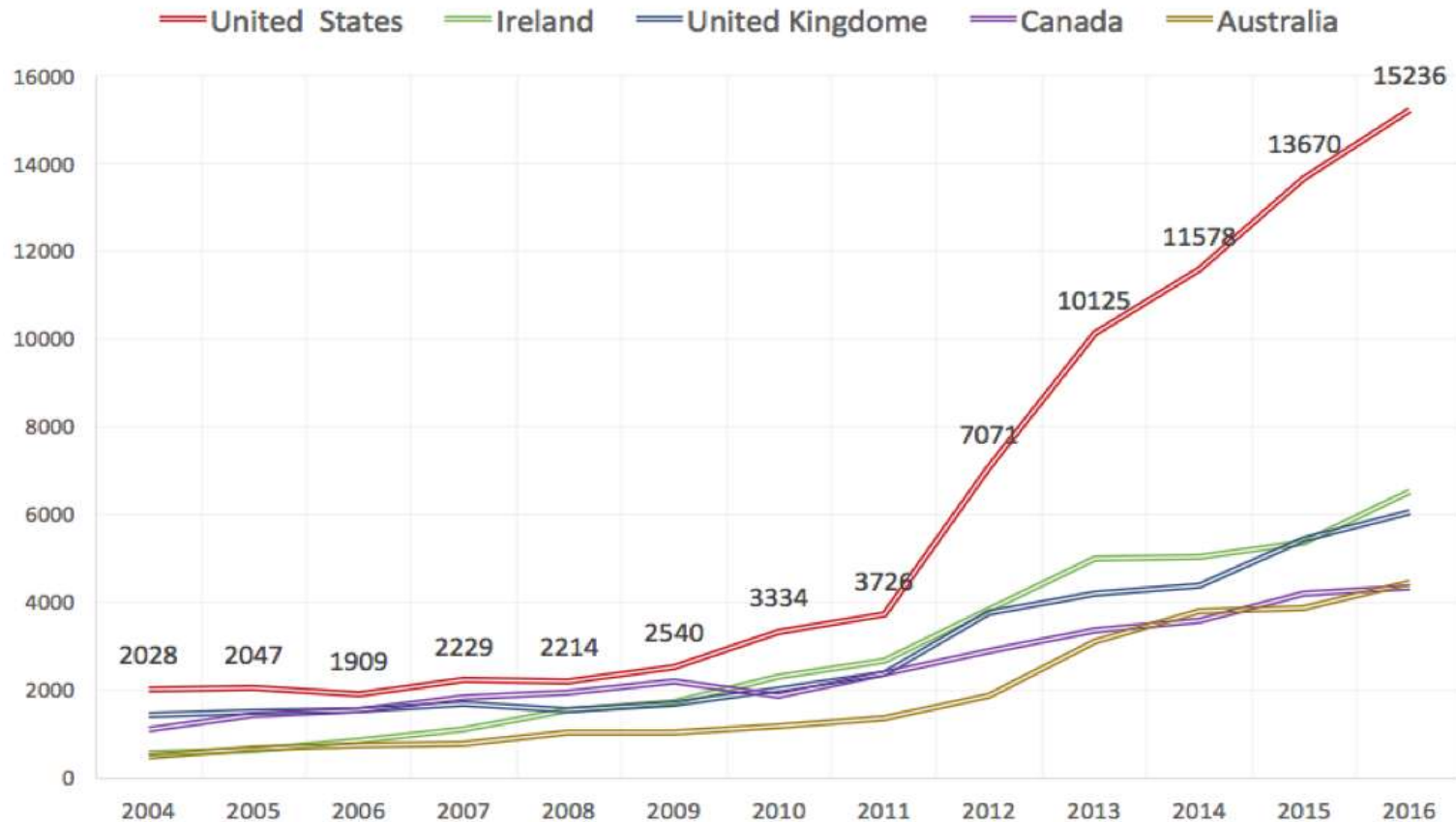
2017: 120,280

440% increase over ten years!



Vice President's Update

No. of Pilgrims from English Speaking Countries





Vice President's Update

More English speaking pilgrims are walking, especially Americans

More pilgrims are walking either shorter and/or non CF routes

More women are walking, almost at par with men



Vice President's Update

Who is a typical CCoP member?

Use Facebook as proxy since our current membership systems
don't provide information

Some qualifications required



Vice President's Update

Your Fans

Your Followers

People Reached

People Engaged

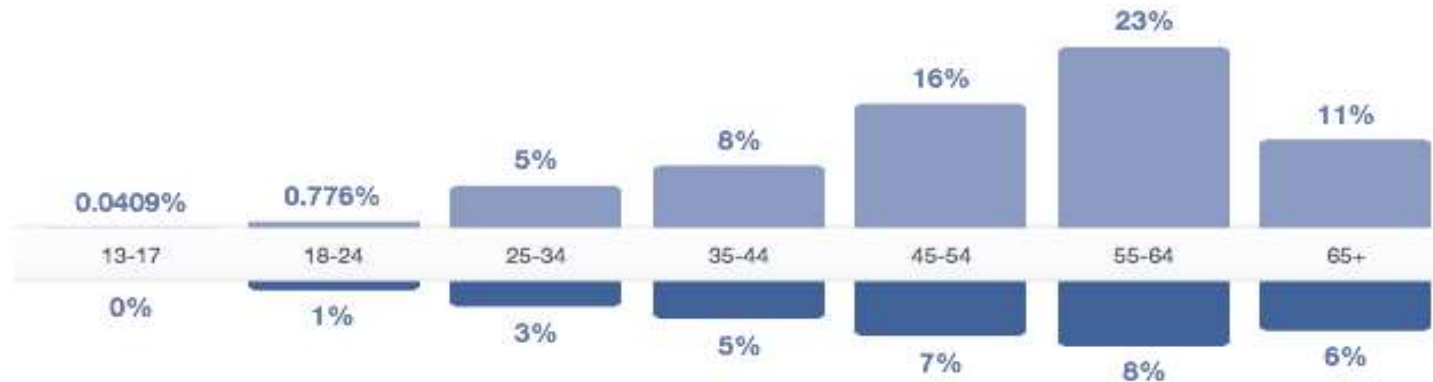
Aggregated demographic data about the people who like your Page based on the age and gender information they provide in their user profiles.

Women

65%
Your Fans

Men

31%
Your Fans





Vice President's Update

Nearly 50% of the total

- women are 45 years and older.

Slightly less than 25% of the total

- men 45 years and older.

In almost every age category

- women outnumber men by factor of 2 to 1.

Toronto, Ottawa, Calgary, Victoria, Vancouver, Edmonton and Winnipeg.



Vice President's Update

Thank You

Secretary's Report

submitted by: Grace Cameron, East Point PEI

In 2017:

- Filed required not-for-profit corporation reports with Industry Canada in July and September 2017
- Provided input to and took minutes of CCoP Board meetings
- Processed online orders for memberships, credentials and badges
- Responded to some email and FaceBook questions
- Kept our Executive DropBox files in order

For 2018:

- Becoming more involved in the final steps of processing orders
- Developing a Frequently Asked Questions section for our website
- Participating in the Coordinators Gathering in Victoria in March 2018

Treasurer's Report

submitted by Alvin Thiessen, Winnipeg, MB

Canadian Company of Pilgrims Balance Sheet For the Year Ended December 31, 2017

| | Jan 1/17 | Dec 31/17 |
|--------------------------|------------------|------------------|
| Assets | | |
| Bank - CIBC | 11,478.63 | 22,856.43 |
| Other Assets | 0.00 | 0.00 |
| Total Assets: | <u>11,478.63</u> | <u>22,856.43</u> |
| Liabilities | | |
| Other Liabilities | 0.00 | 0.00 |
| Total Liabilities: | <u>0.00</u> | <u>0.00</u> |
| Retained Earnings | 11,478.63 | 22,856.43 |

Treasurer's
Report

**Canadian Company of Pilgrims
Income Statement
For the Year Ended December 31, 2017**

| | 2016 Actuals | 2017 Budget | 2017 Actuals | Over or (Under) Budget | See Notes |
|--------------------------------------|------------------|------------------|------------------|------------------------------|--------------|
| Income | | | | | |
| Membership/Credentials/Badges Sold | 22,987.00 | 23,000.00 | 26,514.33 | 3,514.33 | #1 |
| Donations & Other Income | 79.00 | 100.00 | 170.00 | 70.00 | |
| Total Income: | 23,066.00 | 23,100.00 | 26,684.33 | 3,584.33 | |
| Expenses | | | | | |
| Badges purchased | 3,788.00 | 1,000.00 | 0.00 | (1,000.00) | #2 |
| Credentials purchased | 2,584.00 | 2,000.00 | 3,145.40 | 1,145.40 | #2 |
| Chapter Expenses - Hall rentals | 681.00 | 2,000.00 | 294.50 | (1,705.50) | #3 |
| Postage | 2,088.00 | 2,300.00 | 2,020.87 | (279.13) | |
| Office Supplies | 1,144.00 | 1,200.00 | 766.58 | (433.42) | |
| Travel expense | 2,298.00 | 3,000.00 | 1,487.19 | (1,512.81) | #4 |
| AGM expenses | 0.00 | 0.00 | 1,140.43 | 1,140.43 | #4 |
| Web Service & Digital Admin | 3,444.00 | 3,000.00 | 3,936.25 | 936.25 | |
| Bank Charges | 170.00 | 100.00 | 112.80 | 12.80 | |
| Telecommunications re: governance | 0.00 | 1,000.00 | 0.00 | (1,000.00) | #5 |
| Contrib to Confraternity of St James | 374.00 | 7,000.00 | 348.63 | (6,651.37) | #6 |
| Other Contributions | 0.00 | 0.00 | 484.95 | 484.95 | #6 |
| Directors Insurance Premiums | 0.00 | 0.00 | 1,188.00 | 1,188.00 | #7 |
| Other Expenses | 726.00 | 500.00 | 380.93 | (119.07) | #8 |
| Total Expenses: | 17,297.00 | 23,100.00 | 15,306.53 | (7,793.47) | |
| Surplus/(Deficit) | 5,769.00 | 0.00 | 11,377.80 | 11,377.80 | #9 |

Treasurer's
Report

**Canadian Company of Pilgrims
Cash Flow
For the Year Ending December 31, 2018**

| | | |
|---|-----------|------------------|
| Cash in Bank at January 1, 2018 | | 22,856.43 |
| Plus: | | |
| Anticipated 2018 Sales & Donations | 24,600.00 | |
| Less: | | |
| Anticipated 2018 Regular Expenses | 17,600.00 | |
| March 2018 Co-ordinators Gathering Cost | 7,000.00 | |
| Cash in Bank at December 31, 2018 | | 22,856.43 |
| Reserve for Credential & Badge purchase | 7,000.00 | |
| Cash after January 2019 Credential & Badge purchase | | <u>15,856.43</u> |

Treasurer's Report

Canadian Company of Pilgrims Budget For the Year Ending December 31, 2018

| | 2017 Budget | 2017 Actuals | 2018 Budget | Notes |
|--------------------------------------|------------------|------------------|------------------|-------|
| Income | | | | |
| Membership/Credentials/Badges Sold | 23,000.00 | 26,514.33 | 24,550.00 | |
| Donations & Other Income | 100.00 | 170.00 | 50.00 | |
| Total Income: | 23,100.00 | 26,684.33 | 24,600.00 | |
| Expenses | | | | |
| Badges purchased | 1,000.00 | 0.00 | 0.00 | #1 |
| Credentials purchased | 2,000.00 | 3,145.40 | 0.00 | #1 |
| Chapter Expenses - Hall rentals | 2,000.00 | 294.50 | 1,500.00 | |
| Postage | 2,300.00 | 2,020.87 | 2,300.00 | |
| Office Supplies | 1,200.00 | 766.58 | 1,000.00 | |
| Travel expense | 3,000.00 | 1,487.19 | 3,000.00 | |
| AGM expenses | 0.00 | 1,140.43 | 1,000.00 | |
| Web Service & Digital Admin | 3,000.00 | 3,936.25 | 4,000.00 | |
| Bank Charges | 100.00 | 112.80 | 100.00 | |
| Telecommunications re: governance | 1,000.00 | 0.00 | 0.00 | |
| Contrib to Confraternity of St James | 7,000.00 | 348.63 | 500.00 | |
| Other Contributions | 0.00 | 484.95 | 1,000.00 | |
| Directors Insurance Premiums | 0.00 | 1,188.00 | 1,200.00 | #2 |
| Mail Chimp | 0.00 | 277.93 | 400.00 | #2 |
| Membership Database Solution | 0.00 | 0.00 | 1,500.00 | #3 |
| Chapter Co-ordinators Gathering | 0.00 | 0.00 | 7,000.00 | #4 |
| Other Expenses | 500.00 | 103.00 | 100.00 | |
| Total Expenses: | 23,100.00 | 15,306.53 | 24,600.00 | |
| Surplus/(Deficit) | 0.00 | 11,377.80 | 0.00 | |

Treasurer's Report

MOTION to accept the Treasurer's Report and the Budget for 2018

Governance Committee

- Has worked for the past year to update our Articles of Incorporation and our Bylaws.
- Held 6 phone conference calls
- Consulted with all chapter coordinators

Committee Members

- Pat Concessi, Toronto – former Partner with Deloitte Canada
- Lea Pennock, Saskatoon – extensive experience in university and non-profit governance
- Jim Rondeau, Victoria & Winnipeg - served as an MLA in Manitoba's provincial government for 14 years
- Wendy Loly, Victoria - 20 years of non-profit experience

All are Pilgrims

Proposed Revisions to the CCoP Articles of Incorporation

MOTION:

To amend the articles of incorporation, effective immediately, as follows:

A. To revise the purpose of the corporation (as shown below), replacing the word “planning” with the words “interested in”:

The Canadian Company of Pilgrims (CCoP) is a non-denominational volunteer-run association that supports Canadians **interested in** the pilgrimage to Santiago de Compostela, Spain. It promotes the dissemination of information and knowledge on this pilgrimage route, and coordinates relations with other national pilgrimage associations and with the pilgrimage authorities in Spain.

B. To change the minimum number of directors from 3 to 7, and the maximum number of directors from 6 to 15.

Goals of the ByLaw Revisions

- To reflect changes in the Articles re (a) purpose of CCoP; and
(b) number of Directors
- To simplify the language
- To clarify the roles and relationship between National and Chapter levels
- To clarify the role of the Board of Directors
- To update the list of officers to include the vice president
- To create section headings to simplify finding specific topics
- To delete sections that are not relevant to CCoP

Proposed Revisions to the CCoP ByLaws

MOTION:

To approve amended By-laws of the Canadian Company of Pilgrims as provided in the distributed agenda materials, effective immediately.

Election of the CCoP Board of Directors

Slate for Election of CCoP Board of Directors at February 3, 2018 AGM

| Position | Name | Prov | Term remaining | Term ends |
|----------------------------------|-----------------|------|----------------|-----------|
| Current Executive | | | | |
| President | Wendy Loly | BC | 1 year | Dec 2018 |
| Vice-President | Neville Tencer | BC | 2 years | Dec 2019 |
| Secretary | Grace Cameron | PEI | 1 year | Dec 2018 |
| Treasurer | Alvin Thiessen | MB | 2 years | Dec 2019 |
| Past-President | Austin Cooke | ON | 1 year | Dec 2018 |
| Current Directors | | | | |
| | Ivor Lockhart | MB | 1 year | Dec 2018 |
| | Kevin McKinney | NB | 3 years | Dec 2020 |
| | Mary Virtue | BC | 2 years | Dec 2019 |
| Newly Nominated Directors | | | | |
| | Kathy Kepkay | NS | 3 years | Dec 2020 |
| | Cathy Cavanaugh | NS | 3 years | Dec 2020 |
| | Jim Rondeau | BC | 3 years | Dec 2020 |

Some CCoP Goals for 2018

- 1st ever face-to-face meeting of all Chapter Coordinators
- Upgrade database
- Set up a Board rep to liaise with Chapter Coordinators
- Revisit membership structure
- Develop a more detailed member profile

Why Walk?

Walking the Camino is an international experience.
It broadens our outlook on other individuals, and
other cultures.

It gives us new perspectives on ourselves and
others.

**This intercultural dialogue is a key to
helping us live together
in today's world.**



**May all the stars of the Milky
Way
shine upon your path.**



Buen Camino!