

Calgary Association of Legal Administrators

**2019/20
BOARD OF DIRECTORS**

PRESIDENT

Karryn Mysyk
McLeod Law LLP
(403) 873-3711

PRESIDENT-ELECT

(Memberships)
Holli McVean
Carscallen LLP
(403) 298-9295

VP SPONSORSHIPS

Jennifer Carter-Squire
Bennett Jones SLP
(403) 298-3150

VP PROGRAMS

Robert McLaughlin
Burnet, Duckworth & Palmer LLP
(403) 260-0389

VP EDUCATION

Michelle Zizek
Parlee McLaws LLP
(403) 294-7067

VP COMMUNICATIONS

Vikram Adhikari
Osler, Hoskin & Harcourt LLP
(403) 592-7118

TREASURER

Andrea Boyle
Stikeman Elliott LLP
(403) 508-9265

SECRETARY

Susan Taylor-Heward
Blake, Cassels &
Graydon LLP
(403) 663-2861

PAST PRESIDENT

Sharon Harris
Beaumont Church LLP
(403) 261-8365

Bow Valley Postal Outlet
Box 20126
Calgary, Alberta T2P 4H3

CALA Executive Meeting Minutes

Tuesday, January 21, 2020

12:00 noon

Blake, Cassels & Graydon LLP

In attendance: Karryn Mysyk
Holli McVean
Robert McLaughlin (Absent)
Jennifer Carter-Squire
Michelle Zizek
Vikram Adhikari
Andrea Boyle
Susan Taylor-Heward
Sharon Harris

Karryn called the meeting to order at 12:11 pm.

Motion to Approve minutes of the CALA Executive Board Meeting on November 27, 2019 by Jennifer, 2nd Michelle – **MOTION APPROVED.**

REPORTS and ACTION ITEMS

President-Elect - Holli

- Holli advised that she has added Jennifer to all section listings as VPBP so Jennifer will receive invitations to all section meetings.
- The Governance Committee is in favour of Holli's Motion to present the new bylaws at an email vote to the membership. To then track the results and follow-up before our next meeting so it may be passed, signed and registered. To briefly outline the changes – all references to Associate memberships have been removed, the new by-laws conform with the new Alberta Statutes; specifically, around Notices of Audit. Wording has been changed to be consistent with our Registered Corporation Application Document. Included the cooling off period for one year before a board member who has successfully completed all positions may return to the board. Consistent with work that was completed in 2016. As our next meeting is the Law Firm Leaders Lunch and not favourable to have this vote at that meeting and the vote needs to happen before the AGM. Provide the new bylaws to the CALA membership by email for a vote returned by email.
- It was noted that Associate CALA memberships historically did not allow members to attend subsections and now with the changes to ALA, they do not distinguish between Full members and Associates. Our governance committee has taken this into account and removed the Associate reference as anyone who becomes a member of ALA is welcome as a member of CALA. It was decided that our Membership Board Member would bring to the attention of the Board, any member who may be in a less than management role. At this time anyone granted an ALA membership will be offered the opportunity to join CALA. It was further decided that this concern would be addressed in our Operations Manual and not be part of the Governance Committee By-Laws being voted on at this time.



- Holli tabled a Motion to move ahead with the Updated Governance Committee By-Laws as circulated and to prepare an email to the membership attaching the by-laws and to track the vote responses accepted via email. 2nd Sharon – **MOTION CARRIED.**

Business Partners – Jennifer

- Received Access Logo and Coffee Connection has signed up and potential BP's have been contacted are Pulp Shred and Paralegal Small Claims Agent.
- Business Partner sponsorship increases were discussed, and the following was accepted and approved as our BP invoices are going to be circulated before our next meeting in February 26, 2020.

| Business Partner Levels | Current cost (since 2010) | New cost (2020) |
|-------------------------|---------------------------|------------------------|
| Platinum | \$5,000 | \$5,000 |
| Gold | \$3,000 | \$3,300 (10% increase) |
| Silver | \$2,000 | \$2,200 (10% increase) |
| Bronze | \$1,000 | \$1,200 (20% increase) |

Sharon made a Motion to implement rate increases to all the sponsors, except the Platinum level; at \$200 for Bronze; 200 for Silver; and \$200 for Gold; considering no prior increases over the past 15 years and expenses have risen. 2nd Michelle – **MOTION PASSED.**

President - Karryn

- Karryn provided a report from Rob for our Business Partner event taking place Wednesday, January 22, 2020. 27 members attending and 35 business partner members attending.
- Karryn read through the attached President's Award of Excellence and the Responsibilities to Chapter Members.
- It was noted that the ALA scorecard should be sourced from the ALA website and included on our Website.

Action Item: Vikram to post the ALA scorecard on our website.

Due to time constraints Michelle, Andrea, Vikram, Susan and Sharon were tabled to the February meeting.

Meeting Adjourned at 1:29 pm by Holli and our next meeting will be held at noon on February 26, 2020 at BDP.

RESPONSIBILITIES TO CHAPTER MEMBERS

| √ <input type="checkbox"/> | Required or Recommended | Description | Done or Need |
|-------------------------------|-------------------------|---|--|
| <input type="checkbox"/> | Highly recommended | Enhance the visibility of members, the legal management profession and ALA through activities such as community service projects and/or alliances with bar associations and other law-related professional associations. Participate in ALA's Community Connection initiative . We participated in Soup Sisters as a chapter and then Karryn wrote up a summary of the evenings events and submitted it to the Community Collection Initiative | Done |
| <input type="checkbox"/> | Highly recommended | The chapter makes full use of ALA's Diversity & Inclusion Scorecard — A Roadmap to Change for Chapter Leaders . This link is not working | |
| <input type="checkbox"/> | Highly recommended | Reinforce ALA's position as a thought-leader within the legal management industry by promoting readership of Legal Management magazine , including monthly distribution of current articles or relevant features. Put a link for the Legal Management Magazine on the CALA website. Didn't include monthly distribution of current articles but did one month | Vikram to put link on the website and feature an article from February |
| <input type="checkbox"/> | Highly recommended | Regularly recognize achievements and/or contributions by members, volunteers, business partners and the like. Such recognition could be made part of the chapter's website or newsletter, a chapter meeting, social media postings or business partner events. We recognize volunteers with gift certificates at the end of the year, business partners are showcased on our website | Done |
| <input type="checkbox"/> | Highly recommended | Actively promote and educate members about ALA's Certified Legal Management (CLM)® program . This could be achieved by recognizing CLMs at chapter events, advertising the benefits of the program with the local bar association and/or including a CLM-focused presentation as part of the chapter's annual educational programming. Not applicable as Canada does not recognize the CLM designation | NA |
| <input type="checkbox"/> | Highly recommended | Maintain the chapter's website with current news and upcoming events. Include the links found in UNPACK ALA on the chapter website. If the chapter does not currently have a website, create a plan to launch one. Link on the CALA website for Unpack ALA - launched a new website which continues to feature upcoming events | Vikram to add a link to the website for UNPACK ALA |
| <input type="checkbox"/> | Recommended | Promote and/or create awareness of the articles and resources available in ALA's Career Center . Articles not applicable to our Canadian workforce and therefore no included | NA |
| <input type="checkbox"/> | Recommended | Maintain the chapter's social media accounts with current news and upcoming events. If the chapter does not have a social media presence, create a plan to establish one. Robert/Vikram keep the social media accounts updated | Done |
| <input type="checkbox"/> | Recommended | Develop a written plan with measurable goals and objectives to increase membership and attendance at meetings and events. Strategic planning meeting - we discussed increasing memberships and engagement and specific ways to do so including membership survey, survey committee changing descriptions and Know Your Member Lunches | Done |
| <input type="checkbox"/> | Recommended | Promote and/or create awareness of the ALA online communities. Link to the ALA website is on the CALA website | Done |

RESPONSIBILITIES TO CHAPTER MEMBERS

| | | | |
|--------------------------|-------------|--|------|
| <input type="checkbox"/> | Recommended | Reinforce ALA's position as a thought-leader within the legal management industry. This could be achieved by making presentations on law firm management at law schools and/or bar associations or by authoring original articles for inclusion in a law school or bar association publication. Stacy Koehler and Karryn Mysyk both presented at a Canadian Bar Association subsection meeting and CALA was included in that discussion | Done |
|--------------------------|-------------|--|------|

Responsibilities to Chapter Members: _____ Highly Recommended (6) _____ Recommended (5)

RESPONSIBILITIES TO CHAPTER MANAGEMENT

| √ | Required or Recommended | Description | Individual Responsible |
|--------------------------|-------------------------|--|---|
| <input type="checkbox"/> | Highly recommended | <p>Maintain a continuous retention and recruitment effort to create a diverse chapter membership from all cross-sections of the legal management community, with the following goals in mind:</p> <ul style="list-style-type: none"> a. Retention rate goal exceeding 80 percent (industry average for individual associations). b. Total membership equal to or greater than its membership total on December 31 of the previous year. <p>Headquarters will develop and share the 2019 recruitment and retention chart in January 2020.</p> <p>According to the recruitment and retention chart provided by ALA, CALA has 3 more members than it did on December 18, 2018 and our retention rate is 85%</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>On annual basis, survey members to determine what issues they are facing in their jobs as well as their satisfaction with chapter benefits and activities.</p> | <p>Holli to send out a survey to the members (possibly!!)</p> |
| <input type="checkbox"/> | Highly recommended | <p>On regular basis (at least annually), conduct a “benefits of membership” session for new and prospective members and invite existing members who may want a “refresher.” Highlight benefits for all levels of the Association (chapter/international) and the value of our business partner relationships. This can be part of Chapter Resource Team chapter visit.</p> <p>Know Your Member Lunch - welcome new members where they also meet current members and business partners. We also have a member mentor program where each board member is assigned to be a mentor</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Create and/or maintain a mentor or peer support program for new members.</p> <p>Each board member was assigned members to mentor. Emails were sent out introducing the mentors to the mentees and a concerted effort made at events to find their mentees.</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Maintain regular communication with the Chapter Resource Team.</p> <p>Met with the team at CLI and the national conference and communicated by email with Christopher George</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Create measurable plans and opportunities to promote aspects of membership to appeal to current and prospective members across all generations, focused on developing long-term leadership and involvement.</p> <p>We specifically reached out to the student body at the University of Lethbridge to make them aware of the upcoming ALA National Conference and provide them with some information on CALA. Our nominating committee for the past few years is aware that we are looking for younger managers to be on our board as well as the more seasoned directors.</p> | Done |
| <input type="checkbox"/> | Recommended | <p>Create and/or maintain a program to keep seasoned legal management professionals, including Past Presidents, actively involved in chapter activities.</p> <p>We have a past presidents' group that meet approximately once a month and we have a specific option on our membership application for Lifetime Members.</p> | Done |
| <input type="checkbox"/> | Recommended | <p>Provide educational enrichment within the community through activities such as internship programs, advisory panels, curriculum development efforts or teaching.</p> <p>Hollie McVean and Karryn Mysyk are both involved with the SAIT internship/practicum program. Holli has been a part-time instructor at Bow Valley College and SAIT over the years as have other members of our association. Holli has also participated in the Advisory Committee for Bow Valley College Program. Robert McLaughlin is also on the ILTA board.</p> | Done |

RESPONSIBILITIES TO CHAPTER MANAGEMENT

| | | | |
|--------------------------|--------------------|--|-------------|
| <input type="checkbox"/> | <p>Recommended</p> | <p>Conduct a joint event or initiative with another professional organization (see ALA's listing of Strategic Alliance Partners). Submit Strategic Alliance Profile Form.</p> <p>CALA held a full day conference where we invited the members from ELOMA which is an Edmonton chapter. We also involved several of our business partners in the planning of this conference. We regularly invite our business partners to present at our various subsection meetings. The ILTA Board relationship is already posted on the listing of Strategic Alliance Partners.</p> | <p>Done</p> |
| <input type="checkbox"/> | <p>Recommended</p> | <p>Assist ALA headquarters with recruitment efforts by regularly providing them with names and contact information for prospective members.</p> <p>While we don't provide ALA with contact information for their recruitment efforts, CALA is continually involved in our own recruitment efforts and then, of course, provide prospective members with the ALA membership form to complete prior to their joining CALA. When ALA was have their discounted \$99 membership drive, we included information and a link about that initiative to our members on our website.</p> | <p>Done</p> |
| <input type="checkbox"/> | <p>Recommended</p> | <p>Provide IDEA Award information to chapter members and business partners. Encourage chapter, organization group and/or individuals to apply.</p> <p>CALA has not participated in this program</p> | |

Responsibilities to Chapter Management: _____ Highly Recommended (6) _____ Recommended (5)

RESPONSIBILITIES TO BUSINESS PARTNERS

| √ | Required or Recommended | Description | Individual Responsible |
|--------------------------|-------------------------|---|---|
| <input type="checkbox"/> | Highly recommended | <p>Publish at least one article per year to educate members about the importance and value of business partners. This can be shared in the chapter newsletter, on the chapter website and or through the chapter's social media posts. Include social media posts.</p> <p>Ricoh will provide a testimonial to publish and Jennifer will prepare an article for Vikram to post</p> | Jennifer will write a short note for Vikram to post on the website. Karryn will provide a Ricoh testimonial |
| <input type="checkbox"/> | Highly recommended | <p>Subscribe to and participate in ALA's Business Partner Listserv.</p> <p>Jennifer Carter-Squire confirmed that she signed up to Listserv at the beginning of the CALA year and will participate</p> | Jennifer will submit a short contribution to Listserv so we can be considered participating |
| <input type="checkbox"/> | Highly recommended | <p>Encourage members to use the Legal Marketplace program.</p> <p>Most of the ALA's exclusive suppliers do not do business or have contacts in Calgary so we have not promoted this initiative</p> | NA |
| <input type="checkbox"/> | Recommended | <p>Inform business partners about ALA opportunities by providing them with a link to ALA's Business Partner Center.</p> | Jennifer - I have this checked off so did you say you have provided our BPs with links or that you were going to? |
| <input type="checkbox"/> | Recommended | <p>On annual basis, submit an updated Chapter Business Partner Program profile.</p> <p>Karryn completed the Chapter Business Partner Profile</p> | Done |
| <input type="checkbox"/> | Recommended | <p>Assist ALA headquarters with growing business partner relationships by regularly providing names and contact information for relevant business partner prospects. Send details to marketing@alanet.org.</p> <p>We have not participated in this initiative as many of our BPs are not accessible in the US market</p> | NA |

Responsibilities to Business Partners: _____ Highly Recommended (3) _____ Recommended (3)

RESPONSIBILITIES TO THE ASSOCIATION

| √ | Required or Recommended | Description | Individual Responsible |
|--------------------------|-------------------------|---|------------------------|
| <input type="checkbox"/> | Highly recommended | <p>Ensure that one or more chapter board members (or other designated individual/s) attend the Chapter Leadership Institute annually. The President-Elect is encouraged to attend. Limited financial assistance is available for those chapters that demonstrate need. Contact chapters@alanet.org for further information related to financial assistance.</p> <p>We are happy to note that 7 of our 9 board members were able to attend CLI this year and found it a rewarding and enjoyable experience</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Actively promote and educate members about ALA's Annual Conference & Expo, specialized conferences and other educational opportunities, such as webinars and preconference workshops.</p> <p>We always have an ALA link on our website and we offer a \$600 scholarship toward registration for chapter members who want to attend an ALA conference. On January 29, we sent an email to all the chapter members about the ALA National Conference in SLC and the Minnesota Chapters generous scholarship opportunity to international members that have never attended an ALA national conference</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Ensure that a chapter leader attends the Chapter Resource Team Meeting held in conjunction with ALA's Annual Conference. The chapter leader shall provide reports of each meeting to chapter members.</p> <p>Karryn Mysyk attended the meeting at National in Grapevine. Karryn and Holli McVeant (President-Elect) plan to attend the CRT meeting at the annual conference this year in SLC</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Regularly provide chapter activity reports and photos to ALA headquarters, for inclusion in various ALA publications. Submit details to chapters@alanet.org.</p> <p>CALA has not participated in this initiative</p> | |
| <input type="checkbox"/> | Highly Recommended | <p>Enter at least one educational program summary and evaluation into ALA's Chapter Education Database. Preference is to provide submissions for all quality education programs, especially when an outside speaker is used. Use evaluation forms and summary forms to compile data.</p> <p>Michelle Zizek (VP Education) has updated ALA's education database regarding our financial meeting with the Law Society and our full day conference sessions</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Upload chapter newsletters, news blasts, and chapter meeting minutes to the chapter's online community regularly (bimonthly preferred).</p> <p>Our chapter meeting minutes have been regularly uploaded to the ALA website. We don't have a newsletter as we post events and information on our website.</p> | Done |
| <input type="checkbox"/> | Highly recommended | <p>Actively promote the social media postings of the international Association by liking, sharing, retweeting and/or reposting from chapter accounts.</p> <p>We have encouraged our board members especially to be active on the ALA social media sites</p> | Done |
| <input type="checkbox"/> | Recommended | <p>Make a monetary donation to the Foundation or donate an item to the Silent Auction for the Annual Conference.</p> <p>The Calgary chapter has proudly donated an item to the silent auction for the past several years including 2019 and are ready to contribute for 2020, as soon as donations become accepted</p> | Done |

Responsibilities to the Association: _____ Highly Recommended (7) _____ Recommended (1)

SUMMARY

Responsibilities to Chapter Members: _____ Highly Recommended (6) _____ Recommended (5)
Responsibilities to Chapter Management: _____ Highly Recommended (6) _____ Recommended (5)
Responsibilities to Business Partners: _____ Highly Recommended (3) _____ Recommended (3)
Responsibilities to the Association: _____ Highly Recommended (7) _____ Recommended (1)
TOTAL: _____ Highly Recommended (22) _____ Recommended (14)

REQUIREMENTS FOR PRESIDENTS' AWARD OF EXCELLENCE:

| | |
|-------------------------------|--------------|
| Highly Recommended categories | 16 out of 22 |
| Recommended categories | 7 out of 14 |

AFFIRMATION STATEMENT — PRESIDENTS' AWARD OF EXCELLENCE

As the Chapter President, I affirm the information above is true and accurate to the best of my knowledge. I understand ALA reserves the right to verify the accuracy of the information submitted.

Chapter Name

Chapter President's Name (please print)

Chapter President's Signature

Email Address

Telephone Number

Date

Completed entry forms must be submitted to awards@alanet.org on or before February 29, 2020.