

Board of Directors Meeting
of the
Kerrisdale Community Centre Society (KCCS)
Wednesday, 24 February 2016 at 7:30pm

MINUTES

Present: Kathleen Bigsby (Chair), Oscar Bisnar, David Eaton, Alex Cherkezoff, Anne Monahan, Keiko Honda, Humaira Akhtar, Morag Pansegrau, Robert Lockhart, Barb Mikulec, Fred Jay, Don Munton, Bill Harris, Avalon Bourne, Angel Chan, Jennae Gedeon
Regrets: Melina Hung, Duncan Ainslie and Sarah Wall-Lobo
Staff: Susan Mele
Commissioner: Casey Crawford
Recorder: Alison Verghese

1. Call to Order

The meeting was called to order at 7:30 pm

1.01 Motion to approval Agenda

Additional Item

5.7 Concept design for the Permaculture Garden

Moved by Bill and seconded to accept the Agenda as amended. **CARRIED.**

1.02 Correspondence and Introductions

- Kathleen welcomed the newly elected members to their first meeting and gave a brief overview of how the Board has adopted the format of a Consent Agenda. A blue handout, provided by Vantage Point, entitled "Keys to Success" was distributed for further reference.

3. MATTERS arising from the Minutes/Reports (Items removed from Consent Agenda)

3.1 Item 2.2 2016-02-10 Executive Committee Minutes

- Item 5.4: Barb enquired about our Centre Programmer's vacancy and Susan confirmed that it is a citywide recruitment and one of those positions is ours.
- Item 5.5: Barb enquired about the centre wide Spring Clean Up and what it entailed. Susan reported the concept has already been proposed to the Program Committee but the details have not yet been formalised. The event will involve both staff and board members, sometime in April or May.

Moved by Bill and seconded that the Executive Committee Minutes be approved. **CARRIED**

4.01 Motion to approve the Consent Agenda

MOVED by Bill and seconded, that the Consent Agenda (excluding Item 2.2) of February 24, 2016 be adopted as presented. **CARRIED.**

4.02 Society Website Policy

It has been six months since Fred motioned to table the Society's new website management policy that has yet to be ratified. There was some discussion at the Board meeting of August 26, 2015 that have been recorded in the minutes and for the benefit of the new board members, Kathleen gave a brief overview of the background paper and policy.

Fred lifted the motion from the table to allow further discussion. An amendment to the motion was made by David and seconded to review the policy within the year.

MOVED by Fred and seconded to approve the policy for the management of the Kerrisdale Community Centre Society's Website and that it will be reviewed in not more than twelve (12) months. **CARRIED**

4.03 Appoint new Board Solicitor – Robert

The Society has had a volunteer solicitor working on behalf of the Board to provide guidance on legal matters; in a busy year, we may ask two or three questions. After several years, Michael Moscovich is stepping down from this role. Gary Lo, who has a practice in the area, has volunteered to be our new Board Solicitor; his services will be pro-bono. Thanks to Humaira for making the contact.

MOVED by Robert and seconded to appoint Gary Lo as the Kerrisdale Community Centre Society's new Board Solicitor. **CARRIED.**

Gary swore in our new Board members this year and will attend the next Board meeting in March.

4.04 New Seniors' Council Chair – Oscar

The chair of the Seniors' Council is normally appointed to the Board as a Director. Acknowledgment was given to Mary Anne Davies, who most ably served her two-year term as an active Board member and Seniors' Council Chair. Anne Monahan has now stepped into this role and will attend the Society's monthly Board meetings to facilitate communication flow to and from the Seniors' Council.

MOVED by Oscar and seconded to appoint Anne Monahan, Chair of the Seniors' Council, to the Kerrisdale Community Centre Society's Board of Directors. **CARRIED**

Casey arrived 8:00 pm

4.05 Staff Award Guidelines – Barb

Barb referred to the March Program Committee minutes that provided criteria for the term "outstanding". Don led the discussion and fielded questions from the floor.

MOVED by Don and seconded that the criteria for the Staff Award be incorporated to the existing awards policy. "Nominees are to be recognised for their spirit, knowledge and service on a wide range of projects and programs". **CARRIED**

5. ITEMS FOR DISCUSSION

5.01 Committee Preferences

- Board members will be requested to nominate and rank four (4) committee preferences
- A link will be provided to where the Terms of Reference (TOR) documents are located online
- The Pool and Arena TORs are two separated documents; officially they are two separate committees
- The election of officers will occur next month and will form the Executive Committee
- An Executive member must be Chair of the Program and Finance Committees
- The Seniors' Council will strike a committee to review their TOR after 14 years
- The Kerrisdale Community Garden Committee TOR will be reviewed
- The Promotions and Communications TOR will be reviewed
- All committee TOR's should be reviewed at least every five (5) years
- Some ad-hoc committees like the Volunteer of the Year Award do not have a TOR

Alison will send out the Committee Preferences template to all members tomorrow.

5.01.1 KCCS Board Binder

- Don flagged that the Society's Background and History documents in the board binder are out of date
- Kathleen commented that some people may be referring to out of date Policies and TORs if they forget to swap out updated versions
- The solution would be to move all documents online so that everyone is accessing the current version
- Robert noted there are many grammatical and textual errors in the TORs and Policy documents. Correcting these is a task that needs to be done.
- The constitution and by-laws documents need to be reviewed to ensure that they comply with the new Society Act.

Robert volunteered to work his way through the current policies and committee terms of reference to correct grammatical and textual errors. Board approval is not required, as long as the intent is not changed. Alison will then upload these online.

5.02 Needs Analysis Committee Plan

Don presented his report to the Board and elaborated on some of the crucial decisions, some with financial implications if actions were delayed. In summary, the Committee will follow up on:

DATA COLLECTION

- Data that is already available through the KCC Program Evaluation (sample was circulated)
- Conduct an in-house survey in the spring to ask patrons why they want to take the program they are looking at. This would be cost effective without hiring a professional company
- Conduct an "exit poll" by talking to members as they leave the centre as they may have more time
- Conduct one-on-one interviews to find out what people are happy with, how they view the centre and things they don't see in the centre.
- We are too late in the winter season to do an end of winter evaluation

Committee members are interested in undertaking these surveys, starting April 1.

COSTS AND ANALYSIS

- A budget of \$14k is proposed to hire one full time or two part-time interns to process data over the summer
- A budget of \$500-1,000 allocated for software to assist in data analysis. We could use Excel and/or statistical software for staff in the centre to evaluate past and present data that has been collected
- A budget of \$11k for Telephone Survey (optional). The company that previously did the survey for us said that if they could do a similar 15-question telephone survey, with about 300 respondents. Don asked the Mustel Group to filter out current members and focus only on two particular groups (a) non-members and (b) people who used to be members. This would enable us to determine why they don't come or why they don't know about us.
- Financial analysis data can be gathered from Susan and Norm and processed ourselves
- Keiko recommended federal government funding which could be available to hire 4th Year University students for 40 hrs per week. There is an online application deadline on March 11, 2016 for up to \$3k
- We have many patrons from South Dunbar and North Oakridge. (33rd to 4th at Granville to MacDonald is the Kerrisdale catchment area. We need to go to Stats Canada to get some custom demographic analysis
- Terry Kong's postal code survey identified the broader areas from the program brochure distribution.

MOVED by Barb and seconded to endorse expenditure up to \$15k for the Needs Assessments Committee's proposal to hire internal(s) for in-house data collection and analysis. **CARRIED**

Don will follow up with Keiko on the federal funding application to hire student interns in the summer. Kathleen will sign off on the application.

Break 8:43pm – 8:59pm

5.03 Guidelines for the Review of Revenues

In conjunction with the Needs Assessment, Robert reported on the importance to review the drop in attendance and revenue at our centre. He proposed that:

- (a) The Finance Committee find out why costs have not declined as much as revenue
- (b) The Executive Committee to brainstorm a series of financial questions which will guide the analysis of financial history to see if we can get some understanding of the challenges in maintaining adequate revenue and membership.

It was noted that Kerrisdale has the largest number of members for any community centre activities alone. However, Hillcrest would have more patrons because of the pool, but they are not necessarily all members.

5.04 BCRPA Conference – Kathleen

The British Columbia Recreation & Parks Association (BCRPA) holds a symposium every year, which the Society funds to send some Board and Staff members to. The Executive has decided reduce the number of participants from 8 to 5 because of concerns in the drop in revenue.

The following 4 Board and 1 Staff member who have met the criteria have been approved to attend the BCRPA Conference in Whistler this year are **Alex, Don, Humaira, Morag** and **Shannon**.

This is more people than we've sent in recent years. Attendees are required to submit a report to the Board in May of what they have each learned from the 3-day conference. Don asked Casey if the Park Board supported outside development for their staff. Casey will get back to us on this enquiry. Alison will organise the registration to get the 2nd Early Bird rates before Monday and accommodation for the attendees.

5.05 Committee reviewing Seniors Meal costs

Alex reported on the current status of the Seniors Lunch program:

- Averages 90 patrons per day / 6 days per week
- The Society is currently subsidizing the program, which is limited to 25% of its budget
- The program provides a healthy nutritious meal and social interaction for many seniors that live alone
- It's for members only but anyone without a membership can eat for an extra \$1. As a general rule, we allow for outsiders but couch them that if they come often, they should become a member.

MOVED by Alex and seconded that a short term "Meal Committee" be struck to review the situation and to see if there are structural changes, apart from raising prices that would reduce the shortfall. The committee is to report back to the Board at the end of June. **CARRIED**

Alex clarified that the new member would be a newly elected board member. The Seniors Council is looking at a structure here and a formula to keep up with inflation.

5.06 Program Committee response to questions posed in January

The question posed in January was "how can we create innovation and creativity in programs" to increase membership and participation rates, moving forward. Barb reiterated on the Program committee's response from the minutes of February 3 and on some of the new programs listed in the Programmers Annual Report. She also invited the new board members to join the next Program meeting on March 2 to see if it would be a good fit for them.

5.07 Concept design for the Permaculture Garden

Keiko gave a brief overview on the background of this project and fielded questions from the floor:

- The Collaborative Garden project was first initiated in June and an application was submitted to the City, end of summer 2015. *Note:* The Committee has still to submit its June minutes to the Board
- 33 x 50 square feet of land onsite next to the children's playground has been proposed as the Garden site
- The Community Engagement Committee has successfully recruited approx. 25 people
- There have been two meetings with Jason Hsieh, Park Board garden planner in November and January.
- Kerrisdale Community Centre is just one of four collaborative garden projects sanctioned by the city.
- Anyone can join the collaborative garden. There are many features for interaction with children and seniors.
- You don't have to be a member of the Community Centre to join the Collaborative Garden. The PB will not endorse sponsorship of the project if membership were involved. It has to be open to the public.
- KCCS would be responsible to hire an outsider to maintain the garden.
- The \$5k that was approved for this project was for a one-time request. Keiko predicts that we will incur ongoing costs for maintenance and material. This was not made clear to the Board when the committee made its initial request. She expects a budget for this garden.

Keiko circulated a copy of the garden final design concept. The deadline for submission of the design is February 29. The garden construction should start in May.

6. STANDING ITEMS

6.1 Commissioner's Report – Casey Crawford

Kathleen introduced Casey to the new Board members. He summarized key topics of interest from the two reports in February:

- Killarney CCA's new Seniors Building: PB has awarded a contract to commence construction of the facility that will look similar to the existing structure. It will contain multi-function rooms, a meeting room, a large balcony and commercial kitchen. Estimated completion date is late 2017/early 2018
- Ice Rink Strategy: Staff have been asked to collect information re: availability, usage, demand, challenges such as the aging facility in Kerrisdale, to feedback into this initiative over the spring to fall
- Services to Seniors Strategy: There is lots of information about seniors on the City of Vancouver website. This came out of the PB pilot town hall meeting held at MOCCA last year to workshop services to seniors in our community for the next 20 years
- There was a motion to investigate erecting a flagpole at Queen Elizabeth Park. The park has the highest point in the city in preparation for next year's 150 Anniversary celebrations of Canada.

In-camera Meeting: Postponed due to limited time.

ADJOURNMENT: The meeting adjourned at 9:57pm.

NEXT MEETING: March 23, 2016 at 7:30pm. *Please note that the Board will meet at 6pm for a light dinner and 1 hour Workshop on Setting Measurable Goals.*

UPCOMING EVENTS:

Program Committee	Wednesday, 02 March 2016 – 4:00 pm
Executive Committee	Wednesday, 09 March 2016 – 7:30 pm
Board Meeting	Wednesday, 23 March 2016 – 7:30 pm
Park Board Meeting	Monday, 7 March 2016