

Board of Directors Meeting
of the
Kerrisdale Community Centre Society (KCCS)
Wednesday, 25 May 2016 at 7:30pm (South Room)

MINUTES

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

1. Call to Order and Announcements

The meeting was called to order at 7:33pm

- 1.01** Kathleen announced that the combination of poor acoustics in the South room and some soft spoken members have made it difficult for some people to hear discussions at Board meetings. Further research to address this concern is underway and, in the meantime, we will be testing the use of a microphone tonight.
- 1.02** Heather Cochrane was introduced to the Board. She has been hired to assist the Community Needs Assessment team with their surveys and data analysis over the summer.

1.03 Motion to approval Agenda

Changes and Addition

- It was agreed to move Items 6.4 and 6.5 up to 6.1 and 6.2
- Items 6.04 KCCS Summer BBQ – Kathleen

MOVED by Robert and seconded to accept the Agenda as amended. **CARRIED**

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

3.1 Item 2.3 2016-05-11 Finance Committee minutes - Attachment

Don asked for further elaboration on why staff costs have decrease by \$18,031? Robert will follow up with Ali.

MOVED by Don and seconded that the 2016-05-11 minutes of the Finance Committee be accepted. **CARRIED**

4. STANDING ITEMS

4.01 Commissioner's Report

Nothing to discuss. Casey was not present at the meeting and no report was submitted.

5. ITEMS FOR DECISION

5.01 Approve Consent Agenda - Motion to approve the Consent Agenda

MOVED by Morag and seconded to accept the Consent Agenda, with the exception of Item 2.3 as presented.
CARRIED

5.02 Revised Terms of Reference (TOR) – Motion to adopt Seniors’ Council TOR

A subcommittee of the Seniors’ Council was struck by Mary Anne Davies to work on the revised terms of reference, which has not been changed for over 10 years. Anne reported that the proposal is still in draft and further changes are likely from the Council.

In the meantime, it was recommended that if the Board has any questions, to send Anne a note before the next meeting. The document needs approval by the Seniors’ Council before it can be ratified by the Board.

6. ITEMS FOR DISCUSSION

6.01 Needs Assessment Action Plan – Follow up on 2005

Don reported that a sub-committee led by Melina with Humaira, Robert and Susan undertook a detailed review of the 2005 needs assessment report. Many priority needs and recommended actions were identified in the review are still relevant today, yet were not implemented after the project was completed 11 years ago.

The committee took the recommendations from 2005 and drafted an action plan with the aim to improve the programs and operations at KCC. Some of the tasks have already commenced with staff and some have been updated to reflect today’s standards. It is understood that others will be incorporated in the committees’ final report.

The committee encouraged the Board to engage in the process with a strong request to review the proposed Action Plan for feedback and suggestions on the comments and recommendations proposed.

6.02 Patrons Survey Questionnaire – Community Needs Assessment (CNA) draft proposal

Don presented the draft survey questionnaire and provided further explanations on some key findings:

ANALYSIS

- Preliminary analysis of our current membership list compared to 2011-2012 has revealed that we have a tremendous turnover of members. The data showed that 70% of those that joined 5-years ago have become non-members today.
- The first two surveys at the Play Palace and Kerrisdale Days produced some surprising results. It revealed that more than half of the people surveyed have been members for less than 5-years.
- This finding suggests that we do not have a recruitment but rather more of a retention problem. Heather has commenced work on a random phone survey of our ex-members to find out why they did not renew their membership. This may give us some guidance on how to retain our existing members.

SURVEY QUESTIONNAIRE (draft)

- It was recommended that the number of questions be reduced and the survey consolidated.
- People need to know how long the survey will take. It was suggested a map be available to assist those who are unfamiliar with the various communities or boundaries in Vancouver.
- Don would like all Board feedback on the survey questionnaire within 7 days. Comments and thoughts can be relayed back to members of the committee or Heather directly.
- The questionnaire is expected to be finalised a couple of days before the start of the survey.

PATRONS’ SURVEY or “EXIT POLL”

- The survey is schedule to commence the first two weeks in June.
- The CNA committee encourages participation from other Board and community members to help provide coverage for the committee and support for Heather who will be on site most days. There will

be tables, chairs and a sign set up in the main foyer and seniors centre to interview patrons leaving the centre.

- Other options to the personal interview are being considered, especially for those who have partially completed their interview or for those who are time poor and rushing out the door.
- A training session will be provided to give a basic understanding of the questionnaire and suggestions on how to ask the questions.
- Volunteers for interviewing shifts of a couple of hours a day, a few days per week in both locations are needed. Kathleen asked Don to circulate a roster so that Board and community members can sign up.

Heather left the meeting at 8:15pm

6.03 Rental Protocols

Kathleen presented a new draft policy called “Use of KKCC Facilities by External Groups”, to provide structure and guidelines around rental protocols. Following a lengthy discussion, it was noted that:

- There has been a significant drop in rental revenue since 2013 and we don’t know why.
- There’s been no tracking of which rooms have been rented and why. We don’t have any data on who wants to use our space and for what purpose. This lack of information prevents us from marketing our facilities effectively.
- Rental information is on our website. Rentals are currently done online or at the counter using a generic city wide form that is not customisable. Staff decide who rents what unless there are complications around waivers or other special requests; these are brought to the Executive for a decision.
- Under the JOA, it’s our prerogative to handle rentals. David is developing a KCCS application form that takes into consideration PB policy and captures all the information we require.
- Programming takes precedence. If rooms aren’t being used, they will be offered for rent.
- Staff have to deal with varying arrangements with our existing and group/club rentals and ad-hoc charge out rates.

Kathleen requested comments and consideration from the Board on this process be emailed to her before the next Executive meeting. The policy will be brought back next month for Board approval.

6.04 KCCS Summer Barbeque

There was a brief discussion on past summer barbeques for what was favoured and what was not. Kathleen requested feedback from those present the last couple of years to assist Melina, Duncan and herself plan another successful event this year. Suggestions to be email to Kathleen.

BREAK: 8:39 pm – 8:51pm

6.05 KCC Purchasing Card Agreement – Robert

The KCC Purchasing Card Agreement has not been edited from its original form and will continue to be used with the KCC Purchasing Card Policy.

6.06 KCC Purchasing Card Policy – Robert

The purchasing card policy was reviewed by the Finance Committee mandated at the time of approval in 2014. It’s been working quite well and therefore required only minor changes except for one clause that required the Finance Committee review all expenditures prior to payment. This was not workable and has been removed. The policy will be edited to reflect the recent addition of the Administrative Assistant as a card-holder as well as the recent change in credit limits that was approved by the Board.

MOVED by Robert and seconded that the Board approve the KCC Purchasing Card Policy and Agreement as presented. **CARRIED**

6.07 Relevant highlights from the 2016 BCRPA Conference

Please refer to the comprehensive report distributed separately for details.

MORAG PANSEGRAU

- **Live 5-2-1-0 Program** An excellent way to encourage healthy activities for children, in consultation with schools. [*5 Fruit & Vegetables, power down to 2hrs of screen time, 1hr of outdoors and 0 sweetened drinks*].
- **CEA Community Engaged Arts** An interesting and innovative approach for offering a program.
- **National Recreation Framework** Refer to website for the document.

HUMAIRA AKHTAR

- **Transformative Place Making** Besides home, work and school we need a “third place” where people can come face-to-face to build a community.
- **Engage Physical Literacy** Canadian’s love watching sports but their BMI are going up. Community Centres are a good place to start physical literacy.
- **Small Towns Dialogue** A special connection that can happen within a large city. These connections can be built into programs. Are our patrons feeling connected here or are they just coming for an activity?
- **Social Media Challenge** Are we prepared for the rapid changes in technology? How are we sharing our information? Social media is vital for our future.

DON MUNTON

- **Effective Communication with Councils** Recommends a TED Talk by Jane Fonda noting 60-yrs as being the new 40-yrs. A longer life span after retirement raises some interesting questions for seniors’ programming. The generation that’s going to be seniors in 20-yrs are going to be nothing like the seniors today! Refer to: **TEDxWOMEN 2011 Life’s third act** https://www.ted.com/talks/jane_fonda_life_s_third_act
- **National Recreation Framework** Refer to website for the document.
Kathleen will send the document and link to Alison to distribute.

Jennifer left the meeting at 9:00pm

8. IN-CAMERA MEETING

In-camera Meeting: 9:00 to 10:01pm

9. ADJOURNMENT: The meeting adjourned at 10:01pm.

NEXT MEETING: June 22, 2016 at 7:30pm.

UPCOMING EVENTS:

Program Committee	Wednesday, 01 June 2016 – 7:00 pm
Executive Committee	Wednesday, 08 June 2016 – 7:30 pm
Board Meeting	Wednesday, 22 June 2016 – 7:30 pm
Park Board Meeting	Monday, 13 & 27 June 2016