

**Board of Directors Meeting**  
**of the**  
**Kerrisdale Community Centre Society (KCCS)**  
**Wednesday, 29 July 2020 at 7:00 pm | Via Zoom Online**

**MINUTES**

**Present:** Robert Lockhart (chair), Kathleen Bigsby, Humaira Akhtar, Kathy McKay, Dorothy Chang, Keiko Honda, Oscar Bisnar, David Mordant, Morag Pansegrau, Mani Bala, Joshua Yoon, Emma Vinnitsky, Adam Dipinto, Edward Quan, David Eaton (7:11pm), Anne Monahan (8:25pm)

**Commissioner:** John Irwin

**Regrets:** Ian Broadbent, Val Themens, Fred Jay, Mike Wu

**Recorder:** Alison Verghese

**1. Call to order and Welcome**

The online meeting was called to order at 7:05 pm. Robert welcomed everyone back to the first meeting since the centre shut down due to Covid-19 in March. He thanked Commissioner Irwin for joining us and noted that Ian was not able to attend but has provided an update report in the agenda package.

**1.1 APPROVAL OF AGENDA**

Item 6.4 was brought forward to allow John to be updated on the Communications Committee's work over the past five months.

**MOTION:** Moved by Kathleen and seconded to approve the agenda as modified. **CARRIED**

**2. STANDING ITEMS**

**2.1 Commissioner's Report - John Irwin**

Commissioners were briefed on the latest Covid-19 Parks and Recreation reopening and recovery strategy, which community centres are included. A service plan will be rolled out with priority and expanded programming focussed on childcare, seniors and vulnerable people in September.

- there may be a possibility for a senior's food service either pick up or sit down but will depend on how well social distancing and the pandemic is tracking. John encouraged the society to start planning with staff on how this program could work under new safety guidelines.
- John summarized the budgetary challenges faced by the Park Board and the City. A large number of staff were furloughed which only partially counterbalanced significant revenue shortfalls. To complicate the start-up of reopening, staff will be rehired slowly, and on a priority basis.
- John gave kudos to our outdoor day camp program in Maple Grove Park, which his children enjoyed for a week. They enjoyed it so much they want to go back; John suggested a similar program could be replicated for seniors.

**6.4 Communications Committee Update**

Kathleen presented key highlights from 5-months of work the Communications Committee has undertaken since the shutdown of the centre. One of the earliest concerns, back in April, was the fear of losing contact with our instructors and patrons. Some of the actions taken to fill the void of face-to-face contact were as follows:

- experimenting to boost our social media presence with the help and knowledge of our new board member, Adam Dipinto.
- creating a dedicated homepage for Kerrisdale instructors called "**Virtual Kerrisdale.**" In its summer iteration, Virtual Kerrisdale was simply a free posting place for our instructors to showcase what they are offering and suggestions they have for their students. Any payments agreement would be made directly between the two parties.

- We are aiming to formalise online programming, early September. However, there are concerns about the ability to register students for online programs because of the difficulty in getting clarity from PB on the use of our registration system, ActiveNet. A survey conducted with our instructors at the end of June confirmed that a vast majority of them were in favour to resume work online, while waiting for the centre to re-open. Kathleen and Robert will draft a letter to John, who will bring the issue forward to Daisy and other PB Commissioners to take back to their respective CCAs for feedback. It was suggested that Kerrisdale be used as the pilot model to trial online programs as we have the capacity and support from instructors.
- Almost 5,400 users of community centres across the city responded to an APG survey in early June, with most requesting to bring back programs. PB have only allowed Day Camps to go ahead in July and Outdoor Fitness programs to start in August. A number of the other centres are talking about online programming, and there are others that recognise that this may be our only route for the immediate future. Community centres may not get back to normal operations or full capacity for another 18-24 months.
- It was brought to our attention via a complaint that some instructors are holding casual classes in parks. We would like more clarity from senior PB staff on the permitting process, especially if these casual meetings are done without a fee. Robert will send a separate email to John regarding concerns of instructors using park facilities under these current conditions.

John was grateful to make the meeting and can now communicate back to staff innovative ideas from our centre that they may not have thought of. He left the meeting at 7:24 pm.

3. Items for Information (under the Consent Agenda) were circulated by email before the meeting.

#### 4. **MATTERS arising from the Minutes/Reports (Items removed from Consent Agenda)**

##### 4.1 Item 3.8 Executive Committee Minutes

- Oscar raised a number of concerns regarding item 6.5 Dexter Realty's fund-raising proposal. He flagged legal liability as the person involved is not a licensed realtor; we should check with the RE Board before proceeding.
- Keiko was concerned that the proposal does not align with the Society's mission.

Robert explained the basic gist of the proposal and noted on the lack of enthusiasm at the Executive meeting. At some point in time, this item will be on the agenda for the Board's decision but not until Covid-19 is over.

#### 5. **ITEMS FOR DECISION**

##### 5.1 **Approve the Consent Agenda**

**MOTION:** Moved by David M. and seconded to accept the consent agenda as presented. **CARRIED**

##### 5.2 **Committee Selections – Robert**

The final 2020-21 Board Committees selections were informally approved by email in May by a limited number of responses. As a consequence, we have brought it back for a formal vote. **MOTION:** Moved by Morag and seconded to adopt the Committee selections as presented on page 35 of the agenda package. **CARRIED**

Kathleen requested an amendment to the motion as Dorothy has agreed to join the Communications Committee. **AMENDMENT TO THE MOTION:** Moved by Kathleen and seconded to include Dorothy Chang in the Communications committee. **CARRIED**

Robert reported that the city has backed the necessary funding in order for a limited number of programmers to return to work. He requested committees to resume work by meeting online or in person with social distancing practices in place.

- The Finance Committee should be able to call a meeting sometime soon.

- The Program Committee should start dialoging with Shannon on summer outdoor programming plans. Morag noted that she will be liaising with Kathleen in regard to online programming.
- The Communications Committee has been the most active, followed by the Executive and Building Maintenance Committees. He thanked all those who have been working so diligently up to this time.

### 5.3 JOA Issues – Robert

- **Programming** is the entity and the full responsibility of the associations or in our case the Society. However, one of the limiting factors that we are stymied by is that Park Board (PB) has control of the building. We have been working cooperatively with the Association Presidents Group (APG) and PB to get program activities up and running. To date, there has been four areas where there has been some action taken:
  - i. 7 weeks of Summer Day camps from July 20 to September 4.
  - ii. Opening of Preschools & Daycares in September.
  - iii & iv Outdoor programming in August and included in this process, some seniors' activities including the possibility of support to get food services under way.
- **Staffing Cost Recovery and Budgeting:**
  - We agreed at the beginning of this year to support funding of \$577K for staff at our centre. However, this went out the door when staff got furloughed because of Covid-19. To be in compliant with the JOA, we will need to start discussing staffing levels required in the fall season for the centre to be operable.
  - Under the JOA, our budget is mandated to be provided to PB in exchange for theirs at the beginning of the fiscal year (August). Developing a budget for 2020-21 will not be required this year as we have no idea what our operating levels will be (refer to letter from Susan Mele in the board package).
- Related to the staff cost recovery issue are our hours of operation. We are probably the centre with the greatest number of open hours across the city with 16 hrs/day for a normal weekday and 12 hrs/day over the weekend. The impact of staffing versus opening hours will dramatically increase our operating costs because we will be paying for all of Group 1 staff with reduced revenue as a consequence of the virus.
- Robert spoke to Ian about how to open the senior's section of the centre and may open the building piece meal starting in the fall.

**MOTION:** Moved by David E. and seconded to grant the Executive Committee authority to dialogue with Park Board on the number of hours we will be operating and staff recovery costs over the fall and into the winter season in order to get Kerrisdale up and running. **CARRIED**

### 5.4 Media Campaign – funding – Kathleen/Robert

There were extended discussions on an APG initiative to launch a public relations campaign to raise awareness of the importance of social, recreation and artistic values from participation in community centre activities across the city.

- Included in the consent agenda are the results of the online survey conducted by the APG in June. The report as noted above, overwhelming shows that the citizens of Vancouver want to see community centres reopen as quickly as it is safe. 1,300 open-ended questions were analysed, showing heartwarming expressions of support for community centres and their importance to residents and community. It was also interesting to see the number of comments made about how important different programs, especially fitness, were to people for their mental and physical health and for social integration.
- After setting up a small reopening task group, the APG are now in dialogue to launch a media campaign to promote the importance of community centres emphasising the cooperative work with Park Board to get the centres back up and running. The concept of engaging a media consultant, one that we have successfully used before, is to heighten the awareness of community centres to bureaucrats in city hall and to the broader public. The budget proposed by AHA Consultants is \$8.3-8.5K, an estimated cost share to Kerrisdale is \$1K. Kathleen will send Morag and Humaira a copy of the consultant's proposal.

**MOTION:** Moved by Kathy and seconded to approve the media campaign funding of up to \$1K for the APG initiative to promote the importance of community centres in Vancouver. **CARRIED**

## 6. ITEMS FOR DISCUSSION

### 6.1 Finance Monthly Reports for the period ending 31 May 2020 – David M.

- Members Equity has dropped by \$75K but are still in a good position with \$3m in the bank. On the operational side (9-months to May 31) we are showing a loss of \$35K and in light of the situation, are not doing too badly. For the month of May, we showed a loss \$7K.
- Ali, our Accounting Manager is doing a fine job in bringing all our accounts together and watching the expenditures. To the end of May, we had no operational income since March. The primary operations exchange has been refunds for the winter and spring seasons. The costs associated with these refunds are attributed to various program categories. Approximately 98% of all refunds were processed by PB staff shortly after the centre closed. Any outstanding refund queries need to be directed to our CRS, Ian Broadbent or Programmer, Shannon Brown.

### 6.2 Budget Projections 2019-20 – Robert

After the Covid shut down, David M. and Robert asked Ali to prepare a review of our current 2019-20 budget with revenue flow as normal up to the middle of March, and to project two scenarios of what our budget would look like after that:

- a. Option 1: there was no revenue in the spring or the summer seasons.
- b. Option 2: there was no revenue in the spring and 20% in the summer.

The results concluded that we may be \$35-45K in deficit for the year, to the end of August (refer to page 39).

### 6.3 Recovery Update – Robert

- **Daycamps:** Our daycamp have been operating in Maple Grove Park with a maximum 25 kids a day. It is an ideal venue with shade trees, amenities and pool nearby. Some of our instructors have been hired to entertain the campers with activities such as aerobics and hip-hop. The day camps are fully booked to the end of August; camps operate weekdays from 9:00-4:00pm, which is one hour longer than any other camps around the city. There are tents readily available to set up in case of rain.
- **Preschool/Daycare:** Our long-term rental tenant and preschool operator, Little Owls Preschool is keen to open in September. They are currently working on new safety protocols that are required. Their large activity room is easy to isolate and has its own independent wash room and kitchen space. The city has supported daycare/preschool activities across the city with support funding of a couple of million dollars to reopen centres to accommodate these services.
- **Summer Outdoor Programming:** The city has provided funding support to rehire staff, and in our case, retaining Shannon to implement outdoor programming at Centennial Park (immediately behind the building) for August. Shannon has been talking to the instructors such as Meg for Aerobics, Tanya for Zumba and Ben for Tai chi. These adult and seniors' programs should get the biggest uptake by our residents. The city will need to sanction the programs under their new risk analysis process. Registration is set to begin next Tuesday, city-wide. The Board gave Robert approval to advise Shannon to proceed as planned with the summer outdoor programming.
- **Seniors Lunch Program:** We may be able to get this going by fall but one of the challenges is to determine if our license for the lunch program allows for take-outs. David E. noted that there is a small patio outside the seniors centre that could be utilised and use of this space should be kept in mind.

Anne entered the meeting at 8:25 pm

### 6.4 Communications Committee Update (Continued) – Kathleen

Whilst the minutes can be found in the consent agenda, a summary report on page 41 details the key activities undertaken from April to July:

- **New KCC Website:** was established after we closed in April. We are keeping our **News & Events** page up to date so people can see that we are still active and should be directed here for the latest news.
- **Initiatives:** we have been boosting activities on social media; analysing Google Analytics and data gathering by Adam and researching & planning online programming for September to December launch.
- **Online Programming:** Virtual Kerrisdale can be found on the homepage of our website. To date, 16 instructors are featured. Data analysed from the city-wide APG patrons' survey, showed people were interested in online programming only as an alternative to face-to-face. We are unsure how sustainable online programming presence will be once we reopen but since we project that the centre won't be back to "normal operations" for another 18-24 months, maybe we will have established a wonderful alternative?
- Robert mentioned that the APG task group will be meeting this Friday, to discuss the key topic of online programming. Kathleen is our representative on this sub-committee that includes two or three people from the Park Board senior management. Issues and definable challenges we need clarification on are:
  - Access to the ActiveNet registration system
  - Determine the appropriate format we will be working on
  - Instructors insurance and indemnity
  - Pricing and how much can we charge, training and revenue sharing with the instructors

**6.5 Exterior Painting of Centre – David E.**

David Eaton met with two members of Park Board's painting department last week and confirmed that mostly everything we have asked for is going ahead, including murals on West Blvd and 43rd Ave on the south side. Additionally, power washing in sections around the building started a couple days ago; painting is due to be completed at the end of September.

**7. Pending Items**

2019-20 Nominating Committee report by Humaira will be included for the next Board meeting.

**8. Adjournment**

The meeting adjourned at 8:45 pm

**NEXT MEETING: September 23, 2020**

**UPCOMING MEETINGS AND EVENTS:**

Communications Committee

Executive Committee                      Wed Aug 19 & Sept 9

Park Board                                      Mon Sept 14 & 15

*These minutes were approved by the Board of Directors.*

SIGNED BY CHAIR OR SECRETARY \_\_\_\_\_ INITIALS \_\_\_\_\_