

Board of Directors Meeting
of the
Kerrisdale Community Centre Society (KCCS)
Wednesday, 23 September 2020 at 7:00 pm | Via Zoom online

MINUTES

Present: Robert Lockhart (chair), Kathleen Bigsby, David Eaton, Humaira Akhtar, Kathy McKay, Oscar Bisnar, David Mordant, Morag Pansegrau, Mani Bala, Joshua Yoon, Emma Vinnitsky, Adam Dipinto, Dorothy Chang, Edward Quan, Anne Monahan
Regrets: Keiko Honda
Absent: Val Themens, Fred Jay, Mike Wu, Commissioner John Irwin
Staff: Ian Broadbent
Recorder: Alison Verghese

1. Call to order and Welcome

The meeting was called to order at 7:05 pm. Robert welcomed everyone online.

1.1 APPROVAL OF AGENDA

David Mordant requested two additional agenda items:

Item 6.5 Membership fees

Item 6.6 Marketing emails to patrons

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

2. STANDING ITEMS

2.1 Commissioner's Report - John Irwin

The commissioner was not in attendance tonight. Robert circulated the PB Meeting Highlights from September 14 and 15 for information before the meeting.

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)

Humaira asked for further clarification on the following items in the consent agenda:

4.1 Executive Committee Minutes - Item 3.3 (page 13)

Regarding the reopening inspection of our centre on September 14: Robert confirmed that the inspection was completed, and noted that it will be an ongoing process every time something new opens up.

4.2 President's Report - Item 3.6 (page 19)

Regarding the completion date for the exterior painting: Is it still on track for the end of October? Ian noted the impact of the change in the weather but that the work should be completed mid-late October.

4.3 APG Sponsored Climate Action/Opportunity for Impact - Item 3.8 (page 21)

Regarding request for Board members to participate in a short interview/conversation between September 14 and October 10: Robert will respond to Sarah Lusina at Trout Lake CCA to advise that he and David E will participate.

4.4 APG Minutes of Meeting - Item 3.9 (page 24)

Regarding the modification of our ventilation system to 100% fresh until the weather gets cold: Ian noted that no other changes have been made to our HVAC system. The city's supervisor of mechanical technicians has implemented new procedures for disinfection and cleaning requirements for our regular air, water and fire

service inspections.

MOTION: Moved by David E. and seconded to accept the above items that were removed from the consent agenda as modified. **CARRIED**

Humaira dropped out of the Zoom meeting at 7:20 pm due to technical issues

5. ITEMS FOR DECISION

5.1 Approve the Consent Agenda – Chair

There was consensus to adopt the consent agenda without items 3.6, 3.7, 3.8, 3.9 as presented.

5.2 Director Renewal 2020-21 – Chair

There was an open discussion on the challenges of holding next year's AGM and, specifically, the election of our Board in February. The concern is that due to Covid-19 it will be difficult to find and vet new candidates to replace any vacancies. Some ideas and suggestions raised were:

- Hold the AGM and conduct our usual business in presenting our financial audit and approving next years' auditors via Zoom.
- To pass a motion at the AGM to extend the current directorship for another year because of disruptions and limited participation this year. Or, have all directors stand for election and have them re-elected by acclamation. We don't have to have a full slate and can have the minimum of five(5) as per our bylaws.
- Table this discussion again till November and research our bylaws and Societies Act to see if it can provide any further information. The discussion was tabled.

5.3 Fall In-person Programming – Morag

A summary of the first set of in-person fall programs, the lunch program in the Seniors' Centre, and outdoor programming were presented for information in the package. Reports on the progress and options coming up for November-December are highlighted as follows:

a) Seniors Lunch Program:

- David M. raised concerns about increasing losses of over \$10K/month compared to last year when we were running at about -\$5K/month for the cost of running the senior's lunch program.
- Ever since the Seniors wing was built (1986), the seniors' lunch program has been the charitable arm of the Society. It has provided food security and social opportunities for seniors in the community. We have been able to subsidize the program through the profits from the Exercise Room.
- The current price for a 3-course meal (main entree, dessert and drink) remains at \$7.50 with maximum capacities per day at 32 sit-down patrons and 50 take-out servings.
- The program started slowly with take-outs on September 8 and the sit-down service was delayed two weeks due to unexpected technical challenges in replacing the dishwasher.
- Robert and Ian will ask Austin and Betty to do a cost assessment for the lunch program and bring the results back for review next month. It was also suggested that we could conduct a survey to gauge feed-back in regards to demand. It should be noted that price point for all programs are in flux due to Covid.

b) Phase 2 In-person programming:

- Adult fitness, sports, children's and senior's in-person programming will be expanded after Thanksgiving. Robert requested Morag call a Program Committee meeting in October to review in-person program offerings after liaising with Shannon.

c) Program Brochure:

- The program brochure has been our primary marketing tool and as a suggested option to reduce costs, we could limit copies for access in the centre and suspend one season of mailouts.
- Ian noted that in-person programming is only planned till the end of December and will speak to Shannon about the brochure. The winter brochure is usually released 6-weeks before winter or in the third week in November.

- We could also produce an in-house brochure and make photocopies available and post it on the bulletin boards to save on outsourced production costs. Kathleen noted that we need to be clear in identifying programming as either **online** or **in-person** and asked that the Communication Committee explore alternative options to the brochure.

5.4 Accounting Support – David M./Robert

Our accounting manager submitted a notice of resignation just before Covid to take a 3 day a week job closer to home. Due to Covid that job did not start until September. As a valued employee, we have kept him to keep our accounts in order throughout the shutdown. The accounting manager is now available to work two days per week. However, as we start to resume operations, additional bookkeeping services will be required to assist him for possibly two days a week. Ali's duties are more complicated than just managing our accounts. He is also our Privacy Officer and manages the business side of our operations, dealing with contracts and relationships with vendors, government reporting, etc.

There are 3 options that have been identified as a possible ways to meet our accounting needs:

1. Build a relationship with Angel Chan, a former Board member/Treasurer, who has a small consulting business and bookkeeping staff who could work with Ali.
2. Hire a part-time bookkeeper directly to work with Ali.
3. Hire a new accounting manager and replace Ali.

Following open discussions, most agreed that we should retain Ali as a temporary measure, and make further enquiries regarding option 1. Robert and David M. will arrange to meet with Angel in the next week.

6. ITEMS FOR DISCUSSION

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

Our accounts for 11 months to July 31 were circulated with the agenda for review.

- We have a strange set of accounts with the first 5 months of operations breaking even and the last 6 months showing an abnormal loss of about \$44K or \$6-7K a month.
- Member's equity has dropped compared to last year.
- Results of operations show very little income except for the children's day camp programs.
- Ali will be presenting us with two draft budgets for the next 12-months. The first set will be based on 50% and the second on 25% of normal revenue and costs using 2018-19 for comparison.
- Ali will be in contact with our auditors once the August figures (year-end) have come in. He will need access to the files in his office to assemble material for the auditors.

As a side mention, Robert noted that salaries for three of our Society staff members (Ali, Betty and Alison) have been the major costs contributing to our deficit. Robert thanked them for their competence. The Federal Government's employment assistance program was also helpful in keeping these staff members employed.

6.2 Communications Committee Update – Kathleen

Online programming progress report was included in the agenda package with one additional change.

- A last-minute hitch was discovered just before Monday's expect launch. The committee learned that PayPal was making all their transactions in US\$. We are grateful to our accounting manager and web guru for acting so quickly to integrate Stripe (an alternate payment system) that charges in CAD\$ into our registration system (Thinkific). As a result, we will now go live tomorrow. Some classes had delayed start dates because of this issue with the payment system. Instructors have been very patient and cooperative in this process.
- We expect upwards of 60 online programs (art, physical, children's, adult activities and more) to be available to the public.
- Robert noted that Insurance coverage for indemnification of online services is still a work in progress.

- The APG is quite interested in how much this is going to cost us. For the benefit of other CCAs a summary report will be prepared at the end of the year to identify the challenges, achievement, revenue and the related expenditures we have encountered to launch our online programs.
- Members of the committee reflected on the enormity of work over the past six months and agreed that it was not as easy as they had first thought. Kudos were also given to Melissa Woo, our online program coordinator and to Kathleen for her leadership.

6.3 Membership fees - David M.

The loss of >\$100K revenue from collecting membership fees subsequent to the 2018 signing the JOA has been significant to our bottom-line. After a brief discussion, David M. and Robert will arrange to talk to Donnie Rosa, the new PB General Manager about the possibility of reinstating our membership fees.

- We do have the option to charge membership fees for participation in the governance of the Society, for example to be a Director or to attend the AGM but this would hardly make a difference in our revenue.
- We cannot make membership fees a prerequisite for enrolling in a program.

6.4 Marketing emails to patrons - David M.

With the constraints of producing our seasonal program brochures under current Covid conditions, it is essential to turn to other mediums to promote our programs and services. David M. mentioned the weekly e-newsletter he receives from the Jewish Community Centre (JCC), which they have been distributing for 10-years. He will send everyone the link to the JCC e-newsletter that showcases what's happening at their centre.

- The Communications team noted some of the challenges in producing e-newsletters include collecting email addresses, recipient complaints, and staff resources needed to produce content and material. We have not sent an e-newsletter since January this year; however, one is going out tomorrow focusing on the launch of our online programs to <2K subscribers. The Communications Committee will include this as an agenda item for consideration.
- Ian will follow up with the programmer's role in promoting in-person program activities to assist in contributing content and material on all our media platforms. This has been the pattern for the past number of years.

7. Adjournment

The meeting adjourned at 8:53 pm

NEXT MEETING: October 28, 2020 via Zoom @7pm

UPCOMING MEETINGS AND EVENTS:

Communications Cmt	Mon 05, 19 Oct - 7:30 pm	CEC	Thur 15 Oct - 6:00 pm
Youth Committee	Tues 06 Oct - 7:00 pm	Program Committee	Wed 04 Nov - 6:30 pm
Executive Committee	Wed 14 Oct - 7:00 pm		
Park Board	Mon 05, 19 Oct - 6:30 pm		

These minutes were approved by the Board of Directors.

SIGNED BY CHAIR OR SECRETARY _____ INITIALS _____