

Board of Directors Meeting
of the
Kerrisdale Community Centre Society (KCCS)
Wednesday, 25 November 2020 at 7:00 pm | Via Zoom online

MINUTES

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

1. Call to order and Welcome

The online meeting was called to order at 7:02 pm.

1.1 APPROVAL OF AGENDA

Additional item: Letter of congratulations to Lola Holmes - Morag

MOTION: Moved by Humaira and seconded to approve the agenda as amended. **CARRIED**

2. STANDING ITEMS

2.1 Commissioner's Report - John Irwin

Highlights from the last couple of PB meetings were presented by John, who also fielded questions from the floor.

- Park Board has approved a washroom strategy. Improvements have started on some 95 public washrooms and more will be added over the next few years.
- The planning and scoping work for the daylighting of Canyon Creek at Spanish Banks to restore the natural habitat for salmon to return has been approved.
- A special 2021 budget meeting will be held on November 30. The PB budget is expecting a hit due to lack of revenue but with the city chipping in to help to carry them through the next two years until they get into recovery. Information is available through the PB website to access documents and participation.
- Staff decided to choose six other community centres to take part in PB's online program pilot project even though John put in a strong case for Kerrisdale to participate. Very little information has been released about how this project is tracking. John was unaware that we had started up our own online programs in September nor that Kerrisdale is just about to launch a second round of winter programs. He will find out more from staff about the status of the PB online program pilot project.
- Ian provided some insight into the protocol involved when positive Covid-19 cases are found within the PB and community centre network. Any cases that involve the public or participants are led by Vancouver Coastal Health which does all the contact tracing. The centre would take remedial direction from VCH. The PB/City has a fairly robust hotline if cases involve PB or Society staff and volunteers. Names are always kept confidential. There is a detailed flow chart for contact information, a list of resources and paid provisions for anyone who is required to self-isolate.

John commented on the vast improvements painting made to the exterior of the community centre and noted the contrast with the mausoleum-like atmosphere inside. He wished everyone Happy Holidays and 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 3.5 Program Committee Minutes of Nov 4 - Robert

The approved expenditure for repair to the broken treadmill at item 5d was flagged for the Board's consensus of whether to repair it now or hold off until we actually need it. Following discussions, there was consensus to defer the repair and for the Program Committee to review it again in six months (June 2021).

MOTION: Moved by Morag and seconded to approve the Program Committee minutes as amended. **CARRIED**

4.2 Item 3.7 Youth Committee Minutes of Nov 10 - Robert

After discussion it was recognized that the reference to hiring Park Board staff to work with the Youth Committee was written in error. These Minutes will be removed for correction from the Consent Agenda and resubmitted at the next Board meeting.

5. ITEMS FOR DECISION

5.1 Approve the Consent Agenda – Chair

MOTION: Moved by Morag and seconded to accept the consent agenda minus item 3.5 and 3.7 as presented. **CARRIED**

Dorothy arrived at 7:29 pm

David E. arrived at 7:31 pm

5.2 Lunch Program Cost of Operation – Robert/ Ian

Recent statistics of the Senior's Centre Food Programming usage (Oct 29 to Nov 19) were submitted in Ian's report to the Board and highlighted as follows:

- On average, 30 lunches are served daily with an average of 20 dine-ins and 10 take-outs. There was a slight bump after the reach-out calls to seniors that were conducted by staff.
- The data confirm that the weather is not a critical factor for participation as some of the colder wet days had higher consumption than sunny and warm days. It appears to be more about what is on the menu.
- Using the data provided, Robert calculated that over two weeks, (i.e. 10 days from Monday to Friday), there were 266 meals served for total revenue of \$1,995 or say \$1K per week. Our labour cost per week is \$1.8K for the two staff (Betty and her assistant). Food costs are additional. The figures clarify that providing the meal service under its current utilization is highly subsidized by the Society.

After the aforementioned, Robert posed an important question to the Board for open discussion with the understanding of the Society's purpose of its charitable operations: *"Is it a worthwhile use of its funds to continue subsidizing the meal program through the winter at a similar rate?"*

FEEDBACK & RESPONSES:

- A possible alternative to reducing the subsidy could be to increase the cost of the meals.
- The lunch program used to serve over 100 meals a day and now operates at 30% capacity. We need to increase the number of participants and understand that we are dealing with a risk averted population.
- Offer takeout only. Feedback from the recent phone survey showed that people were not aware of the lunch program. Many were worried about the risk and had anxiety about coming into the centre.
- Offer frozen meals. This would reduce the cost but would be a big logistical challenge.
- Home delivery option brings about its own challenges of liability and finding qualified drivers.
- The community survived the kitchen closure for the first 6 months of Covid. Our April/May phone survey conducted by Betty confirmed that people were suffering more from the lack of social contact than from food shortages. Therefore, to label our lunch program as a "food security program" may be a misnomer.
- As a result of necessary Covid safety precautions, our patrons are not achieving quality social contact because they are seated so far apart.

- If we reduce the number of days we are offering this program, there would be concerns about food storage, freshness and purchasing power.

MOTION: Moved by David M. and seconded to suspend operations in the dining room and takeout service from January 1 till March 31, 2021 (Winter season) and to re-evaluate it in the new year. **CARRIED UNANIMOUSLY**

A second request to extend the lunch program for 3-days (Dec 21-23) with a holiday theme menu was raised.

MOTION: Moved by David M. and seconded to continue the lunch program for the extra three days. **CARRIED**

Ian will have the Senior's Lunch Program financials ready for the Executive Committee meeting in December and will continue collecting daily statistics until December 18. Morag thanked Ian and the staff for the detailed report.

5.3 Program Fee increase (e-vote) – Morag

There was dialogue and an electronic vote online on November 18 as follows:

Amended Motion to the Board to approve an increase in the cost of in-person programming by 2% (rounded to the nearest dollar) excluding programs provided by those business contractors who set their own program fees. Increases in drop-in fees (one-time drop-in or pre-purchased passcards) will be adjusted by amounts approved by the Program Committee. **CARRIED** (12 in favour, 2 opposed and 1 abstention)

Ian provided the distinction between a business contractor and an instructor for clarification as:

- **Business contractors** usually pre-set a standardized fee across multiple sites across the city to provide consistency in price and service to the community centres.
Instructors are usually private contractors or individuals who operate in one or two centres. Their fees and services may be negotiated to meet the individual requirement of each centre.

The Program Committee will meet on December 2 to discuss the recommendations for drop-in prices and staff will implement those adjustments to meet the timeline for our winter programs.

5.4 AGM 2021 on February 17 – Robert

Some of the issues in holding an AGM under a Covid environment and the options presented under the Societies Act, Section 71(3) to delay the AGM were discussed by the Executives this month. Their recommendation to the Board is to proceed with the preparation of the 2021 AGM on February 17:

- **Board renewal:** Tenure of all 18 Directors was presented in the Board package with nine 2-year positions on the ballot. In accordance with bylaw (29), we can function as a Board with a minimum of five Directors.
- **Promotion:** A schedule of media releases and notices will be posted on our website and social media to elicit new candidates to join the Board. This will commence in the fall and continue into the new year.
- **Virtual Meeting:** Robert suggested that we could have a small in-person meeting and have others on Zoom or meet only on Zoom. He referenced the KBA's AGM that was attended by the executives in-person and other participants attended on Zoom, which went well. Following discussions, there was consensus to proceed with only Zoom for our AGM to minimize any risks from exposure to Covid-19.
- **Elections:** We do not have to change our guidelines to hold a virtual AGM. New candidates running for election will need to apply before the meeting and if someone wishes to be nominated from the floor, they will require two sponsors. Keiko will look into the voting process available on Zoom.
- **2019-20 Annual Report:** The major committees should be able to present a report based on their committee goals as per previous years. Alison will send out the templates to committee chairs for action.

5.5 Fitness Room - Cardio Machine Room, Weight Room, etc. – Ian/Robert

At the request of the Executives, Ian provided a cost analysis for reopening the fitness centre for individual use. Staff cost for one PB employee and the potential revenue for three different levels of capacity (50%, 75% and 100%) were reviewed and discussed. There was general agreement that this proposal could be financially viable.

- Since the pool opened, there has been a lifeguard stationed at the entrance from 6:30 am to 2:30 pm Monday to Sunday, intaking people into the building. By utilising this staff position to help manage public access to the fitness centre and aligning the operating hours with the pools, this cost-saving option meets the Park Board's requirement of having two staff attending to our fitness centre.
- Ian suggested we start slowly (3 days a week) in mid-January as there could be some changes in this industry from the Public Health Office. Capacities have dropped from 20 to 15 in PB run facilities following the last PHO order on November 7. Ian is concerned about having only one staff manage the three rooms and what kind of risk this possesses. Another challenge would be staffing at our centre has largely been minimal and there will not be a large staffing pool to draw from. The PB is already stretched with the shortage of fitness centre workers; anyone hired to our site would require extensive training and orientation.

MOTION: Moved by Robert and seconded to assign Ian with the task to work on a scheme to prepare a proposal for fitness room operation in January at both 7 and 3 days a week. **CARRIED**

Ian will proceed with the assignment and Robert thanked him for his comprehensive report in this area.

6. ITEMS FOR DISCUSSION

6.1 Finance Monthly Reports for the period ending 30 September 2020 – David M.

David M. provided some brief highlights on the first set of financial reports for the new fiscal year:

- The balance sheet shows a drop-in members equity year over year of approximately \$100K from \$3m to \$2.9m
- The Operating Statement shows an operating loss of \$3K for the month and a capital purchase of \$5K for half of the cost of the new dishwasher
- Results of Operation shows a loss of \$4.2K from the Seniors kitchen.

Edward has agreed to start working with Ali on the budget as all the committees have submitted their proposals.

6.2 In-Person Programming – Ian/Morag

Ian included a chart of in-person programming in his report and noted the following highlights:

- Shannon has identified an additional 30-40 programs (estimated total of 128) we are hoping to run this Winter. Staff will treat the auditorium as a stand-alone room because it has its own entrance and exit doors, thus freeing up the PAII to support programming in other rooms in the centre.
- Ian followed up with Kitsilano CC's fall programming results that were discussed at the last Executive Committee meeting. Their results showed much higher participation compared to us and other west side community centres. However, after drilling down and removing duplicates and other anomalies, the participation rate at Kits CC had a consumption rate of 66% from 75 programs offered; down from 82% and 106 programs. It is a relief to know that we are not performing too badly; it just shows that Kits and some other centres do their programming classifications differently from us.
- We won't know for sure if any of the proposed Winter programs will be cancelled until new health order guidelines are released. At this stage, we know that high-intensity group activities like Zumba are targeted.

Robert thanked Ian and the programmers for inputting such a great package together for Winter.

6.3 Online Programming – Kathleen

Some highlights from Kathleen's comprehensive 4-page report that was included in the package noted:

- Winter session programs will be available for registration on December 14.
- The biggest challenge has been communicating to people that we are offering online programs. People do not always associate community centres with online programs. Social media is only one tool but we still

have to grow our audience. We are seeing positive signs in our progress through Google Analytics and other online stats.

- This start-up venture was launched in September and we remain confident that it will continue to grow. Kathleen put together a very thorough and detailed report that will benefit other CCAs for insights into online programming. We put a lot of hard work and effort into building this platform, which is still in its infancy stage. Keiko suggested that we trial Eventbrite to promote our programs and events.
- The APG has discussed our online programming but it is not largely discussed at the PB level. Ian does not know much about the pilot online programs; has also has limited knowledge of online programming at the other centres that are piloting the Park Board model. There was consensus to forward the report to the APG for discussion at the next meeting on December 3. Kathleen will send the report to Kate Perkins, without the "draft" watermark.

6.4 Letter of congratulations to Lola Holmes - Morag

The world's oldest curler is Lola Holmes, who also takes tai chi classes at Kerrisdale with Morag. She was on CBC TV to mark her achievement in entering the Guinness Book of Records.

MOTION: Moved by Robert and seconded for Morag to draft a letter of congratulations to Lola Holmes on behalf of the Society. **CARRIED**

Morag will send the final draft to Kathleen and send the link to the video clip of Lola Holmes on CBC to whoever wants to see it. It was suggested that we promote this on our website as a community feel-good story.

David E. provided a quick verbal update on the painting on the exterior of the building. It has all been completed except for the light stand. The PBs graphic artist is currently working on the mural drafts for us to review. Ian will distribute the final mock-ups for Board approval as soon as he receives it.

7. Pending Items

None discussed.

8. Adjournment

Robert made a quick reference to the year's end, US Thanksgiving tomorrow and wished everyone a safe and Merry Christmas/Happy Holidays. The meeting adjourned at 9:04 pm

NEXT MEETING: January 27, 2021

UPCOMING MEETINGS AND EVENTS:

Program Committee	Wed 02 Dec - 6:30 pm	Communications	Mon 14 Dec - 7:30 pm
Executive Committee	Wed 09 Dec - 7:00 pm	Communications	Mon 11 Jan - 7:30 pm
Executive Committee	Wed 13 Jan - 7:30 pm	Youth Committee	Tues 15 Dec - 7:00 pm
CEC	Wed 10 Dec - 6:00 pm	Youth Committee	Tues 05 Jan - 7:00 pm
Finance Committee	(TBD)	Youth Committee	Tues 19 Jan - 7:00 pm
Park Board	Mon 7 Dec & Mon Jan 18		

These minutes were approved by the Board of Directors.

SIGNED BY CHAIR OR SECRETARY _____ INITIALS _____