

Board of Directors Meeting
of the
Kerrisdale Community Centre Society (KCCS)
Wednesday, January 22, 2020 at 6:00 pm for dinner | Seniors Craft room

M I N U T E S

Present: Robert Lockhart (chair), David Eaton, Fred Jay, Humaira Akhtar, Anne Monahan, Kathleen Bigsby, Edward Quan, Kathy McKay, Keiko Honda, Oscar Bisnar, Melissa Woo, Marie-Noelle Savoie, Mike Wu, Keith Stoner

Regrets: Commissioner John Irwin, Jumy Ogunsola, David Mordant, Alexis Lorient, Morag Pansegrau

Staff: Ian Broadbent

Recorder: Alison Verghese

1. Call to order and Announcements

Directors arrived at 6:00 pm to a light dinner of sushi and sandwiches catered by the Society. The meeting was called to order at 6:20 pm. Robert welcomed everyone back for the new year.

1.1 APPROVAL OF AGENDA

Additional item 6.7: Thank you to the Board - Robert

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

2. STANDING ITEMS

2.1 Commissioner's Report - John Irwin

Due to a change in John's teaching schedule, he will not be able to attend the next three Board meetings. He plans to email the Board regarding any items on the Park Board agenda that will affect Kerrisdale Community Centre. John is back in April and can be contacted at john.irwin@vancouver.ca for any enquiries.

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)

None.

5. ITEMS FOR DECISION

5.1 Approve the Consent Agenda

MOTION: Moved by Marie-Noelle and seconded to accept the consent agenda as presented. **CARRIED**

5.2 2020 AGM Notice & Agenda – David

The public notice of our 77th AGM from the Secretary along with the AGM agenda were presented for information in the Board package. The major difference this year, compared to the past few years, is that we do not have any by law or constitutional amendments to be passed.

MOTION: Moved by David E. and seconded to adopt the public notice as presented. **CARRIED**

Alison will post the signed notice no later than 14 days before the AGM.

5.3 KCCS Personal Trainers Wages request increase for Barry Petkau – Keith

MOTION: Moved by Keith and seconded to approve the wage increase for Barry Petkau as proposed in the Program Committee minutes of December 4, 2019. **CARRIED**

Both Robert and Keith, chair of the Program Committee, noted that contractor wage changes up to 5% are in the purview of the Program Committee and do not require board approval.

5.4 KCCS Personal Trainers Wages request increase for Ed Fong – Keith

MOTION: Moved by Keith and seconded to approve the wage increase for Ed Fong as proposed in the Program Committee minutes of December 4, 2019. **CARRIED**

5.5 Members Room Use Policy revision – Kathleen

Following the November 2019 Board recommendation, the Members Room Use policy was returned to the Executive Committee for further scrutiny. Changes, led by Kathleen, include renaming the policy to **Casual Use of Community Centre Rooms**, and the word "members" was replaced by "patrons." Additionally, the penalty for abusing the policy was changed to comply with the mandate of the new Joint Operating Agreement.

MOTION: Moved by Kathleen and seconded to adopt the revised policy as presented. **CARRIED**

5.6 Parks and Recreation Committee Terms of Reference (TOR) revision – David E.

The proposed revision to the Parks and Recreation Committee terms of reference was presented in the package for review.

- Established in 1993, the committee had fallen inactive after merging with the Building Maintenance Committee. Renamed as the Parks Committee, the document has been regenerated and updated to create a formal approach to addressing concerns related to parks in our catchment.
- The rationale and benefits of relaunching a standing committee with a dedicated Board member were discussed. Robert called for a show of hand for any interest, and none was received.

MOTION: Moved by David and seconded to adopt the proposed revisions to the old Parks and Recreation Committee terms of reference; now renamed as Parks Committee as presented. **CARRIED**

Anne arrived at 6:50 pm.

5.7 Christmas Party Committee - Kathy/Robert

Robert expressed his thanks to Austin Su, Seniors Programmer, for the exceptional work he did in planning the Christmas Party. The solicitation of merchants in the Kerrisdale area for donations to make up prizes for the raffle was carried out by Jim Hall, Kathy and Robert.

- **Recommended for next year:** Enlarge the font on the printed name tags as they were too small to read.

MOTION: Moved by Kathy and seconded to dissolve the ad-hoc Christmas Party committee. **CARRIED**

5.8 Food Services Worker – Robert

The Finance Committee presented data for the proposed increase in Food Services Worker hours to replace Jack Tse, who retired after 9-years in the kitchen in December 2019. The job will be reclassified to become two Park Board staff auxiliary positions (14.5 and 14 hours) and will increase our labour costs from 20 to 28.5 hours. The additional hours will assist Betty and alleviate the time when she is on her own between 6:00 - 9:00 am.

- The Finance Committee has recommended that we support this restructuring and absorb the additional cost of service to our Seniors Centre operation at approximately \$11,000 per year. We did a price increase last July and will not be adjusting prices just yet.
- The position will be changed from the Society paid Kitchen Assistant to two auxiliary Group 1 Food Services Worker positions.
- Kerrisdale will be the only centre in the recreation system that has this Food Services Worker position. Ian confirmed that there will be no issues in reducing auxiliary hours, if need be. Austin Su and Ian Broadbent will conduct the hiring process.

MOTION: Moved by Fred and seconded to approve the hiring of two Food Service Kitchen Workers as proposed.

CARRIED

Break from 7:12 - 7:26 pm

6. ITEMS FOR DISCUSSION

6.1 Monthly Finance Reports for November 2019 – Robert

The financial statements for the first quarter of operations were presented with the following highlights:

- **Statement of Operations:** Net program revenue was \$148,859 up \$6,458 from 2018, and total revenue is down \$10,064 compared to last year.
- **Total overhead expenses** were up \$7,759 due mainly to higher costs of secretarial services (approved increase in hours) and to a higher Youth Committee budget (up \$2,142) as noted in the Finance Committee minutes.

6.2 2018-19 Audited Financial Statements – Robert

Copies of the auditor's report were circulated for the Board's information and will be presented at the AGM on February 19 for approval by the members. Robert noted highlights, and overall, we had a very sound year with retained earnings at \$2.987m, up \$87K over the last fiscal year.

The Finance Committee thanked Ali Mahidiyar, our Accounting Manager, for his work over the year that resulted in no negative comments from the auditors. We will be recommending to retain Manning Elliott LLP as our financial auditors this coming fiscal year.

6.3 Board Nominations Process – Humaira

There will be ten vacant positions (nine x 2-yr and one x 1-yr) to fill at this year's AGM.

- To date, the Nominating Committee has confirmed that four incumbent directors will stay on to contest their positions, and we have six applicants pending interviews with Kathy and Humaira in the next two weeks. A total of 22 people signed up with expressed interest for more information from the two lobby promotions in December and January. Not everyone replied to our follow up emails.
- Humaira has approached the Vancouver District Parent Advisory Council and existing Board members for help in recruiting new volunteers.
- The Nominating Committee called for two existing Board members to assist with orientation for the new directors. Humaira will be on leave shortly after the AGM.
- Robert thanked Humaira, Kathy, Edward and David M for all the great work they have done so far.

6.4 Canada Summer Jobs Grant – Robert

Ian reported that there is a delay in this year's application process for the Canada Summer Jobs grant. Information regarding 2020 is not yet available at this point. We are proposing to hire a student to assist in the Wayfinding project, in addition to the Summer Day camp staff. David E. will create a draft proposal before the due date.

6.5 2020 BCRPA Symposium from April 29 - May- 1 – Robert

The program agenda has not been released for this year's conference in Victoria. Following comments last year about the value we are getting out of these conferences, it was suggested that we follow a new protocol:

- Eligible directors interested in attending will be required to research the theme of the conference and present their reason(s) for attending. Humaira and Kathy have expressed interest.
- Alison will continue to check the BCRPA website for details and notify the Board as soon as it is released.
- Early bird ends March 26, 2020.

6.6 Attendance at Board Meetings – Robert

Regular attendance at Board of Directors meetings and participation on at least two Board committees is an expectation of all Society Directors. Some of the comments and concerns from extended discussions follows:

- The challenge is to maintain a committed and active Board to carry out the work of the Society. In past years, we have issued warning letters to members who were about to breach of the Society's by-laws:

Should a Director be absent without just excuse from three consecutive meetings of the Board of Directors or from five meetings between annual meetings, the Board of Directors may terminate the Director's membership on the Board by a three-quarters' vote of the Directors. (Consolidated By-laws (2019; 24) of the Kerrisdale Community Centre Society) should the Board decide to take this step.

- We need committed and talented individuals as we are running a \$2.35m operation. Directors have a responsibility to keep our business on track in a timely manner, and therefore need to meet each month.
- Do we have too many committees that we are trying to run? Perhaps we need to investigate the amount of work we are asking board members to do through the committee process.
- We could get more community members on our Board Committees to take the pressure off Board members.
- The value of using a consent agenda format and the related responsibilities of Directors to read the board package prior to every meeting were discussed.
- Members were in favour of having more opportunities to debate and hold open discussions on topics that affect the policies and operations of the Society. Greater participation from the entire Board was also encouraged as was inviting a guest speaker on occasions to make the meetings more interesting.
- 6 pm dinner meeting is one approach, and there were indications tonight that this may be a viable option for at least the next couple of months. The Board will continue to brainstorm ideas to overcome the challenges of non-attendance, with perhaps some fresh ideas from our new directors.

6.6 Farewell departing Board members – Robert

Robert took the opportunity to thank Keith, Marie-Noelle and Melissa plus Jummy and Alexis (in absentia) who are retiring from the Board. They were given a round of applause.

7. Pending Items

Not discussed.

8. Reminder – Committee Chairs and Centre Staff

Should have submitted 2018-19 Annual Reports that were due on January 17, 2020.

9. Adjournment: There being no further discussion, the meeting adjourned at 8:20 pm

NEXT MEETING: February 26, 2020 at 6:00 pm - starting with dinner

UPCOMING MEETINGS AND EVENTS:

Rental Committee	Dec 2019 & Jan 2020 emails	Community Engagement Cmt	Wed 12 Feb - 6:00 pm
Program Committee	Wed 05 Feb - 6:00 pm	Finance Committee	Wed 12 Feb - 6:00 pm
Seniors Council	Mon 10 Feb - 1:00 pm	Executive Committee	Wed 12 Feb - 7:30 pm
Park Board	Mon 10 & 24 Feb		
Family Day	Mon 17 Feb		

These minutes were approved by the Board of Directors.

SIGNED BY CHAIR OR SECRETARY _____ INITIALS _____

Board of Directors Meeting
of the
Kerrisdale Community Centre Society (KCCS)
Wednesday, 26 February 2020 at 6:00 pm for dinner | Seniors Multipurpose room

M I N U T E S

Present: Robert Lockhart (chair), Kathleen Bigsby, David Eaton, Fred Jay, Kathy McKay, Edward Quan, Keiko Honda, Oscar Bisnar, Mike Wu, David Mordant, Anne Monahan, Morag Pansegrau, Mani Bala, Dorothy Chang, Joshua Yoon, Emma Vinnitsky, Adam Dipinto, Val Themens

Regrets: Humaira Akhtar, Commissioner John Irwin

Staff: Ian Broadbent

Recorder: Alison Verghese

1. Call to order and Welcome

Directors arrived at 6:00pm to a catered dinner of sushi and sandwiches. Robert called the meeting to order at 6:21 pm and welcomed all, especially new directors who were elected at last week's AGM. He provided a brief background of the consent agenda model we have adopted over the past few years.

1.1 APPROVAL OF AGENDA

An additional item was requested for the Building Maintenance Committee's summer design student budget - David E.

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

2. STANDING ITEMS

2.1 PB Commissioner's Report – John Irwin

No report was submitted. Robert explained the PB Commissioner's role at our Board meetings and the conflict in his teaching schedule this term, which has made him unable to attend our meetings.

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)

None.

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 Action on strategic direction – Robert

In 2016, the society conducted a needs assessment survey of what residents of Kerrisdale wanted to see happen at the community centre. This subsequently led to a strategic plan which identified programming areas that require urgent attention. The Executive Committee chose three priorities from this report, which Humaira and Kathy researched and documented in a proposal for the Board to review and approve (see agenda package).

Highlights from discussions directed at the Program Committee and Seniors Council are as follows:

- It is recommended that the Program Committee form a subcommittee and reach out to other committees, if necessary, for input to address the three priority areas. This can be done in a similar way to the 2018 pricing reviews, which was undertaken in coordination with the Finance Committee. Examples such as:
 - i. resolve the timing issue for the Youth/Seniors technology program. Work with the Youth

- Committee to see if this could be scheduled on the weekends?
- ii. do we have enough variety of programs to address physically active seniors 65+ years? It was noted that we have many seniors working out in our gym daily from 6am-3pm.
- It was strongly recommended that everyone review the 27-page research report that a summer student (Charlotte) compiled in 2017. There is a long list of example programs, which we do not have, from different community centres across the country. Alison will resend this document to Directors.
- Additionally, it was noted that isolated seniors are a demographic group that we still need to address. The advisory group led by Kathleen is continuing to research this area.

MOTION: Moved by David and seconded to adopt the strategic direction recommendations as presented for the Program Committee and Seniors Council to implement. **CARRIED**

5.3 Expense Reimbursement Policy proposed revisions – Kathleen

Substantial modifications, as presented in the agenda package, were made to the current (2016) Expense Reimbursement policy. Changes in the revised policy are based on provincial and federal government guidelines, and related documents from the City of Vancouver and another municipality.

MOTION: Moved by Kathleen and seconded to approve the proposed revisions to the Expense Reimbursement policy as presented. **CARRIED**

5.4 Centenarian in our fitness centre – Kathleen

We have a special news worthy story that features our Exercise Room and a regular attendee who will be turning 100-years of age in April. Kathleen presented the rationale for a proposal to promote active exercise in our senior population and to celebrate this remarkable centenarian's birthday.

- As an exercise participant at the Kerrisdale fitness centre since it was built in 1995, she has agreed to the proposal and is keen to be our "poster child" to encourage other seniors 70+ years that it's never too late to start. We will also promote other seniors' programs like Changing Ageing and similar programs available at the centre that offer the health benefits of exercise to this demographics (around 11% of patrons).
- \$3,500 is required to retain the services of a PR agency to write the story, a photographer, and birthday cake.

MOTION: Moved by Kathleen and seconded to approve the requested budget of \$3,500 for this public relation project. **CARRIED** (1 OPPOSED and 1 ABSTAINED)

Morag arrived at 6:45 pm.

5.5 Nominations Committee – Robert

The members of the 2019-20 Nominations Committee (Humaira, Kathy, David M. and Edward) were thanked by Robert for the great job they did in recruiting such a talented, diverse group of people to join the KCCS Board. The team called for a second round of applause for Humaira (in absentia) who performed her duty as chair, over and above all expectations to ensure that the job was successfully completed.

MOTION: Moved by Morag and seconded to dissolve the 2019-20 Nominations committee. **CARRIED**

5.6 Request for additional budget for the Summer Design Student - Robert

Included in our Canada Summer Jobs grant application this year was a request for a graphic design student to assist the Building Maintenance Committee's wayfinding project. As the grant would only pay minimum wage, we need to top up funds to supplement a wage of \$22-24 per hour for six weeks, plus additional software and licensing costs and computer rental.

MOTION: Moved by David E. and seconded to approve a \$3,500 budget towards salary top up and expenses for a graphic design student to develop a wayfinding tool for the centre, for six weeks during the summer of 2020.

CARRIED

Anne arrived: 6:55 pm

6. ITEMS FOR DISCUSSION

6.1 Finance Monthly Reports for December 2019 – David M.

The financial accounts for December 2019 were examined and accepted by the Finance Committee and included in the agenda package. David M. provided the highlights as follows:

- Members equity remains unchanged at \$3m for the fourth month of this financial year.
- Our operating statement shows a deficit of \$3,203 compared to the same period last year. The Finance Committee is taking active steps to identify the reasons why our costs are exceeding operating revenue:
 - a) Our circumstances have changed, and we have not increased our revenue to account for the additional annual expenses loaded on us by Park Board (\$150-160k), which equates to about \$13k a month.
 - b) An investigation is being conducted by Lee Tarrant on approximately 800 programs over the past 10 years to analyse the cost of programs and our gross margin. It is suspected that we have not kept our prices in line with inflation and the rising cost of our suppliers.
- An annual 1-2% across the board increase over the next 4-5 years was discussed in order to increase revenue, and stay within the margin of the cost of living. We also have to remain relatively competitive with other west side centres. Annual increases of our program fees have not been implemented for many years. We have however, managed program increases on a case by case basis.

Kathy arrived at 7:05pm

Break 7:10 : 7:25 pm

6.2 Attendance at Board meetings - Robert

Due to declining Board attendance last year, Robert explained the rationale for trialling the Board meeting start time from 7pm to 6pm for the past two months. However, as we now have a new Board, this schedule may need some adjustment as some members have indicated an inability to start at 6pm. The recently introduced dinner format (6pm start) was discussed; this format will continue for another month.

6.3 Orientation for new Board members – Robert

After surveying the new directors to determine an appropriate date and time, Josh, Emma, Adam and Mani will meet with Kathleen and Robert on Thursday March 5, at 7:00 pm in the Board office for an orientation. A separate orientation will be organised for Val later in the month.

6.4 Board Committee Structure and Operation – Robert

All directors are requested to submit their preferred committee choices before March 6. Alison will send out the template and supporting documents for completion and return in time for the Executive Committee to review and include in the March Board meeting for approval.

Voting of office bearers (president, two vice presidents, secretary and treasurer) will take place next month. Calls for interest in sitting on the Executive was expressed to directors that have served for at least one year. Directors can also participate in the Executive as a monthly guest member or in an interim position for a 6 months appointment. These positions are open to new and existing directors. Mike served two terms as an interim Executive member last year and shared his experience. This is a great opportunity for Board members to learn the deeper operations of the Society. It is also a renewal exercise for future succession.

Mani volunteered to attend as a guest in March and Dorothy is interested in the 6-months interim position until August.

6.5 BCRPA Symposium from April 29 - May 1 – Robert

The 2020 British Columbia Recreation Parks Association (BCRPA) Symposium will be held in Victoria. It is open to board members who have served more than a year, and PB programmers. Each year the Society sends up to four delegates and as a change this year, Robert asked that a rationale be submitted to the Executive Committee for why you think it is worthwhile for you to attend this year's conference. After the conference, a combined summary report, including contributions from all KCC attendees, must be presented to the Board, discussing what was learnt and how it could be adapted to our centre.

6.6 Stars of Vancouver 2020 Awards

Alison reminded the Board to vote online for the Vancouver Courier's Stars of Vancouver competition. We want to regain our Best Community Centre in Vancouver status. Anyone voting must make selections in a minimum of 25 categories to have the ballot accepted. Competition closes 11:58 pm tomorrow night.

Keiko left the meeting at 7:49pm

6.7 Painting of the building – David E.

The Building Maintenance Committee has been working with the Park Board to paint the external east wall with four large murals that will represent the four colours of our new logo. Funding for this project has not been established. In regard to painting the exterior of the centre, the challenges for David E. have been to get an exact paint match with the new Logo colours and correlating the painting on two different building styles of the Seniors Centre built in 1986 and the Main Centre built in the 1950's. There will also be improved signage on the building and reader board. The completion date is expected to be the end of summer.

7. Pending Items

8. The meeting adjourned at 8:03 pm

NEXT MEETING: March 25, 2020 at 6:00 pm (dinner start).

UPCOMING MEETINGS AND EVENTS:

Program Committee Wed 04 Mar - 6:00 pm
Seniors Council Mon 09 Mar - 1:00 pm
CEC Wed 11 Mar - 6:00 pm

Finance Committee Wed 11 Mar - 6:00 pm
Executive Committee Wed 11 Mar - 7:00 pm

Park Board Mon 9 & 30 Mar 2020

These minutes were approved by the Board of Directors.

SIGNED BY CHAIR OR SECRETARY _____ INITIALS _____

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

M I N U T E S

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 meeting 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 _____

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 6.3 Membership fees

Item 6.4 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

8. NEXT MEETING: October 28, 2020 at 7:00 pm via Zoom

UPCOMING MEETINGS AND EVENTS:

Communications Cmt Mon 05, 19 Oct - 7:30 pm

Youth Committee Tues 06 Oct - 7:00 pm

Executive Committee Wed 14 Oct - 7:00 pm

CEC

Program Committee

Thur 15 Oct - 6:00 pm

Wed 04 Nov - 6:30 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 _____

Board of Directors Meeting
of the
Kerrisdale Community Centre Society (KCCS)
Wednesday, 28 October 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, Anne Monahan
Absent: Fred Jay, Mike Wu, Val Themens, John Irwin
Staff: Ian Broadbent
Recorder: Alison Verghese

1. Call to order and Welcome

The online meeting was called to order at 7:03 pm. Robert asked for the Board's general perception of Zoom meetings compared to in-person and the response was favourable.

1.1 APPROVAL OF AGENDA

MOTION: Moved by Anne and seconded to approve the agenda as presented. **CARRIED**

2. STANDING ITEMS

2.1 Commissioner's Report

John Irwin was absent from the meeting and did not submit a report.

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)

None discussed.

5. ITEMS FOR DECISION

5.1 Approve the Consent Agenda – Chair

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

5.2 6-Month Committee Appointments – Robert

5.2.1 Dorothy Chang: has reached the end of her 6-month term on the Executive. Robert called for anyone else who might be interested and as there were none. Dorothy agreed to continue for the balance of the year.

MOTION: Moved by Kathleen and seconded to appoint Dorothy for a second round on the Executive Committee until the end of the Board year. **CARRIED**

5.2.2 Rochelle De La Giroday: did not have the opportunity to contribute or participate in any Program Committee activities because of COVID. Robert contacted Rochelle and she has agreed to continue to serve.

MOTION: Moved by Morag and seconded to extend Rochelle's appointment as a community member to the Program Committee until the end of the Board year. **CARRIED**

5.2.3 Three (3) young candidates: Joshua spoke to all three candidates for seats as community members of the Youth Committee. All except one have contributed to a variety of volunteer activities, with two directly involved in Kerrisdale events. They are all well known to Joshua and they each have exceptional resumes and will bring energy and vitality to the Youth Committee.

MOTION: Moved by Joshua and seconded to appoint Claire Cheung as a community member to the Youth Committee. **CARRIED**

MOTION: Moved by Joshua and seconded to appoint Kira Yoon as a community member to the Youth Committee. **CARRIED**

MOTION: Moved by Joshua and seconded to appoint Rafid Haq as a community member to the Youth Committee. **CARRIED**

5.3 Community Engagement Committee (CEC) Google Doc – Emma

A draft mock-up of a new CEC initiative was circulated in the Board package for review and discussion.

- The purpose of the Google Docs project is to provide a variety of resources to help people cope better during the Covid pandemic. It targets people who do not have access to social media.
- Members of the CEC and Board are invited to co-create the content with links to in-person and virtual events and activities happening in Vancouver. This includes suggested clubs and groups to join, Apps to download etc. that can benefit the mental and physical health of people of all ages. It is not intended to overlap with the Society sponsored Playbook, which is a storytelling website that focuses on creative artists in our community.
- The CEC will have further discussions on the marketing, liability and fine tune the disclaimer for the project. The Society agreed that it will not be endorsing the content of the Google Docs project.

MOTION: Moved by Anne and seconded to approve the Google Docs project as outlined by the CEC. **CARRIED**

Keiko will send the Google Docs access link to the Board for suggestions. Emma will send out the final version to the Board before it launches.

5.4 Committee Meetings for rest of 2020 – Robert

To set staff schedules for attendance at committee meetings, Robert requested that all committee chairs send Ian, with a copy to Alison, all scheduled meetings till the end of January 2021. The deadline is November 6 for responses.

Note: There will be no Board meeting in December and the Executive meeting for December will be tentative.

6. ITEMS FOR DISCUSSION

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

The report was circulated in the Board package for review. David M. highlighted the summary as follows:

- Members equity declined by \$58K for the year. This aligned with the bottom line loss for the 2019/2020 financial year. Effectively, we were at a break even for the first 6-months of operations and the last 6-months of closure resulted in an average loss of \$8.5K per month.
- Best performing programs were the Childrens, Adults, Fitness and Exercise Room contributing around 75% of total revenue. The senior's kitchen, however, made a loss of \$63K or \$5K a month.
- David M. concluded that considering what we went through, we held well to be at a \$52K loss.

MOTION: Moved by David M. and seconded to accept the accounts as presented and provide the Finance Committee authority to move to an audit stage with our Auditor for fiscal 2019-20. **CARRIED**

It was noted that the Association President's Group (APG) is developing a strategy on behalf of all community centres, to approach Park Board to dialogue with regard to the 2% operating fee.

6.2 2020-21 Budgets Development – David M.

Circulated for review were two projected budget models created by Ali Mahdiyar, based on 50% and 25% revenue of our actual 2018-19 revenue. The Finance Committee made a request for guidance from the Board about what factors will be affecting us for the next year and which alternate model of potential revenue should be used to build our budget for 2020-21.

Factors to consider:

- There are a number of overhead expenses that are fixed costs, such as accounting and secretarial services and kitchen staffing, that have to be factored in no matter what the revenue is.
- Committee budgets must be modified to meet revenue limitations.
- Modest participation in our fall in-person programs has demonstrated people's unwillingness to venture out. There was support to act conservatively and be cautiously optimistic as we are uncertain what the challenges will be in the next 6 months.

There was consensus to work with a 25% revenue model and to review it quarterly if required. The Finance Committee will take a lead on fine-tuning the budget development.

6.3 Lunch Program Cost of Operation – Robert/Ian

The Seniors Centre Food Programming cost analysis created by Austin and Ian from Sept 14-Oct 13 was circulated in the Board package for review and discussion.

- Kitchen expenses, including staff wages, totalled \$28,095. After subtracting the cost of the new dishwasher (\$12,624), our lunch program expenses for the past 5 weeks were \$15.5K. Revenue received was \$5K for the same period, resulting in a loss of \$10.5K. David M. noted that if this trend continues at the same pace, we could potentially see a loss of \$100-120K for the 2020-21 financial year from the dining room.
- Our normal subsidy is around \$50-55K. This negative outcome puts into question a real moral and financial dilemma of whether we continue to subsidize the loss, close the lunch program or something in between? Ian will ask Austin to track both dine-in and take out numbers and include the weather for the next 2-weeks so we can have more content when it is time to review this again.

Some suggestions to boost the program, which is running at around 25% consumption were:

- cancel all dine-ins and double the take outs or extend the hours of operation if people are afraid to come to the centre.
- install plexiglass shields in-between dine-in patrons to increase capacity. The provincial regulations for restaurants permit either distancing space or physical barriers. Our diners are currently seated on either end of 8 ft tables, making it a challenge for them to have a positive social experience.
- approval for Ian to mimic an earlier initiative that was conducted by Betty and Kathleen in April, when the centre was shut down. Have the seniors cashier phone the 500+ patrons to make them aware of the foodservice and ask them questions like, "do you prefer dine-in or take out?" or "what are the barriers that keep you from participating in the program?", for example.
- Robert will respond to Joyce Murray (Quadra MP), who reached out to us requesting how she could help the Kerrisdale seniors. Apart from appealing for grants to support the program, we should seek publicity for the importance of this valued service and/or invite her to lunch for a photo op!

MOTION: Moved by Morag and seconded to extend the lunch program till the Christmas break before making any pivotal decisions on this program. **CARRIED**

6.4 Seniors Lunch Program (Volunteer Delivery Service) – Robert/Ian

Ian followed up on the logistics of potential delivery service and is still liaising with the supervisor of the Fleet Vehicle Department. For PB to indemnify volunteer drivers, those drivers must be included in the normal CoV Fleet Services protocol. Required skills are the same as anyone who drives the seniors' bus. The use of volunteer vehicles is completely another issue; Ian is waiting for answers in terms of liability and insurance.

As far as finding potential volunteers, both Anne and Ian believe it would be difficult. The focus will remain on walk-in patrons and it was agreed to table this item for future consideration, once Ian has obtained all the details.

6.5 Senior Lunch Punch Cards – Robert

A summary document detailing unused 10 Meal Punch Cards for the Lunch Program was included in the Board package for review and decision. Current records show a value of \$2.1K for the 300 unused meals. The use of lunch cards was not reactivated in September to limit contact between staff/volunteers and users of the lunch program when the lunch program relaunched. Austin and Ian presented three scenarios as an approach to utilize or refund the remaining unused portions.

MOTION: Moved by Kathleen and seconded that we set up a structure to allow people holding meal cards to make a phone registration and that we allow people who want a refund on their meal card, to get one. **CARRIED**

Scenario #1 was adopted. The remaining meals will be treated like a drop-in and there will be no new meal cards sold.

6.6 Regular Part-Time (RPT) Staff Changes – Robert

Amy Cheung retired at the beginning of October, after 24-years of service at the Kerrisdale Community Centre.

MOTION: Moved by Robert and seconded to send a thank you gift (flowers and card) to Amy. **CARRIED**

Robert will coordinate with Ian to purchase a gift for Amy.

This vacant position is now being backfilled with auxiliary (Group 1) staff and therefore offers us more scope to determine hours and operational flexibility. Rehiring to fill the position at this time is unlikely due to Covid hiring restrictions; only priority positions are being filled. Nasreen is our remaining RPT on staff.

6.7 Seniors Garden changes – Robert/ Ian

The superintendent of horticulture reached out to Ian requesting the removal of all the plants and one dead tree in the garden located southwest of the Seniors multipurpose room. They are concerned about the infestation of perennial weeds, invasive plants and rodent nesting. Heavy equipment will be brought in to clean out the area and allow it to rehabilitate and grass over. This may take a year or more before we can have a say on what to replant.

MOTION: Moved by Robert and seconded to concur with the Park Board undertaking the works for the remediation of the senior's garden. **CARRIED**

6.8 Membership Fees – David M.

This was discussed at the October Executive Committee meeting.

7. Pending Items

Not discussed

8. Adjournment

The meeting adjourned at 9:00 pm. Robert thanked everyone for contributing.

9. NEXT MEETING: November 25, 2020 (via Zoom)

UPCOMING MEETINGS AND EVENTS:

Program Committee	Wed 4 Nov - 6:30 pm	Executive Committee	Wed 11 Nov - 7:30 pm
Communications	Mon 9, 30 Nov - 7:30 pm	Community Engagement	Thu 12 Nov - 6:00 pm
Youth Committee	Tue 10, 24 Nov - 7:00 pm		
Park Board	Mon 2, 23, 30 November		

These minutes were approved by the Board of Directors.

SIGNED BY CHAIR OR SECRETARY _____ INITIALS _____

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

M I N U T E S

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 PAI 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 _____