

2020



Cook Street Village Activity Centre Society
(New Horizons)
Annual General Meeting
Friday, May 15 – 1:00PM

Agenda

- | | |
|--|----------------------|
| 1. Registration and Voting Cards | Ashley Olsen |
| 2. Confirm quorum | Eleanor Ward |
| 3. Approval of the Agenda | Eleanor Ward |
| 4. Welcome | Eleanor Ward |
| 5. Minutes of the last Annual General Meeting | Diana Kozinuk |
| 6. President's Year End Report | Eleanor Ward |
| 7. Financial Report | Wayne Handley |
| 8. Appointment of the accountant | Wayne Handley |
| 9. Program Manager Report | Ashley Olsen |
| 10. Partnerships/Supporters | Carol Turnbull |
| 11. Executive Directors Report | Carol Turnbull |
| 12. Recognitions | |
| Staff | Bev Ruhl |
| 13. Memorial Moment | Kate Day |
| 14. New Business and Motions | Eleanor Ward |
| 15. Questions and Answers | All Board & Managers |
| 16. Election of 2020 Board of Directors | Bev Ruhl |
| 17. Closing Remarks and Adjournment | Eleanor Ward |
| 18. Board of Directors 2019 & 2020 Photo | All Board Members |
| 19. Board of Directors brief meeting to determine
committee chairs for 2020 | 2020 Board |

Cook Street Village Activity Centre
Annual General Meeting
May 12, 2019

Board Members Attending: Eleanor Ward, Diana Kozinuk, Wayne Handley, Bev Ruhl, Lorna Lewis, Marilyn Owen, Kate Day, Joni Hockert,
Regrets: Fran Rapaport

Quorum established with 74 members at 1:04pm

1. Approval of the Agenda

Agenda distributed as part of the AGM package.

Motion: To approve the agenda as presented

Motion Made by: Tom Thompson

Seconded by: Jean Kucy

Approved by all

2. Minutes from 2018 AGM

Motion: To approve the 2018 AGM Minutes as presented.

Motion made by: Shirley Handley

Seconded by: Alan Simpson

Approved by all

3. President Report

Eleanor provided highlights from 2018 including the 40th Anniversary, Asset Management Report, the purchase of new computers, and painting.

Motion: To approve the President's Report as presented.

Motion made by: Yvonne Parti

Seconded by: Mary Glenn

Approved by all

4. Finance Report

The Cook Street Village Activity Centre had a positive year in 2018, in that we have more members, better paid staff, many more activities.

As you can see from the Financial Report for the period, we have a surplus of just over \$1,000. The difference from 2017 to 2018 was a wage increase for staff and a large planned gift that was given in 2017.

Motion: To approve the financial report as presented

Motion made by: Marilyn Owen

Seconded by: Jan McAdam

Approved by all

Each year members must confirm who will be the external accountant for the Centre. In the last year Mr. O'Bara has retired. This year the Centre continued to work with the same team, which were mentored by Mr. O'Bara.

Motion: To appoint O'Bara and Company to continue to be the accountant for the Cook Street Village Activity Centre

Motion made by: Bev Ruhl

Seconded by: Lucy Stewart

Approved by all

5. Program Manager's Report

Ashley presented a summary of events, activities, speakers, and exciting times from the past year. Ashley recognized all of the Centre volunteers and the amazing work they do throughout the year as this dynamic group are the heart of the organization.

Motion: To approve the Program Manager's report as presented

Motion Made by: Alan Simpson

Seconded by: Gail Brown

Approved by all

6. Partners and Sponsors

Cook Street Village Activity Centre is very fortunate to have great partners/sponsors to work with each year. Carol read the list of these folks from the AGM package as well as acknowledged the many people that support the Centre by making donations to the auction and other events.

7. Executive Director's Report

Carol thanked the 2018 Board of Directors for their hard work and service during the last year. She spoke to the events of last year such as the 40th anniversary and the building being painted. Carol mentioned the grants that were received and the need to become more financially independent and not as reliant on grant money.

Staffing highlights from the past year were presented as many changes occurred since the last AGM.

Motion: to approve the Executive Director's report as presented

Motion made by: Jan McAdam

Seconded by: Lubica Repicky

Approved by all

8. Staff Recognition

Staff were recognized by the Vice President stating that all staff are valuable members of the team and the Centre is strong for each person. The full report was presented in the AGM package.

9. Memorial Moment

Members who passed away in 2018 were remembered. A list of the names of these members was provided in the AGM package.

8. Committee Reports

Carol provided a brief outline of all of the committee reports which were presented in the AGM package.

Motion: To approve the committee reports as presented

Motion made by: Lorna Lewis

Seconded by: Joan Garwood

Approved by all

New Business and Motions

At this time the Centre's bylaws state that there must be at least 7 directors with no more than 10 directors to create the board. There is a desire to change this to a minimum number of directors to 5 with a maximum of 12 directors to form the board.

Motion made by: Bev Ruhl

Seconded by: Carol Oliver

Approved by 70

Rejected by 1

Abstain 4

Motion passes

9. Questions and Answers

Would like Busy Hands products advertised both inside and outside
Currently Busy Hands and Social Crafters are advertised the same way that all drop-in activities are promoted – newsletters, website, etc. Busy Hands products are also advertised on our digital screen boards and through the cabinet in the hallway.

More and healthier options from the kitchen

Our kitchen volunteers and Gerry do what they can to produce options that will meet the needs of as many people as possible. Due to Gerry's limited hours, 25 hours a week, he is unable to produce everything that people want. Gerry and the Kitchen Committee are taking this request under advisement. If more salads are incorporated it is hoped that they will be purchased and enjoyed. When Gerry has produced this type of item in the past there has been high food waste as not very many people purchased this type of meal. It also means that there would be less home bake and more purchased goodies.

Fitness programs should be more affordable

The cost of our fitness programs has not changed in nearly 5 years. As always costs at the Centre are kept reasonably low. Fitness drop-ins are currently \$4 for members and \$8 for the general public. The only exceptions to this are the courses where drop-in is either \$10 or \$18. For these it is cheaper to purchase the entire monthly long course. The course fees are based on the amount needed to pay for the instructors. There will be a further review of this request when a full program survey is completed this summer.

One member asked how someone becomes a member of the board of directors. The first step is completing an application to the board and if not already completed then a volunteer application is also filled in at this time. The Vice President speaks with the potential board member to determine if this is a suitable volunteer position. All potential board members are asked to come to an information session to learn in detail what it means to be part of the board as all board of directors are different. If the candidates still feel this is a good fit, they are invited to attend one or two board meetings prior to the AGM. Following the AGM all board members attend training about the legal obligations and to learn how to function as a board; this training takes place in June. At the July meeting the board gets training by the Treasurer and the Executive Director about how to read financial reports, which are produced monthly by the Bookkeeper. New board members learn from current members of the board for at least two years before moving into Executive Committee positions (President, Vice President, Treasurer, Secretary).

There is a desire to have the Café and the lounge more accessible to centre participants. Carol is working very hard with the city to obtain an additional 2,500 square feet in unit 2, which is behind the auditorium. The idea is to turn this location into a wellness centre. By moving all of the wellness services and some programs to the additional space this will open up the lounge more often. The only time that the café is closed is during Tai Chi. At all other times groups are able to use the space during programming. Tastebuds Café patrons are reminded to speak quietly so as not to disturb the other groups that are sharing the auditorium.

Two members wanted to thank the board and the staff for all of their hard work through the last year.

10. Election of 2019 Board of Directors

Motion: To elect Robin Hall as a member of the 2019/20 Board of Directors
68 votes to elect

Motion: To elect Diana Kozinuk as a member of the 2019/20 Board of Directors
69 votes to elect

Motion: To elect Lorna Lewis as a member of the 2019/20 Board of Directors
63 votes to elect

Motion: To elect Marilyn Owen as a member of the 2019/20 Board of Directors
67 votes to elect

Motion: To elect Fran Rapaport as a member of the 2019/20 Board of Directors
66 votes to elect

Motion: To elect Bev Ruhl as a member of the 2019/20 Board of Directors
66 votes to elect

Motion: To elect Doris Tanner as a member of the 2019/20 Board of Directors
64 votes to elect

Motion: To elect Eleanor Ward as a member of the 2019/20 Board of Directors
66 votes to elect

11. Closing Remarks and Adjournment

Thank you to all of the members for participating in this year's successful Annual General Meeting and adjournment of the meeting.

Motion: To adjourn the meeting at 2pm

President's Year End Report



Welcome to our 2020 Annual General Meeting. 2019 was another successful year for our Centre. Some of our achievements:

- Our membership increased by nearly 30 people from January 2019 to January 2020. Growth is slow but steady.
- The City of Victoria increased their base support to their community centres. We received \$75,000 which is an increase from last year's grant. This improves our financial security on an ongoing basis.

- We approved the part-time position of a Reception Assistant, Sue
- Thanks to many, many generous donors we replaced our failing commercial freezer. This will allow our cook to take advantage of sales and store then items until needed.
- Our computers had been purchased around the same time and they gave up at the same time. We bought some new ones and some refurbished ones. This is a beginning to moving such future replacements on a rotation.

I want to acknowledge all of our very hard-working and successful committees. Each of their reports are in your AGM packages. All of these committees always welcome new members. Please talk with the committee chair or with staff if you would like more information.

Many thanks to each of our volunteers who assist in the successful daily operations of the Centre. We have volunteers and they contribute so hours to the Centre

Bev Rhul will officially acknowledge our staff later. I want to give a personal thanks to each of you. Your knowledge, skills and commitment are the pillars that I look to every day.

And finally, many thanks to the 2019 Board. Their generosity of ideas, time and energy enabled us to achieve this year's successes. Welcome to the 2020 Board members. I look forward to another successful year.

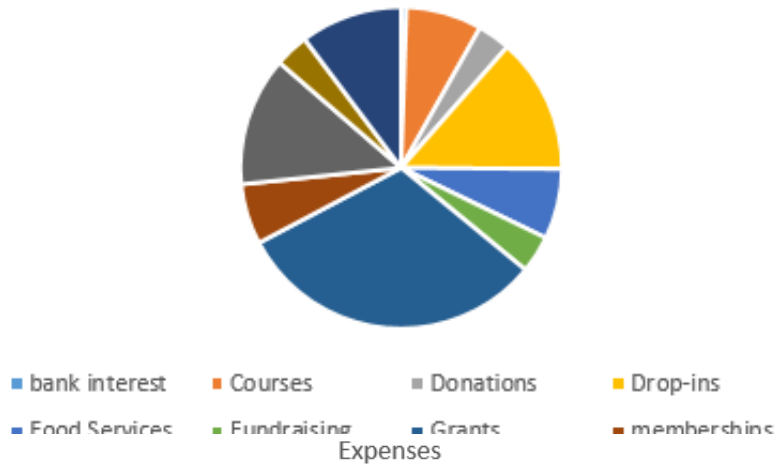
Financial Report

The society has just completed a very successful year. We are using our finances with great care to increase our efficiency, while maintaining good programming for our members. Our support services are being well used, and remain profitable.

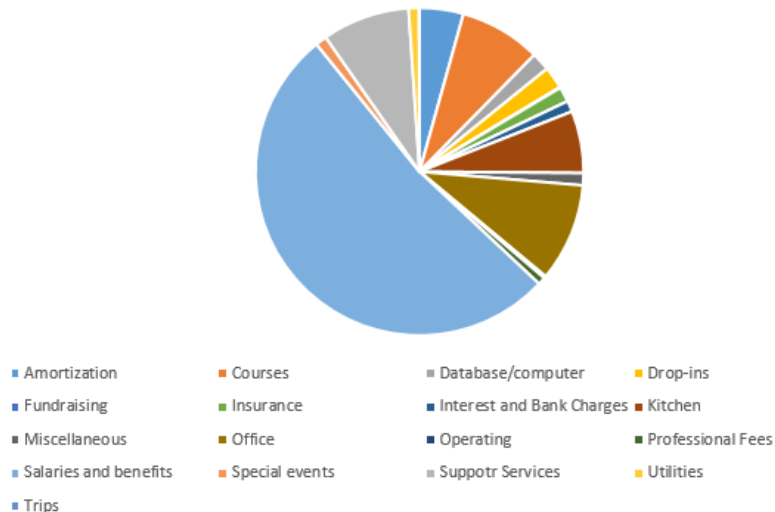
Our staff has been given a well deserved raise and we can continue to meet our rising costs. We have savings to cover most shortfalls that might arise over the coming years, and still remain an active vibrant society.

Combined revenues total almost \$300,000.00 while this years' expenses were slightly in excess of that by \$7300.00.

Revenues



Expenses





Program Manager Report by Ashley Olsen

Our Volunteers: As a non-profit organization, CSVAC relies heavily on dedicated volunteers on a day to day basis in so many ways. Each year we recruit, train and support over 200 volunteers to fill numerous roles such as Program Leaders, Committee Members, Administrative Supports, the Board of Directors, Special Events and the list goes on.

The compassion you show to the people we serve is an inspiration for us all. Thanks for all that you do. Your willingness to give freely of your time and talent is greatly appreciated, and your efforts are making a difference in our community.

Courses/Workshops: Over the past year we have offered over 56 courses and workshops, including fitness, language, music, arts, income tax clinic and more. Last summer our Centre partnered with Silver Threads in a Bus Program offering outings for a small fee. Since last June the Bus Program has gained popularity and the number of attendees has increased. Outings included trips to Butchart Gardens, Goldstream Park, the Sidney Museum, the Butterfly Gardens, and other popular destinations around greater Victoria.

Drop-In Activities: We offer over 50 different drop-in activities at our Centre including; yoga, meditation, movie matinee, fun and fitness, tai chi and a variety of other activities to enjoy throughout the week.

Events: Last year we hosted 45 events with tailored menus, entertainment and speakers. Some of the biggest events we host throughout the year include our annual Multicultural Festival and Silent Auction & Holiday Market, these two events alone bring in over 750 people to our Centre.

Guest Speakers: We hosted over 35 guest speakers including elder law, Victoria Brain Injury Society, Forced to Flee Refugee Simulation hosted by the Inter-Cultural Association, reflexology, and cold laser therapy.

Wellness Services: A variety of wellness services are offered at the Centre throughout the year and are open to everyone. We currently have 12 different well service providers including Massage Therapy, Reflexology and Foot Care. The need for wellness services over the past year has increasingly grown and we have expanded our wellness hours to accommodate the rise in demand.

Partnerships/Sponsors

To name a few...

Alliance de Francaise
Ballet Victoria
Canada Scooters
City of Victoria
Connect Hearing
Cook Street Village Business Association
Cycling Without Age
Disaster Aid
Elections BC
Elections Canada
James Bay New Horizons
Intercultural Association of Greater Victoria
MS Society
NexGen Hearing
Revenue Canada
Run Sport – TC10K
Silver Threads Victoria
Soap For Hope
Thrifty Foods
Uvic Centre of Aging
Uvic School of Social Work
Victoria Immigrant and Refugee Centre Society
Volunteer Victoria

The many community group event supporters

Executive Director Report by Carol Turnbull



Thank you Board of Directors: It has been quite a year for our board of directors. This hard working and fun loving group of volunteers has attended board meetings, continued learning activities, and done work on their committees. Some of their training has included learning what it means to be a board and how we work with the privacy act legislation. Representatives from this group have also done outreach work including participation on the Senior's Task Force, reconnecting with Board Voice, and building stronger relationships with the neighbourhood association.

Reflections on the past year: In the last year we have developed a good relationship with the School of Social Work at the University of Victoria. We were thrilled to have two fantastic students: Aliko and Erin. Although we weren't able to get students in the September or January semesters we are now very happy to introduce Alexis. You will see her from now until the first week of August. Watch for all of the great things she will be working on.

I have spent a lot of time in the last year working with the City, community partners, and stakeholders to try and get us additional space as we are bursting at the seams. This has been a much longer process than anticipated but we are making progress and hope that this additional space for a community wellness centre will become a reality this year. Thank you for all of the letters of support as we work together for this addition space.

Fund Development: During 2019 we were once again able to obtain funding from the City of Victoria, a Gaming Grant, Thrifty's Smile Card fundraising money, and YM/WCA summer student wage subsidy.

In the last year we successfully fundraised for a new freezer. This new appliance is larger than the old one and was less expensive than we thought it was going to be. Thank you to all those who made donations so we could purchase this appliance.

Staffing: In the last year we have enjoyed a generally stable staffing team. The biggest change was bringing Sue onboard as our Reception Assistant in the fall. She works with our reception team with scheduling, recruiting, training, and so much more. She hasn't been with us a year and has already

made great strides towards a more streamlined system at the front with the help of our receptionists. Way to go!

In 2019 we were very happy to welcome students from the YM/WCA Summer Student Exchange Program. We really enjoy these high school students who get involved with marketing, activities, and enjoying time expanding their English skills with our members and guests. We look forward to welcoming more students this summer.

Outside Committees: I have the pleasure of working with the Cook Street Village Business Association. This group works towards the betterment of the village and promoting this as a destination.

I have enjoyed working with Kate Day, Director, on the Senior's Task Force. This group of between 20 and 30 people has worked towards finding ways to make Victoria a more age friendly city. The recommendations have been made to Council and they are moving forward on a number of the recommendations made by this diverse group representing many organizations that serve the 50 and better.

Coming in 2020: In the coming year I will continue to work on obtaining the much needed additional space. This has taken much longer and been far more complicated than I expected it to be when we first started the venture to obtain unit 2.

Final Comments: We are known as a friendly and warm place to come and spend time. This is primarily because of all of you. What a wonderful reputation to have.

As always we want you to bring your family and friends to join in the fun and become members. Although our membership is growing we need to keep the number of people increasing so we can become more financially independent and not as reliant on grants as this support is increasingly challenging to obtain.

Thank you for a wonderful 2019 and I look forward to another exciting year with all of our members, guests, volunteers, and staff.

Committee Reports



Emergency Preparedness Committee: This committee meets several times a year and conducts monthly inspections of the facility. The committee also meets with staff to conduct two fire and two earthquake drills each year. In 2019 the committee and staff worked in partnership with the City of Victoria to offer educational speakers on topics concerning preparedness in emergency situations.

Events and Decorating Committee: Diana is in charge of this section.



There have been many changes to the events this year. A re-evaluation was done by the staff as to how many people actually attended an event, what the cost of food and entertainment had been and the overall appreciation that was shown by attendee's. Ashley has added her brand to the mix with mock-tails at one event and beer tasting at another. All events are still being monitored to see if attendance warrants going forward with them in the future. Decorations have also been sorted and changed up to reflect a more modern look. We welcome anyone interested in getting in touch with their creative side. This is a very active, hands on type of committee so if this appeals to you, please join us.

Landscape Committee: The landscaping committee is responsible for the gardens along the front and the side of our building and our patios. Our mandate is to beautify the surroundings of our Centre. We have completely replanted the garden along the front of the building, installing two large planters to encase the front doorway, lit up the trees in front of the building. and provided tables and chairs to encourage our members and the public to feel welcome in our Centre. Work in the garden along the side of the building is ongoing. We encourage volunteers joining us to participate in this exciting project.



Garden Committee

Kitchen Committee: The kitchen Committee meets several times a year. This year the name of our cafe was changed to 'The Rendezvous Cafe' and new signage is planned to better advertise the kitchen. We continue to look at more ways to adapt to the diet challenges of the gluten intolerant and those watching their carbohydrate intake. For the first time in 5 years we have had to raise prices in the kitchen and our patrons have been very supportive of the change. A replacement freezer has been found and Gerry, our cook, is once again able

FROM THE KITCHEN COMMITTEE



to buy ahead and keep food for longer. (A huge thank you to our membership who so kindly helped us fund this large expense and to Carol, our Executive Director who found a new freezer at a very reasonable price).

Membership and Marketing Committee: In keeping with our goal of retaining and increasing membership, we have had a banner year.

This is reflected in our current numbers that have steadily increased.

Through Memberships Drives and continued exposure to the broader community our membership numbers are now the highest to date. The committee's newest project is to participate in this year's Art Gallery of Greater Victoria (AGGV) Paint-in, an event that is well attended by locals as well as attracting the extended public. The committee's success is due to our wonderful volunteers along with the many other committees that complement our endeavours by making CSVAC a welcoming and embracing place to be. Here's looking toward another successful year.

Multi-Cultural Committee: In 2019 committee members assisted with the planning, organizing and decorating for Chinese New Year, Robbie Burns Day, St Patrick's Day, Aboriginal Day and the Multicultural Event.

On a monthly basis, Joni Hockert, highlighted various cultures by decorating the back bulletin board with pictures and information specific to the country being celebrated.

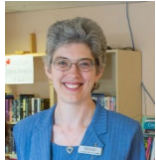
*Join a
committee*



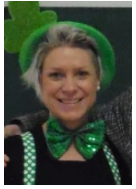
All Committees: Although each committee has a specific role to help keep the Centre functioning and running smoothly, they are unique and need your help. All of the committees are looking for folks to join them and help our Centre be an even more vibrant place to be. Please speak with our board and staff about the fun that they have working with each committee and then come check them out and join us.

Staff Recognitions

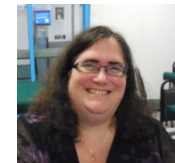
The Board would like to thank the staff enthusiastically and with commitment keep the Centre running in a friendly and caring manner. Their efforts are truly appreciated. The Board thinks they are excellent!



Carol, our indefatigable Executive Director, ensures that ALL runs smoothly at CSVAC as well as applies for funding, meets with Cook Street Businesses, interacts with City Hall staff, connects with the membership at CSVAC and keeps an eye on staff and the Board. All this she does with humour, enthusiasm, energy and determination. She is definitely a 'force to be reckoned with'.



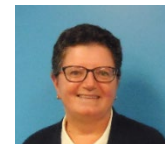
Ashley, the Program Manager, has done an excellent job of finding new activities, programs and volunteers for our Centre. She has been a factor in 'changing up' many of our annual events making them more fun and diverse. It is always fun to see what she has up her sleeve for events!



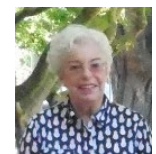
Laura, the Activity and Marketing Assistant is an invaluable member of our team. She quietly gets her work done and willingly takes on extras she is asked to do.



Gerry, our Cook, makes our kitchen a hub of activity at the Centre with his very tasty concoctions. He sets a high standard for the food prepared for the 'Rendezvous Cafe'.



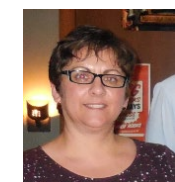
Sue, a new member of our staff helps look after the volunteers at the front desk making their life easier and the training most enjoyable as well. She is found working around the office area on various other projects. Welcome to the Centre, Sue!



Cherry and Maggie help keep our Centre open for activities, events and rentals that occur on the weekend and evenings. They help organize the popcorn and look after the desk. Thank you for being so willing to put in extra time and effort for the Centre.



We are so pleased that Tina is still doing our books, writing cheques and ensuring bills are paid. We appreciate her efforts!



The Board is very pleased with the efforts of the staff and appreciates all that they do!

Memorial Moment

In 2019 we lost many members and friends. We would like to take a moment to remember them and the joy they brought to our Centre and lives.

**Nicole Costello
Suzanne Olson
Evelyn Mogg
Gillian Sanderson
Allan Stewart**



Motions

Appointment of Accountant: Each year the members must confirm who will be the external accountant for the Centre.

Motion: To appoint O'Bara and Company to continue to be the accountant for the Cook Street Village Activity Centre.

Signing Authority: Due to COVID-19 we are unable to update our signing authorities with the bank as they need to have signatures from all people who can sign cheques for the centre. Until we can safely transition to our new signing authorities following the AGM the board would like to keep Wayne Handley as a signing authority.

Motion: For Wayne Handley to remain as a signing authority until such time that this role can be safely transferred to the new Treasurer.

Reports: All reports must be approved by the members.

Motion: To approve the Board President's report as presented

Motion: To approve the financial report as presented

Motion: To approve the staffing reports as presented

Motion: To approve the committee reports as presented

Nominees for Board of Directors

Members votes for individuals to part of the Board but do not elect people to positions. Once the 2020/21 Board of Directors has been elected by the membership the new board will determine which positions they will hold.

Gary Anderson

Gary comes to us with 20 years of board experience, primarily on Salt Spring Island. He has started a rescue ranch which took in sheep, chicken, turkeys, donkeys, and cats each year. He has also founded a technology consulting firm, which assists with start ups. He feels that this is a good time to give back to his community and use his fundraising skills and willingness to try anything that will help the Centre grow.

Allen Evans

Allen has a diverse background ranging from field management for Chevron Canada, retail and wholesale marketing, to board experience which included fundraising experience with the Kamloops Theatre Group. Allen is interested in giving back to this community and using his skills to help move the centre towards a bright future.

Lucille Proulx

Lucille is a creative soul and has her masters in art therapy and an author. She has taken pride in her position as the President of the professional association that she has been part of for many years. Lucille describes herself as someone willing to try anything and wants to be part of the board because she enjoys her time at the Centre so much.

Marilyn Schick

Marilyn is best known at the Centre for her writing skills. You will know her work if you read the volunteer profiles in the Happenings. You will also see her playing bridge and heading to meditation. Marilyn has taught English as a Second Language at both UVic and private schools. Marilyn is also active as a board member with other organizations and is looking forward to bringing her current board skills here as well as a good sense of humor as she works as part of a team for the betterment of the Centre.

Current Members That Need To Be Re-elected

Kate Day

(entering second term if elected, willing to continue working as a Director and learn what it means to be part of the Executive)

Current Members That Do Not Need To Be Re-elected

Diana Kozinuk

(entering second half of third term, willing to continue working as Secretary)

Robin Hall

(entering second half of first term, willing to continue working as a Director)

Lorna Lewis

(entering second half of second term, willing to continue working as a Director)

Fran Rapport

(entering second half of second term, will to continue working as a Director and learn what it means to be part of the Executive)

Bev Ruhl

(entering second half of third term, willing to continue working as Vice President)

Eleanor Ward

(entering second half of third term, willing to continue working as President)

Leave of Absence

Joni Hockert

Due to health Joni has asked for a one year Leave of Absence from the board. When she returns she will need to be re-elected for her second term. She is willing to continue in her role as a Director when she return as well as become part of the Executive.

Retiring Board Member

Wayne Handley

Stepped Down During The Year Board Members

Doris Tanner and Marilyn Owen



Lorna, Wayne, Joni, Marilyn, Eleanor, Bev, Diana, Kate (taken at 2019 AGM)
Camera shy: Robin and Fran

AGM Voting

Thank you for voting at our 2020 AGM. Please fill out the form below to cast your ballot if you are voting by proxy. All motions are listed on the motions page of this package. To cast your ballot please see reception.

	Approve	Reject
Approval of the 2019 Minutes		
Approval of President's Report		
Approval of Financial Report		
Appointment of Accountant		
Signing Authority Approval		
Approval of staff reports		
Approval of committee reports		
Election of 2020/21 Board of Directors (vote for up to 5 people)		
Gary Anderson		
Kate Day		
Allan Evans		
Lucille Proulx		
Marilyn Schick		

Questions and Answers

If you have a question that you would like to ask and would prefer not to speak in public, please give this form to the staff at the Registration Table.

