



Board of Directors Meeting Minutes

June 17, 2020

Board Members Attending: Eleanor Ward, Fran Rapaport, Bev Ruhl, Robin Hall, Lorna Lewis, Diana Kozinuk, Kate Day, Lucille Proulx

Regrets: Gary Anderon, Marilyn Schick

Guests and Staff: Carol Turnbull, Ashley Olsen, Roopa Parmar (Social Work Practicum Student), and Lisa Mort-Putland (Volunteer Victoria)

Called to order at 10:32am

Board Training by Lisa from Volunteer Victoria

- Lisa will be providing the PowerPoint presentation for the board to review.
- There are currently 1,000 volunteers that have asked to volunteer since COVID-19
- There are very few folks are connecting to volunteers
- This board is known for making a plan and moving forward and not just keep talking about things. This is important now
- This is the time to really consider the reality of COVID
 - Lots of money right now for seniors but by 2021 there won't be as much funding
 - Gaming is currently down about 40% and this will have significant impact on next year's applications
- The board is being advised to take a hard look at the finances
 - Take a conservative approach to finances
 - Need to look at the board's risk tolerance – are you hopeful, stringent, how comfortable with risk
 - There will not be any bailouts from the city because they are spending their money now
- No COVID-19 currently on the island at the moment. Currently no seniors have died in care homes on the island because they were taking steps before COVID started here. They were screening for colds and flus in January and February.
- It is important that the centre has a good registration and tracking system for all who come.
- Tracking temperatures of all who come to the building is important – this includes staff, centre users, volunteers, trades folks, renters, city workers, etc.
- It will be important to plan for the worst case scenario and hope that this plan is never needed
- Need to look at risk factors and do an assessment. The biggest areas we need to worry about these days is people and it isn't things that could harm a person but the person themselves as they are now a large potential threat to others at the organization
 - Are they well and safe
 - Anyone you live with – are they healthy and well also
 - Protocols have to be in place for everyone at the building

- If someone is sick they cannot be at the centre – if they become unwell at the centre they need to go home and their area sanitized immediately
- What is the protocol if someone becomes unwell at the centre?
- Need to figure out how to administer first aid because social distances need to happen as much as possible but this is not possible when giving first aid
- Routinely review WorkSafe plan and scale it up – do more than the minimum to ensure safety
- About 8,800 volunteers saying they want to help and are ready to help but only 1,000 seniors are asking for help
- The more active seniors typically find it harder to connect with support volunteers and services because they don't see themselves as needing help. They tend to see themselves as volunteers first and a senior much lower on the list
- The biggest risk that any organization faces right now is reputational i.e. business not opening or someone gets sick and was at an organization
- If membership is required for some of the finances for the organization how can this be done differently. Are you serving the neighbourhood or are you serving in the neighbourhood or a combination?
- To survive organizations, need to stay valid and relevant to their communities – this could be the centre community, the cook street community or the Victoria community
- Shutting down is big risk to reputation – don't want to close unnecessarily
- How to work with people remotely
- What can be done with low contact activities for the summer?
- Need to limit the number of people in each room and in the centre
- Must have clear and consistent language and make sure that is all over the building – can't say it too much
- Get people to wash their hands as soon as they get through the screening area
- Need to ensure that the rooms are sanitized often and high touch areas are done even more so
- The trend is that everyone is much more afraid of cold, coughs and flus
 - These are distressing people right now
 - How can you manage people who are triggered by people and situations?
 - How can you learn not to be a trigger and situations can lower likelihood of being a trigger?
- Singing and dancing are the highest risk activities at this time
- Exercising is a higher risk activity than it was before
- Need to assign someone to be on COVID watch i.e. watch Dr. Henry's address daily, watch announcements from all levels of government
- Need to keep risk intolerant, need to be high safety aware
- Find out about hot spot volunteers
 - Very frequent volunteering with other agencies especially high risk places
 - Are volunteers in high contact volunteer roles
 - Do they see others for more than 15mins at a time?

- Are volunteers working with more than 50 people in their roles i.e. food banks, protest/demonstration participant
- Volunteers need to be trained in COVID protocols – can be done on Zoom or other electronic means – need to be trained before returning
- Need to have a statement that is clear statement saying we are going all we can to meet or exceed the recommended protocols
- Most of the Island Health cases came from bard – young people going out and not following the recommendations
- Need to have a response plan to changes in the pandemic, what to do when/if it comes back for a second wave
 - What do we need to make a decision to close some programs or the entire building?
 - This will be part of risk assessment
- There is no science that show that COVID can be transferred from groceries to people but there is also no science that says it can't
- Need to put a report about what we are doing and what to expect when you come to the centre
- Be prepared to say that everyone must wear a mask all the time in the fall
- The real test will be how many people wear a mask at the centre during the summer when it is hot and people are sweating more
- There will be a potential volunteer influx that the centre may be able to take advantage of – youth who work 100 hours will be given \$1,000 during July and August
- Need to focus on financials for 2021 and 2022 as this will be when the reserve funds are needed and there won't be much additional funding
- Face shields only are good when we have no active COVID but when the disease is active it is much better to wear both a mask and face shield because droplets can get around the shield
- Lisa will arrange to get non-medical fabric masks at the centre
- Food delivery and food security will become an even more significant issue in the fall because the need will increase, donations will be down, and the cost of foods are going up.

1. Additions to the Agenda

Board Member resignation and appointment

2. Minutes

Motion: To approve the May 2020 minutes

Motion Made by: Diana

Seconded by: Lorna

Approved by all

3. Finance and Staffing Report

Tina has successfully applied for two COVID-19 payments from the federal government for approximately \$20,000. She has applied for a third payment for approximately \$10,000. This amount is covering most staff wages.

At this time we are able to financially stay solvent because of the payments, however, this cannot go on indefinitely. We need to be increasing our revenues as much as we can while ensuring everyone is as safe as possible. Carol and Roopa applied for and was successful in obtaining a grant for \$6,000 through the Victoria Foundation. This money will be used to purchase Plexiglas screens to allow card games, special events, and crokinole to return.

Ashley has returned from Ontario where she spend the full closure period. She was required to quarantine for 14 days upon her return to Victoria. She was able to return to the office on Tuesday, June 9. Laura remains off on her requested leave during the COVID-19 period.

The insurance for the Centre comes due on July 2. Our current policy offers good coverage. Carol will arrange to have the appropriate documents created and ensure that the invoice is paid.

Rentals are slow to return after the first wave of the pandemic but some are starting to use our space again. Although the Centre for Inspired Living was not able to continue another church group, the Centre for Spiritual Living, will be taking their place. We have not yet heard from Weight Watchers about their return date.

Motion: To accept the finance and staffing report as presented

Motion Made by: Diana

Seconded by: Bev

Approved by all

4. Executive Director's Report

As requested an updated meeting schedule was provided to the board based on their preferred availability for meeting dates and times.

Carol and Ashley both enjoy working with the practicum students. This summer we have enjoyed working with Roopa. She will be with us through the end of July or early August. Alexis, another social work student, has confirmed her position with us in the September to December semester and a second student will likely be joining her. Carol will confirm this as soon as possible.

The city had some like new desk chairs to give away. Two of these chairs will be delivered to the centre shortly. The older chairs will be properly disposed of as they are no longer meeting the needs of our volunteers and staff.

5. Kitchen Committee Report

The Rendezvous Café is a vital part of our centre. Since reopening people are starting to use the café again. Gerry has been given the opportunity to redo the menu and style of service based on current community needs. He will report his desires to Carol for review and implementation.

6. Emergency Preparedness Committee

The committee chair reviewed the reopening plan to ensure that WorkSafe standards were being met. Thank you to the staff who made over 340 hours of phone calls. By the time the centre reopened about 3,600 calls had been made. Members reported that these calls helped them feel connected and cared for by the Centre and this was critically important to their mental health. There is a desire from this committee for staff to continue to make calls to those that are still very isolated.

7. Program Manager's Report

Ashley and Roopa have determined how to get the programs and services operating again with the new rules and regulations. There is an acknowledgement that all programming options are needed and desired by members and centre users. At this time the afternoons are quieter but this will change as more afternoon programming starts up.

Wellness service providers will return as they have their insurance sorted out and they feel comfortable returning because they are in very close contact with others.

Ashley has been working on a new website for the centre as our is not as user friendly as it could be. Sue is in the process of being trained to update our current site and add things to it such as newsletters and schedules.

Roopa has been working on an updated newsletter. This newsletter will be easy to read, short, and will be a social piece. The monthly newsletter will be available for pick up by the end of the week.

8. Decorating and Events Committee Report

Diana would like to step down from her role as the committee chair but will continue as the board liaison. A brief job description has been requested as a recruitment tool for this chair position.

9. Multicultural Committee

No report.

10. Landscape Committee

Fran has been chairing this committee and would like to move into a different role such as co-chair of this committee. A brief job description has been requested as a recruitment tool. This committee is also looking for more folks to help in the garden, which is currently being done primarily by Robin.

Robin has been working with strata to get the sprinklers sorted out. Most of this work has been completed, however, there has been some vandalism such as sprinkler heads being removed, and large rocks moving around the gardens.

The large flower pots will be moved back to the boulevard sign for the season. Ashley and Roopa will arrange for this work to be completed.

11. Membership and Marketing Committee

This committee would like to continue with a multi-disciplined approach to marketing such as having a strong online presence, free radio and TV ads, complimentary or low cost print ads, posters, and both of our newsletters. This will help ensure that the many different ways current centre users/members and potential centre users/members are connecting with.

The pandemic has meant that many members have let their memberships lapse. Membership renewals are occurring both in person and online. This allows people to continue their memberships in a way that keeps them feeling safe.

This committee is excited to see the updated website and newsletters that are in production.

Purchasing a new tent for the centre was approved last fall/winter and it has not yet been purchased. The committee would like to move forward on this purchase. Carol has been asked to expedite the purchase process.

12. Potential Board and Committee Schedule

To accommodate the needs of all board members the following schedule was created. A change was made after the last meeting with regards to board meetings – the board and landscape committee meetings have switched weeks to ensure all schedules work.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1		President and ED Meeting	Kitchen Committee			
Week 2	Membership and Marketing	Executive Committee		Emergency Preparation Committee		
Week 3		President and ED Meeting Landscape Committee	Multicultural Committee			
Week 4		Board Meeting	Staff Meeting	CSVBA Decorating and Events Committee		

13. Cook Street Village Business Association

The business association will meet via Zoom at the end of the month. This was an update on the businesses that are open and those still waiting to reopen. The inspectors for businesses are in the neighbourhood and can close businesses if they are not compliant with the WorkSafe standards.

14. Seniors Task Force

At this time the Senior's Task Force has been put on hold for the summer.

There was an opportunity for two members of this committee to work with the accessibility committee to look at the ongoing parking needs in Victoria. Both Kate and Carol have declined to sit on this committee as they are already very busy with their other work.

15. Fairfield Gonzales Neighbourhood Association

No report

Motion: To approve all of the staff and committee reports as presented

Motion made by: Bev

Seconded by: Kate

approved by all

16. Board Member Resignation and Appointment

Allan, was interested in being part of our Board of Directors but due to COVID he does not feel that he is able to serve in a way where he can give his best. Because of this he has asked to leave the board. A desire for 10 members of the board was expressed. Joni was on a leave of absence due to her health. Her health concerns have resolved themselves. The board would like to appoint her to the board until the next AGM.

Motion: To appoint Joni as a board member until the next AGM

Motion made by: Fran

Seconded by: Diana

approved by all

Adjourned 12:28pm

Approved Minutes certified by:

Eleanor Ward, President

Kate Day, Secretary