

2021



**Cook Street Village Activity Centre Society**  
**(New Horizons)**  
**Annual General Meeting**  
**Friday, May 14 – 1:00PM**

**Agenda**

- |  |                      |
|--|----------------------|
| 1. Registration and Voting Cards   | Jordan Glowicki      |
| 2. Confirm quorum  | Eleanor Ward         |
| 3. Approval of the Agenda  | Eleanor Ward         |
| 4. Welcome   | Eleanor Ward         |
| 5. Minutes of the last Annual General Meeting                                  | Kate Day             |
| 6. President's Year End Report   | Eleanor Ward         |
| 7. Financial Report  | Diana Kozinuk        |
| 8. Appointment of the accountant   | Diana Kozinuk        |
| 9. Program Manager Report  | Jordan Glowicki      |
| 10. Partnerships/Supporters  | Carol Turnbull       |
| 11. Executive Directors Report   | Carol Turnbull       |
| 12. Recognitions   |                      |
| Staff  | Bev Ruhl             |
| 13. Memorial Moment  | Joni Hockert         |
| 14. New Business and Motions   | Eleanor Ward         |
| 15. Questions and Answers  | All Board & Managers |
| 16. Election of 2021 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<br>committee chairs for 2021 | 2021 Board           |

**Cook Street Village Activity Centre**  
**Annual General Meeting**  
**2020**

Quorum established with 88 members. All members were provided the information about the AGM more than 60 days prior to the AGM with materials available both online and in person. To ensure that folks were able to vote all members were called by staff to allow for member votes to be cast.

1. Approval of the Agenda

Agenda distributed as part of the AGM package.

Motion: To approve the agenda as presented

Motion Made by: Kate Day

Seconded by: Diana Kozinuk

Approved by all

2. Minutes from 2019 AGM

Motion: To approve the 2019 AGM Minutes as presented.

Motion made by: Kate Day

Seconded by: Diana Kozinuk

Approved by all

3. President Report

Eleanor provided highlights from 2019 including membership growth, new staff, and new equipment purchased.

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

Motion made by: Bev Ruhl

Seconded by: Kate Day

Approved by all

4. Finance 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.

Motion: To approve the financial report as presented

Motion made by: Diana Kozinuk

Seconded by: Kate Day

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: Diana Kozinuk

Seconded by: Bev Ruhl

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: Bev Ruhl

Seconded by: Kate Day

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 presented 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 2019 Board of Directors for their hard work and service during the last year. She mentioned the grants that were received and the need to become more financially independent and not as reliant on grant money as grants continue to be more challenging to obtain each year.

Carol showed the importance of being part of the Cook Street Village Business Association as this group works for the betterment of the village. Carol as also part of the Senior's Task Force through the City. This group met regularly to look for ways to make Victoria more accessible and welcoming for older adults/seniors.

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

Motion made by: Kate Day

Seconded by: Diana Kozinuk

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 2019 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: Diana Kozinuk

Seconded by: Bev Ruhl

Approved by all

#### New Business and Motions

No new business or motions presented at this meeting.

#### 9. Questions and Answers

When will the centre reopen after the closure period?

This was a very popular question that was asked by many members when they were phoned for this AGM. Staff let folks know that the centre will re-open for services and programming as soon as the provincial health authority allows this to occur.

## 10. Election of 2019 Board of Directors

Motion: To elect Gary Anderson as a member of the 2020/21 Board of Directors

79 votes to elect

Motion: To elect Kate Day as a member of the 2020/21 Board of Directors

84 votes to elect

Motion: To elect Allan Evans as a member of the 2019/20 Board of Directors

76 votes to elect

Motion: To elect Lucille Proulx as a member of the 2019/20 Board of Directors

78 votes to elect

Motion: To elect Marilyn Schick as a member of the 2019/20 Board of Directors

70 votes to elect

Honourable Mentions for folks that are not being elected this year:

Eleanor Ward

Bev Ruhl

Lorna Lewis

## 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.

Adjournment

## **President's Year End Report by Eleanor Ward**



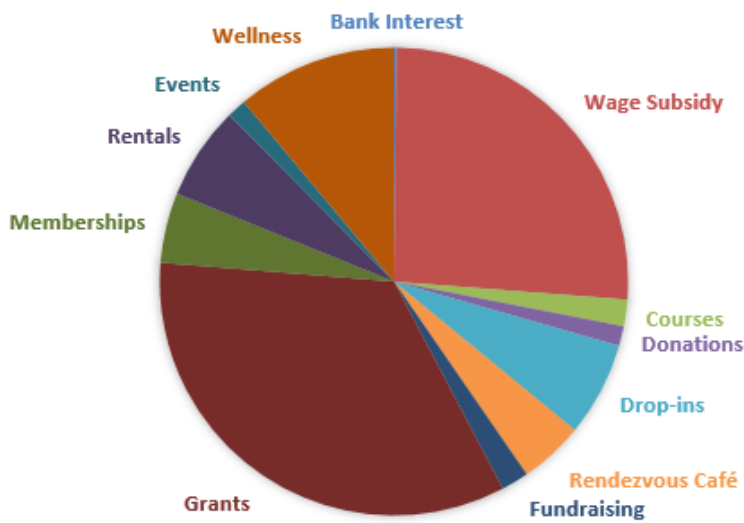
This past year was quite a year. Our membership had been increasing and we were projecting that we would reach 400+. Then suddenly everyone and everything was locked down. Public Health regulations told us to mask, distance and wash our hands frequently. We were closed for a few months until these restrictions eased and could begin to resume some of our programming and even introduce some new things such as our GrabnGo meals. Now, the vaccine program will allow us to return to some form of normal as those Public Health restrictions ease.

On a personal note, this will be my last term as president. Three of us, Bev Rhul, Diana Kozinuk and I, are retiring from the board after six consecutive years as required by our bylaws. During these years I have had fabulous Boards, staff, volunteers and members to work with. We functioned well as a team and saw many changes to the center. I want to thank everyone for all of their contributions along the way. I know that we wish Joni and her team continued success and we look forward to further developments for the center.

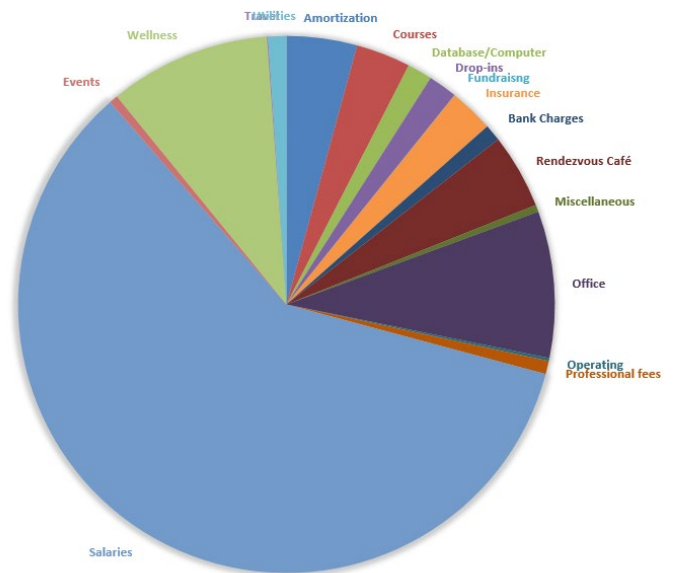
# Financial Report by Diana Kozinuk

We all gave a sigh of relief at the end of 2020, but for those of us looking after the finances at CSVAC, our sigh was definitely louder! We managed to keep all staff at full wages all through the various stages of shutdown. We were able to pay them with the help of government subsidies. Thanks to Tina the applications were done in a timely manner allowing us to survive this challenging year. In fact, we were able to stay in the positive as the expenses went down as well as the revenue. I want to thank Carol and all the staff for looking at innovative ways to raise funds and to keep programs running whenever possible.

## REVENUES



## EXPENSES







## **Program Manager Report by Jordan Glowicki**

**Our Volunteers:** It has been an interesting year for our organization navigating volunteering through COVID -19. We have a handful of regular front desk volunteers who have continued to help us at the desk, in the kitchen, and with the few events we have been able to hold. We have had a decreased in the number of active volunteers, mainly because we are not able to run regular programming and events, as well as many volunteers were not comfortable returning to the center until vaccinations.

**Courses/Workshops:** This year we ran a variety of courses and workshops along with our usual offerings including French language classes, First Nation's art courses, and guitar.

**Drop – In Activities:** We run many drop-in activities which include meditation, stretch and strength, fun and fitness, tai chi, yoga, bridge, cribbage, whist, billiards, art classes, ball drumming, breath class, and a variety of other activities.

We had added Pens and Friends, a weekly Speaker Series, and Knowledge Nibbles.

Additionally, we have started our Grab and Go meal program. This is a weekly, healthy, three course meal which is cooked from scratch here in our kitchen which is then picked up from the center on Saturdays. In spring we have added Wednesday meals, which will be offering both warm in center, or take home.

**Events:** This year we have run a variety of both new and returning events. We have run Orange Shirt and Go by Bike Week, Remembrance Day, ice cream socials, book and puzzle sale, bake sale, volunteer appreciation, a line dance party, Trick or Treat on Cook Street, line dance party, Thanksgiving, and a Halloween Murder Mystery. In place of our usual in person meals, we have moved our Christmas and Easter meals to take out.

**Guest Speakers:** This year we have feature multiple guest speakers at our Center. These speakers have included a Reiki practitioner, LGBTQ2S+ training, stories from a female pilot, and the The Journey Speaker Series.

**Wellness Services:** Here at the Center we run a variety of wellness service, which are open to everyone. Despite the year we have had dealing with COVID – 19, our wellness services have continued to grow. We currently are offering Massage Therapy, Reiki, Indian Head Massage, and Foot Care. This year we plan on expanding our massage offering to include a female masseur in the hours that the room is open. Once COVID restrictions ease we will also be introducing a community Acupuncture Clinic.

## **Partnerships/Sponsors**

To name a few...

Alliance de Francaise  
Ballet Victoria  
Camosun College  
Canada Scooters  
City of Victoria  
Connect Hearing  
Cook Street Village Business Association  
Creating Community Wellness Society  
Disaster Aid  
Elections BC  
Food Share Network  
James Bay New Horizons  
Intercultural Association of Greater Victoria  
MS Society  
NexGen Hearing  
Revenue Canada  
Silver Threads Victoria  
Soap for Hope  
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 as they have led the centre through the COVID-19 pandemic. This has been a year of ongoing learning and continuously changing how we operate. This hard working and fun loving group of volunteers has attended board meetings, continued learning activities, and done work with their committees. Each year the board takes training to enhance their knowledge so they can better support CSVAC. This year's training has included Board Governance 101 and how we can work towards great inclusion and diversity particularly for folks who identify as part of the LGBTQ2S+ community. Representatives from the board 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:** The last year has been challenging with COVID and rewarding because we have seen the resiliency of our Centre and the people who come here regularly. During 2020 we continued our relationship with the School of Social Work at the University of Victoria and built a relationship with Camosun College.

I have continued to spend a lot of time in 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. Thank you for all of the letters of support as we work together for this addition space (hopefully we will be able to use this space in the next few months).

**Fund Development:** 2020 was an unusual year for fund development because of COVID. We were once again able to obtain funding from the City of Victoria, a Gaming Grant and Thrifty's Smile Card fundraising money. This year we were able to get additional grant money from the Victoria Foundation as we worked diligently to bring back services in as safe a way as possible with our Plexiglas screens and masks.

**Staffing:** For most of the last year we have enjoyed a generally stable staffing team. Our greatest change occurred in the fall when Ashley needed to move home to Ontario, Laura left for another opportunity, and Sue

decided it was time to retire. We are very happy to have Jordan, James, and Nika as part of our team.

**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 area 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 initiatives made by this diverse group representing many organizations that serve the 50 and better.

**Coming in 2021:** 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 journey to obtaining unit 2. Although this has been a long process so far it will be worth it in the long run when we can open our wellness clinic.

**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. Thank you for doing all you can to perpetuate our ability to spread kindness, understanding, and acceptance of all who come here.

As always we want you to bring your family and friends to join in the fun and become members. Because of the pandemic our membership has shrunk during the first part of the year, however, we are confident with the return of services and programs our membership numbers will once again flourish. This is important as we need to become more financially independent and not as reliant on grants as this support is increasingly challenging to obtain. We want to work towards a 15% increase in members over our great numbers last year.

Thank you for working with our team during this unprecedented year. I hope you can show your strength and reliance as we move towards a bright and vibrant future. Not only have we grown and changed as individuals we have also learned a lot about our community and how much we need our centre and the people who make CSVAC such a wonderful place to come to each day. I look forward to another exciting year with all of our members, guests, volunteers, and staff.

## Committee Reports



**Emergency Preparedness Committee:** This last year has been interesting for the Committee as we have not had many meetings, the Executive Director has done the monthly inspections of the facility by herself and we have struggled to keep up with Dr. Bonnie Henry's protocols. We worked with the directives from the Health Ministry, put together a booklet called 'COVID-19 Plan' setting out the ways that we could safely get people back into the facility. Equipment and supplies were purchased to facilitate opening. As the Centre opened changes were made to the 'COVID-19' document to accommodate the changes in directives from the Ministry.



**Events and Decorating Committee:** This small dynamic group decorated for all events that they could in 2020 as many events were cancelled or kept very small due to COVID. A highlight decorating for the holiday season under COVID restrictions of keeping people safely distanced and rooms uncrowded. The result was the amazing transformation making Cook Centre shine with seasonal welcome. We are looking forward to organizing seasonal décor adjustments once the Centre returns to normal.



**Garden Committee**

**Garden Committee:** Our busy committee has been working with the gardening volunteers to clean up and removal of overgrown shrubbery and redesign the gardens along the front of the building and along the parking lot. The sprinkler system was also adjusted for easier watering. Pansies were added for extra cheer during COVID in both the gardens and planters. Thank you to the staff from the City of Victoria Parks Yard for providing leaf mulch. Watch for more changes to come later this year.

**FROM THE KITCHEN COMMITTEE**



**Kitchen Committee:** The Kitchen Committee did not meet in person due to the COVID shutdown in March. Gradually Gerry and the staff started to serve coffee and make goodies for purchase to take home or to eat in our new socially distanced cafe. It was realized that making meals that people could purchase and take home was a sign of the times and the 'Grab and Go' meal plan was instigated. The meals have proven to be an increasing success and it was decided to try for a Wednesday 'Grab and Go' to take the place of the pre-pandemic Wednesday Hot lunches.



**Membership and Marketing Committee:** 2020/21 has been a challenging year with government ordered closures and partial closures on account of Covid-19. We have done as much as possible to keep as many activities as possible going while complying with the safety precautions including exercise classes, book clubs, and current affairs. Our Grab and Go lunches have been very popular and we have extended these to Wednesdays and Saturdays.

We are planning a Welcome Back event when restrictions are lifted. Renewed memberships have been extended to make up the time lost in 2020/21 when the centre was closed. We are looking forward to a better year for all of us.



**Multi-Cultural Committee:** This committee thrives on bringing people of diverse backgrounds together. Unfortunately, the last year has been a lot of time apart. We look forward to reinvigorating this committee as the pandemic allows for more groups to gather safely and events can resume.



For any volunteer roles that you may be interested in please contact Jordan, at [programmer@csvac.ca](mailto:programmer@csvac.ca), as she would love to hear from you and connect you with a committee you are passionate about or another area where you would like to volunteer.

**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.

**Decorators:** We haven't had many events in the last year but when we do we need help to make the Centre look great. If you want to flex your creativity come and join us.

**Gardeners:** Come and get your hands in the soil, enjoy the sun, and have some laughs with us as we help beautify the Centre through our gardens. No experience necessary but a willingness to learn. You do not have to be part of the committee to be one of our gardeners.

**Garden Advisor:** If you have experience, preferably professional experience in horticulture/permaculture, and want to work with our gardeners in the garden to create/maintain an all ages, sustainable garden and advise our Garden Committee, we want to hear from you. Ideally this person would become part of the committee and have knowledge of traditional gardening practices with forward thinking ability. This is a dynamic role that will require you to wear many garden hats and have a green thumb.

**Multicultural Committee:** This committee needs your help. We are looking for folks who are passionate about connecting and highlighting multicultural activities at the centre and helping to plan the Multicultural Festival in 2022. This is the committee that breaths life into the phrase United by Diversity; Strengthened by Inclusion (CASW 2020 Social Work Month campaign).



## **Staff Recognitions**

The Board would like to thank the staff for their efforts in this most difficult year. They continued to run the Centre in a kind, caring manner in spite of the hurdles the pandemic presented them. They phoned the membership while the Centre was completely shut-down and helped us open when we were finally allowed to do so. Thank you so much for all you have done!

Carol, Executive Director, somehow managed to keep it all together with a smile and an upbeat demeanour. We are grateful for her energy and for making sure protocols are followed and for somehow ensuring we didn't go into the 'red'. She continues to be a 'force' to be reckoned with in her dealings with City, staff and Cook Street village. Thank you Carol!

Jordan, Program Manager, is new to the Centre since last fall and we already think of her as always being with us. In spite of the problems presented by COVID she has kept programs happening, found instructors when needed, added activities, sets up rooms and become a valuable member of the staff. Thank you Jordan!

Gerry, Cook, has been keeping the goodies coming. His delicious muffins, cookies and scones can be bought individually for with your coffee or in a package for taking home. We have really appreciated his willingness to adapt to our new 'reality'. Thank you Gerry!

James, another 'newbie' to our staff, joined us in October as Reception Assistant. He is helping reorganize the paperwork for the front desk, making the process more streamlined as well as helping the volunteers at the front desk. Welcome to the Centre, James!

Cherry continues to keep our Centre open on weekends and helps fill in when we need an extra body or someone to help fill in as well as making sure the 'Grab and Go' meals get handed out. Thanks, Cherry! Tina has kept our books and applied for grants that have helped keep us open throughout the pandemic. We truly appreciate her efforts on our behalf.

Nika, joined us in January as Marketing Assistant and has been working at highlighting the activities at the Centre in these difficult times. She has made some excellent changes to our advertising of the facility. Thanks Nika! The Board is very happy with all the work the staff has done this year and appreciates their efforts under such 'trying' circumstances.

## **Memorial Moment**

**In the last year we lost some of our friends and members. We would like to take a moment and remember the joy they brought to our lives and that of the Centre.**

**Catherine Belanger**

**Carolyn Crippen**

**Carol Lynn Dyck**

**Eduard Gschiel**

**Diane Larsen**

**Pat Nichol**

**Helen Oldershaw**

**Florence Wilson**



## **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.

**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 2021/22 Board of Directors has been elected by the membership the new board will determine which positions they will hold.

### **Coral Clay**

My name is Coral Clay and I have had the privilege to be a volunteer at the Cook Street Activity centre for about 7 months as a front desk receptionist and more recently as the Volunteer coordinator for the Grab and Go meals. It would be a great pleasure to be elected to sit on the board of directors and to get to know more about how a non profit organization is run and to also get to know our many members a little bit better.

### **Leanne Harrison**

Leanne Harrison has been retired for twenty years. She was a teacher both here in Victoria as well as Australia where she lived for nine years. She spent many years teaching ESL to teenagers from Cambodia, Vietnam, Laos and Hong Kong. Over the years she has done many volunteer jobs. These days she likes to volunteer at Cook Street Activity Centre and Saanich Volunteer Society. She enjoys reading both fiction and non-fiction, playing Words with Friends and doing small art projects. She is mother to two sons and grandmother to two young grandsons who live in Japan.

### **Cathy Kitzler**

Cathy has recently come to CSVAC as a way to keep busy and give back to her community. She comes to us with a wide range of experiences from volunteering with the South Cowichan Police Department to working in witness management with the Attorney Generals office, and working in a variety of media endeavours.

## **Current Members That Need To Be Re-elected**

### **Robin Hall**

(entering second term if elected, willing to continue working as a Director)

### **Joni Hockert**

(entering second term if elected, willing to continue working as a Director and is willing to work as the President)

### **Lorna Lewis**

(entering third term if elected, willing to continue working as a Director and is willing to work as the Secretary)

### **Fran Rapport**

(entering third term, will to continue working as a Director)

## **Current Members That Do Not Need To Be Re-elected**

### **Kate Day**

(entering second term, willing to continue working as a Director and willing to be the Vice President)

### **Lucillie Proux**

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

### **Marilyn Schick**

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

## **Retiring Board Member**

The following board members have completed three terms (6 years) and are required to take time away from the board. Thank you for your hard work and dedication during your time with us.

See you again on the board in a couple of years!



## **Board Members Who Stepped Down in 2019/2020**

Gary Anderson and Allan Evans

## AGM Voting



Thank you for voting at our 2021 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.

	<b>Approve</b>	<b>Reject</b>
Approval of the 2020 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 2021/22 Board of Directors		
Coral Clay		
Robin Hall		
Leanne Harrison		
Joni Hockert		
Cathy Kitzler		
Lorna Lewis		
Fran Rappaport		

## 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.

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