

Kanata Seniors Council Inc.
Minutes of a meeting of the Board of Directors on September 22, 2023

Present: Greg Richardson, John Kern, Frank Boisvenue, Liz Tucker, Rachel McGregor, Susan Ditmar, Sandra Freeman, Sarah Trant, Jeet Wadehra, Moe Saleh, Lianne Dwyer, David Lee, Kay Dubie, Arnold Finkelstein, Gary Underwood, Michael McMahon

Regrets: Doreen McNair

Associates/Guests: Janet Baigent (City of Ottawa), Peter van Boeschoten (Probus/Newsletter editor), Lisa Landry and Catherine Armstrong (Robertson House). Tia Joshi Taft (Timberwalk), Caroline Inman (Solva Senior Living), Lunette Johnson (Symphony Senior Living)

Opening: Co-chair Greg Richardson opened the meeting at 9:00 am with a welcome to all. Guests were introduced. Thanks to Robertson House for providing treats!

Approval of agenda:

Sarah Trant moved that the agenda be approved as circulated; seconded by Susan Ditmar. Carried.

Approval of previous minutes:

Sarah Trant moved that the minutes of August 18, 2023 be approved as circulated; seconded by Kay Dubie. Carried.

Presentations:

Timberwalk (Tia Taft): A very successful “Picnic in the Park” was held at Britannia Beach in August with 160 people attending. Open House is scheduled for September 30, 10:00-3:00. Upcoming events include pumpkin carving and a “flannel party” – look for the flyer on display in the KSC lobby.

Robertson House (Lisa Landry and Catherine Armstrong): A very successful barbecue raised \$1226 for the Queensway Carleton Hospital Foundation. Lisa and Catherine look forward to working with KSCI as our newest sponsor!

Symphony Senior Living (Lunette Johnson): A bake sale will be held October 1 – a draw will be held, and the proceeds will go to a charity chosen by the winner. Symphony are currently looking for guest speakers. They hold a book club once a month, and would like to change it to twice a month.

Solva Senior Living (Caroline Inman): Caroline explained the services provided by Solva, helping seniors find support and help, either in Ottawa or Toronto, all entirely free of charge.

City of Ottawa (Janet Baigent): Fall session registration has been very successful – there are only 2 courses with any space left. The city is looking for trained instructors. The pancake breakfast and open house was deemed a great success – lots of people attended and many new

members signed up. All activities are back up and running, 32 activities per week. A Christmas dinner is in the planning stages. Upcoming topics for the monthly learning series include the Backyard Astronomer and UN Peace Keeping and the role women play.

Probus (Peter van Boeschoten): Fall activities have begun – last Tuesday the guest was Gary Smith, author of a book about the 1972 Canada-Russia hockey series. The group also participated in a walk on the NCC trails off Moodie Drive, followed by lunch. Upcoming: October 10 – “Living Well on Retirement Income” with Elliana Kleiner and November 14 – “Enemy Under Our Roof” with Johanna Lemke.

Just before coffee break, a presentation of a card and Indigo gift card was made to Liz Tucker as thanks for her 14 years as Treasurer for the council.

Financial Report:

Liz presented the financial picture as of August 31, 2023 (see attached). She explained the payments for the café manager – Frank Z. had been overpaid from January to May, as the result of an error. As of September 15, Frank has “worked off” that overpayment, so everything is back on track. The GIC we have is cashable at any time. A reminder that all budget inputs are due to David by September 30 (only 4 out of 13 have been received so far).

Correspondence: None

Directors Reports:

Communications/PR: Sarah reports that the Community Voice is still operational. Our newsletter is currently 3 pages double-sided each month, at a cost of \$141.87 – this is being paid by a provincial grant that Janet receives. Ideas for increasing our PR were proposed, including:

- staple our promotional brochure to our membership form so people know who we are and what we do;
- when people join KSCI, it would be nice to give them something
- The Legion has a column in the Community Voice listing their events. This is a paid ad; Sarah will investigate the price of something like this

Our Facebook page is doing well; we have new members every week. Next newsletter deadline – material should be in to Peter by Tuesday, October 17. Since the newsletter is titled “Seniors News”, he is looking for “news” items – things we are doing.

Technology and Website:

Computer Training Stats for the month of August 2023: Lessons Sold 28; Revenue \$235, compared to 2019 Lessons Sold 9; Revenue \$64. Our computing seminars have now been scheduled; registration will be available starting in early October at the Lifestyles Table in the Centre Lobby. Sessions are free; register early so you are not disappointed:

Computing Security 26 October 9:00-11:00 and 23 November 9:00 to 11:00
Streaming TV (Internet TV) 27 October 9:00 to 11:00 and 24 November 1:00 to 3:00

Ask the Techie: We have had only one request for our new service in the past month. The trial will continue for another 60 days.

Website: The website is in need of a refresh and there will be an item in the Tech budget for January 2024 to accomplish that over a period of the first 6 months of 2024 (Greg and Brian working together). During that time frame, a survey will be sent out to all members asking for their inputs on the functionality they would like to see incorporated in the new site (e.g. signing up for trips or seminars online). The plan is to migrate the site to a new generation of software; the old site will be kept updated until the new site is ready to go live.

It was suggested that we could ask High School students to help out as a volunteer opportunity; or we could approach Algonquin College to see if they have any students looking for a project to complete. We would have to make sure privacy concerns are maintained, as the current site does accept donations online. Peter also suggested to look at what groups such as the Council on Aging are doing; he feels maintenance should be more current and proactive, ideally by someone who spends a lot of time in the Center and knows the news.

Travel and Lifestyles: There has been lots of activity since the last board meeting.

Completed and In Progress Trips & Seminars Since Last Update:

Health Seminar Knees and Hips, August 23, 40 participants, profit/loss 0 (the Health Team is looking into doing some more seminars like this)

Residence Series – The Waterford Grand, August 25, 10 participants, profit of \$50.00 (Note: the Waterford Grand is our newest platinum sponsor!)

Theater, The Round Table, 2 shows, September 20, 43 participants, profit of \$215.00

Kanata Theater: Glorious, September 24, 23 participants, profit of \$92.00

Jabulani Vineyard Wine Tasting, September 28, 10 participants, loss of \$22.00

Seminar: Protecting Yourself from Frauds and Scams, October 12, 40 participants, profit/loss 0

Total from these events: 166 participants; net profit of \$335.00

Lots of great events were held during August and September. Based on participant feedback, all completed trips were highly successful. The Round Table was super popular, and only cost \$5 each as it was funded by a grant. A second session was added, and both sold out. This month there was a mix of free seminars, as well as some trips. We were able to make a decent amount of money over this period and had a large number of people attend our trips - I think the most since I have been keeping track.

The Jabulani Vineyard trip was not as popular as anticipated, likely due to the high cost. However, we were still able to pivot and change our transportation plan from a bus to taxis (a suggestion from the team). This will be an interesting experiment and if it works out well we may look at doing this in the future for our smaller trips. We were able to cap the loss at approximately \$22 so we are still running the trip to make sure we keep the momentum with our membership base. Other seminars & trips are in the planning phase for the end of October and November.

Honours and Awards: Nothing to report

Membership and Volunteers: A total of 61 new members were added to our database from the pancake breakfast/open house and Expo 55+, where we had a booth. A new mailing list of 474 email addresses has been produced for our next blast with our newsletter link. The question arose as to what we can do for our members who do not have email: we could set up a “telephone tree” where volunteers would have 10 or 20 people to call once a month, and invite them to upcoming events. Kay agreed to look into setting up a telephone tree. Also, in the past, Meals on Wheels and Welcome Wagon had agreed to deliver flyers on our behalf to new residents – we should contact them again.

Health: Jeet has a list of recalls which will be posted online and on the bulletin board. There are 8 people on the Health Committee; Kay has agreed to lead this team, since Jeet is away part of the year. One meeting has been held, and one seminar has already been set up.

Advocacy and Outreach:

The Older Adult Centres’ Association of Ontario (OACAO): This is a network of 230+ community-based older adult centers, seniors’ clubs or councils and associate members. It would help KSCI directors dealing with Fund Raising, Government liaison/contacts, and those looking for general shared experience in managing Seniors NGO’s. Some successful Ottawa Seniors organizations are members of this Association. The annual fee is \$130 – we used to be a member, but we are not currently.

The Good Companions’ Seniors Centre, a member of OACAO, is an example of a very active seniors’ organization in Ottawa with initiatives, activities and programs that we should look at considering the different disciplines we have. David and John recently visited the Center. It is a not-for-profit organization that offers programs and services in partnership with volunteers to promote, enhance and support the well-being, independence and zest for living of both seniors and adults with physical disabilities living in the Ottawa area. They have a telephone tree in place, called “Center without Walls”.

National Association of Federal Retirees: we can access a letter-writing campaign to our MP, with some recommendations to benefit seniors in the upcoming Federal Budget 2024, offered by this association. It is suggested that we participate in the letter-writing campaign, by either filling in the online form offered by the Association, or by providing our own template message to be developed. The template could include points on: protecting the rights of older persons, committing to long-term care standards and a national seniors strategy; supporting caregivers; and taking action on cost-of-living issues.

Dementia Neighborhood Watch Awareness (Proposed by KSCI): This was approved by the NW Board on 30 May 2023 to be adopted by the NW organization with an added component related to younger adults drug abuse. The Dementia component is ready for implementation, and on-line training modules covering the dementia spectrum is offered by the Dementia Society and a scoping document in the form of a handout (update of the current NW one) was completed by KSCI. The younger adult drug abuse component is in its infancy. Councillor Cathy Curry is offering significant on-going support to achieve earlier implementation of the dementia component, but no action has been taken to date.

KCF (Kanata Community Forum): The KCF consists of 28 organizations (including KSCI) and influential people. The next meeting is October 18, at 9:00, KSCI (Moe) will be presenting the Neighborhood Watch and Dementia Initiative.

Older Adult Plan and Seniors Roundtable: The City of Ottawa was contacted on 13-Apr-23 and reported on the status on May 19, 2023. This is a summary of their reply: “Thank you for your inquiry regarding the Seniors Roundtable (SRT). Please excuse this late reply. The outcomes and activities of Older Adult Plan to date are currently being evaluated for the purpose of developing a refreshed Older Adult strategy (not known at present) in 2024.”

Dementia Society of Ottawa and Renfrew County: has requested the use of our logo for inclusion on the dementia613.ca website. It was agreed that a policy on the use of our logo is needed (the Council is currently not looking at this) – this will be added to the agenda for the next Executive Committee meeting.

Motions:

Moe Saleh moved that the KSCI join the OACAO (Older Adult Centers’ Association of Ontario) for 1 year, at a cost of \$130. Seconded by John Kern. Carried with 1 abstention.

Moe Saleh moved that the KSCI develop their own template for our members to use to participate in the letter-writing campaign set up by the National Association of Federal Retirees. Seconded by John Kern. After discussion, this motion was withdrawn pending further research.

Moe Saleh moved that the KSCI appeal to the City of Ottawa to reinstate the Seniors Round Table or Seniors Advisory Committee or something similar, and that we cc other seniors’ organizations (such as Council on Aging, Good Companions, etc.) on any correspondence. Seconded by Frank Boisvenue. Carried (100% in favour). It was generally agreed that we need to lobby the city for some sort of “Seniors Board” or group looking into seniors’ issues.

Sponsorship: As reported at the August Board Meeting the goal of the 2023 sponsorship program was to contract a maximum of 10 sponsors. Opportunities to deliver further on the existing contract benefits, such as space in the Council newsletter is limited, so Sandra is looking to the Board for input on continuing the existing sponsor agreement.

Income to date for 2023: \$5,100.00 + \$300 in kind from the Kanata Theatre; Expenses: None

Sandra circulated a list of sponsors; their start and end dates and financial contribution. All cheques / e-transfers have been received and deposited for 7 sponsors to date including a recent payment from one of our new Sponsors, Freiheit Home Care Inc (Gold). We are currently waiting for payment from the Robertson House (Gold), and The Waterford Grand seniors’ residence (Platinum) for an additional \$1,800.

Additional sponsors for 2023: Forecast: 1 Gold - \$600.00

Sponsor renewals for 2024: Existing Sponsors will be contacted a few months before the end of their contract term to see if they are likely to renew for a second year. New Sponsor solicitation is on hold until a decision is made by the board about sponsor benefits; more specifically, advertising.

The main challenge is capacity for ads in the newsletter. We need to consider where to go from here; e.g. should we increase the sponsorship fees or shrink the size of the ads in the newsletter? We also need an idea of how many will renew for next year.

Fundraising and Grants: many grant deadlines are the end of September, but we do not have a process in place for submitting grants, and we need a list of projects (prioritized) which we want to fund via grants. We need to think strategically and come up with a list of opportunities. The deadline for the Ottawa Community Foundation Grant is October 6, and it was agreed that we would try to get an application in on time to fund buses for the Travel and Lifestyles team, with the benefit that more people could and would sign up for the trips. We will ask for \$15,000 (which would fund buses for several trips).

Café: The Cafe will be doing a great deal more promotion and advertising to try to increase our customer base, by contacting and placing more info on the Cafe special activities in targeted areas, such as seniors' residences, churches, and other electronic media as well as websites etc. The Cafe will also increase our efforts to promote our new food items. It will include new promotional flyers to promote these items to the Council and Centre membership and to the public at large.

The Council Cafe is now environmentally friendly. We have increased the number of our recycling and waste bins, and all our takeout containers are now biodegradable. In a small way, we are doing our bit to save the planet.

The new food and beverage price structure took effect on September 5. Two new food items went on sale on September 5: the Continental Breakfast and Grilled Cheese Sandwich with a bowl of soup. They are being offered on a trial basis on Wednesdays and Fridays. In addition, the Cafe will feature a different Pasta dish every Tuesday in October.

As part of the promotion and marketing efforts, the Cafe will be introducing a Coffee/Tea Loyalty Card similar to what other coffee shops offer. If people buy 10 cups of coffee or tea they get one free.

I have also developed a new format that will provide me with information that includes the number of people that come into the Cafe in a day, what type of item is sold, the number of each item sold, the amount sold for each item and whether the Tap and Pay machine or cash were used. Some sample statistics for a 7-day period: Number of people coming into the Cafe: 305 people; 145 coffees; 36 teas; 105 sandwiches; 50 hot meals. The busiest day is Thursday.

In other news:

- the Cafe is exploring the possibility of doing hot meals on Fridays
- Café volunteers served 175 plates of pancakes at the Pancake Breakfast (2 per person) totaling 350 pancakes.

- We will be offering a Themed Lunch for Thanksgiving on Oct 5, honouring our Veterans on Nov 9, and doing a Christmas Holiday event on Dec 14.
- The Cafe will be approaching the Algonquin Cooking School to see if they would be able to provide one of their students as part of their intern program to assist in the Cafe.
- A successful Cafe Volunteers meeting took place on August 30.
- A Suggestion Box has been installed in the Cafe so we can hear comments and suggestions on how we can improve our service.

Advisory: No report; the committee has not met recently. Greg and Frank B. will attend the Advisory Committee meetings as representatives from the Board. The next meeting is Monday, October 2 – agenda items should be passed to Greg or Frank by September 29.

Executive Committee Report:

EC responsibility/accountability to the Board:

The EC is a committee of the board, the same as any other committee of the board in that all committees of the board must submit their recommendations to the board for approval, rejection, or amendment. The board is the decision-making body for KSCI. The main differences between the EC and other committees of the board are that:

- the EC is a required committee under our bylaws;
- its makeup is specified;
- its duties are specified such as reviewing, studying, and recommending plans, programs, budgets, or any other relevant matter;
- meeting structures, timings, quorums, and number of votes are also specified.

Makeup of the EC: As per our bylaws, the EC consists of the President, Vice President, Secretary and Treasurer as well as the current Past President and 2 members at large from the board. The method of choosing the 2 members at large (who serve a 1-year term) is not specified. The EC selected 2 members, Kay and Sandra, based on their skills and experience. David felt that these members were not selected in a “fair and transparent manner”, and that it should be stated in the bylaws how these members should be chosen. He believes that the Act is specific, and that we need to address defects in our bylaws and follow federal government guidelines for not-for-profit groups. He suggested obtaining a costing from a lawyer to see if we fully comply with the rules and regulations on Executive Committees. If not, we need to fix our bylaws.

Liz Tucker moved that the Board approve the appointment of Kay Dubie and Sandra Freeman as members at large on the Executive Committee for 1-year terms. Seconded by Sarah Trant. Vote was 8 in favour, 4 opposed, and 1 abstention. Motion carried.

Kay Dubie moved that the Board obtain estimates of the cost of hiring a lawyer to investigate our bylaws and whether or not they are in compliance with the Canada Not-for-Profit Corporations Act. Seconded by Liz Tucker. Carried (100% in favour).

Old Business: None

New Business:

Priorities for grants and grant process: see Director's report for Fundraising and Grants; to be discussed more at the off-site meeting.

Purchase of new cork bulletin board outside café: this issue has been resolved and a new bulletin board is no longer required.

Off-site meeting to discuss future goals, strategy, and long-term plans: all agreed this was necessary, and it will be set up in the near future.

Items tabled to the October meeting:

- Social Media – how to improve our engagement
- Policy advisor to the Council (EC)
- Contacting organizations for participation or donations (EC)

Next Meeting: Friday, October 20, 2023, 9:00 am

Adjournment: Meeting was adjourned at 12:00 noon.

Kanata Seniors Council
Financial Position as of August 31st, 2023

Bank Balance as of January 1 st 2023	4,507.04
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Income

Coffee shop – cash	12,542.30	
Coffee shop – square	8,240.38	
Computer training	1,375.00	
Sponsorship	3,900.00	
Lifestyle Marketplace	5,263.45	
Travel & lifestyles	3,986.10	
Donations inc. Canada Helps	1,547.46	
Garage Sale	3,648.20	
Far West Fun Fest	3,344.00	
HST returned	710.29	
Miscellaneous (inc.Council shirt)	82.50	
AGM	<u>375.00</u>	
	<u>45,014.68</u>	<u>45,014.68</u>
		49,521.72

Expenses

Admin, (toner,cheques,vol.wk)	769.19	
Coffee shop	26,785.47	
Travel & lifestyles	3,349.07	
Snrs lifestyle marketplace	3,976.70	
Directors Insurance	660.96	
Membership	150.00	
Computer software & website	974.15	
Garage Sale	128.01	
Far West Fun Fest	3,505.80	
AGM	340.67	
Professional fees	2,373.00	
Miscellaneous	<u>20.48</u>	
	<u>43,033.50</u>	<u>43,033.50</u>
		6,488.22

Café Expenses	Café manager	8,000.00
	Asst Manager	2,100.00
	Coffee supplies	3,641.84
	Food	9,764.14
	Non food (inc. signage)	1,096.53
	Laundry/oven cleaning	1,600.00
	Transportation	180.00
	Food handler courses	<u>402.96</u>
		26,785.47

Seniors Marketplace.	1 advert	1,356.00	for 1 week
	Hall rental	331.65	
	Signage	525.45	
	Misc. costs	196.99	
	Refunds	157.20	
	Refreshments	53.41	
	2 nd week adverts	<u>1,356.00</u>	
		3,976.70	

Mutual Funds	as of December 31 st 2022	\$32,692.40
	as of March 31 st 2023	\$33,982.56
	increase of	\$1,290.16

GIC renewed April 26/23 \$6,473.00