

**Kanata Seniors Council Inc.**  
**Minutes of a meeting of the Board of Directors on November 17, 2023**

**Present:** Greg Richardson, John Kern, Frank Boisvenue, Liz Tucker, Rachel McGregor, Susan Ditmar, Sandra Freeman, Sarah Trant, Jeet Wadehra, Moe Saleh, David Lee, Kay Dubie, Arnold Finkelstein, Doreen McNair

**Regrets:** Michael McMahon

**Associates/Guests:** Janet Baigent (City of Ottawa), Peter van Boeschoten (Probus/Newsletter editor), Lisa Landry (Robertson House), Tia Joshi Taft (Timberwalk), Pat Whitney (Carp Commons), Patsy McCarthy (The Bradley), Juanita Cody (Solva Senior Living)

**Opening:** Greg Richardson opened the meeting shortly after 9:00 am with a welcome to all, and an introduction of guests. Thanks to Lisa Landry and Robertson House for providing cookies!

**Approval of agenda:**

There were 2 additions to the agenda: Budget 2024 under Old Business, and Café Discussion Paper under New Business.

**Jeet Wadehra moved that the agenda be approved with these additions; seconded by Sarah Trant. Carried.**

**Approval of previous minutes:**

**Susan Ditmar moved that the minutes of October 20, 2023 be approved as circulated; seconded by Frank Boisvenue. Carried.**

**Presentations:**

**Robertson House (Lisa Landry):** Robertson House will be undergoing some renovations, but will be having some parties to celebrate. On December 13, 2:00pm, “Elvis” will be coming to town; free refreshments. On December 14, 7:00 pm, the residence will welcome a community group of carollers.

**Timberwalk (Tia Taft):** November 23, the residence will be holding a birthday celebration. On December 6 and 13 there will be excursions to the “Magic of Lights” at Wesley Clover Park. December 11, 2:00 pm, will be a “Festive Sweaters” party with live entertainment; and December 19 will be “Winter Wonderland” with the band Starry Nights performing. The residence is looking for student volunteers for various activities.

**The Bradley (Patsy McCarthy):** The Bradley is partnering with All Saints High School. November 30 will be a tree-lighting ceremony with a local choir; and on December 4 all are welcome to come and see the Stittsville Concert Band. December 14 is karaoke night.

Carp Commons (Pat Whitney): Carp Commons is KSCI's newest sponsor! They recently hosted a lunch for a group attending the T&L trip to the Diefenbunker; those who went said the lunch was really good.

Juanita Cody (Solva Senior Living): Juanita explained Solva's project "Home for the Holidays", whereby Solva reaches out to the residences and other organizations they partner with to get donations of food and personal items to fill 50 boxes to provide to seniors in our area who are struggling or alone. Each retirement community will be donating 50 of one particular item, but many other items are needed. A poster explaining the program and the list of items needed was provided; a bin for donations will be placed in the café.

City of Ottawa (Janet Baigent): In-person registration for the winter sessions starts today. There are still a few tickets left for the Christmas Celebration on Thursday, December 14, please see front desk. The craft group will have a table to sell their creations; you do not need to have a meal ticket to go in and do some Christmas shopping. There will be a Card Making workshop on Friday, December 8. Janet will be working on more workshop type courses in the future for folks to try new things.

The center is working with Ottawa Paramedics for a CPR Essentials Course for Seniors, still coordinating dates/times; probably in January/February. The goal is to have one course per season moving forward.

For the January Learning series, members will watch a movie then have a dialogue with the writer/producer, local Kanata resident Dr Bob Abell.

Facility closure will be Thursday December 21 to Tuesday, January 2 inclusive; reopening on Wednesday January 3.

Euchre has been moved to a new room due to capacity. A 3-week trial was successful with majority vote. New tables have been purchased to accommodate the change in room. Changes/renovations are also coming to the Owen Prince room, so that it will hold more card tables.

Councillor Curry and the Kanata Seniors Center are partnering with the Kanata Food Cupboard, to put Angels on a Christmas Tree. People can choose an angel (a gender and age), and bring in an unwrapped toy for that person starting next week.

The City of Ottawa has harmonized the 4 seniors centers (Kanata, Churchill, Nepean and Heron) under a single membership. Seniors can purchase a membership to be used at any one of the four centers. Drop-in fees have also been standardized at all centers at \$2.30. With the harmonization, there is a new membership scanning software coming, to be rolled out slowly, and in the future, membership cards will have photos.

Go to Swiss Chalet on November 23, between 11:00am and 10:00pm, to support the West Carleton Wolves. The school will get 20% of the sales.

Janet recently presented at a workshop run by West End Learning Unlimited. She received a donation to the charity of her choice, and she chose the Kanata Seniors Council. Thank you, Janet!

Probus (Peter van Boeschoten): 90 people attended the event on November 14; the December event will be a visit to the Algonquin College culinary school. The speaker on December 12 will feature a group that brings in refugees and settles them.

### **Financial Report:**

David presented the financial picture as of October 31, 2023 (see attached). While our financial position is ok at the moment, our mutual funds are not doing as well as we had hoped, and are actually showing a loss. David would like to see this converted to a GIC for 2 years, for a 5-6% rate of return, at either TD or Bank of Nova Scotia.

**Frank Boisvenue moved that Liz Tucker, Kay Dubie, Sarah Trent, and John Kern be removed as signing authorities on council accounts, and that Greg Richardson and David Lee be added. Seconded by Doreen McNair. Carried.**

**John Kern moved that the mutual funds held by the KSCI be transferred to a GIC; seconded by Frank Boisvenue. Carried.**

**Correspondence:** None.

### **Directors Reports:**

**Communications/PR:** The Community Voice will sell us advertising if we want. Sarah suggested that we look into including our events in the columns for the Kanata North and Kanata South councillors. There were no objections to this. Board members are reminded that all PR requests should be fed through Sarah. Newsletter deadline to Peter is November 20.

**Technology and Website:** Computer Training Stats: 2023 Year to date Lessons Sold 187, Revenue \$1595; compared to 2019 Lessons Sold 223, Revenue \$1520. Computing Security Seminar October 26, and the Streaming TV (Internet TV) Seminar October 27 each had 14 people attend. A worthwhile effort. Repeats of both seminars will be held on November 23 and 24. Ask the Techie: We have had six requests for our new service in the past 90 days. Not a flood but showing some signs of interest. We will continue the trial for 90 more days.

**Travel and Lifestyles:** No report

**Honours and Awards:** Nothing to report.

**Membership and Volunteers:** Still looking for more volunteers for the Advocacy and Outreach Committee as well as the Telephone tree. If you know of anyone who is interested, please let Rachel know. John mentioned that we may soon need more café volunteers.

**Health:** Fall prevention seminar November 23; Staying Connected Seminar December 7; proposed hearing clinic planned for January.

## Advocacy and Outreach:

1. Moe Saleh, Greg Richardson, and Frank Boisvenue met with 2 representatives of the Nepean Seniors Recreation Centre Volunteer Management Board (also housed in a City Recreation Centre) in early November. The object of the discussion was to see if there are areas of cooperation where either group could expand or improve any of our programs we offer or might offer. The possibility of our Technology Training was very interesting to them, as they do not have a similar program. There was a registration detail to resolve, that having been done, they are now advertising the Training availability in our facility to their members.
2. Contact will soon be established with the City staffers looking after the Older Adult Plan. The coordinates of the staffers were provided by a “Council on Aging” director courtesy of Sandra Freeman, our gratitude to Sandra for her assistance.
3. Moe will present the “Involvement of the Neighborhood Watch (NW) with People with Dementia” to the Steering Committee of the “Kanata Community Forum” with the presence of the members of NW Board.
4. We are still looking for volunteers for the A&O Committee. A media blitz is considered.

**Sponsorship:** As reported at the September Board Meeting the goal of the 2023 sponsorship program is to contract 10 sponsors – we now have 11 (with 3 more close to signing). Opportunities to deliver on the benefits included in the original Proposal and at subsequent board meetings - such as space in the council newsletter, coverage on the website and recognition at Council events - has been somewhat limited. Changes to the contract for NEW sponsors will be reviewed and voted on by the Board. Until then, I will continue with the Sponsorship portfolio as is.

Income to date for 2023: \$7,500 + \$300 in kind Kanata Theatre / Expenses: None

All cheques / e-transfers received to date have been deposited. We are currently waiting for payment from Carp Commons Retirement Village (\$600) for a grand total of \$8,100 + \$300 value in kind.

SPONSORS	CONTRACT SIGNATURE DATE - 2023	ADVERTISING END DATE - 2024	LEVEL / VALUE	CONTACT
BARB & CAROLE REALTORS	23-Feb	FEB'24	GOLD \$600	Carole Evans, Partner
ALL SENIORS MOVING	23-Mar	MAR'24	GOLD \$600	Chris Zelney, Owner
SOLVA SENIOR LIVING	23-Mar	MAR'24	PLATINUM \$1200	Caroline Inman, Executive Director
ASPIRA RED OAK	23-May	MAY'24	GOLD \$600	Stephanie Rees, Sales Manager
THE BRADLEY RETIREMENT LIVING	23-May	MAY'24	PLATINUM \$1200	Patricia McCarthy Sales Advisor
ASTORIA BY ALAVIDA LIFESTYLES	23-Mar	MAR'24	SILVER \$300	Karen Gilbert, Lifestyle Specialist

ROBERTSON HOUSE	9-Sep	SEP'24	GOLD \$600	Lisa Landry, Sales Manager Ottawa Region
FREIHEIT INC. HOME CARE	11-Sep	SEP'24	GOLD \$600	Helen Reimer, Owner
WATERFORD COMMUNITIES	13-Sep	SEP'24	PLATINUM \$1200	Andrea Guzzo, Community Relations
LIFELINE CANADA	25-Oct	FEB'25	GOLD \$600	Chantal Durocher, Community Network Representative
CARP COMMONS RETIREMENT VILLAGE	26-Oct	FEB'25	GOLD \$600	Patricia Whitney, Community Relations Manager
<b>FRIENDS/SUPPORTERS</b>				
KANATA THEATRE	23-Feb	FEB'24	\$300 (Value in kind)	Jane Pick, Director, Kanata Theatre Box Office
<b>PENDING SPONSORS</b>				
CHARTWELL STONEHAVEN				
DAVIDSON HEARING AIDS				
SENIORS FOR SENIORS				

Sponsor renewals for 2024: Existing Sponsors will be contacted periodically throughout their one-year term to determine if they are satisfied with their exposure and if they are likely to renew for a second year. Note: Barb & Carole Realtors will not be renewing and Solva is tentative. New sponsors will be brought on to replace those not renewing.

#### STRATEGIES / IDEAS GOING FORWARD

- Continue to offer our publication & social media coverage as a valuable sponsor benefit to expand their audience, however, offer them the option to place an “event style” piece with a call to action in place of the standard ad – similar to the Kanata Theatre ad which might be more interesting to our readers.
- Allow sponsors to direct their sponsorship dollars to a specific area such as to support the Café, or pay for the cost of the AGM or the cost of organizing the FWFF – this would allow the sponsor to focus their contribution and provide an opportunity for them to participate and get more exposure, e.g., welcome folks to the opening or closing ceremonies of the FWFF or say a few words of support at the AGM.

**Fundraising and Grants:** There is no news on our request for a grant. Given our funds needed for the Cafe, we need to create a fundraising committee with approximately 3 board members and 3 volunteers from our at large membership. In addition, we are thinking that a sponsor for the Cafe with an annual fee might be a good long-term solution. This probably needs to be discussed with Janet.

**Café:** The Café held a very successful Veterans Lunch on November 9. Over 50 people attended, including our VIPs and Café Volunteers. Mark your calendars for the

Christmas/Holiday Lunch on December 19. Tickets are \$15.00 and go on sale on November 14 in the Café. Non-alcoholic sparkling wine will be served.

The Café introduced the Grilled Cheese sandwich which is now on sale 5 days a week. The Café will be introducing a coffee/tea loyalty card, whereby if you purchase 10 cups, you receive a complimentary cup.

The Café is planning several themed lunches for 2024, like Valentine's Day, St Pats Day, Easter, Western Day, Cruising Day, October Fest, and Christmas/Holiday events.

The Café will be introducing at the December Board meeting a Café Business Plan for 2024, as time does not permit a full discussion at the November meeting.

The Café is looking at the current status of our Coffee vendor, Van Houtte. We are trying to determine if we can get a better price elsewhere. We are also looking at the possibility of using K-Cups with different flavours of coffee. A report on this matter will be presented at the December Board meeting. Janet suggested piloting "flavoured milkers" for a week or two to see if the interest is there.

On the subject of the fridge, Janet reports that they are still waiting for the required part from Montreal. An ice box will be purchased so food can be stored.

A reminder to all about fliers: please be sure to include the day of the week as well as the actual date; e.g. Tuesday, December 19, 2023. This makes it easy for our patrons to know immediately whether or not they can attend an event.

**Advisory:** No report.

**Executive Committee Report:** Policy advisor to the Council: There was no requirement identified at this time for the need of a formal Policy Advisor position.

Contacting organizations for participation or donations:

o Background: We have had a couple of complaints from sponsors earlier this year that they were approached by different people from KSCI regarding donations or supporting our activities and have had repeated requests from a KSCI member about a particular donation. Now with 9-13 KSCI committees active and looking for support, the risk of multiple people approaching the same organization, or the same organization being approached multiple times by the same person has gone from a possibility to a certainty. We cannot bite the hand that feeds us, or we will lose donors/supporters and this will hurt our reputation.

o Recommended Solution: Have the EC be the coordinating body for donor/supporter requests in KSCI. If a committee rep wants to approach an organization for donations/support, they would first send an email to the EC contact person with the name of the organization and the kind of donation being requested. The EC contact person would consult their list of donors and contributors to see if there was a potential conflict. If there was no conflict, the EC contact would respond positively and ask for feedback on the result of the request. If there was a potential conflict, the EC contact would provide that feedback and possibly suggest an

alternate organization. Should there be a disagreement between the EC contact and the requesting party, the matter would be referred to the EC as a whole, and if that was not satisfactory, it would be referred to the Board for a binding decision.

Discussion and a decision on this item has been deferred to a later meeting.

#### Query on Bylaws

At our September meeting, it was communicated that a member had identified some issues with our bylaws relating to the Executive Committee. Greg committed to contacting a lawyer specializing in Not for Profits and get a quote on the cost of getting advice to ensure our bylaw was in full compliance with all the applicable regulations. Based on the Law Society's listing for NFP lawyer specialists, he spoke with Kim Cunnington-Talyor. She indicated such a task would take between 2-4 hours at a rate of \$350/hour or \$700-\$1400 to complete an advisory on the matter.

**John Kern moved that the council spend \$700-\$1400 for legal advice related to the compliance of our bylaws; seconded by Frank Boisvenue.**

Discussion: it was felt that our bylaws had at one time been approved by the federal government. Some members were unsure what the legal advice would give us. The fact remains that a member of the board had raised a question about the validity of our bylaws, so we should contact the government to see what changes have taken place in recent years. If there are none, then we shouldn't need to spend the money. The government department in question is ISED, Innovation, Science and Economic Development. We should also talk to Ken Major and ask him if he thinks this expense is necessary, and whether he knows which authority reviewed our bylaws previously. Frank and Kay agreed to follow up.

**After discussion, the above motion was withdrawn, pending further research.**

#### **Old Business:**

Off-site brainstorming session: a report was circulated; all agreed it was worthwhile and the moderator was excellent. It was thought that this should be done at least once a year; it is usually done for little or no cost.

**John Kern moved that the council hold an off-site brainstorming session at least once a year; seconded by Frank Boisvenue. Carried with 1 abstention.**

Special Events/Fundraising: A meeting will be set up with the Fundraising, T&L, Health, and Café teams and Janet to discuss special events for the whole of 2024. The purpose is to ensure there is no overlap or conflict between events.

OACAO membership: the money for this membership (\$130 per year) has already been approved, but we have not joined yet. It is unsure whether we can join now or we have to wait until March/April 2024.

Budget 2024: David provided a handout showing the budget that was partially approved at the October 20 meeting, along with the proposed new budget, and explained the changes between the two, as follows:

### Corrected Budget 2024 Summary (11/17/2023)

Program	Income	Expense	Net	Comments
Admin	\$ -	\$ 3,230	\$ (3,230)	Insurance, toner, paper
Advocacy	\$ -	\$ 500	\$ (500)	Memberships
AGM	\$ 500	\$ 500	\$ 0	
Café	\$ 32,000	\$ 42,250	\$ (10,250)	Contract expense \$21,600
Fundraising	\$ 1,600	\$ -	\$ 1,600	
FWWF	\$ 4,000	\$ 4,500	\$ (500)	
Garage	\$ 3,100	\$ 500	\$ 2,600	
Health	\$ -	\$ 1,400	\$ (1,400)	
Honour and Awards	\$ -	\$ 10	\$ (10)	
IT Technology	\$ 1,710	\$ 745	\$ 965	
Marketplace	\$ 6,000	\$ 2,400	\$ 3,600	
Newsletter	\$ -	\$ -		
Sponsor	\$ 7,200	\$ 200	\$ 7,000	
Travel	\$ 28,800	\$ 28,020	\$ 780	
Treasurer	\$ 1,100	\$ 3,880	\$ (2,780)	Audit \$2,700. Tax rebates
WOCRC	\$ -	\$ 750	\$ (750)	
<b>Totals</b>	<b>\$ 86,010</b>	<b>\$ 88,885</b>	<b>\$ (2,875)</b>	

What changed from the October 20, 2023 meeting?

1. Health: Previously this item was to be covered by fundraising activities
2. IT Technology: Should be covered by Centre grant
3. Newsletter: Should be covered by Centre grant
4. Sponsor: Reduced office supplies by \$200
5. Treasurer: Removed accounting, and PDF software, POS, monitor
6. WOCRC: Removed Café losses due to Café closures on every 2<sup>nd</sup> Wednesday
7. WOCRC: Removed rental from Café budget



David then presented the café net revenue from 2017 to 2023 (10.5 months) and 2024 (proposed), not including 2021 due to Covid. The net revenue for 2023 is expected to be higher than 2022. The proposed café budget for 2024 is itemized as follows:

<b>Revenue</b>	
<b>Food and beverage sales</b>	<b>31,500</b>
<b>Catering</b>	<b>500</b>
<b>Expenses</b>	
<b>Manager compensation</b>	<b>21,600</b>
<b>Food and Coffee Supplies</b>	<b>16,000</b>
<b>Non-Food supplies</b>	<b>1,500</b>
<b>Laundry</b>	<b>1500</b>
<b>Café equipment</b>	<b>500</b>
<b>Cleaning of the kitchen (stove etc.)</b>	<b>150</b>
<b>Transportation (for shoppers)</b>	<b>200</b>
<b>Training courses for volunteers</b>	<b>400</b>
<b>Office supplies</b>	<b>120</b>
<b>Advertising and paper</b>	<b>200</b>
<b>Misc. expenses</b>	<b>80</b>
<b>Projected revenue</b>	<b>\$32,000</b>
<b>Projected expenses</b>	<b>\$42,250</b>
<b>Projected net revenue</b>	<b>(\$10,250)</b>

The following is an explanation of the changes since the October 20, 2023 meeting:

1. Total food and coffee expenses includes a ~12% cost savings through negotiations with vendors. Previous total food and coffee expenses numbers were overly pessimistic.
2. Removal, WOCRC expenses
3. Removal, cost of meals for volunteers
4. Increased costs due to inflation are a potential threat to the budget; therefore monthly reports will be required. If inflation spikes, we will increase menu prices. A new POS will help to track all transactions and we will need to be very prudent to take advantage of all potential cost saving throughout the Café workflow.

The café pays about 2.5% of the “Square” sales for the use of the Square technology. It was also asked why the café closes every second Wednesday afternoon. Janet explained that this is to support the WOCRC, a partnership which was agreed upon when the center was opened. We support them as a sponsor, by paying for their hall rental – this helps maintain a good relationship with the WOCRC and supports our motto “seniors helping seniors”.

It was also asked that, since the café budget assumes certain cost savings, what is the contingency plan if those cost savings and increased revenue are not realized? It was agreed that café revenue and expenses should be monitored throughout the year, and the café should stick to their planned initiatives of increased catering and theme lunches.

**Frank Boisvenue moved that the council approve the revised budget as shown on page 8 of these minutes; seconded by John Kern. Carried (100% in favour).**

**New Business:**

Social Media: discussion deferred to the December meeting.

Purchase of a new smart cash register for the Café: John sent out a document outlining the rationale for the purchase of a new electronic cash register and printer for the café. This would cost about \$2,000 plus HST, and is not in the budget for 2023. However, it is considered necessary, to maintain accurate sales records, to link sales data to accounting software, and to have payment records from all sources (cash, tap, credit, etc.). The system would also eliminate the need for café staff to do two actions: enter the transaction into the cash register and then put the amount into the Square terminal.

**John Kern moved that the Council Café purchase a new Square cash register in 2023 at an approximate cost of \$2,000 plus HST; seconded by Frank Boisvenue. After discussion, the vote was 11 in favour; 1 opposed; and 1 abstention. The motion was carried.**

Discussion of the motion focused around how we would pay for it (we currently have about \$10,000 in our bank account); and the fact that the rationale document did not talk about ongoing maintenance, training, or process improvement.

Café Cookie project: deferred to December meeting.

Lions Club: Liz reminded us that the Lions club collects used eyeglasses and sends them to underdeveloped countries; if you have old glasses, please pass them to Liz. The Lions are also selling Christmas cakes, shortbread, etc. – see Liz for further information.

Café Budget Discussion Paper: this was scheduled to be discussed at an in-camera session following this meeting; however, some Board members were not given ample time to review it; discussion has been deferred to next month.

**Next Meeting:** Friday, December 15, 2023, 9:00 am

**Adjournment:** Meeting was adjourned at about 11:30 am.

Kanata Seniors Council  
Financial Position as of October 31, 2023

Bank Balance as of January 1<sup>st</sup> 2023 **4,507.04**

**Income**

Coffee Shop – cash	15,379.35	
Coffee Shop – Square (Tap & Pay)*	9,443.38	
Coffee Shop - Other	1,653.35	
Computer Training	2,195.00	
Sponsorship	5,700.00	
Lifestyle Marketplace	5,438.45	
Travel & Lifestyle	6,331.10	
Donations including Canada Help	1,643.96	
Garage Sale	3,648.20	
Far West Fun Fest	3,344.00	
HST Returned	710.29	
Miscellaneous (including Council shirt)	82.50	
AGM	375.00	
	<u>55,944.58</u>	55,944.58
		60,451.62

\*Square revenue is updated monthly in Quickbook and does not always reflect actual revenue depending on when we receive monthly updates from Square.

**Expenses**

Admin, (toner, cheques, vol.wk)	1,102.21	
Coffee Shop	33,814.10	
Travel & Lifestyles	4,515.17	
Seniors 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 (Auditor)	2,373.00	
Miscellaneous	20.48	
	<u>51,561.25</u>	51,561.25
		<b>\$8,890.37</b>



## Café Expenses

Café Manager	9,200.00
Assistant Manager	3,300.00
Coffee Supplies	4,966.34
Food	11,863.16
Soup Supplies	630.72
Non-food (including signage)	1,470.92
Laundry/Oven Cleaning	1,800.00
Transportation	180.00
Food Handler Courses	402.96
	<b>33,814.10</b>

## Seniors Marketplace

1 <sup>st</sup> week advertisement	1,356.00	for 1 week
Hall Rental	331.65	
Signage	525.45	
Misc. Costs	196.99	
Refunds	157.20	
Refreshments	53.41	
2 <sup>nd</sup> week advertisement	1,356.00	
	<b>3,976.70</b>	

## Mutual Funds

As of December 11 <sup>th</sup> 2018	\$29,765.00	
As of December 31 <sup>st</sup> 2022	32,692.40	
As of June 30 <sup>th</sup> 2023	34,410.14	
As of September 30 <sup>st</sup> 2023	33,567.33	
June 2023 to September 2023		
Change of	<b>- 842.81</b>	*Pending review for Oct./23
Net gain/loss	\$3,802.33	4.7 years
GIC renewed April 26/23	<b>6,473.00</b>	*Pending review

\*I currently do not have online access to the RBC mutual fund and GIC to get up to date information.

If we sell the mutual fund and invest in GIC at 5.9% over 24 months we are estimated to earn approx. \$4,100 with zero risk of losing our principal investment.