

**Kanata Seniors Council Inc.**  
**Minutes of a meeting of the Board of Directors on December 15, 2023**

**Present:** Greg Richardson, Frank Boisvenue, Liz Tucker, Rachel McGregor, Susan Ditmar, Sandra Freeman, Moe Saleh, David Lee, Kay Dubie, Doreen McNair, Michael McMahon

**Regrets:** Sarah Trant, Jeet Wadehra, Lianne Dwyer, Arnold Finkelstein

**Associates/Guests:** Janet Baigent (City of Ottawa), Peter van Boeschoten (Probus/Newsletter editor), Lisa Landry (Robertson House), Tia Joshi Taft (Timberwalk), Caroline Inman (Solva Senior Living), Maria Binheira

**Opening:** Frank Boisvenue 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, plus Tia Taft and Timberwalk Residence for providing cookies this morning. All Seniors Moving also sent some packages of chocolates which will be given out as door prizes.

**Approval of agenda:**

There was 1 addition to the agenda: Susan Ditmar requested clarification on some items (under New Business).

**Liz Tucker moved that the agenda be approved with this addition; seconded by Kay Dubie. Carried.**

Mike McMahon requested an update on the 3 priorities from the brainstorming session; this will be deferred to the January meeting.

**Approval of previous minutes:**

**Sandra Freeman moved that the minutes of November 17, 2023 be approved as circulated; seconded by Doreen McNair. Carried.**

**Presentations:**

**Solva Senior Living (Caroline Inman):** Caroline thanked everyone who contributed food and personal items to their project “Home for the Holidays”. She was “blown away” by the response and the contributions she got, and everything has now been boxed up and is ready to deliver to seniors next week. Spring Living (Robertson House) was also very generous, donating lots of food. This is the first year of the project, but the success means it will probably become an annual event.

**Timberwalk (Tia Taft):** Timberwalk is in their third week of collecting food for the food bank, and boxes are overflowing! They recently donated \$10,000 to the Ottawa Mission. All are invited to “Winter Wonderland” on December 19; in January there will be a Blue Monday party January 15 and a High Winter Tea on January 23. Go to [askriverstone.ca](http://askriverstone.ca) if you want to find out anything about the Riverstone residences; you will get a response within 24 hours.

Robertson House (Lisa Landry): Robertson House are proud to be a sponsor of KSCI, and enjoyed taking part in Solva's project of helping seniors.

City of Ottawa (Janet Baigent): 125 people were served at the annual Xmas dinner; it was catered by Scotty's catering, who did an excellent job. Staff came from other seniors' centers, including Maureen Moynihan from Nepean. Winter programs are almost full, and the city is looking for new instructors. Shut-down begins at 4:00 pm Wednesday, December 20. Projects include removing the cupboards from the Owen Prince room; painting the café; and adding splash guards at both ends of the sandwich counter. The city has purchased more water jugs and juice glasses to help with large events.

Janet thanked everyone who participated in the meeting to finalize the events calendar for 2024; all permits have been issued to the various committee chairs/event leads. Karim Ahmed is now on staff in the center, replacing Khrystal. Maureen is at the Nepean center until the end of 2024. Kay agreed to work with Janet on the Volunteer Recognition event in June.

For the membership ID cards, equipment has been delivered, but toner and cards are on back order. Setup and training are still required, should be happening in January.

Probus (Peter van Boeschoten): The topic of the meeting on December 12 was refugees. On January 9, the topic will be crime – the speaker will be Irvin Waller, Professor of Criminology at the University of Ottawa, who will talk about how to make communities safe.

**Financial Report:** David presented the financial picture as of November 30, 2023 (see attached). We are on track to have about \$10K on hand at the end of 2023.

**Correspondence:** A letter was received from Lt. Bedi, thanking us for inviting him to the special Veterans event in the café. The council also received 2 Christmas cards, from Janet and team at the Seniors Center, and from Caroline and team at Solva Senior Living. Liz received a thank-you card from the students at Earl of March HS.

### **Directors Reports:**

**Communications/PR:** Sarah has been filling in the forms for Rogers regarding upcoming events, but is unsure what appears on the "ticker" (she cannot watch all the time). Sarah also spoke to Nevil regarding an article in the Community Voice, but the golf course issue is taking up a lot of time and space for the next issue.

Telephone tree (Kay Dubie): 11 volunteers are lined up and ready to start in January. Lists are ready to send out along with "scripts"; only a guideline as to what news we would like to share.

Newsletter: Deadline for the February edition is Thursday, January 18 to Peter. Following months' deadlines are Friday February 16, Friday March 15, Monday April 15, Monday May 13, and Wednesday June 12. As Peter will be away in April, Greg volunteered to put together the May edition. Suggestions for future input: interview with a team lead; a trip write-up by an attendee; or articles for seniors from the Council on Aging or Allan Hubley's website.

**Technology and Website:** Computer Training Stats: 2023 Year to date Lessons Sold 200, Revenue \$1710; compared to 2019 Lessons Sold 243, Revenue \$1660. Computing Security Seminar November 23 had 13 attendees, and the Streaming TV (Internet TV) Seminar November 24 had 19 attendees. We are considering a repeat of these in the New Year as well as possibly another topic. For “Ask the Techie”. we have had eight requests for our new service in the past 120 days. The trial will continue until January 31.

**Travel and Lifestyles:** The following is a summary of the T&L team 2023 review:

Overall, it was a very successful 2023 for the T&L Team. I am really happy with how things are going. We have a great team working really well together who are energized and enthusiastic. This can be seen from the number and variety of events we organized this year. I really can't speak highly enough of our team of volunteers. They are fantastic.

The highlights are:

- 18 events held, most of which were trips.
- 454 people participated across all of our events
- We were successful in our dual objective of keeping our prices low (to attract the maximum participation) but still provide about \$1500 profit to the KSC.
- Some trips were definitely a challenge to pull off, but we were able to hold all planned events except one (trip to the Christmas Craft Show).

Our most popular events (as defined by the number of participants) were:

- Seminars (no surprise since they are free)
- The Round Table
- Ottawa Boat Cruise & Lunch
- Tour of the Downtown Christmas Lights
- Algonquin Restaurant
- Kanata Theatre & Lunch

Plans for December and 2024 Q1 – the team got together in November to brainstorm our priorities for 2024 Q1. The results were:

- Prioritize events that are inexpensive to make it easy for our members to socialize together during the winter months. Transportation is expensive to arrange so we will be focusing on “drive yourself” events.
- Set up a regular pattern so members know what to expect and can look forward to our events. Our main pattern is:
  - International Dining Series (experiencing different ethnic restaurants)
  - \$5 Fridays: an inexpensive event to get people out
  - Kanata Theatre: lunch & play on the date of the theatre's Sunday matinee
- Look at ways to better advertise & promote the work we do in order to bring in more participation at our events and more members to the KSC.

Current Events that are in the works:

- Wednesday December 13th: Don't like driving downtown at night but want to see the beautiful Christmas Light displays? Come join us for a Bus Tour of the Downtown Christmas Lights (\$25). Tickets are going fast!
- Wednesday Jan 17th: Get to Know Your Beaverbrook Library. Discover all the services the library offers to seniors (Free Seminar)
- Friday Jan 26th (\$5 Fridays!): Fish & Chips & darts at the Kanata Legion.
- Wednesday Jan 31st: International Dining: Italian. This is the 2nd installment of our popular "International Dining" series. Details coming soon (\$5 plus the cost of your meal)
- Sunday, Feb 11th: Kanata Theatre & Busters: We will be switching our restaurant to Busters Bar & Grill for the pre-play lunch. After lunch we'll see the play Mauritius.
- Friday Feb 16th (\$5 Fridays): Lunch and Trivia at Busters Bar & Grill.

In addition, the team is looking to include the Nepean Seniors Center in some of their activities. This has been tried in that past, but there was not enough interest; it may be different now with Maureen there. Discussion arose about whether we could use the new membership ID card technology to track our members and demographics on who attends our events, by adding our own QR code to the back. While it was felt that legally we could do this; some questioned the moral implications. Topic tabled for later discussion.

**Honours and Awards:** Some discussion on a recognition event for our volunteers in April 2024, in addition to the combined event with the Kanata Seniors Centre. Further discussion will be ongoing.

**Membership and Volunteers:** We would like to do something special during National Volunteer Week in April 2024. If anyone has any ideas, please forward them to Rachel. As April is a busy time (Marketplace, Fun Fest, Garage Sale, etc.), we don't want to plan anything big, we just want to show our appreciation.

**Health:** We have planned the following seminars/clinics:

- Jan. 18 Communicating from a distance
- Feb. 22 Solva presentation
- March 21 Hearing loss clinic
- April 18 Diabetic clinic
- Possibility of a Health Fair in late Oct/Nov 2024

**Advocacy and Outreach:** Moe presented the "Involvement of the Neighborhood Watch (NW) with People with Dementia" on 22 Nov. 2023 to the Steering Committee of the "Kanata Community Forum" with the presence of the members of NW Board. The A&O committee has secured one volunteer with another one in process. Will pursue more volunteers after the Christmas holiday.

**Sponsorship:** Nothing to report (see New Business)

**Fundraising and Grants:** A grant request was submitted to the city to cover the cost of the new cash register in the café. A response is expected before year end. For our October

submission to the Ottawa Community Foundation's Community Grants Program (grant to cover T&L bus rentals), our application was not successful. We will be taking them up on their offer to provide feedback on our application.

Fundraising ideas: we used to have a cook-off with the residences. Janet has all the files; we could possibly do this in October/November 2024 as a fundraiser. The residences provide all the food and get some publicity in return. Also, the OACAO newsletter refers to the Student Summer Employment deadline. The government would pay us to hire a summer student; however, putting an employee on the payroll would be difficult for us.

**Café:** The Cafe introduced its Cafe Loyalty Coffee/Tea Card, whereby if you buy 10 cups of either coffee or tea you get one free. We are promoting the opportunity for people to purchase our Cafe Gift certificates for their family and friends for the Holidays at \$7.00 per certificate. The café has purchased a new cash register. The set-up of the new machine and training is occurring now. The training of Cafe staff will take place in priority order. The Cafe passed its food inspection on November 27.

Cafe price increases will take effect January 3, 2024; the new prices were reached after discussions with the Cafe Co-Managers. The new price list will be as follows:

COFFEE (PER CUP)	\$ 1.75
TEA (PER CUP)	\$ 1.75
SOFT DRINK (PER CAN)	\$ 1.75
HOT CHOCOLATE (PER CUP)	\$ 1.75
JUICE (PER CARTON)	\$ 1.75
BOTTLED WATER (PER BOTTLE)	\$ 1.75
MILK (PER GLASS)	\$ 1.75
HOT MEAL (PER MEAL)	\$ 8.00
SANDWICH (PER SANDWICH)	\$ 4.50
SOUP (PER BOWL)	\$ 3.00
GRILLED CHEESE SANDWICH (PER SANDWICH)	\$ 5.00
GRILLED CHEESE SANDWICH WITH BOWL OF SOUP	\$ 7.00
MUFFIN (PER MUFFIN)	\$ 1.75
PIE (PER SLICE)	\$ 2.50
PIE (PER SLICE) WITH ONE SCOOP OF ICE CREAM	\$ 3.25
ICE CREAM (PER SCOOP)	\$ 1.25
ICE CREAM BAR (PER BAR)	\$ 1.25
TOAST (2 PIECES) WITH BUTTER AND JAM	\$ 1.75
DAD'S COOKIES (PER PACK)	\$ 1.25
TAKE OUT CONTAINER (PER CONTAINER)	\$ 0.50

New catering prices have been set after review by the Cafe Director and Co-Managers of the Café. They are as follows:

**CAFÉ CATERING PRICE LIST (effective Dec 3, 2023)**

CUP OF COFFEE OR TEA (PER CUP)	\$ 1.75
URN OF COFFEE (SERVES 10 CUPS)	\$ 15.00

ALL OTHER BEVERAGES (PER UNIT)	\$ 1.75
SANDWICH TRAY \$ 5.00 PER SANDWICH	
DESSERT TRAYS \$ 0.50 PER PIECE	
CAKE (SERVES 40 PEOPLE)	\$ 27.00

\*\*\* 15 % service charge will be added to the total price to cover the Café's overhead costs

Food and beverages sold in the Café covering the period from September 4 through November 24, 2023: The number of people who purchased food and beverages - 2013, coffee/tea - 1142 cups, assorted beverages 111 cans or cartons, sandwiches - 761, hot meals - 346, soup - 223 bowls, and muffins - 318. Other items we sell are included in a report to Greg to be provided to the new Cafe Director. Copies of the complete analysis have been provided to the Café Co-Managers already.

The EC has begun the process of finding a new Cafe Director to replace John when he leaves the Board. A solicitation email is being sent to all Directors and the members. The final selection will be done by the Board hopefully in January 2024. Interested people should contact Greg before December 20; Frank Boisvenue will be filling in as café director in the meantime. A big vote of thanks to all the hard work John has done in the café and at other positions.

**Advisory:** No report (next meeting January 8, 2024)

**Executive Committee Report:**

Use of microphones at Board meetings: The use of microphones at Board meetings was again requested and should be standard practice. This will be added to the "Meeting Protocols" document.

New café cash register update: Total cost for everything may be slightly over the approved \$2,000, but it will be close. Setup and Training for the new equipment will be accomplished by David and is expected to complete and be operational by the 3rd week of January. Ongoing maintenance and support will be carried out by the Technology group.

Board Meetings – Directors' Reports: Five people responded to the question asking the Board's opinion on sending the Directors reports out for distribution and reading before the meeting. All 5 were in favour of how the November meeting was conducted. Please note, this process is not designed to eliminate or reduce discussion; if there are recommendations or motions that need to be discussed, the individual director needs to bring them up at the meeting. A reminder that the Directors' reports should be a synopsis of what has happened in the past (i.e. since the previous meeting); motions should generally be discussed under New Business. We will continue with the process of distributing the reports before the meeting.

On a related note, it was confirmed that documents, reports, etc. for the Board should be sent to the secretary for distribution; however, regular emails can be sent by any Board member to the rest of the Board.

**Council Office Hours:** The five people from the survey were in favour of us having regular Council office hours; in fact, we used to have office hours in the past. We discussed having someone in the office 5 days a week, from 9:00am to 12:30pm – several board members have volunteered to take some shifts (Rachel, Kay, John, Lianne, Frank, David). We will start this on Monday, January 8, and there will be a sign-up sheet in the office for people to pick time slots. It will also be advisable to have a couple of backups. Staffers do not need to be Board members.

**Audit Review for 2023:** David has confirmed that Kelly, Huibers, McNeely Professional Corporation is still on board to conduct our 2023 review; cost will be \$2300. Board to confirm.

**Café Director Replacement:** John Kern has decided to step down from all board functions effective 13 December to spend more time with his family and to travel. His support will be missed and his contributions to KSCI over the years have been significant. The Café Director's position is an important one, both in terms of our customers and our finances, and several special skills are required. As part of the December email blast to our membership, a request was made for interested candidates. All those who may be interested should contact Greg directly before December 20th.

**Reserve Funds:** David expressed a need to increase our reserve funds. COVID hit us hard, and we should get our reserve funds back up, to cover us for some future shutdown or other major event. We are currently at about \$40,000, and David suggested increasing that to \$60,000 over the next 5 years. This should be considered a target, not an absolute. As the budget for 2024 is already approved, we would formalize this more in 2025 (perhaps a small percentage of our income per year would be allocated to reserves), but extra profits (i.e. above budget) in 2024 could be allocated to reserves if the Board approves.

### **Old Business:**

**Purchase of a new smart cash register for the Café:** The cash register has been purchased; total price was just under the \$2,000 allotted. Some initial training has been done; good feedback so far.

**Contacting organizations for participation or donations:** Greg explained that now we have between 9 and 13 active committees or event teams, the chance of us contacting the same organization multiple times is high. The EC proposes that a team's request be sent to a contact person on the EC, who will review past contacts to an organization, and either let the team contact the organization, or suggest an alternate organization to contact. The original complaint came from residences – they were being asked too often for too many different things. Things are working well currently between the EC and the T&L team using this process. Residences can now have a single meeting to discuss multiple events (FWFF, marketplace, sponsorship, etc.).

### **New Business:**

**Social Media:** Greg explained that we are not quite ready to expand our social media platform. Our facebook page is only a year old, and now has 172 followers. As it is a public page, Greg

encourages everyone to post something there. We will take the next year to solidify our new website, then think about doing more with social media. We now have a corporate membership in OACAO; they offer interesting webinars/seminars.

Cookie project: This will be run in the form of a cookie bake-off. We will invite residences to bake cookies, then invite members to sample the cookies and vote on them. The top 2 would then be baked by the café and packaged and sold to raise money. For this we would need to book the halls; will probably have to be a Saturday (maybe do a meal with cookies as the dessert?). A weekday booking might be available in late August. We would need lots of PR; it could be advertised in the residences as well.

Awesome Garage Sale: Saturday, May 4, 2024. Janet and Doreen have joined Susan on the committee; 2-3 others still needed for planning/organizing. Next meeting in January.

Far West Fun Fest: Ticking along. Closing lunch caterer and entertainment are booked. Six activities are booked into time slots; 8 more organizations have said they are “in”.

Sponsorship changes/proposals: The sponsorship goal for 2023 was 10 sponsors. Currently there are 3 Platinum sponsors; there may be up to 6 in 2024.

### **KSCI 2024 Sponsorship Program Proposal**

To alleviate the space requirement for Platinum Sponsor ads in the KSCI newsletter while still providing meaningful benefits,

- Continue monthly and bi-monthly exposure in the newsletter for sponsors; however, both levels of sponsorship (gold and platinum) would receive a **quarter page ad/article** rather than a half page monthly for Platinum,

To compensate sponsors, we allow:

- Platinum Sponsors a speaking opportunity throughout the year, topic examples: “To go or Stay”; The differences between Retirement Homes and LTC; How to plan effectively to stay at home as you age, etc.
- Seniors Residence Platinum sponsors -- Chef to cook a meal in the Café and sponsor to say a few words about their residence and support for KSCI
- Participation in events such as: AGM, FWFF, Marketplace, Café events, etc. (Say a few words about their organization and why they are supporting KSCI)
- Consistent recognition in KSCI materials such as: newsletters, posters, pamphlets, social media, etc.
- A 60% discount at the Seniors’ Marketplace (platinum sponsors only)

Modification to benefits for Gold sponsors:

- Increase in discount at Marketplace from 10% to 15%
- Continued acknowledgement in the newsletter, on social media, on Council Bulletin boards, their brochures displayed at Council events and recognition at Council events (Sponsor Poster)

**Sandra Freeman moved that the KSCI 2024 Sponsorship Program Proposal be adopted as of December 15, 2023 as an addendum to the current sponsorship package for new sponsors. Renewals will be negotiated. The motion was seconded by Moe Saleh. Carried (100% in favour).**

Clarification on Issues: Susan requested clarification on recent emails dealing with the Technology team taking on the support of the new cash register; specifically, who decided this and what was the process for that decision. Greg explained that all technology that involves a connection to the network and that is owned by KSCI has been supported by the Technology team. While not denying that David has the skills to support the new purchase, the Technology team (7 people) should be the first call to service. More discussion on this issue to continue offline.

**Next Meeting:** Friday, January 19, 2024, 9:00 am

**Adjournment:** Meeting was adjourned at 11:45 am.

Kanata Seniors Council Inc.  
Financial Position as of November 30, 2023

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

**Income**

Coffee Shop – cash	16,866.00	
Coffee Shop – Square (Tap & Pay)*	12,031.50	
Coffee Shop - Other	1,653.35	
Computer Training	2,240.00	
Sponsorship	6,300.00	
Lifestyle Marketplace	5,438.45	
Travel & Lifestyle	6,756.10	
Donations including Canada Help	1,890.21	
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>61,335.60</u>	<u>61,335.60</u>
		65,842.64

\*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	40,487.52	
Travel & Lifestyles	5,376.45	
Seniors Lifestyle Marketplace	3,976.70	
Directors Insurance	660.96	
Membership	215.00	
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>59,160.95</u>	<u>59,160.95</u>
		<b>\$6,681.69</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	
As of Dec 5 <sup>th</sup> 2023	35,185.06	Account closed
Net gain/loss	\$5,420.06	18.21% over 5 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.

## Bank of Nova Scotia, GIC

As of December 8 <sup>th</sup> 2023	\$35,200.00	2 Year closed term, 5.6%
Future value	\$39,358.00	Dec 8, 2025 (Net Gain \$3,948)