



**DISTRICT OF WEST VANCOUVER
SENIORS' ACTIVITY CENTRE ADVISORY BOARD
ANNUAL GENERAL MEETING
WEDNESDAY, MARCH 10, 2021
AGENDA**

Opening:

1. Introduction of District Officials & Advisory Board

Regular Items:

2. Approval of Agenda
3. Adoption of Minutes from September 2020
4. Business Arising from the Minutes
5. Amendments to the Bylaws

Reports:

6. Chair of the Advisory Board
7. Finance Committee
8. Fundraising Committee
9. Outreach Committee

Other Items:

10. SAC Video
11. New Business

New Board:

12. Recognition of Retiring Board Members
13. Introduction of New Board Members
14. Introduction of New Chair

15. Adjournment

Guest Speaker:

Isabel Mackenzie

SENIORS' ACTIVITY CENTRE
ANNUAL GENERAL MEETING
MINUTES
TUESDAY, SEPTEMBER 22, 2020 1:30 PM

Members: J. Verner, B.Hann, F. McMyn, E. Hsu, J. Watson, M. Sharp, and Councillor Soprovich.

Staff: J. Lawlor, Seniors' Services & Community Wellness Manager; D. Witala, Recreation Supervisor – Seniors' Activity Centre; and D. Godfrey, Recording Clerk.

Guests: (26 attendees)

1. Introduction of District Officials

J. Verner introduced the managers of Community Services, A. Mooi and S. Ketter, and then introduced the Seniors' Activity Centre Advisory Board (the Board) members.

2. Approval of the agenda

It was Moved by J. Watson and Seconded by B. Hann

THAT the Agenda for the September 22, 2020 Annual General meeting of the Seniors' Activity Centre (SAC) Advisory Board be approved as circulated.

CARRIED

3. Adoption of the minutes.

It was Moved by B. Hann and Seconded by E. Hsu

THAT the minutes of the March 14, 2019 SAC Annual General Meeting be adopted as circulated.

CARRIED

4. Business arising from the minutes

There were none noted.

5. Amendments to the bylaws

J. Verner spoke regarding the SAC's Constitution and Bylaws which are being reviewed by the Board and noted that there will be some formatting and language changes made to the Bylaws.

6. Chair of the Advisory Board Report

J. Verner spoke regarding the Board's activities over the past year and noted some of the clubs and groups that are active within the SAC and the community. She shared the Outreach Committee's activities in reaching out to the larger community and spoke regarding the revenues generated by the SAC's various groups and clubs and where that money is spent within the SAC: new furniture, themed events, fresh flowers, patio umbrellas, whiteboards, cultural events, woodworking equipment and the pandemic food program.

SENIORS' ACTIVITY CENTRE
ANNUAL GENERAL MEETING
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TUESDAY, SEPTEMBER 22, 2020 1:30 PM

7. Finance Committee Report

B. Hann spoke regarding the revenues generated by the Flea Market and by SACs on 21st and thanked the volunteers for their assistance and hard work in these areas. He noted the successful year had by the cafeteria and also shared some of the enhancements that were made possible by the revenues coming in from the cafeteria and other groups.

It was Moved by J. Watson and Seconded by F. Albert-Howard

THAT the Board accepts the financial report as presented.

CARRIED

8. Operations Report

J. Lawlor spoke regarding the ongoing operations of the SAC and some of the enhancements that have been implemented:

- One additional bus added to the shuttle bus fleet (there are now three (3) accessible buses in the fleet).
- The Servery off the Activity Room has been renovated increasing the storage capacity and the capacity to host larger events.
- A new Welcome Desk was installed at the east entrance of the SAC by the Cafeteria.

J Lawlor noted the extra service provided by retiring Board members R. Maguire, J. Adams, and D. MacLachlan and thanked them and the staff for their support. She also thanked Mayor and Council for the support.

Councillor Soprovich spoke regarding the pandemic response, restrictions and hardships.

J. New Business – COVID 19 Report

J Verner spoke regarding the pandemic and how the SAC turned, almost overnight, from its regular activities into a fast food outlet. She noted that, post pandemic, the food services initiated in response to the need identified through the pandemic will continue in some form. She shared that year to date, 9,744 people have been served and also shared additional statistics regarding items sold and people served in the past six months:

- 6,761 members aged 70 years of age or older were contacted to “check-in” and that almost 500 of those reported some degree of isolation or difficulty. She noted that those individuals continue to receive follow-up calls on a regular basis.
- Care packages were created for special days (e.g. Mothers day and Fathers day) and given out to community members.
- The SAC assisted in the delivery of library books and technology devices to seniors who cannot get out and a help-line was set up and operated 8am-4pm seven days a week.
- She noted a number of grants received from outside organizations that helped in providing the services that have been offered.

SENIORS' ACTIVITY CENTRE
ANNUAL GENERAL MEETING
MINUTES

TUESDAY, SEPTEMBER 22, 2020 1:30 PM

K. Recognition of Retiring Board Members

J. Verner noted three retiring Board members, R. Maguire, J. Adams, and D. MacLachlan thanking them for their service.

Councillor Soprovich thanked the Board for all their activities and expressed Mayor and Councils thanks and gratitude for their activities.

Councillor Soprovich left the meeting at 2:23 p.m. and did not return.

L. Introduction of new board members

J. Verner welcomed three new members to the Board, E. Hsu, F. McMyn, and M. Sharp, and expressed excitement at having them on the board.

M. Introduction of new chair

B. Hann was introduced as new Chair of the Board and he spoke regarding the growth in membership and programs. He thanked Mayor and Council for their support and thanked J. Verner for her years of service and commitment to the SAC.

N. Adjournment

It was moved by B. Hann and Seconded by J. Verner

THAT the Seniors' Activity Centre Annual General Meeting be adjourned.

CARRIED

The meeting adjourned at 2:31 p.m.

Certified Correct:

Chair

Recording Clerk



WEST VANCOUVER
SENIORS'
ACTIVITY CENTRE
ANNUAL REPORT

2020

west vancouver

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

Message from SAC Advisory Board Chair



Brian Hann, Chair

This past year has certainly been challenging for our staff and the membership—traditionally events such as the Flea Market, PumpkinFest, The Seniors' Health Expo, and other gatherings which generated energy, companionship, and the feeling of belonging were missed. Still, your Centre continues to offer meaningful support, limited programs, delicious meals, and unique items in the gift shop.

The "Feed the Need" program was a very successful undertaking, raising necessary funding to provide an incredible number of meals to vulnerable seniors. The Fundraising Committee established during the year, together with the West Vancouver Foundation raised sufficient monies to maintain the program into 2022. A thank-you to everyone who supported this event.

During the shut down of the Centre, SACS on 21st was relocated to the atrium which provides substantially more space and accessibility. The store which has been operating since September 2016 has generated gross sales of some \$300,000 over four years. Funds raised benefit the Center and members, as outlined in the financial reports each year.

The Seniors' Activity Centre Constitution and Bylaws were updated to meet the current needs. This document is posted at the Centre to view. Last month a Building Committee was established by the Board to plan for and execute an expansion of the building to meet the new needs. There will be an article in The Scene shortly inviting input on the new project and discussing fundraising.

We would like to acknowledge and thank Jain Verner, the Past Chair of the Board, who stepped down this year and to welcome new members Melanie Hess and Sheila Lamb. We also would like to acknowledge the support of Mayor and Council, the wisdom provided over the years by Councillor Soprovich, and to welcome Councillor Cameron to our Board. And finally we would like to announce Sheilah Grant as the new Advisory Board Chair.

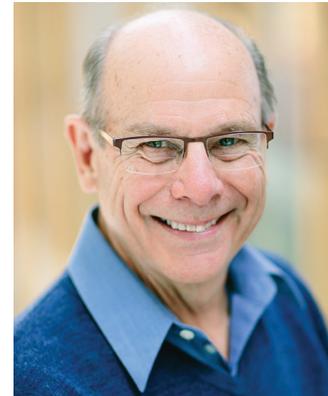
The past year has been financially challenging for the West Vancouver Seniors' Activity Centre. With the closure of the building last March membership renewals were deferred, there was no annual Flea Market, and the revenue normally generated from the various programs significantly decreased.

On a positive note, during the closure the SACS on 21st shop was relocated to larger premises. Since its reopening in August the donations of saleable merchandise have been wonderful and the gross income for the year exceeded \$50,000. This revenue enabled your Advisory Board to provide funding for a number of kitchen items requiring replacement, a new lathe in the woodworking shop, the outdoor heaters under the canopy-covered sitting area, a new coffee maker to meet the demand for fancy beverages, the Remembrance Day poppies, the Christmas mail-outs to our members, the initial funding to commence the "Feed the Need" program, and the additional furniture in the lounge.

We were fortunate to receive a number of bequests during the year totalling \$212,000 for which we are most appreciative and thank those who remember the Centre in their wills.

We also recognize and acknowledge the many volunteers who offer their time and skills in support of our staff.

Finance Committee Report



Brian Hann, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

Outreach Committee Report



John Watson, Chair

When the Outreach Committee launched in late 2019, we were determined to identify and reach out to vulnerable members of the Seniors' Activity Centre (SAC) and those we could identify in the broader community. We were slowly making inroads to help reduce isolation and make lives more enjoyable, when the pandemic compelled us to quickly redefine and vastly expand our outreach efforts and activities. The pandemic taught us that outreach is an essential and ongoing service for several hundred local seniors, helping ensure their physical and emotional well-being.

The pandemic exposed challenges in our community that have long been hidden: many seniors who live alone, are frail, isolated, and should receive regular wellness checks. Some lack the resources or ability (financial and/or physical) to obtain nutritious meals and many struggle to get to appointments. Others lack access to technology and need coaching on how to use it in order to communicate with others, or to obtain information about specialized services in the region.

For several years, the SAC has provided office space for the Special Services Society. The society, working through volunteers, has been serving about 70 isolated, vulnerable seniors with wellness check phone calls, home visits (suspended during the pandemic), and rides to medical appointments. To brighten their lives, cards were sent for Christmas, birthdays, and other occasions. In November, Bunny Brown, the volunteer Executive Director, retired and asked to merge the society with the SAC. Because Special Services' activities directly aligned with Outreach Services the merger was finalized, and the services provided by the society continue.

When the Seniors' Activity Centre (SAC) shut down its normal operations on March 13, 2020 the staff, under the leadership of Jill Lawlor, re-organized the facility overnight to facilitate the safe purchase and pick-up of meals by our regular clientele. It soon became clear that delivery of meals was also required and, in partnership with West Vancouver police, fire, and paramedics, SAC staff began to deliver meals to vulnerable seniors. This meal program continues seven days per week and SAC volunteers now play a significant role in the program. When it became apparent that the cost of meals was a barrier to some seniors, the charges were waived for those who could not afford them. Gift and grocery cards have also been provided in cases of further hardship.

Thanks to generous support from the West Vancouver Foundation, coupled with donations from our members and the public, the food program is now secure for the medium term. The SAC Fundraising Committee report to the AGM gives details of how this was achieved. The longer-term future of the food security program is the subject of ongoing planning, but we are certain the need for it will not disappear.

As the pandemic took hold, staff made almost 7,000 wellness-check phone calls to seniors. This continues with staff calling the high-risk seniors and volunteers placing about 250 calls per week to others. Thanks to donations of new smart phones (by Telus) and used computer tablets and other devices (by SAC members), many vulnerable seniors have received the means to communicate with friends and loved ones and to search for resources and support online.

The SAC has partnered with Hollyburn Family Services to retain the services of a social worker for the outreach program. Finally, our sincere thanks go out to the amazing SAC staff, for their tireless efforts to expand and sustain support to those most in need. Well done!

Operations Report: COVID-19 Response



John Watson, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

Program Committee Report



Sheilah Grant, Chair

Most of the programs at the Seniors' Activity Centre (SAC) were curtailed or severely limited because of the pandemic. The meetings of the Program Committee were also put on hold until November when we were able to meet virtually. A special thanks however, to our programming staff who were flexible and still able to offer some programs based on the restrictions that had been laid out by the Provincial Government. Programs including badminton, table tennis, hiking, mindfulness meditation, online fitness, and winter sports were some of those offered with limited registration and waiting lists. All COVID-19 protocols were followed faithfully. Outreach programs including exercise, caregiver support, stretch class (formerly Dance for Parkinson's) to name a few were also offered with limited attendance. Those who attended were extremely appreciated of the opportunity to participate. We always welcome new ideas for programming at the SAC. And finally, thank you to the members of the Program Committee for their patience and support.

Communications Committee Report



Hans Krutzen, Chair

COVID-19 has created a void, especially in communications. During this past year we haven't been able to shake hands, hug, smile, or chat over coffee. The Communications Committee has tried to fulfill some of its obligations via virtual meetings, however, some items have been postponed until "normal" returns. A condensed version of The Scene has been published regularly thanks to our dedicated writers Valerie Cole and David Patrick, and our editor Sabina Kasprzak. Other projects including a membership handbook, and a new microphone/video system needed for large gatherings such as our All Candidates meetings, will be completed shortly after the Center fully reopens. If there are any subjects you would like to see in The Scene or other areas where you feel we could improve communications, please contact us. Also, we are always looking for writers for The Scene, so if you are interested, please contact Davida Witala. Until we are back in full swing, keep healthy, keep safe.

The Fundraising Committee was formed this year, and the first meeting was held on September 14, 2020. It replaces Friends of the Centre in the Constitution and will be a subcommittee of the Finance Committee.

In April 2020, due to COVID-19 and the role that the Seniors' Activity Centre (SAC) took on in feeding vulnerable seniors in need, it was decided by the 2020-21 Committee that we would solicit funds from our members and friends, in a campaign designed to raise funds for emergency COVID-19 support. We raised \$65,031.

In October we were notified that the West Vancouver Foundation (WVF) had secured a matching grant of \$100,000 from Ian and Rosemary Mottershead. We had until December 31, 2020 to match the grant. The Fundraising Committee immediately took on the challenge with the "Feed the Need" campaign. We jumped into action making lists, organizing meetings, and dividing up all the solicitations amongst the members. Our joint campaign with the WVF was a success. Donors were asked to send donations to either the SAC or the WVF. By the end of December SAC had received \$121,706 and the combined total of all donations was over \$400,000 (including the \$100,000 matching grant donation).

In 2021, we intend to focus our attention on a capital campaign if and when it is ready to proceed. When the pandemic is behind us, we are exploring offering Estate Planning as one of the programs at the SAC.

Fundraising Report



Faye McMyn, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

Volunteer Committee Report



Jain Verner, Chair

Volunteers started back in the summer helping with food preparation and packaging for our take-home sales and 'Feed the Need' initiative. Some helped staff deliver food to our community members in need. A group of 10 volunteers managed the Centre's phones from 4 to 8 p.m. providing information, referrals, and chatting with lonely callers. Volunteers also became Hosts and assisted with managing folks who arrived to buy food, checking their health status (in accordance with COVID-19 guidelines), ensuring appropriate physical distancing, and customers' use of hand sanitizer before buying food.

Come fall, SACS on 21st opened providing additional Volunteer opportunities. Evening callers were no longer needed. A group of 13 Volunteer callers was established to make regular calls to 250 isolated seniors in the community. The return of woodworking and billiards also required volunteers. Although we continued with virtual Board, and Fundraising Committee meetings during 2020, most committees waited until November 2020 to meet virtually. Special thanks to staff Caroline Brandson and welcome Sylvia Lung.

Cafeteria Committee Report



Fiorenza Albert-Howard, Chair

Within 24 hours of the March lockdown, food services mobilized in the cafeteria and a COVID-19 Safety Plan was put in place. Food services were relocated to the front desk and the food delivery began on March 15, with the service continuing seven days per week. Volunteer food handlers, hosts, delivery people, and food packers were welcomed back in June. Specialty entrées were prepared for Mother's Day, Easter, Father's Day, October Fest, Remembrance Day, Thanksgiving, and Christmas.

Over 26,000 free meals have been delivered since March to subsidized residential buildings in West Vancouver. This is in addition to the 18,227 meals (61,000 items) that have been sold through the café. Special thanks to the cafeteria staff—Lou, Gareth, Ron, Pradeep, Simone, Heather, and Deb—and the volunteers for the success of the Center's food services, and to Jill Lawlor and Davida Witala for their professional support.

971 volunteers with **351 active volunteers** in 2020

Feed the Need **raised over \$400,000** to support vulnerable seniors with meal support

Girls Guides donated **300** Christmas Mugs, **200** handmade ornaments, and **100** hand stitched stockings

The Seniors' Activity Centre **retained 3,079 members** in 2020

Rehabilitation programs in the Activity Room offered **34 classes a week** during the pandemic

SACS on 21st raised **\$50,095**

Launched a **new Snow Angels program** to assist with clearing walkways when it snows

London Drugs donated over **500 gifts for Christmas**

Community Navigator Training Program began

Staff completed **6761 wellness assessment calls**

MP Patrick Weiler spoke about West Vancouver's food security program in the **House of Commons**

Items funded in 2020: Bike, Fresh Flowers, Member Appreciation, Meal Support, The Scene Mailing Costs, Microwave, Mixer, Poppies, Tent, Outdoor Heaters, Christmas Postage

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

West Vancouver Seniors' Activity Centre Trust Accounts

Trust fund status report to December 31, 2020 (unaudited)

TRUST ACCOUNTS	OPENING BALANCE (JAN. 1, 2020)	REVENUE	EXPENDITURES	ALLOCATED FUNDS TO CENTRE	CLOSING BALANCE (DEC. 31, 2020)
Bequests and Gifts	\$131,433	\$220,593	\$0	\$0	\$352,026
FUNDRAISING TRUST ACCOUNTS					
Seniors Building Fund					
Computer Replacement	\$11,983				\$11,983
Friends of the Centre	\$13,970				\$13,970
Fundraising	\$189,643	\$50,007	\$5,863	\$48,438	\$189,643
General	\$43,983	\$425	\$941		\$43,983
SUBTOTAL	\$259,579	\$50,432	\$6,804	\$48,438	\$254,769
CLUB TRUST ACCOUNTS					
Computer Club	\$946				\$946
Green Thumb Club	\$4,402		\$118		\$4,284
Hiking Club	\$2,824	\$260			\$3,084
Heritage Choir	\$2,899	\$10	\$355		\$2,554
Photo Club	\$17,282	\$1,350	\$1,676		\$16,956
Quilting Club	\$15,064	\$215			\$15,279
Stained Glass Club	\$1,476		\$243		\$1,233
Wednesday Knitters Club	\$47,931	\$1,951	\$1,102		\$48,781
Woodworking	\$3,159	\$338	\$271		\$3,226
SUBTOTAL	\$95,983	\$4,125	\$3,765	-	\$96,343
TOTAL	\$355,562	\$275,150	\$10,570	\$48,438	\$703,137

SACS on 21st \$49,802 Donation \$205

**West Vancouver
Seniors' Activity Centre
Operating Statement**

For the 12 months ending
December 31, 2020

(unaudited)

OPERATING REVENUE	2019	2020
Memberships, Rentals & Advertising	\$205,587	\$419,692
Programs	\$684,583	\$206,467
Cafeteria	\$645,187	\$717,189
NET REVENUE	\$1,535,357	\$1,343,348

OPERATING COSTS	2019	2020
Administration & Service Delivery	\$908,025	\$1,137,298
Programs	\$461,810	\$138,843
Cafeteria	\$610,359	\$770,139
NET COSTS	\$1,980,194	\$2,046,280

NET COST OF OPERATING SAC	\$444,837	\$702,932
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SAC ADVISORY BOARD

Brian Hann, *Chair*
Jain Verner, *Past Chair*
John Watson
Barbara Gillingham
Fiorenza Albert-Howard
Hans Krutzen
Sheilah Grant
Faye McMyn
Michael Sharp
Elizabeth Hsu
Bill Soprovich–*Councillor*
Jill Lawlor–*Staff*
Davida Witala–*Staff*
Daniel Godfrey–*Staff*

FINANCE COMMITTEE

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John Watson
Barbara Gillingham
Janet Morris
Joan Townsend
Bob Birch
Michael Sharp
Jill Lawlor–*Staff*
Davida Witala–*Staff*
Willie Ng–*Staff*
Daniel Godfrey–*Staff*

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Jain Verner
Mahrin Farrokhzad
Elizabeth Hsu
Janet Morris
Melanie Hess
Linda Weitzel
Davida Witala–*Staff*

COMMUNICATIONS COMMITTEE

Hans Krutzen, *Chair*
Dave MacLachlan
David Patrick
Valerie Coles
Sabina Kasprzak–*Staff*
Davida Witala–*Staff*
Jill Lawlor–*Staff*

OUTREACH COMMITTEE

John Watson, *Chair*
Jain Verner
Lenore Rogers
Sheilah Grant
Sydney Lewis
Cindy MacLeod
Bill Soprovich
Nick Bell–*WVFD*
Erin Black–*VCH*
A. Calegeros–*WVFD*

Melanie Hess
Beth Probert
Jill Lawlor–*Staff*
Helen Murphy–*Staff*
Daniel Godfrey–*Staff*

FLEA MARKET COMMITTEE

Faye McMyn, *Chair*
Brian Hann
Jim Adams
Shiela Lamb
Dave Patrick
Basil Davis
Jain Verner
Verna Berkey
Caroline Brandson–*Staff*

CAFETERIA COMMITTEE

Fiorenza Albert-Howard, *Chair*
Jain Verner
Kathleen Richardson
Hilary Schwedhelm
Chris Inouye
Pam Kalway
Paula Lamb
Nigel Clarke
Lou Novosad–*Staff*
Sylvia Lung–*Staff*
Davida Witala–*Staff*

CONFLICT RESOLUTION COMMITTEE

Jain Verner, *Chair*
Brian Hann
Roy Maguire
Sheilah Grant
Dave Roach
Lenore Rogers
Jill Lawlor–*Staff*

VOLUNTEER ADVISORY COMMITTEE

Jain Verner, *Chair*
Fiorenza Albert-Howard
Connie Buzunis
Mel Clark
Elizabeth Hsu
Kathy MacKenzie
Beth Probert
Sylvia Lung–*Staff*
Davida Witala–*Staff*

FUNDRAISING COMMITTEE

Faye McMyn
John Watson
Jain Verner
Sheilah Grant
Brian Hann
Valerie Coles
Michael Sharp
Jill Lawlor–*Staff*

The printing of this report was made possible by the generous support of the Seniors' Activity Centre Advisory Board from the Fundraising Account.



WEST VANCOUVER
SENIORS' ACTIVITY CENTRE

OUTREACH SERVICES

ANNUAL REPORT

2020

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OUTREACH SERVICES 2020

Outreach Committee Report



John Watson, Chair

When the Outreach Committee launched in late 2019, we were determined to identify and reach out to vulnerable members of the Seniors' Activity Centre (SAC) and those we could identify in the broader community. We were slowly making inroads to help reduce isolation and make lives more enjoyable, when the pandemic compelled us to quickly redefine and vastly expand our outreach efforts and activities. The pandemic taught us that outreach is an essential and ongoing service for several hundred local seniors, helping ensure their physical and emotional well-being.

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Operations Report: COVID-19 Response



John Watson, Chair

OUTREACH SERVICES 2020

Outreach Services Programs

Outreach Services offers a complement of programs to our seniors. Most programs are close to capacity, with over 500 weekly visits. We are able to support our seniors in many ways, breaking down the barriers to participation by offering home pick-ups and drop-offs and by providing reminder phone calls. We offer subsidies for residents who cannot afford program fees and provide support with one-on-one volunteers when needed. Staff will update family members on how engaged and happy their loved one is in our classes. Participants must be registered in advance for these programs.

CAREGIVER SUPPORT GROUP This support program is offered to spouses of program participants. The group can find support in a safe and caring environment, while their loved one takes part in the “Move & Mingle” group. Caregiving is an isolating experience, and this group helps fill that gap.

CREATIVE EXPRESSIONS This weekly program offers a person-centred approach to show how creative activities and conversation can benefit seniors with, or at risk of dementia.

MOVE & MINGLE GROUPS We offer this program on Monday, Thursday mornings (men only), Thursday afternoons and Sunday afternoons. Each program has a specific focus designed to meet the needs of the participants. All classes include an exercise component, and discussion of current events.

STRETCH & MOVEMENT FOR PARKINSON'S & OTHER PHYSICAL CHALLENGES This uplifting program combines movement and music in an enjoyable, safe, and creative class for people living with Parkinson's and other physical challenges. Participants maintain a sense of confidence and grace through movement and the fundamentals of stretch. The class uses chairs for stability and ease of movement, and helps participants build strength, balance, and mobility.

EASY MOVES FOR EASY AGING This popular group meets weekly to have fun with new and old friends. They enjoy all types of games, functional mobility exercises, brain exercise and social time.

BETTER BALANCE Twice a week, participants in the program improve their balance and mobility to reduce their risk of falls. This program, improves confidence, postural competence, and strengthens joints and muscles.

KEEP ON MOVING This small group personal training class is offered twice a week. Members focus on maintaining and gaining strength, balance exercises and flexibility, making it possible for these participants to continue to live in their homes.

LADIES' SOCIAL CLUB Our ladies join together once a week on Wednesdays, to talk about the good news of the day. The primary focus of this group is to learn more about each other, and to develop new and strong friendships.

LUNCH & LEARN Members enjoy lunch together with friends then give their brain a workout with puzzles, trivia and brain gym exercises.

MEN'S CLUB This group meets weekly to enjoy lunch and a business meeting where participants discuss current events, share memories and make new friends.

ALZHEIMER'S CAFÉ The Alzheimer's Cafe is held for people with dementia, their families, and friends, and anyone who is interested in dementia. Its aim is to reduce the stigma around dementia by offering a safe, cafe-like setting in which to provide opportunities for social contact, as well as dementia education, and information.

MUSIC IN THE LIVING ROOM Between 35-50 seniors with their loved ones enjoy the weekly "old-time sing-along" and social that is offered to our members and to the residents of Hollyburn House Revere at the Hollyburn House Residence. The program leader, musician, Silk Purse Singers and support volunteers facilitate this warm and friendly program for our community of seniors with a varied range of loss and capacity. Seniors enjoy the gift of music and friendship.

STAND TALL This specialized exercise class is offered twice per week. It is designed for the aging body to help restore muscle balance, and spinal alignment, allowing participants to straighten up and stand tall again.

MUSICAL MONDAYS This program engages community members with the art of music. Performers play well known songs and at times have sing-along songs for participants to join in and brighten the room.

OUTREACH SERVICES 2020

Testimonials



"I have been the lucky recipient of your meals for a few weeks now and want to express how much I appreciate them and the difference it has made to my health/wellbeing—no more existing on Dollarama soups and stews. The meals are wonderful and staff are always cheerful, smiling, and encouraging. Then I was also lucky to be included in the 12 Days of Christmas—so much fun, thought, and humor was part of this surprise, then you top it off with a Turkey dinner...I truly feel blessed.

And last week I received your extended free meal delivery program wonderful and generous—there are several residents here that this will help out immensely, including me! Thank-you!"

Feed the Need Recipient

"At 91 years of age, I have always considered myself independent, but with limited funds and physical ability I just gave up eating much, didn't really notice it. Then the meals started, they are delicious. They really perked me up.

I started to look forward to the delivery and the conversation with the volunteers. I have started walking and chatting with my neighbours—I haven't done that in years. You made me feel good."

Feed the Need Recipient



"As a diabetic 'Bruce' has been suffering from sores for years. He is physically disabled and has limited means physically and fiscally to purchase meals. After four months on the meal program 'Bruce' shared his sores were gone. The change in his nutrition gave his body the nutrients that are needed to recover. 'Bruce' has continued on the meal program, he loves to see the volunteers, and is appreciative of the short (distant) visit every couple of days."

Community Health Nurse

Thanks to Amica, Kiwanis, and the West Vancouver Foundation for **providing 2,064 rides on the Seniors' Shuttle Bus**

The Seniors' Activity Centre made **6,761 initial Wellness Calls**

481 Donors raised over **\$400,000** through the **Feed the Need Campaign**

Members of the Seniors' Activity Centre together with the West Vancouver Foundation **donated over \$65,000 to support COVID-19 services**

Thank-you to British Pacific Properties for **funding 1,000 Christmas Dinners**

Over 100 tablets and phones were donated, cleaned, and delivered to seniors in need

26,635 meals were delivered to at-risk seniors through the **Feed the Need program**

OUTREACH SERVICES 2020

PROGRAM VISITS

Better Balance	968
Men's Club	726
Explorers	242
Ladies' Social Club	108
Minds in Motion	440
Move & Mingle Group	968
Caregiver Support Program	396
Creative Expressions	440
Stand Tall	668
Stretch & Movement	418
Easy Moves for Easy Aging	318
Keep on Moving	880

TOTAL PROGRAM PARTICIPATIONS

6,572

SPECIAL EVENTS VISITS

Jan - Mar, Sep - Dec	22 weeks
Musical Monday Special	10 guests
Eye Deal	10 guests
PARC Westerleigh Holiday Luncheon	100 guests
Navigation Training	16 guests
Screen Time for Seniors	6 guests
Sound Advice	5 guests
Alzheimer's Café	42 guests

SPECIAL EVENTS VISITS **89**

COVID-19 SUPPORTS

Feed the Need - Meals Delivered	26,635
Initial Assessment calls	6,761
Ongoing Wellness Support calls	5,000
Care Packages - given away	800
Christmas Care packages	500
Compassion Cards	2,000
Phone/Tablets Donated	150
Masks donated	1,000
Hand Sanitizer Donated	500
Library Book Deliveries	200

TOTAL COVID INTERACTIONS

43,546

2020 TOTAL OUTREACH INTERACTIONS

50,207

WEST VANCOUVER SENIORS' ACTIVITY CENTRE

Feed the need



FEED A VULNERABLE SENIOR IN NEED.

westvancouver.ca/seniors

THANK YOU!

A special thank-you to all the individuals, organizations, family trusts, and corporations who gave so generously to keep our seniors fed in 2020 and beyond.

We received donations from 481 donors amounting to a total of \$407,291 and growing!

**Ian and
Rosemary
Mottershead
Fund**

Thank you for
your matching
donation of
\$100,000!

westvancouver.ca/feedtheneed



westvancouver

OUTREACH SERVICES 2020

Community Partners

ALZHEIMER SOCIETY OF B.C.

The Society provides support and referrals for individuals in our Keeping Connected programs who are struggling with cognitive impairment. The outreach department offers a partnership program with the Society called Minds in Motion. The Alzheimer Society of B.C. supports our Dementia Friendly North Shore Action Plan.

AMICA

Keeping Connected staff have enjoyed getting better acquainted with Amica staff. Amica is a proud supporter of the Seniors' Shuttle Bus and our Christmas outreach program. Their support makes a significant difference in our community.

BRITISH PACIFIC PROPERTIES

This organization has provided wonderful support for vulnerable seniors through providing funding for food security and donating hundreds of masks.

LONDON DRUGS

London Drugs is a supporter of our Christmas outreach program for vulnerable seniors in need, providing a variety of gifts.

DAVIES PHARMACY

Davies Pharmacy comes to the Centre to provide Walker Workshops for our older seniors who use mobility aids such as walkers, wheelchairs and scooters. Davies is our partner to deliver flu shots and vaccines to Seniors' Activity Centre members and non-members.

HOLLYBURN HOUSE REVERA

The Keeping Connected program partners with Hollyburn House to provide the successful Music in the Living Room program. Hollyburn House provides the space, the refreshments and pays the musicians for the sing-a-long program.

LANGARA MASSAGE PROGRAM INTEGRATED ENERGY HEALING

The Seniors' Activity Centre has developed a relationship with the Massage Therapy Program at Langara College. Students provide massages for seniors at a reduced rate. This has become a successful fundraiser for the Keeping Connected Program.

NORTH SHORE KEEP WELL SOCIETY

Our Centre works to support the Keep Well Society, which offers an exercise class and a hands-on support program on Thursday mornings. The goal is to encourage and help older adults to keep well by leading active and independent lives. This program has been welcoming all seniors on the North Shore for over 30 years. Keep Well is FREE, open and inclusive to all participants.

ROTARY CLUB/SUNRISE

Thank-you to the Rotary Sunshine Club for their annual support of seniors outreach. Their contribution each year helps to support vulnerable seniors in our community.

SENIORS' ACTIVITY CENTRE PARTNERS

Thank you to the following groups from our community for their kind support of the Keeping Connected programs:

Fit Fellas, Wednesday Knitters, Friday Quilting Bee, The Photography Club and SACS on 21st Gift Shop.

UNITED CHURCH, WEST VANCOUVER POLICE, WEST VANCOUVER FIRE & RESCUE SERVICES, WEST VANCOUVER LIBRARY

These organizations are partners on the Seniors' Outreach Committee to support vulnerable seniors.

THE SOCIETY FOR THE ARTS IN DEMENTIA CARE

Dr. Dalia Gottlieb-Tanaka, chair of the Society for the Arts in Dementia Care was instrumental in the training and the development of the new Creative Expressions program offered at the Seniors' Activity Centre. This program offers a person-centred approach to working with older adults experiencing cognitive losses, or at risk of a diagnosis of dementia.

YOUTH

Collingwood School, Girl Guides, Scouts, West Vancouver Youth Services, West Vancouver Schools, Mulgrave School, and 365 Give have collaborated on numerous intergenerational projects including compassion cards, artwork, poems, letters, Christmas ornaments, and gifts of support. During this year an incredible number of donations were received that helped us to stay connected with all seniors.

WEST VANCOUVER FOUNDATION

The West Vancouver Foundation has been a strong partner throughout COVID-19 supporting food services, Feed the Need, and the shuttle bus! The Foundation has provided funding, connections, and advocacy throughout the pandemic.

WESTERLEIGH PARC RETIREMENT LIVING

The staff at the Westerleigh provided 100 take-out lunches for seniors for our annual Holiday Luncheon during Christmas.

VANCOUVER COASTAL HEALTH

Vancouver Coastal Health work directly with staff providing referrals and support and participating in Dementia-friendly Committees.



COMMUNITY OUTREACH COMMITTEE

John Watson, *Chair*

Jain Verner

Lenore Rogers

Sheilah Grant

Sydney Lewis

Cindy MacLeod

Bill Soprovich

Nick Bell-WVVPD

Helen Murphy

Erin Black-VCH

A. Calegeros-WVFD

Melanie Hess

Beth Probert

Annie Hill, *Move & Mingle, Stand Tall, Keep on Moving*

Ian Horne, *Keep on Moving*

Peter Baragon, *Stretch & Movement*

Lynne Kellerman, *Dance for Parkinson's, Men's Club*

Christina Martynko, *Easy Move for Easy Aging*

Hilary Hannigan, *Move & Mingle, Lunch & Learn*

Marie Murray, *Men's Club, Ladies Social*

Julie Dorsemayne, *Move & Mingle*

Dave Dauphineau, *Driver*

Hey Jung Oh, *Musician*

Cate Innish, *Musician*

Joan and Mel Shaw, *Musician*

KEEPING CONNECTED STAFF TEAM

Jill Lawlor, *Seniors' Services & Community Wellness Manager*

Davida Witala, *Seniors' Activity Centre Recreation Supervisor*

Helen Murphy, *Program Coordinator, Seniors Outreach*

Barb Alizadeh, *Creative Expressions, Move & Mingle, Music in the Living Room, Ladies Social*

KEEPING CONNECTED VOLUNTEER TEAM

Marie Murray, *Creative Expressions, Stretch & Movement*

Kathleen Fox, *Move & Mingle*

Jain Verner, *Alzheimer's Café*

Carol Wheately, *Music in the Living Room*

Lorraine Craik, *Music in the Living Room*

Dorell Carlson, *Music in the Living Room*



The printing of this report was made possible by the generous support of the Seniors' Activity Centre Advisory Board from the Fundraising Account.

**WEST VANCOUVER SENIORS' ACTIVITY
CENTRE
CONSTITUTION AND BY-LAWS**

(AMENDED: OCTOBER 2020)

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PREAMBLE

The West Vancouver Seniors' Activity Centre (the Centre) is an establishment created and operated by the District of West Vancouver and is committed to the service of its members. The physical structures provided to achieve this commitment will contain the necessary facilities, tools and equipment, including a cafeteria. The District, in cooperation with the Centre's Advisory Board (the Board) is further committed to the Centre's continuing development.

The mandate of the Centre is to provide quality services with competence and respect. These services will include programs created to meet the needs of the membership in the categories of Intellectual, Arts, Crafts, Wellness, Recreation, Entertainment, and Food Services. The Centre may initiate other programs as may be deemed desirable or necessary for members and seniors in the community as appropriate.

The Centre will be managed and operated by qualified experienced staff. Duties and responsibilities will include administering, programming, coordinating, facilitating, and organizing the activities for member's participation. The Senior Services' & Community Wellness Manager will manage the Centre and will work closely with the Centre's Board on matters relating to the well-being and effective performance of the Centre. Staff will be supported by volunteers recruited from the community as well as the general membership.

Centre staff will execute their responsibilities and authority in the day-to-day operation of the Centre as directed by the Seniors' Services & Community Wellness Manager. Centre staff are accountable for the fulfillment of their duties and responsibilities.

The Board works closely with municipal staff providing advice and recommendations regarding the operation of the Centre. The Board will also work together with Centre staff in developing policies to provide for effective service delivery at the Centre with such policies being referred to the designated manager for consideration and implementation if approved.

BY-LAWS

1) MEMBERSHIP

Any person who has reached the age of fifty-five (55) years or is the spouse of a member in good standing is eligible for membership in the Centre on completion of a membership registration form and the payment of the annual fee. Members in good standing may participate in the Centre's programs and services on payment of the appropriate fee.

Exceptions to the age restriction may be made in special circumstances with the approval of the Seniors' Services and Community Wellness Manager.

2) TRUST ACCOUNTS

All Centre clubs, groups, associations, and regular activities, which in the course of their operations generate revenue, are required to establish a trust account to be held by the municipality into which all funds will be deposited. Such accounts shall be operated in accordance with the guidelines as stated in appendix A.

3) AMENDMENTS: CONSTITUTION AND BY-LAWS

Proposals to amend the Constitution and By-laws require two months' advance notice, and shall be delivered to the Chair of the Board. They shall be presented in writing delineating the advantages of the proposed changes. The Executive Committee, at a specially convened meeting, will discuss the proposals and forward to the Board for debate and resolution.

The Board will initiate amendments where necessary. Appropriate resolutions will be prepared and debated by the Board at a specially convened meeting. Resolutions to amend the by-laws and the Constitution will require two-thirds (2/3) of the votes cast by the Board in favour of the resolution to amend.

4) THE ADVISORY BOARD

The Board and municipal staff have been given the responsibility and authority by Mayor and Council to advise and recommend on matters related to older adults in the community and the effective operation of the Centre. The Board will work closely with the Centre staff in achieving this objective.

The Centre staff will consult with the Board in the preparation of the annual budget for the Centre. The Finance Committee may make recommendations on budget inclusions that may be approved by the Board and forwarded to the designated Manager.

Fundraising is essential to the operation of the Centre and the Board will:

- Assist and support fundraising plans and projects.
- Enlist and recruit the membership's participation in the general fundraising activities of the Centre, and
- Cooperate with the Finance Committee on fundraising initiatives.

4.1) ADVISORY BOARD MEMBERSHIP

The Board will consist of no fewer than eleven (11) and no more than fifteen (15) voting members and three (3) non-voting members as follows:

- Eleven (11) to fifteen (15) voting members elected by the general membership of the Centre
- Three (3) non-voting staff members will be the Seniors' Services and Community Wellness Manager, a Recording Secretary, and a member of Council.

The Chair of the Board will serve a one (1) year term.

The Vice Chair of the Board will be elected by the Board and will assume the role of Chair when the position of Chair is vacated.

To allow Board members to make an informed decision, nominations for the position of Vice Chair will take place at the May Board meeting with the election taking place at the June meeting. There will be no Vice Chair in March, April or May with the position being filled by the Past Chair during that time.

4.2) ADVISORY BOARD MEMBERS' TERM OF OFFICE

Board Members will serve one (1) three-year term commencing at the close of the Annual General Meeting (AGM) in which their election is confirmed. Where possible, approximately 1/3 of the Board members will be elected each year.

In circumstances where there are insufficient candidates to fill the required vacant Board seats, an existing Board Member's term of office may be extended for a further term of one (1) year subject to the Elections Committee's discretion and approval of the Board.

In circumstances where a Board Member, at the end of their three (3) year term, accepts a nomination and is elected vice-chair, their term may be extended accordingly.

Should a Board member die or vacate his/her office prior to his/her completed term, the Board may, at its discretion, fill by appointment the unexpired portion of his/her term with another qualified centre member.

All elected and appointed members of the Board may serve up to a maximum two (2) consecutive terms and then must be absent from the Board for a minimum of two (2) years.

Board Members who are in failing health or through circumstances beyond their control are unable to continue to serve on the Board should consider resigning from the Board.

4.3) REMOVAL OF BOARD MEMBERS FROM THE BOARD

Board Members can be removed from the Board for reasons which include:

- Failure to attend Board meetings in excess of three (3) consecutive meetings without just cause;
- Failing health, resulting in risk to themselves or their colleagues, thus inhibiting the work of the Board;
- Conduct or behaviour by a Board member (elected or otherwise) which inhibits the work of the Board;
- Conviction of an indictable offence.

Board Members who are candidates for removal will be advised in writing that their status on the Board is under review and they will be requested to communicate their intentions to the Chair within two (2) weeks. Failing to comply within the time limit and without acceptable explanations, will result in removal.

Upon receipt of a reply requesting a continuance of service as a Board Member, the Executive Committee will convene a special meeting, inviting the candidate to present reasons for continuance. The Committee will evaluate the merits of the candidate's representations and provide recommendations to the Board, where it will resolve the issue with a secret ballot, requiring $\frac{3}{4}$ in favour of removal.

4.4) ANNUAL GENERAL MEETING

The AGM will be organized in cooperation with the Centre staff and will be convened for the second Wednesday in March. The AGM will be conducted by the outgoing Chair of the Board. Notices and Agenda for the AGM will be posted on bulletin boards for notification of members no less than two (2) weeks in advance of the meeting.

4.5) ADVISORY BOARD MEETING

The Chair of the Board will be an ex officio member of all committees except for the Elections Committee.

The Board shall hold regular meetings no less than eight (8) times within a calendar year. In the absence of the Chair, the Vice Chair will preside, or in their absence, the Past Chair. In the event the Chair of the Board does not want to serve as a Past Chair the position will remain vacant.

A quorum for all Board meetings will consist of half plus one of the voting members of the Board.

Points of procedure, unless specifically provided for in this resolution, will be decided and determined in accordance with Robert's Rules of Order.

4.6) DEFERRAL OF BOARD MEETING

A board meeting may be cancelled at the discretion of the chair or the vice chair in consultation with Centre staff. All Board members will be notified of the cancellation. If the meeting is cancelled for want of a quorum, the Board shall re-schedule the meeting when a quorum can be present, or wait until the next regular meeting, whichever date is sooner.

COMMITTEES

5) EXECUTIVE COMMITTEE

The Executive Committee shall consist of no less than six (6) voting members and one (1) non-voting member as follows:

- Chair of the Board
- Vice Chair of the Board
- Past Chair of the Board
- Chair of the Program Committee
- Chair of the Finance Committee
- Chair of the Outreach Committee
- Seniors' Services and Community Wellness Manager (non-voting)

The Chair of the Board will be appointed Chair of the Executive Committee and will call the meetings. The committee will take minutes of their meetings and provide a copy to the Board.

Responsibilities:

The Executive Committee shall:

- Meet when warranted to assist in the resolution of problems and emergencies with actions or decisions taken reported at the next Board Meeting.
- Establish priorities and provide briefings to the Board on urgent, sensitive and critical items, and
- Follow the process as identified in the Conflict Resolution guidelines to assist staff.

STANDING COMMITTEES

The Standing Committees are:

- Finance
- Program
- Cafeteria
- Outreach
- Communications, and
- Volunteer Advisory Committee.

Common Procedures:

Unless specifically provided for in this resolution, the following points are common practice for all standing committees.

Voting members of all standing committees will serve a minimum of two (2) years to a maximum of four (4) years.

All standing committees will communicate with the Board on all matters of mutual interest to the Centre. They will meet at the discretion of the Chair of the Committee or as needed but not less than eight (8) times per year and will take minutes of their meetings and provide a copy to the Board.

A quorum for all standing committees will consist of “half plus one” of the voting members on the committee.

If in the opinion of the Chair of a standing committee there is insufficient business to warrant a meeting, the meeting will be cancelled. If a meeting is cancelled for want of a quorum, the committee shall re-schedule the meeting when a quorum can be present, or wait until the next regular meeting, whichever date is sooner.

Points of procedure for all standing committee meetings, unless specifically provided for in this resolution, will be decided and determined in accordance with Robert's Rules of Order.

6) COMMITTEE CHAIR SELECTION COMMITTEE

A Committee Chair Selection Committee will be struck immediately following the AGM and the committee will consist of:

- The Past Chair
- The Current Chair, and
- The Seniors' Services and Community Wellness Manager (non-voting) or designate

The Committee Chair Selection Committee will appoint the Chairs for each standing committee with the appointments being announced at the first Board meeting following the AGM.

7) FINANCE COMMITTEE

The Finance Committee will consist of not less than five (5) voting members and one (1) non-voting member as follows:

- One (1) Board Member, who shall be the Chair of the Finance Committee
- One (1) member of the Program Committee
- One (1) member who will be the Chair of the Fundraising Committee
- One (1) member from the Flea Market Committee
- One (1) member from SAC's on 21st
- One (1) or more members from the general Centre membership
- Seniors' Services and Community Wellness Manager (non-voting)

Responsibilities:

The Finance Committee will:

- Be responsible for the Fundraising Committee.
- Provide advice and recommendations to the Board and the Centre staff on matters pertinent to the financial well-being of the Centre.
- Be included as required in the annual budgetary process and will assist staff in evaluating all aspects impacting the Centre.
- Manage and implement the Board's policies regarding fundraising.
- Be advised of and if requested, provide input on applications for grants, subsidies, bequests and all other forms of assistance.
- Be advised of legacies and bequests received by the Centre and when appropriate provide input on how the funds should be directed.
- Report quarterly on the Trust Account activity and provide this information to each Trust Club, and
- Supervise and recommend Trust Account spending

7.1) FUNDRAISING COMMITTEE

The Fundraising Committee is a sub-committee of the Finance Committee and will consist of no less than five (5) voting members and one (1) non-voting member as follows:

- One (1) Finance Committee member who shall be the Chair of the Fundraising Committee
- Additional volunteer members appointed from the general membership of the Centre as necessary
- One (1) non-voting Centre staff member

Responsibilities:

The Fundraising Committee will:

- Act as a fundraising arm of the Centre.
- Provide leadership in creating and implementing projects to attract the financial participation of the corporate community.
- Develop plans and programs to enhance the Centre's endowments, and
- Pursue, as appropriate, all sources of potential revenue available to the Centre including grants, bequests, donations, and subsidies.

7.2) FLEA MARKET COMMITTEE

The Flea Market Committee is a sub-committee of the Finance Committee and will be made up of volunteer members and one (1) non-voting member as follows.

- One (1) Finance Committee member who shall be the Chair of the Flea Market Committee
- Additional volunteer members appointed from the general membership of the Centre as necessary
- One (1) non-voting Centre staff member

Responsibilities:

The Flea Market Committee will:

- Raise funds for the Centre.
- Host an annual flea market to raise funds and provide meaningful volunteer experiences.

7.3) SAC'S ON 21ST COMMITTEE

The SAC's On 21st Committee is a sub-committee of the Finance Committee and will consist of no less three (3) voting members and one (1) non-voting member as follows:

- One (1) Finance Committee member who shall be the Chair of the SAC's On 21st Committee
- Additional volunteer members appointed from the general membership of the Centre as necessary
- One (1) non-voting Centre staff member

Responsibilities:

The SAC's On 21st Committee will:

- Raise funds for the Centre.
- Operate SAC's on 21st with volunteers, manage donations, and shop operations.
- Recruit customers and build relationships with community.

8) PROGRAM COMMITTEE

The Program Committee shall consist of no less than five (5) voting members and one (1) non-voting member as follows:

- One (1) Board member who shall be the Chair of the Program Committee
- At least four (4) Program participants
- One (1) non-voting Centre staff member

Program Committee Appointment

Since the Centres' programs change from time to time, the listing of program group representation has been omitted so that a by-law amendment is not required each time this occurs. Members of the Program Committee will be selected from the active members of the Centres' various activities and services. The leaders and instructors of the Centres' programs will be informed of the program areas needing new representation and this will be conveyed by the Program Coordinator through the newsletter and class notices.

Responsibilities:

The Program Committee will:

- Present to Centre staff the recommendations and suggestions of the membership regarding program services.
- Keep the Board informed, where appropriate, on program difficulties.
- Request assistance from the Board with new initiatives, when warranted.
- Evaluate all programs available to the membership.
- Enlist the opinions and suggestions of the participants and communicate the results to Centre staff.
- Make recommendations to Centre staff regarding new programs and services that should be available to the membership.
- Make requests for program modifications where necessary.
- Assist and support fund raising plans and projects.
- Enlist and recruit the membership's participation in the general fundraising activities of the Centre and cooperate with the Finance Committee on fundraising initiatives.

9) CAFETERIA COMMITTEE

The Cafeteria Committee will consist of no less than five (5) voting members and two (2) non-voting members as follows:

- One (1) Board Member, who shall be the Chair of the Cafeteria Committee
- Four (4) Representatives at large, including at least two cafeteria volunteers
- One (1) non-voting Food Services staff member (usually the Food Services Coordinator)
- One (1) non-voting staff member (usually the Coordinator of Volunteers)

The Centre's Supervisor may attend meetings as required or at the request of the Committee Chair. In the event of a vacancy on the Committee, a successor will be appointed by the Committee.

The Cafeteria Committee will convene a meeting as early as possible after the AGM to elect a Vice Chair.

Responsibilities:

The Cafeteria Committee will:

- Collaborate and recommend, in consultation with staff: adjustments to fees and menus; changes in service, general suggestions regarding other items; and will present these items to the Seniors' Services and Community Wellness Manager and discuss them with the Board where appropriate.
- Present to Centre staff the recommendations and suggestions of the membership regarding café services
- Communicate with the Food Services Coordinator regarding the general operation of the cafeteria.

10) OUTREACH COMMITTEE

The Outreach Committee will consist of no less than five (5) voting members and one (1) non-voting member as follows:

- One (1) Board member who shall be the Chair of the Outreach Committee
- Additional members appointed from the general membership of the Centre as necessary
- One (1) non-voting staff member (generally the Outreach Coordinator)

The Chair of the Outreach Committee will report regularly to the Board and the District of West Vancouver.

Responsibilities

The Outreach Committee will:

- Advocate for programs dedicated to frail and isolated seniors.
- Promote integration of the frail and isolated seniors into the Centre and community activities.
- Advocate for appropriate services at the Centre directed at the isolated and frail senior.

10.1) OUTREACH COMMUNITY SUB COMMITTEE

The Outreach Community Sub Committee will consist of no less than five (5) voting members and one (1) non-voting member as follows:

- The chair of the Outreach committee who shall be Chair of the sub-committee.
- Additional members chosen from the community and Centre with two (2) of those members consisting of:
 - one (1) volunteer from the Keeping Connected Program
 - one (1) appointed from the general membership of the Centre
 - one (1) appointed from West Vancouver Police Department
 - one (1) appointed from Vancouver Coastal Health
 - one (1) appointed by the faith community
 - one (1) appointed from West Vancouver Fire Department
- One (1) non-voting staff member (usually the Seniors' Services & Community Wellness Manager).

11) COMMUNICATIONS COMMITTEE

The Communications Committee will consist of no less than five (5) voting members and at least one (1) non-voting member as follows:

- One (1) Board member who shall be the Chair of the Communications Committee
- At least three (3) additional committee members appointed from the general membership or the Board (no more than two (2) Board members)
- One (1) non-voting staff member

Responsibilities

The Communications Committee will:

- Promote programs, activities, and events for members and non-members.
- Be active in publications, promotions, and media for the Centre and its members.
- Be innovative in the positive promotion of the Centre.

12) VOLUNTEER ADVISORY COMMITTEE

The Volunteer Advisory Committee will consist of no less than five (5) voting members and two (2) non-voting members as follows:

- One (1) Board member who shall be the Chair of the Volunteer Advisory Committee.
- Additional members appointed from the general Centre membership or the Board.
- Two (2) non-voting Centre staff members.

Responsibilities

The Volunteer Advisory Committee will:

- Provide advice and support for volunteer recruitment, retention, scheduling, training, and leadership.
- Advise on volunteer schedules, events, and appreciation.
- Plan for the future of volunteering and the creation of sustainable volunteers.

13)ELECTION COMMITTEE

The Vice Chair of the Board will be appointed to act as the Election Committee Chair and will be responsible for acquiring additional committee members consistent with responsibilities.

The Election Committee shall act in accordance with the Centres' Board Nomination and Election Manual.

Term of Office

The Election Committee will be appointed at the September Board meeting and will be dissolved at the conclusion of the AGM.

Responsibilities

The Election Committee is responsible for obtaining candidates from the general membership to fill vacancies on the Board.

14)AD HOC COMMITTEES

Ad Hoc Committees will be constituted from time to time as needed and will consist of one (1) Board Member who will be the Chair of the Committee and as many other members as required. They will be formed when appropriate.

Ad Hoc Committees, unless otherwise stipulated, will meet at the discretion of the Chair of the Committee and will take minutes of their meetings and provide a copy to the Board.

Ad Hoc Committees shall be provided with the necessary support and assistance by all cooperating departments, committees and the Board to facilitate achieving their mandate.

15)CONFLICT RESOLUTION COMMITTEE

The Conflict Resolution Committee is an ad hoc committee constituted from time to time as needed.

The Conflict Resolution Committee will consist of:

- one (1) Board Member who will be the Chair of the Committee
- one (1) non-voting staff member who will be the Seniors' Services Community Wellness Manager, and
- as many other members as required to promote positive relations between the members.

The committee will be struck as needed by the Seniors' Services and Community Wellness Manager and will meet as needed to address breaches of the Code of Conduct and to recommend appropriate actions.

APPENDIX A

TRUST ACCOUNT AND CLUB OPERATIONAL PROCEDURES POLICY

(Amended: October 2020)

PREAMBLE:

Trust Accounts were created to allow clubs, or groups of members within the Centre with a common activity interest, to fundraise for the group, an activity taking place at the Centre, or for the general enhancement of the Centre. The Trust Accounts are the vehicle by which a club can deposit fundraised money, receive interest, and provide tax donation receipts where appropriate. Without the written approval of the club, the Municipality may not expend or release any money from these accounts. The Club may expend or release money from these account in accordance with the guidelines set out herein.

Policy for Club Operational Procedures:

1. Any group of members of the Centre with a common interest, which is compatible with the Constitution and Bylaws of the Centre, may apply to the Board in writing setting out objectives and requesting permission to operate within the Centre as a club. Clubs are expected to fundraise for their general purchase of supplies for their club activity needs. Once approval to operate as a club is given, a Trust Account will be created and the club can begin its fundraising activities.
2. Each group must elect a chairperson, secretary, and treasurer (formal) or appoint a signatory (informal) to sign expenditures to release funds from Trust Accounts. They may hold club meetings as they determine necessary. Copies of the minutes of these meetings shall be forwarded to the Board and the Seniors' Services and Community Wellness Manager. In the case of a group or club which does not wish to have a formal structure, those groups/clubs shall hold a yearly meeting of all members to review the financial statement and discuss club activity over the previous year and to plan activities for the next year. A minute taker will be provided by the Centre to record the meeting.
3. As the clubs will be enjoying the use of the Centre and its administration a portion of any money raised by the group should be donated to the Centre each year, if possible. If a donation is not made an explanation must be given (e.g. the club is saving up for a major purchase).
4. If a club requires equipment, supplies, or services beyond their ability to fund, then they may apply to the Board for funding through the Finance Committee.
5. Major fundraising projects or initiatives must be approved by the Board and the Seniors' Services and Community Wellness Manager.

Policy for Trust Accounts:

1. A club may request the establishment of a Trust Account for the purpose of holding fundraised monies. The Board may limit the number of Trust Accounts and will ensure that all Trust Accounts are set up with the purpose of fundraising for their own activities or the Centre.
2. Fundraised monies will be deposited to their trust account which will be administered by the District of West Vancouver in an interest bearing account and to which the group will receive quarterly statements.
3. Each group may maintain a petty cash float of up to \$200 for their sundry needs. Any expenditure over \$500 must be submitted to the Finance Committee who will then forward their recommendation to the Board and the Seniors' Services and Community Wellness Manager.
 - a. Where the club chooses to hold its own petty cash float they will collect receipts for a period of time and when its petty cash needs to be replenished they will submit all receipts to the Centre's program staff who will request reimbursement for the amount of receipts submitted. All receipts for the year need to be submitted by December 1 to meet the District's fiscal year deadlines.
 - b. Where a group chooses not to hold its own petty cash, it may submit receipts for supplies, equipment, and services to the Centre's program staff and will be reimbursed for those amounts. Receipts should be submitted in the year in which they were expended and no later than December 1 to meet the District's fiscal year deadlines.
 - c. Where a club is proposing an expenditure that includes the purchase of any mechanical, electrical or other equipment, or supplies that could impact the safe and orderly operation of the Centre, approval must be obtained from the Seniors' Services and Community Wellness Manager or his/her designate.
4. Trust Account funds can be used for activities connected to the Centre and may, on approval of the Finance Committee, Board, and Seniors' Services and Community Wellness Manager, be used for other district projects or outside charitable organizations.
5. If a group ceases to operate, the remaining funds will be returned to the General Trust and the Board will designate its allocation. The Finance Committee will be advised. Equipment and supplies of the club remain the property of the Centre.