



Annual General Meeting
November 3, 2021
11 a.m.

1. Welcome - Second Vice-President Pat Wolfe chaired the Annual General Meeting and welcomed everyone attending in person and on Zoom.
Board members present - Lynn Miller, Pat Wolfe, Lorne Troutman, Kathy Kennedy and Margaret Smith
On Zoom Board Members: Mieke Mahood and Cheryll Stott.
Regrets: Larry TerMarsch.
Including Board members, there were 16 in attendance.
2. Approval agenda – Pat presented the **Agenda** for approval, **Moved by Lynn Miller, second by Margaret Smith, the Annual General Meeting Agenda be approved as presented. Carried**
3. Audit report for April 2020– March 31, 2021
Presented by Fred Sinclair – Centre’s auditor of Dean Sinclair CPA
Pat introduced the Centre’s auditor Fred Sinclair to give the 2020-2021 audit. Fred reviewed the audit summing that the Centre was in excellent shape financially due to the Canadian Emergency Wage Subsidy and Canadian Emergency Rent Benefit. Without these subsidies, the Centre would be in a deficit position. Fred also pointed out the Centre’s fund-raising Covid-19 Recovery Campaign was beneficial to the Centre in providing funds to carry the Centre over to 2021-2022.
4. Approval of September 16, 2020, AGM Minutes
Moved by Don Carnegie, seconded by Kathy Kennedy, September 16, 2020, Annual General Meeting Minutes be approved. Carried.
5. Reports
 - President’s Report – Mieke Mahood presented by Pat Wolfe

The Centre has experienced a challenging year, beginning with the decision to close the Centre on Monday, March 16 the day before the provincial order on March 17, due to the unprecedented COVID-19 pandemic. As a result, classes, new and regular activities, special programs, i.e., cooking classes, were cancelled along with major fund-raising events – Trivia Night in the Valley, Annual Garage Sale and Victoria’s Christmas Tea.

The Centre had to adapt delivering programs virtually by Zoom and phone through the Senior Centres Without Walls programming. The Board and Committee Meetings met over Zoom to continue working behind the scenes. Although it seemed the world was on pause, it did not hold for the Centre’s board members or work from behind the scenes as it continued throughout the year.

Without in-person attendance, the revenue generated from daily activity fees and membership was considerably less and created a worry. The Centre had taken proactive measures to help lessen the financial burdens. Arlene Ling, our office manager, was laid off in April and went on the Canadian Emergency Relief Benefit. Under this benefit, Arlene was able to work only 12 hours/week. In July, when the Centre was deemed eligible for the Canadian Emergency Wage Subsidy, Arlene discontinued CERB and returned to full-time hours, primarily working from home. In addition, the Centre’s cleaning contractors Ruth and Garth Alberts agreed in April 2020 to put their contract on hold till the Centre resumed regular hours with scheduled in-person activities and programs. In July of 2021, Ruth and Garth gave in their retirement notice. We are in the process of hiring a replacement. The Centre also received the Canadian Emergency Rent Subsidy, which provided financial relief when revenues were down. Finally, the Fund-Raising Committee initiated two campaigns. First, volunteers phoned members to show their support to the Centre by renewing their membership. The second initiative was the “COVID-19 Recovery Campaign.” A big thank you to everyone who positively responded to these requests.

After April 2020, Connie Daiken, Chronic Disease Prevention and Management RN and Certified Diabetes Educator of the West Champlain Family Health Team (WCFHT), shared YouTube exercise videos she developed with our members to keep seniors active during COVID. With this partnership, the Centre initiated Senior Active Fit classes on Monday, Wednesday, Thursday and Friday for the Centre’s members and clientele of WCFHT. Connie and Centre’s Certified Fitness Instructors led these classes. In addition, virtual courses

opened up participation to those immune-compromised and not comfortable attending in a group setting. The Centre has now three qualified Senior Fitness Instructors in addition to Connie, who provide daily classes. Participation has shown to have great results keeping in line with our goal to keep everyone active.

The Centre re-opened September 14, 2020, with reduced hours from 9 a.m. – 12 noon, Monday to Friday. The reinstatement of programming was cautious. Social distancing protocols were put in place to allow limited in-person activities on a pre-registration basis, in a controlled setting observing the Renfrew County District Health Unit COVID-19 guidelines. The Book Club went virtual, with monthly meetings via Zoom. The Centre introduced new programs, Tuesday Low Impact and Beginner Tai Chi. Let's Get Fit-a-Bit began their weekly activity in mid-November.

The Centre began "Social Inclusion through Social Prescription Rx (SITS Rx). Participating in social activities can have a positive effect on their health and well-being. In addition, social prescribing makes it easier for people to connect them to the Pembroke 50+ Active Living Centre on their primary health care provider's recommendation (social prescription). After the Centre receives a prescription from a health care provider, a Volunteer Link Ambassador (VLA) will contact them and help to connect the older adult to programs and services. The Project lead is from the Older Adults Centres Association of Ontario (OACAO) with a New Horizon Seniors Program grant funding.

The Centre applied and received funding from the New Horizon Seniors Program Grant. With funds from this grant, the Centre developed a logo, purchased and installed an outdoor electronic sign. Both items were a great addition in marketing the Centre to the public. Also included was the purchase of a laptop computer to aid in the streaming of Zoom programming.

In addition to the provincial Senior Active Living Centre Regular Maintenance Grant, the Centre received an \$11,314.00 Special Grant to upgrade the photocopier, purchase video equipment for better quality and capabilities for Zoom programming.

The Centre installed video doorbells/intercoms as a preventative measure to prevent loitering and controls access for the safety of our members, volunteers and staff.

The Strategic Partnership financial support of \$8400 from the City has proven beneficial to the operation and continuation of programs at the Centre. Therefore, the Centre has renewed this partnership for another three-year term effective January 2021. After a request to City Council, City Council granted an additional one-time \$3100.00 payment as a COVID financial relief. In addition, the Centre submits an annual report to the City on the Centre's activities and programs.

In January 2021, the Province issued another stay at home order and consequently, the Centre was again closed. However, the Exercise program continued via Zoom with only the instructors in house. Unfortunately, due to the lockdown, all in-person programming again was put on hold.

The Centre continues to work with our community partners. As mentioned before, the Strategic Partnership with the City supports programming, and Chartwell continues to sponsor the Centre's monthly newsletter. As well, we continue to partner with Metro participating in the receipt program. The Centre has also established a new community partnership with Cogeco Your TV. Monday to Saturday at 9 a.m. and 11 a.m., our exercise programming is televised under 50+ Active Living. We are exploring different ideas in the programming to share with the community. Both YOUR TV and the Centre has received positive comments on this partnership.

I want to thank everyone for the continued moral and financial support you provided during this unprecedented year.

- Finance & Advocacy Committee –Kathy Kennedy

What do we do?

We develop, prioritize, plan and monitor future needs of the Centre, including revenue, partnerships, property space, membership, programs, education, safe practices, community profile and volunteer recruitment/development. Our objective is to raise community awareness of the Centre and increase our memberships. We support the work of the Board of directors with all our actions having board approval. This Committee actively responds to all board requests and often proactively brings new issues to the Board for action. We assist Sub-Committees, including membership, volunteer, grant and our NEW fund-raising Committee, with an F&A member in attendance to support and enhance communication between the Board of directors and sub-committees.

- **2020-2021 Committee Highlights** - Kathy noted meeting notes are available in the office for anyone wishing to read.
- Due to Covid-19 restrictions and lockdowns, committee meetings encountered many hardships and barriers as we identified and supported the priority needs of the Centre. Our established work plan would now have to be re-prioritized as things suddenly changed in March. Working within this very **uncertain environment** made it difficult for committee volunteers to do business as normal! **We joined together** and combined committees to focus on the **Board's key priorities to ensure the Centre would remain a vital community resource** and find the required revenue to enable us to go forward successfully. **Staying active** and having **community awareness** was essential to survive the many challenges that Covid dealt us successfully. Not having in-person meetings and learning the ins and outs of video meetings presented an unforeseen hardship that got us off to a slow start this year; however, we could continue our meetings over Zoom by mid-year. We learned a lot, and by the end of this fiscal year, we were well on our way to establishing new ways of doing business. Maintaining and forming **new community partnerships** was vital for us. We were delighted to have the opportunity to develop a new partnership with COGECO Community TV, thus enabling us to be more visible both in the community and our members. We reached out to our previous partners and supporters to allow us to move ahead during a lockdown. We could research and develop a local SCWW program that enabled us to provide our first lockdown program and offer an alternative to in-person programming early in the lockdown. Throughout the closure, the Committee was a resource for property and security requirements by providing relevant recommendations. **Thank you** to all the outstanding leadership and committee volunteers who readjusted and stuck with it by joining together in actual **teamwork** as we all wanted to be open for business!!!
- **Membership Committee:** This Committee met in May over zoom and then joined the fund-raising Committee in October. Due to the restraints of Covid and the Centre's lockdown, committee members reviewed and readjusted their work plan. Out of necessity, this combined Committee worked very well as it allowed for easier information flow and the sharing of great ideas. In addition, we found ourselves with a shortage of committee volunteers, so combining committees was the perfect solution! The one thing we missed

by not having our in-person committee meetings were the goodies members brought in to share... oh, the good old days!

- **Fundraising Committee:** This Committee had its first meeting on October 28, 2020, at which time the Membership Committee teamed up with this newly formed group to find ways to ensure the Centre would not go broke because of Covid. We implemented a **Covid-19 Fund-raising Recovery Plan** that included having a **Trivia Event** and a **Membership Donor Mail Campaign**. **Thank you** to all our members and community supporters who donated to this campaign and contributed towards supporting our goal of a balanced budget. **Summary:** It was a challenging year, but we **survived** by being open-minded, flexible and **working together!**

- **Grant Committee** – Pat Wolfe

Members: Mieke Mahood, Lorne Troutman, Larry TerMarsch, Cheryll Stott, Arlene Ling (resource), Pat Wolfe

The Grant Sub-committee is responsible for reviewing, writing and submitting grant applications under the direction of the Centre's Board of Directors. These submissions are over and above our ongoing financial applications and the special grant opportunities associated with that support.

Grants submitted in 2020-2021

1. Emergency Community Support Fund - May 2020

Funding source: Federal government but administered through local foundations.

Our foundation was the United Way.

Amount requested: \$10,000.00

Result: Funding went to other social service organizations throughout Eastern Ontario.

2. New Horizons for Seniors – Flexibility Related to Covid 19 – June 2020

Funding source: Federal government

Amount requested: \$14,000.00

Result: Approved for \$13,400:00. Purchased computer equipment, the outdoor digital sign, and promotional materials.

Several other grant opportunities arose in the following months, all of them related to mitigating Covid issues. We reviewed the criteria, scope, timeframes, reporting

commitments, staffing commitments, etc. and decided that we could not act on these opportunities. These included the following grants:

- Seniors' Community Grant Program - July 2020
- Ontario Trillium Grant - August 2020
- Canada Healthy Communities Initiative - February 2021

Pat thanked the committee members for their patience and commitment to exploring unique funding options for our Centre. I would especially like to thank Arlene for all her assistance in reviewing and completing these applications.

- **Volunteer Committee** – Margaret Smith - The Volunteer committee is a subcommittee of the Finance and Advocacy Committee. Members Pamela Gaudette, Kathy Kennedy, Mieke Mahood, Deb Brown, Rose Smith, Giselle Romain and Madelene Dalton. The responsibilities of this Committee are to organize, develop and oversee the Center's Volunteer program.

Due to COVID restrictions, this Committee did not meet last year.

- **Renfrew County & District Active Aging Network (RCDANN)** – Margaret Smith

This group meets quarterly in various locations throughout Renfrew County. They network to promote effective strategies to support a coordinated approach to the planning and delivering active living initiatives for older adults within Renfrew County. The Network's members include our host, the Renfrew County and District Health Unit, other SALC's, the United Way, Champlain LHIN, French Language Health Services, Pembroke Regional Hospital, Heart wise Exercise Programs (The Ottawa Hospital), Whitewater Bromley Community Centre, Algonquins of Pikwakanagan, Champlain Fall Prevention Strategy and Carmen Gould from the Ministry for Seniors and Accessibility.

This group holds a roundtable discussion and shares their initiatives and best practise. One of the fundamental goals of the Network is to ensure participation of the eight Seniors Active Living Centres (SALC's) in Renfrew County that promote active and healthy living.

Due to COVID restrictions, this group only met once last year primarily to check in, connect with everyone, find out what services were currently offered, and identify key challenges and issues that may require collective action.

- **Statistics (showing program participation)** – Lynn Miller

The 2020_2021 fiscal year has been challenging for the Centre. We have had to change the way we offer programs to our members, and many of us learned a lot more about video conferencing than we ever expected.

We began offering programs via different methods. For example, senior Centres Without Walls (SCWW), a phone-in program, was introduced. We were able to provide various educational programs, fun games, and opportunities to socialize over the telephone. One of the more popular programs through SCWW was Mindful Meditation.

We also began to provide programs through Zoom. Because we could not meet in person throughout much of 2020-2021, we could provide programming through video conferencing to those members who have computers. Some of the popular programs through Zoom were 50+ Active Fit, Real Bridge, Educational Presentations, Book Club and social events.

We were also able to partner with the West Champlain Family Health Team to post some of our 50+ Active Fit classes on YouTube and with Cogeco to provide daily exercise classes to anyone with a Cogeco subscription.

- **Number of Participants:** 4,558 people attended programs above, either in person or through Zoom. Unfortunately, we were not able to collect statistics from Cogeco.
- **Volunteer Hours:** Our volunteers donated approximately 3,379 hours to the Centre. These hours included Board members, our new Social Prescription volunteers, who connect with people in the community, leading programs or classes, working on special programs such as the Trivia Night in partnership with the City of Pembroke, maintenance and many more activities. Our Centre would not be able to function without the work of these amazing volunteers, and we thank all of you.
- **Secretary** – Cheryll Stott reported the following correspondence from April 1, 2020 – March 31, 2021.
Cards sent Sympathy Cards – 16; Thinking of You – 16; Get Well – 3; Thank You – 10; Anniversary – 2 and Christmas Cards – 11 for a total of 58 cards.
- **Property** – Arlene Ling reported on behalf of the Property Committee’s work during the year.
 - Upgraded the existing security system with the installation of extra cameras
 - Installed an electronic door lock on the back door
 - Installed the “Ring” doorbell system on both the main front entrance and rear exit.
 - Lorne Troutman oversaw the purchase and installation of the outdoor electronic sign
 - Thank you to Mark Ling, Gary McKay and Mike Montaigne for assisting Shawn Behnke with installing the new video equipment and helping with modifying the audio system to be compatible with the video system.
 - General maintenance

- Thank you to:
 - Gary McKay as technical lead for Zoom presentations and the exercise classes.
 - Mark Ling for his help with any maintenance and general support at the Centre
 - Lorne Troutman, as Board Treasurer as a project manager with many aspects of property
- Ruth and Garth Alberts, custodians for nearly ten years, retired in July 2021. Pat Wolfe, Lynn Miller, Lorne Troutman and Arlene Ling interviewed three candidates, and the Centre is pleased to announce the hiring of Jennifer and Mark Coburn in this role effective November 8, 2021. Thank you, Pat, Lynn and Lorne!

- Open Floor Questions on 2020-2021

6. New Business

- Renewal Strategic Partnership with the City of Pembroke. This partnership has as identified in the President's Report. This partnership has been beneficial in offering the Centre financial stability and Pembroke's residents with programming.
- SCWW Senior Centre's Without Walls and Virtual Zoom – Zoom programming is continuing and moving forward. The Centre introduced SCWW phone-in as alternative programming during the COVID-19 lockdowns. However, with more activities and programs opening up for in-person attendance, participation is dwindling. So, for now, the SCWW monthly programming will be on hold, and we will look at scheduling in the future if there is another lockdown preventing in-person attendance.

In-person programming continues with activities introduced monthly. Pat encouraged everyone to read the monthly newsletter for the up to date schedule.

- Ontario Not-for-Profit Corporations Act (ONCA) - Pat Wolfe reported that the Ontario government had passed the ONCA this year to align with the federal Not-For-Profit Act and for all not-for-profit organizations to be consistent and standardized across the Province. This new legislative Act will modify the organization of the Centre, the rules we have to follow, the reporting mechanism, the election process of the Centre's Board of directors, our By-Laws and other governance rules. Ad-hoc committee members: Pat Wolfe, Lynn Miller, Margaret Smith, Kathy Kennedy, and Cheryl Stott

mandate is to review the ONCA and bring their recommendations to the Board to comply with the revised Act.

7. Questions for this current year - Gerri Roy thanked the Board for their hard work during this year. Pat thanked Arlene for her continuing role in administrating the Centre and all volunteers, noting the Zoom technical support from Gary McKay. COVID has brought many challenges to the Centre, but now the Centre can provide Zoom programming with Gary's assistance and expertise. Pat also thanked Mark Ling for his time volunteering at the Centre when called. Pat thanked everyone who has supported the Centre this past year and asked for their continued support in the coming year. Everyone is working together for the good of the Centre
8. Adjournment – Pat requested a motion to adjourn the meeting. **Moved by Lynn Miller and seconded by Fryne Ditullio, the meeting adjourned at 12:03 p.m.**

DRAFT