# 8

### **APPLEGROVE COMMUNITY COMPLEX**

60 Woodfield Road, Toronto, Ontario M4L 2W6 Tel: 416-461-8143 Fax: 416-461-5513 www.ApplegroveCC.ca

#### "TOGETHER, BUILDING OUR COMMUNITY"

## **Board of Directors Meeting AGENDA – January 30, 2017**

If you cannot attend, please call the office with your regrets.

Applegrove's mission is to be a neighbourhood partnership fostering community through social and informative programs for individuals and families.

#### 6:45 Optional Light Supper

#### 7:00

- Call to Order/Adoption of Agenda
- 2. Welcome and Introductions
- 3. Declaration of Conflicts of Interest
- 4. Timekeeper
- 5. Volunteer Hours
- 6. Donation Envelope

#### 7:10

- 7. Minutes of the December 12 Board Meeting (attached): to be accepted
- 8. Finance
  - 8.1. 2016 annual Statistics (attached): for information
  - 8.2. 2016 Preliminary Financial Report (attached): to be accepted

Motion needed to discuss the next item *in camera* (without guests or staff other than the relevant staff), as it deals with identifiable individuals or confidential information.

8.3. Year-end Analysis (see confidential memo)

Motion needed to return to the public meeting.

8.4. Year-end Financial Motions (see Executive Director's Report)

#### 8:00

- 9. Revenue Generation Report (attached): for information
  - 9.1. GIC's
  - 9.2. Payment Authorization (see Executive Director's Report)
- 10. Community Integration Committee (attached): for information and confirmation
  - 10.1. AGM plans
  - 10.2. Awards

#### 8:20

- Directors' Concerns
- 12. Adjournment



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#### "TOGETHER, BUILDING OUR COMMUNITY"

## **Board of Management Meeting AGENDA -- Monday, January 30, 2017**

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- A. Call to Order/Adoption of Agenda
- B. Declaration of Conflicts of Interest
- C. Minutes of the December 11 Board of Management Meeting (attached): to be accepted

#### 8:40

D. Personnel Committee Report (attached): to be accepted

#### 8:45

E. Executive Director's Report (attached): to be accepted

#### 8:50

F. Correspondence List *(to be distributed at the meeting)*: for information and decisions F.1. TDSB appointed Trustee Cary-Meagher to the end of her term, November 30, 2018.

#### 8:55

G. Adjournment

#### **Next Meetings and Events**

Strategic discussion: Monday, February 6 @ 7 p.m.

Next regular Board meeting: Monday, February 27, 2017.

60 Woodfield Road, Toronto, Ontario M4L 2W6 Tel: 416-461-8143 Fax: 416-461-5513 www.ApplegroveCC.ca

#### "Together, Building Our Community"

## Minutes of the Board of Directors Meeting December 12, 2016

A neighbourhood partnership fostering community through social and informative programs for individuals and families.

Present: Pierre Bois, Vai Teng Law, Ann McKechnie, Chris Sulway (Chair),

Jim Valentine

Regrets: Sabrina Dias, Jean Lim-O'Brien

Absent: Councillor McMahon, Mercedes Lee, Neil Sinclair

Staff: Janina DeGuzman, Susan Fletcher, May Seto (Recorder)

#### 1. Call to Order/Adoption of Agenda/Introductions

Chris called the meeting to order. Quorum of 5 Directors was achieved. By consensus, the agenda was adopted as circulated.

#### 2. Welcome and Introductions

#### 3. Declaration of Conflicts of Interest

None were declared.

- **4. Timekeeper** Chris
- **5.** Volunteer Hours hours were recorded.

#### 6. Donation Envelope

The donation envelope circulated.

#### 7. Program Presentation: Connecting Through Technology (CTT)

Janina provided an overview of the Connecting Through Technology Project funded by Ontario Seniors Secretariat. The intergenerational project involves Older Adults and Duke of Connaught grades 7 and 8 students from Mr. Darkhor's class. The project is offered twice a week; on Wednesdays, students help beginner older adults navigate through technological devices such as an iPAD, tablet, laptop. On Mondays, intermediate learners who are more independent receive help from two Applegrove staff. It's been a huge success and both participants and students are enjoying the sessions. The Fall session is ending this week and another session will begin in January 2017.

The Board was impressed with the success of the program and felt that this type of story would be good to highlight in the Lifestyles section of the Toronto Star. Chris has a contact at the Toronto Star and will follow-up in the new year. Another option would be asking the Mirror to do a story on the program.

Jim asked how the Junior Leaders Program was going and mentioned that he has heard from two different sources that it has been a huge success. He also commented that leadership programs are in demand and would be popular in this community.

2

#### 8. Minutes of the October 24 Board of Directors Meeting

**MOTION** (McKechnie/Sulway)
To accept the minutes of September 26.

#### Carried

#### 9. Finance

#### 9.1. 2016 Year-To-Date Statistics

Susan provided an overview. Susan highlighted PC drop-in numbers and will note for next meeting if stroller parking and Full Day Kindergarten has had an impact on our overall numbers.

#### 9.2. 2016 Year-to-Date Financial Report

Susan provided an overview.

**MOTION** (Bois/McKechnie)

To accept the October 24 YTD financial report as accepted.

Carried

#### 9.3. 2017 Program Budget Revenue Projection

Susan provided an overview and highlighted areas that required discussion.

**MOTION** (Valentine/Law) To endorse preliminary budget.

Carried

#### 9.4. 2017 Holiday Camp

May provided an update and confirmed that the program was running from January 3-6, 2017.

#### 10. Revenue Generation Committee Report

Pierre provided an overview and confirmed that the committee recommended implementing Pasta Fest and Punkin Grove again next year. An idea for next year, if needed, to boost ticket sales for Pasta Fest was for Board Members try to each sell a table. Louise provided comparison values from previous years which member reviewed.

#### 11. Community Integration Committee Report

Vai Teng provided an overview of the report.

#### 11.1. Time Served

Susan confirmed time served and whether members were continuing with the Board.

#### 11.2. AGM Plans

Diane Walton has confirmed to be the speaker at our Annual General Meeting. Susan also asked for Board members' input for the Lucy Award.

**MOTION** (Law/Bois)

To accept the Community Integration report as presented.

Carried

#### Board of Directors Minutes December 12, 2016

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One member highlighted that the Leslieville Flea Market held at SH Armstrong were soliciting donations for Centre 55. She asked if Applegrove was approached and wondered if staff could look into why they were donating to Centre 55 and not to Applegrove who is next door.

13. Adjournment				
The meeting wa	as adjourned on a motion	by Chris Sulway	, seconded by	Ann McKechnie.

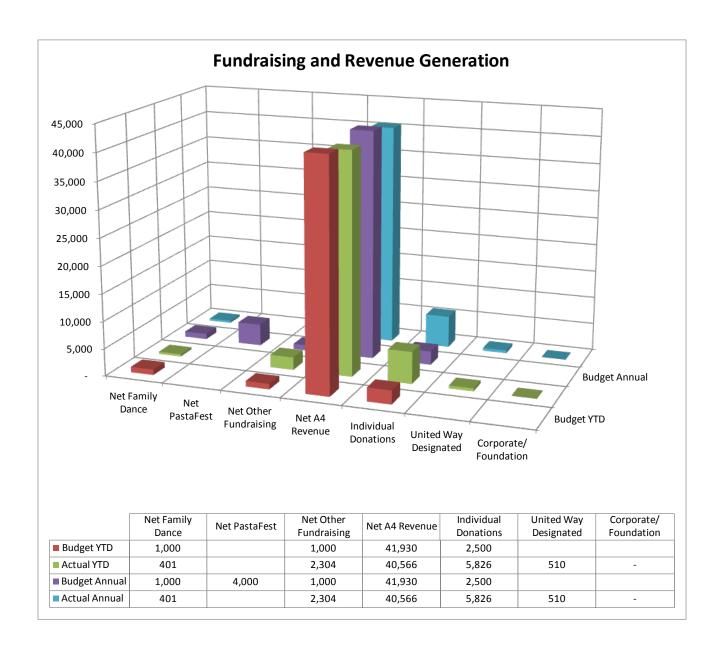
Chair	Secretary

Applegro	ve Statistic	es		2016	Printed	Januar	y 19, 20	)17																		
Cumulative differ	ent people	January	Feb	ruary	Mai	rch		April	N	/lay	Ju	ıne	Jı	uly	Au	gust	Septe	ember	Oct	ober	Nov	ember	Dece	ember	Tota	als
Applegrove Parent																J										
Children	626	739	715		867		807		677		686		491		533		568		468		551		452		7,554	
Parents	561	229	220		264		243		182		165		124		139		172		136		152		154		2,180	
Caregivers	301	270	263		304		283		257		260		190		174		249		210		224		180		2,864	
Subtotal		1,238		1,198		1,435		1,333		1,116		1,111		805		846		989		814		927		786		12,598
The Applegrove Co	onnection (p	oreviously Edg	ewood)																							
Children	180	209	140		186		203		183		151		0				138		153		145		133		1,641	
Parents	133	32	23		23		22		39		27		0				27		24		17		30		264	
Caregivers	100	83	65		93		103		62		72		0				78		74		71		50		751	
Subtotal		324		228		302		328		284		250		0		0		243		251		233		213	1	2,656
Helping Our Babies	s Grow																									
fants and Children	49	26	58		32		58		57		68		53		58		53		52		61		46		622	
Moms	76	31	61		34		60		67		76		60		69		46		45		55		42		646	
Subtotal		57		119		66		118		124		144		113		127		99		97		116		88		1,268
Therapeutic Play																										
Children		4	13		11		5		17		14		6		4		0		18		12		3		107	
Adults		4	13		12		5		18		16		5		3		0		16		9		3		104	
Subtotal		8		26		23		10		35		30		11		7		0		34		21		6		211
Children and Youth	1																									Ĭ
Summer Camp	142												1,081		1,042										2,123	
After4, PA, March	68	1,005	991		981		1,029		1,052		1,119						1,236		1,160		1,335		946		10,854	
Leadership	19	0	0		0		0		0		0		237		83		0		61		60		24		465	
Teen	23	66	95		91		139		49		0						0		97		102		36		675	
Subtotal		1,536		1,086		1,072		1,168		1,101		1,119		1,318		1,125		1,236		1,379		1,557		1,030		14,727
Adult Programs																										
Seniors	190	190	183		231		228		229		180		168		87		195		243		259		112		2,305	
Committee	e/Board ho	40	36		72		81		30		15		0		0		41		30		0		43		388	
User Grou	ıps																		15		0		0		15	
Other*		6	150		153		202		0		9		0		0		0		144		0		0		664	
Subtotal		236		369		456		511		259		204		168		87		236		432		259		155		3,372
Outreach																										
# of events	n/a								1								2		1		1					5
Contacts	1								10								75		50		150					285
Phone and e-mail		315		387		359		353		336		303		291		239		311		311		384		312		3,901
Total exc outreach		3,714		3,413		3,713		3,821		3,255	_	3,161		2,706		2,431		3,114		3,318		3,497		2,590		38,733
Cumulative	2,007	3,714		7,127		10,840		14,661		17,916		21,077		23,783		26,214		29,328		32,646		36,143		38,733		38,733
	ludes Rook	Club, special								17,510		21,011						corded, n				50, 175		50,755		55,755
	iuuca DUUK	olub, special	CVEITIO,	ATTITUAL I	viceuriy,	HICOHIE	Tax Oll	ı 110,						Doald H	ouis sil	OVVII III II	ionun 160	Joi ucu, II	OL WOIR	.cu						
2015 comparison		0.004		0.004		0.040		0.540		0.000		0.000		0.007		0.005		0.004		0.040		0.470		0.050		07.04.4
Monthly		3,334		2,831		3,646		3,548		2,868		2,896		2,967		2,225		2,964		3,610		3,472		2,653		37,014

## PC Comparison regarding Stroller Parking

PC Month to	month comp	arison					
Total visits							
	2015	2016	S	troller Parking	Comparisor	1	
Jan.	1,205	1,238		Total Oct-E	Dec 2015	3,192	
Feb.	1,083	1,198		Total Oct-D	Dec 2016	2,527	
March	1,385	1,435		Decrease of	of	665	21%
April	1,263	1,333					
May	1,122	1,116					
June	1,016	1,111					
July	1,041	805					
Aug.	923	846					
Sept.	918	989					
Oct.	1,181	814					
Nov.	1,056	927					
Dec.	955	786					
Total visits	13,148	12,598					

#### December 31, 2016 YTD Financial Report Variance highlighting Unfavourable variance of 5-15% = highlight in yellow and this requires an explanatory note Unfavourable variance of 16% and up = highlight in pink and may need additional page Favourable variance of 20% or more = highlight in blue and may need additional page. YTD Budget YTD Actual Difference from budget Common Issues Special Notes 394,905 377.116 -17.788 -5% Year-end = (\$1,076) before year-end accrual Expense City Funded Administration Income 398,999 376,040 -22.959 -6% HOBG Expense 34.831 31.417 -3.414 -10% 27,139 23,475 -3,665 Income -14% § Funding comes at unpredictable intervals Families with Young Children PC 136,766 128.367 -8.399 Expense -6% Income 126.204 130.471 4,267 Year-end = \$2,105 compared to budget Q deficit of (\$10,500). Due to staff changes 3% and savings on trips and toys Expense 30.822 29,561 -1.261 -4% (formerly EW) Income 28,496 27,430 -1,067-4% Year-end = (\$2,132) which is slightly less Q than expected. 27.615 22,410 -5,205 Year-end = \$4,340 with lower expenses due Therapeutic Expense -19% to low take-up of program supports 26,750 26,750 0 0% Income Ŧ 158,392 After School 167.491 -9,099 -5% Year-end = \$40,566, about \$1,300 less than Expense including budgeted, largely due to lower fees than March Break anticipated. 199,282 -10,253 209,535 -5% Income Children and Youth Teen Expense 14,513 7,358 -7,155 Year-end = (\$4608), much less than the the -49% \$14,000 deficit budgeted. 2,600 2,750 1250% We budgetted 0 income Income 150 Camp Expense 80,021 81,609 1,588 2% Year-end = \$5,795, even after purchasing Income 73,976 87,404 13,428 18% rolling storage units to use in classrooms. Leadership Expense 14,988 11,501 -3,487 Year-end = \$71; budget was (\$2300) which would be funded from program's prior surplus -23% 12.167 11,572 -595 -5% Lower enrollment meant lower costs. Staff Income illnes reduced salary cost. Satellite 4.000 8.437 4.437 Net loss at year-end of \$(1,727). Expense 111% Income 0 6,710 6,710 Jr Leaders 1,701 Expense Income 2,375 Year-end = \$674. Anticipated break-even Calendar year-end = \$1,132; however, program operates on the April-March year Seniors 41,712 47,358 5,646 Additional expenses from Wellness Fair, year-Seniors Expense 14% § end spending and Connecting Through Technology (CTT) Additional income from Wellness Fair, CTT, 40,034 48,489 8,455 Income and Special Purpose grant 21% General Expense 30,584 Program Assistant and relevant expenses. programming Funded via After-school proceeds general program Fundraising Agency Revenue 12.178 10.700 Net Proceeds Includes income from United Way, individual fundraising (Revenue - Expense) donations, Family Dance and some info fair and donations Expense income. Expense includes Family Dance; some info 1,479 fair costs: annual Directors and Officers insurance premium @ \$765; and cost of bottles and bags to be sold in 2017 Q = Funding received quarterly § = Special April-March financial year F = Funding received twice annually



## APPLEGROVE COMMUNITY COMPLEX BALANCE SHEET December 31, 2016

		ASSETS		
	Alterna - Admin Account		54,525.90	
	Alterna - Program Account		98,409.68	
	Alterna - Trust Account		403.97	
	Alterna - Member Shares		152.68	
	Alterna Term Deposits - Program		134,253.72	
	Petty Cash Float - Admin		150.00	
	Petty Cash Floats - Program		1,460.00	
	Outstanding Transfers Between Accounts		4,473.46	
	Accounts Receivable - Admin		31.77	
	Accounts Receivable - Program		25,586.38	
	Long-term Receivable - City of Toronto		281,018.21	
	HST Receivable - Admin & Program		0.00	
	Prepaid Expenses		4,319.09	
	a state I respective toward.		_6	04,784.86
	L	JABILITIES		
	Accounts Payable		6,415.53	
	Long-term Benefits Payable		134,597.00	
	Unrealized Actuarial Gain		120,952.00	
	Income Taxes Payable		22,707.19	
	CPP Payable		4,385.54	
	El Payable		2,597.04	
	OMERS Payable		11,973.68	
	WSIB Payable		736.24	
	Union & COTAPSAI Dues Payable		1,080.28	
	EHT Payable		2,200.63	
	Vacations Accrued - Admin		25,469.21	
	Vacations Accrued - Program		9,128.41	
	City of Toronto Payable (Receivable)		1,101.00	
	Advance Repayable to City of Toronto		10,871.22	
				354,214.97
	Accrued Expenses - Admin			5,966.57
	Deferred Income - Program			38,466.10
	Funds held in trust			0.00
	Retained Surplus (Deficit): P/C			0.00
	Afterschool			95,059.14
	Teen Program			0.00
	Seniors Programs			23,143.78
	Board/Management			31,418.17
	Summer Programs			17,800.88
>	HAIG			(85.29)
	The Applegrove Connection			0.00
	HOBG			10,817.12
	Over the Rainbow			35,661.47
	Current Program Income		579,689.58	
	Current Program Expenses		(586,291.45)	
				(6,601.87)
	Admin:		254 472 22	
	Current Admin Funding - City of Toronto		351,473.38	
	Admin Vacation Payout - Salary & Benef	แร	24,510.54	
	Interest on Admin Account		56.08	
	Current Admin Expenses		(377,116.18)	(1,076.18)
	Current Admin Surplus/Deficit			(1,070.10)

604,784.86

Year to date Income Statemen	nt																											
December 31, 2016																												
	Adn		Program	P/C D	rop-in	AG Con	nection	larch Bre	ak Cam	HOE			eutic Play	Summe	r Camp	Afters	chool	AS :	SAT	JR Lea	aders	Teens F	rogram	Leade	ership	Sen	ors	Other
	Actual	Budget	Total	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
EXPENSES																												
Salary	267,844	291,060	422,371	93,695	97,310	15,978	15,998	3,084	1,215	8,259	12,112	19,435	19,592	57,907	55,743	121,612	120,150	6,486	0	941	0	5,868	8,040	8,638	9,522	29,516	25,498	50,787
Benefit	73,178	73,113	70,617	29,869	30,138	6,886	6,831	386	121	1,016	1,613	2,267	2,823	6,645	7,343	13,469	13,863	683	0	98	0	818	1,040	846	934	3,045	2,402	4,566
Material & Supplies	5,487	8,498	55,098	2,739	6,334	1,261	1,817	295	150	16,205	16,520	101	2,650	12,069	15,156	9,205	19,850	68	0	378	0	672	3,303	1,498	2,772	9,912	10,403	644
Furniture & Equipment	4,086	2,305	6,337	0	490	0	75	0	0	1,144	0	0	0	-,	0	0	1,000	0	0	0	0	0	0	0	0	1,711	300	C
Purchased Services	26,521	19,929	31,868	2,063	2,494	5,437	6,101	453	525	4,794	4,586	607	2,550	1,506	1,779	9,887	10,617	1,200	0	285	0	0	2,130	518	1,760	3,174	3,109	1,479
Total	<u>377,116</u>	<u>394,905</u>	<u>586,291</u>	128,367	136,766	29,561	30,822	4,219	2,011	<u>31,417</u>	34,831	22,410	<u>27,615</u>	<u>81,609</u>	80,021	<u>154,173</u>	<u>165,480</u>	<u>8,437</u>	4,000	<u>1,701</u>	<u>0</u>	<u>7,358</u>	14,513	<u>11,501</u>	14,988	<u>47,358</u>	<u>41,712</u>	57,476
INCOME																												
Government Funding																												
City of Toronto	374,488	374.488	155.365	111.704	111.704	26.996	26.996	0	0	0	0	0	0	16,665	8,615	0	0	0	0	0	0	0	0	0	0	0	0	0
Province of Ontario	0	0	55,421	16,297	12,000	-,	0	0	0	0	0	0	0	-	1,470	0	0	0	0	0	0	0	0	0	0	39,124	30,834	0
Federal Government	0	0	47,633	0	. 0	0	0	0	0	23,225	26,139	0	0	18,306	10,395	0	0	0	0	0	0	0	0	6,102	3,662	0	0	0
Total Government	374,488	374,488	258,418	128,001	123,704	26,996	26,996	<u>0</u>	<u>0</u>	23,225	26,139	<u>0</u>	<u>0</u>	34,971	20,480	<u>0</u>	<u>0</u>					<u>0</u>	<u>0</u>	6,102	3,662	39,124	30,834	<u>C</u>
Non-Government Funding																												
Charitable Organization	0	0	27.760	0	0	0	0	0	0	0	1 000	26.750	26.750	0	0	0	0	0	0	0	0	0	0	500	0	0	0	510
Foundation/Corporation	0	0	7,500	400	0		0	0	0	250	0,000	20,730	20,730	3,500	3,500	500	0	0	0	0	0	250	150	0	0	2,300	2.000	0
Total Non-Government	0	<u>0</u>	35,260	400	0		0	0	<u>0</u>	<u>250</u>	1,000	26,750	26,750		3,500	500	<u>0</u>		J	J		250	150	500	0	2,300	2,000	510
Donation/Fundraising																												
Charitable Donation-individual	0	0	8,229	660	1,000	0	500	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,743	1,000	5,826
Charitable Donation-Business	0	0	4,500	000	1,000		0	0	0	0	0	0	0	U	2,000	0	0	0	0	0	0	0	0	0	2,500	1,743	1,000	3,820
Non-charitable Donation-Ind	0	0	4,300	0	0	_	0	0	0	0	0	0	0	,	2,000	0	0	0	0	0	0		0	0	2,300	0	0	0
Non-charitable Donation-Bus	0	0	0	0	0		0	0	0	0	0	0	0	-	0	0	0	0	0	0	0	-	0	0	0	0	0	0
Fundraising	0	0	6,557	1.411	1,500	-	1,000	0	0	0	0	0	0	-	1,000	505	0	0	0	0	0	U	0	0	200	214	0	-
Total Donation/fundraising	<u>0</u>	<u>0</u>	19,286	2,070	2,500		1,500	0	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	0	0.0	3,000	505	<u>0</u>	0	<u>0</u>	•	0		<u>0</u>	<u>0</u>	2,700	1,957	1,000	9,248
Others																												
User Fees	0	0	265,216	0	0	0	0	4.543	2,125	0	0	0	0	46.115	46.996	193,734	207.410	6,710	0	2.375	0	0	0	4.970	5,805	5,108	6.200	911
Oser Fees Miscel	-	24,511	1,509	0	0	-	0		2,125	0	0	0	0	-, -	46,996	193,734	207,410	0,710	0	2,313	0	-	0	4,970	0,805	5,108	0,200	1,509
HST Rebate	1,552	24,511	1,509	0	0		0	-	0	0	0	0	0	-	0	0	0	0	0	0	0	-	0	0	0	0	0	1,509
Total Others	1,552	24,511	266,724	0	0		0	U	2,125	0	<u>0</u>	0		46,115	46,996	193,734	207,410		<u>0</u>	2,375	0	Ū	0	4,970	5,805	5,108	6,200	ŭ
TOTAL INIO OLIF	070.015	222.25		100.4=:	100.05.	07.465	00.455	4 = 4 =	0.40-	00.4==	<b>-</b>	00 75		07.40	=0.0=0	101 = 5	00= 4:5			0.0==	_	0.75		44.55	10.10=	40.465	10.05	10.1=-
TOTAL INCOME	376,040	398,999	579,690	130,471	126,204	27,430	28,496	4,543	2,125	23,475	27,139	26,750	26,750	87,404	73,976	194,739	207,410	6,710	0	2,375	0	2,750	<u>150</u>	11,572	12,167	48,489	40,034	12,178
SURPLUS(DEFICIT)	(1,076)	<u>4,094</u>	(6,602)	<u>2,105</u>	(10,562)	(2,132)	(2,326)	<u>323</u>	<u>114</u>	(7,942)	(7,692)	<u>4,340</u>	(865)	<u>5,795</u>	(6,045)	40,566	41,930	(1,727)		<u>674</u>	<u>0</u>	(4,608)	(14,363)	<u>71</u>	(2,821)	<u>1,132</u>	(1,678)	(45,297)



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#### "Together, Building Our Community"

## Community Integration Committee Meeting Notes Monday, January 16, 2017 @ 6:30 p.m.

Present: Vai Teng Law (Chair), Sabrina Dias, Ann McKechnie

Regrets: Jim Valentine, Natasha Graham

Staff: Janina DeGuzman, May Seto, Susan Fletcher

#### 1. Next Meeting

Monday, March 13 @ 6:30

#### 2. Notes from December 6 meeting – Accepted by consensus

#### 3. Board nominations and AGM Planning

- a. Nominations and AGM Planning
  - o 2 vacancies: Neil and Chris are resigning
  - o sent notice to City, not posted yet
  - o notice will go on Jan. 20 with AGM save-the-date and membership questionnaire
  - o members suggested posting in the following
    - Volunteer Toronto
    - local councillors' newsletters
    - Duke Need to Read
  - discussed the board's needs, including PC or AC participant and legal perspective

#### b. AGM Food

- o Louise proposed making mac and cheese; everyone likes it and it is vegetarian.
- o plus salad and dessert

#### c. Speaker

- Diane Walton confirmed.
- details to be finalized closer to the date.

#### d. Awards

- o members suggested/confirmed the following:
  - i. Golden Apple (for outstanding achievement)
  - ii. Dorothy Snow [Dot] (partnership)
  - iii. Lucille Dobbins [Lucy] (6 years on Board): Neil Sinclair
  - iv. Nellies (for volunteers)

#### e. Volunteer Recognition

we have given the volunteer awards at the AGM for many years

o in the past, we have recognized all Applegrove volunteers with a token gift during Volunteer Week (April 23-29, 2017)<sup>1</sup> and, more recently, a volunteer recognition event

<sup>1</sup> April 15-21, 2018 and April 7-13, 2019

#### Community Integration Committee Notes January 16, 2017

- however, having another event so close to the AGM seems redundant, especially when so many of the same people attend.
- o other ideas might include
  - volunteer awards at a different recognition event
  - combining volunteer recognition event with the AGM (must take place by the end of March)
- o for this year, the committee recommended:
  - listing volunteers in the Annual Report
  - during the meeting, asking all volunteers to stand while the chair talks about volunteer contributions including what they do, what they bring (skills, ideas, etc.) and what they get (benefits of volunteering)
- o for 2018, the committee recommended moving the volunteer awards to another event, such as a volunteer tea.
- because 2018 will be a provincial and municipal year (June 7 and October 22, 2018), political representatives would be invited to attend but not to present the awards

#### 4. Follow-up on CRM

reviewed draft questions for membership questionnaire which will be sent out on Jan. 20

#### 5. Other Business

- Susan reported that one of the priorities from the June 2016 strategic planning discussion was developing a membership plan.
- she had put some ideas together based on a (former) Board member's concept of corporate membership with various publicity benefits based on the fee.
- RevGen is taking a preliminary look at the concept at its meeting on Feb. 1
- depending on the RevGen discussion and the Feb. 6 planning session, this committee may be involved in membership development.

#### 6. Next Meeting: Monday, March 13 @ 6:30

Agenda to include reviewing membership questions.

## Community Integration Committee Notes December 6, 2016

S

## On letterhead Involvement Opportunity – Board Members

As Applegrove Community Complex implements its strategic directions, the agency is looking for individuals to join the Board. Applegrove expects [# to be determined] vacancies at the Annual Meeting on March 27, 2017.

Applegrove particularly welcomes people who can help the Board reflect this diverse community. Key qualities include

- ✓ engaged in our community,
- ✓ skilled in one or more of government relations, marketing, revenue generation, human resources, PR/media relations, legal.
- ✓ able to promote involvement from individuals and businesses,
- ✓ and interested in becoming Board members for this dynamic neighbourhood-based multi-service organization.

Board members are responsible for governing the agency, setting policy, identifying needs and setting strategic directions, managing the finances, and generating revenue to support programs.

The Board invites people interested in nomination to attend a meeting as a guest. The next Board meetings are on Monday, January 30 and Monday, February 27, both from 7 to 9 p.m. The agenda will be posted on the website about 1 week before the meetings. Please contact Susan Fletcher, Applegrove's Executive Director, to confirm your attendance.

As a neighbourhood partnership fostering community through social and informative programs for individuals and families, Applegrove is both an agency of the City of Toronto and incorporated as a non-profit organization. Therefore, Applegrove has both a Board of Management and a Board of Directors. The 10-member Board of Directors is responsible for the whole organization and the 11-member "Board of Management" is a standing committee of the Board, responsible for the City agency.

The same 9 community members and the City Councillor serve on both boards, and the TDSB Trustee also serves on the Board of Management. And one meeting follows the other although there are 2 agendas. For simplicity, "Board" refers to both the Board of Management and Board of Directors.

The Board usually meets on the last Monday of the month. Most Board meetings start with an optional light supper at 6:45 and the Directors' meeting at 7:00, immediately followed by the Board of Management. The average time commitment for a Board member is 8-10 hours per month, including participating on at least one committee and attending occasional special events, all to help build the community. Many of the Board members are parents so the centre tries to support their child care needs through child-minding during meetings or reimbursement of childcare expenses.

To learn more or to apply, please contact Susan Fletcher, Applegrove's Executive Director before February 24.

If you are interested in greater involvement with Applegrove but not ready to become a Board member, ask about working with a committee or organizing events.



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#### "Together, Building Our Community"

#### Revenue Generation / Business Development Committee Notes

January 11, 2017

Present: Mercedes Lee (Chair), Jean-Lim O'Brien

Regrets: Pierre Bois

Staff: Janina de Guzman, Susan Fletcher (recorder)

#### 1. Next Meeting

6:30 on Wednesday, February 1, focusing on dance prep

#### 2. Notes of December 1 meeting

accepted by consensus.

**3. Family Dance** (see attached details for committee members) Saturday, Feb. 4 from 10:30 to 12:30 (permit from 9:30 to 1:30) Paw Patrol characters Chase and Marshall to attend!

#### 4. GIC Rates and Recommendation

- GIC's of \$33,733 and \$50,529 mature at the end of January
- 1 year redeemable GIC rate = 0.75%; slightly better than the 0.7% that they earn now
- 1 year fixed = 1.15%
- Longer term rates
  - o 28 months @ 1.75%
  - o 38 months @ 1.95%
- Applegrove has not needed these funds since they were put into GIC's more than 5 years ago.
- we have a 3<sup>rd</sup> GIC of \$50,000 invested Nov. 10/16 for 1 year @ 1.6 %.
- after discussing issues, the committee recommended investing for fixed terms, with \$33,000 in for 1 year and the \$50,000 for 28 months.

#### 5. Payroll Authorization Process

- the agency has required 2 signatures to authorize the electronic payroll since we switched from cheques some years ago.
- checking whether this continues to make sense or whether we need to tweak the process.
- current process:
  - o pay periods end on a Friday, e.g. Friday, Jan. 13.
  - time sheets are due immediately and are checked by the supervisor on the Monday
  - o on Tuesday, the Bookkeeper prepares the payroll
  - signed, generally by 2 Board members, on Wednesday or first thing Thursday morning
  - o electronic authorization by 10 a.m. Thursday
  - o in staff bank accounts on Friday, the 20<sup>th</sup>
  - however, to allow flexibility for staff illness, late authorization, computer problems or stat holidays, the official pay date is the next Tuesday, i.e., Tuesday, Jan. 24.



- it can be difficult for the Bookkeeper to produce certain cheques in time for signatures on the Wednesday, which sometimes means a second round of signing the same week.
- committee members also discussed the possibility of electronic payment of recurring invoices, e.g., phone bills.
- the committee asked for a proposal from Susan H on streamlining payment processes for discussion and decision at the board meeting.

#### 6. Budget Updates

- a) Admin budget
  - For its meeting on Jan. 12, the Budget Committee requested the following info regarding 'progression pay' for non-union employees with details on:
    - the number of employees subject to progression increases 2016
    - the 2016 financial impact of these increases
    - the number of employees by employee group (i.e. Cluster A, Cluster B, Internal Services, City Clerks, City Manager's Office, individual agencies) receiving each level of increase
      - o exceeds expectations
      - o meets expectations
      - o meets most expectations/development
      - unsatisfactory
    - the cost of living increase given in 2016
    - the average performance increase given in 2016
  - Susan submitted the details by the Jan. 6 deadline after receiving assurance that the confidential information would be aggregated.
    - Post meeting update: the Budget Committee deferred the overall report until Jan. 24.

#### b) Program budget for 2017

- The federal summer jobs submission is due Jan. 20, so members considered and endorsed the attached draft budgets for camp and leadership.
- Note: interim 2017 Program Budget only included 1 year Cost Of Living Allowance (COLA) but the draft allowed the 2016 and 2017 COLAs @ 1.25% each similar to the union COLA<sup>1</sup>

	Preliminary Prog budget hourly rate	Summer Budget
4 SR Counsellors	13.24	13.40
4 JR Counsellors	12.31	12.31
1 Camp Coordinator	17.35	17.57

#### 7. Updates

a) Seniors Program Surplus Update

special activity will be in the Spring

#### b) 2016 Donations

 December donations totalled over \$3500 including 2 Canada Helps gifts in the last week of \$140

• does not include "frequent donors" including Board members.

<sup>&</sup>lt;sup>1</sup> Summer staff are excluded from the collective agreement.

## Revenue Generation Committee Notes January 11, 2017 3

#### 8. CRM

- mailing on Jan. 20 will include membership questionnaire including info about e-mail/snail mail preferences
- however data will not be input until March.

#### 9. Next Meeting: Feb. 1 @ 6:30

Agenda to include

- Last minute details for Family Dance
- Membership proposal

## Revenue Generation Committee Notes January 11, 2017 4

	January 2017	2017 Day (	Camp AND E	Refore/Aft	er	09-Jan-17					
	Minimum wage		as of Oct. 1,		Ci .	00 dan 17					
	counsellors wages in		uo or oot. 1,	2010	\$12.01	and	\$13.08				
	with 1.25 increase for				12.31	ana	13.40				
	CY Worker at W				12.01		10.40	Ass't director at WC	3 3		
		weeks of p		64	campers	:/week		A33 t director at vvc	, 0		
	J	camp Only				after, assuming	20	campers/week pay	the higher f	66	
			After Care		per wee			paces/week	5	50	
Director sala	arv at		hours/weel		per wee	Cacii	Cubsiay 3	# campers	64		
Other staff s			hours/weel				20			19,600	
Other stair s	balaries at	70	nours, week					Potential fees @		34,496	
4 Sen	ior Counsellor	13.40	10	weeks	21,440			Before and After-Ca		4,320	
	or Counsellor	12.31		weeks	19,696			Subsidy		-5,000	
	np Coordinator	\$ 17.57		weeks	7,732			Net fees anticipated		-5,000	53,416
							C. madraiais				55,410
I Carr	np Director, June-S	23.58	14	weeks	12,380		Fundraisir	ng and donations		ΦO	
TDC	'D av Tranisanas fe		wask		0			By organization		\$0	
	B or Tropicanas fo			D-f	_			By participants		\$1,000	4 000
Note	e: 40 hours for cou	nsellors allo	ws time for	Before ar	a After C	are		Total fundraising			1,000
								h Air Fund			3,500
								Services (per diem fur			\$4,752
Vaca	ation for relevant s	4%	(Camp Dire	ector take	1,786			Summer Jobs (federa	ıl)		18,306
							Excellenc	e in Literacy Grant			2,000
	nd staff paid by TE	DSB			6,000						
	AL Salaries					\$69,034					
Benefits @		for all staff					_	Services Former Recr	eation Grant		3,600
(CP	P, UI, Workers Co	mp, EHT) p	lus			6,303	Children's	Services (core funds)			3,700
1.95% EHT	•					1,229					
Materials, S	upplies and Purcha	ased Service	es			\$32,422					
Total Expen	se					\$108,988					
,							TDSR in k	ind space			15,000
Expenses wi	ithout In kind		\$87,988					kets donated			976
Number of s								ropicana in kind staff			
number of s	itali =		12								6,000
							Prior Surp	olus			
Number of AG	paid staff hours (est)		3,613								
							TOTAL IN				\$112,250
							SURPLUS	S/DEFICIT			\$3,262
DETAIL of D	Day Camp Program	n expense									
	S. SUPPLIES and I		D SERVICE	S							
Program Su	,										
Food											
1 00	Breakfast @	¢75	per wk	600							
	Snack @		daily	1000							
		φ <u>2</u> 3	per wk	800							
	Cooking @	\$100	perwk	800	Φο 100						
120	Total Food		-		\$2,400						
	hen supplies				\$350						
Craf	fts				\$500						
Spo	rting Equipment				\$300						
Gan	nes				\$250						
Spe	cial events				\$500						
Suns	screen										
	Estimated cost			100							
	Total sunscreen	expense			\$100						
Tota	al program supplies				φ	\$4,400					
						ψ-, του					
ITravel and a			+					Λ	TTC/wk	Λ	staff
Travel and a		sione						4	TTC/WK	U	3.00
Staf	f travel and admiss		1 way	E76				adult tickets			
Staf	f travel and admiss	3.00	1 way	576 \$1.152				adult tickets			
Staf	f travel and admiss TTC trips Admission @	3.00 \$12	per wk	576 \$1,152	¢4 700			youth tickets			1.95
Staf {	f travel and admiss B TTC trips Admission @ Total staff travel	3.00 \$12 and admiss	per wk ions	\$1,152	\$1,728						
Staf {	f travel and admiss  TTC trips  Admission @  Total staff travel rental	3.00 \$12 and admiss 6	per wk ions @	\$1,152	\$2,100			youth tickets			1.95
Staf { Bus	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip	3.00 \$12 and admiss	per wk ions @ 1 way	\$1,152 350	\$2,100 \$0			youth tickets			1.95
Staf { Bus { Kid:	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip Admissions @	3.00 \$12 and admiss 6 \$0.00	per wk ions @ 1 way	\$1,152	\$2,100			youth tickets			1.95
Staf { Bus Kids Tota	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip	3.00 \$12 and admiss 6 \$0.00	per wk ions @ 1 way \$12	\$1,152 350 weekly	\$2,100 \$0 \$6,144	\$9,972		youth tickets			1.95
Staf {  Bus  Kids  Tota  Camper ID	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip Admissions @	3.00 \$12 and admiss 6 \$0.00	per wk ions @ 1 way \$12	\$1,152 350	\$2,100 \$0 \$6,144	\$9,972 \$200		youth tickets			1.95
Staf { Bus Kids Tota	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip Admissions @	3.00 \$12 and admiss 6 \$0.00	per wk ions @ 1 way \$12	\$1,152 350 weekly	\$2,100 \$0 \$6,144	\$9,972		youth tickets			1.95
Staf {  Bus  Kids  Tota  Camper ID	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip s Admissions @ al travel and admiss	3.00 \$12 and admiss 6 \$0.00 sions	per wk ions @ 1 way \$12	\$1,152 350 weekly	\$2,100 \$0 \$6,144	\$9,972 \$200	Staff pay	youth tickets	nirts we g	et 2, they	1.95 0.00
Bus Kids Tota Camper ID Advertising	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip Admissions @ travel and admissions @ travel and admissions	3.00 \$12 and admiss 6 \$0.00 sions 200	per wk ions @ 1 way \$12	\$1,152 350 weekly \$1.00	\$2,100 \$0 \$6,144	\$9,972 \$200 \$60	Staff pay	youth tickets children's tickets	nirts we g	et 2, they	1.95 0.00
Bus Kids Tota Camper ID Advertising Staff T-shirts Police Check	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip Admissions @ travel and admissions @ travel and admissions	3.00 \$12 and admiss 6 \$0.00 sions 200 2	per wk ions @ 1 way \$12 @ each @ each	\$1,152 350 weekly \$1.00	\$2,100 \$0 \$6,144	\$9,972 \$200 \$60 \$120		youth tickets children's tickets		et 2, they	1.95 0.00
Bus Kids Tota Camper ID Advertising Staff T-shirts Police Check Staff training	f travel and admiss TTC trips Admission @ Total staff travel rental kid's TTC trip Admissions @ travel and admiss travel and admiss ks @ (First Aid/CPR), I	3.00 \$12 and admiss 6 \$0.00 sions 200 2 \$65 materials an	per wk ions @ 1 way \$12 @ each @ each d recognitio	\$1,152 350 weekly \$1.00	\$2,100 \$0 \$6,144	\$9,972 \$200 \$60 \$120 \$520 \$350		youth tickets children's tickets \$10 towards their sh		et 2, they	1.95 0.00
Bus Kids Tota Camper ID Advertising Staff T-shirts Police Check	f travel and admiss TTC trips Admission @ Total staff travel rental 8 kid's TTC trip 8 Admissions @ al travel and admiss s ks @ g (First Aid/CPR), r	3.00 \$12 and admiss 6 \$0.00 sions 200 2 \$65 materials an	per wk ions @ 1 way \$12 @ each @ each	\$1,152 350 weekly \$1.00	\$2,100 \$0 \$6,144	\$9,972 \$200 \$60 \$120 \$520		youth tickets children's tickets \$10 towards their sh		et 2, they	1.95 0.00

#### Revenue Generation Committee Notes January 11, 2017 5

	Summer	Leadersh	nip Progra	m	January-09-1	7			
		2016&20			Jan. 1881. 7 5 5				
	Fees @			\$250 ne	er 2-week se	ssion 6	weeks		
	1 663 @	ΨΙΖΟ	per week	ι, ψ200 ρι	18-Jan-17	Subsidy spaces/week	2		
Applegrove staff salaries a	\ <del>+</del>	hours/we	ok		10-Jan-17	# campers			
		hours/we				# campers	13		
Applegrove staff salaries a	1 33	nours/we	eĸ			Potential fees @	\$125	9,563	
								9,503	
						(calculated weekly, pa			
						Fees from camper	S	4.500	
						Subsidy	_	-1,500	0.000
	<b>D40.40</b>	40		0.000		Net fees anticipate	ed		8,063
2 Senior Counsellor	\$13.40	10	weeks	9,380					
1 TDSB						Fundraising and donation	S		
						By organization		\$0	
Vacation @	4%			375		By participants		\$200	
TOTAL Salaries					\$9,755	Total fundraising			200
Benefits									
(CPP, UI, Workers Cor	mp. EHT)	est. @		7%	\$658				
Materials, Supplies and Pu					\$4,557				
EHT @ 1.95%					\$203	Alterna Grant			
					ψ <u></u>	Canada Summer Jobs			6,102
Total Expense				<del> </del>	\$15,173	Prior Surplus/Grants/Fun	draising		1,114
	-				\$13,173	Filor Surplus/ Grants/Turi	Jiaisiiig		1,114
Number of staff =	3								
						TOTAL INCOME			\$15,479
						SURPLUS/DEFICIT			\$306
DETAIL of Day Camp Prog	gram exp	ense							
MATERIALS, SUPPLIES a	and PURC	CHASED S	SERVICES	3					
Program Supplies									
Food									
Breakfast @	\$0	per wk							
Snack @		per wk	\$0						
Cooking @		per wk	\$600						
Total Food	ψισσ	por wix	Ψοσο	\$600					
Kitchen supplies				φοσσ					
1 First Aid & CPR @	35	person		\$525					
1 Babysitting Course		person		\$525					
Workshop Supplies	ψυυ	person		\$200					
2 Special event run by le	adorehin	aroun	125						
Sunscreen	aucisiiip	group	123	ΨΖΟΟ					
Estimated cost			100						
Left-over/donatio			100						
				¢400					
Total sunscreen				\$100	<b>#0.000</b>				
Total program supplies	•				\$2,200				
Travel and admissions									
Staff travel and admiss			400						
1 trips/wk @	3.00	per ticket							
			\$0						
Team building @		per wk	\$270						
Total staff travel	and admi	ssions		\$378					
1 youth trip/wk		2.05	per ticke	\$369					
Youth placement @									
Youth team building we	ekly @	\$15	per perso	\$1,350					
Total travel and admiss	sions				\$2,097				
Advertising									
staff t-shirts	1	each @	\$10		\$30				
Police Checks for staff					\$130				
Staff training, materials and r	ecoanitio	 n			\$100				
Rent to TDSB	20091111101				\$0				
	- I D		_						
TOTAL Supplies, Materials ar	nd Purchas	sed Service	S		\$4,557				



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#### "TOGETHER, BUILDING OUR COMMUNITY"

## Minutes of the Board of Management Meeting December 12, 2016

A neighbourhood partnership fostering community through social and informative programs for individuals and families.

Present: Pierre Bois, Vai Teng Law, Ann McKechnie, Chris Sulway (Chair), Jim Valentine

Regrets: Sabrina Dias, Jean Lim-O'Brien,

Absent: Mercedes Lee, Councillor McMahon, Neil Sinclair, Trustee Cary-Meagher

Staff: Susan Fletcher, May Seto (Recorder)

#### A. Call to Order/Adoption of Agenda

Chris called the meeting to order. Quorum of 5 members was achieved. By consensus, the agenda was adopted as circulated.

#### B. Declaration of Conflicts of Interest

None were declared.

#### C. Minutes of the October 24 Board of Management Meeting

**MOTION** (Sulway/Valentine)
To accept the minutes of October 24.

Carried

#### D. Personnel Committee Report

Chris provided an overview and members discussed issues and options regarding Applegrove's vacation liability.

#### **MOTION** (Sulway/Valentine)

To authorize the Board Chair to speak with the City Accounting rep on a conference call with Executive Director and Finance Manager. If the Accounting rep confirms that the City will remit the funds as we outlined, the Finance Manager will proceed to issue the payment and will make a loan from Program to Admin to cover anticipated cash flow issues should the remittance not arrive in time. If the Accounting rep does not confirm that the City will remit the funds, the Finance Manager will NOT issue the payment.

Carried

**MOTION** (Sulway/McKechnie)
To endorse revised PC job description.

Carried

**MOTION** (Sulway/Valentine)

To endorse new Human Rights & Anti-Harassment Policy.

Carried

#### Board of Management Minutes December 12, 2016

2

The Personnel Committee also suggested a planning meeting to discuss succession planning for senior staff and facilities. Members agreed on Monday, February 6 at 7 p.m. to meet.

MOTION (McKechnie/Bois)
To accept the Personnel Committee report.
Carried

#### **E. Executive Director's Report**: For information

MOTION (Bois/McKechnie)
To accept the Executive Director's Report.
Carried

#### F. Correspondence

A request was made to the TDSB to appoint Trustee Cary-Meagher for a further 1 year term or to the end of her term.

#### G. Adjournment

The meeting was adjourned on a motion by Ann McKechnie, seconded by Vai Teng Law.

Chair	Secretary

#### **Next Meetings and Events:**

Revenue Generation Committee Meeting – Wednesday, January 11 at 6:30 p.m. Personnel Meeting – Thursday, January 12 at 6:30 p.m. Community Integration Meeting – Monday, January 16 at 6:30 p.m. Board Meeting – Monday, January 30 @ 7 p.m. Strategic Planning Session – Monday, February 6 at 7 p.m.



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#### "Together, Building Our Community"

#### **Personnel Committee Notes**

January 12, 2017

Present: Chris Sulway (Chair), Jim Valentine, Susan Fletcher (recorder)

#### 1. Next Meeting Date

To be set after the April Board meeting.

#### 2. Executive Director's Performance Review

After the Board members met in private and reviewed the Executive Director's reports, they met with her.

#### 3. Notes from December meeting

accepted by consensus.

#### 4. Vacation Liability Update

• Completed before Dec. 31.

#### 5. Hiring Reports

- May provided reports on the following:
  - o PC Program Workers
  - o After-school and Teen staff
  - o CTT (Connecting Through Technology) project staff
  - Junior Leaders staff
- Susan reported that the new collective agreement requires posting all jobs; previously, we only had to post for positions of 13 hr/wk and 45 days or longer.

#### 6. Standing Item: Succession planning

- the strategic planning session in February will focus on sustainability with respect to facility and staffing.
- Board nominations, as well as the selection of officers and committees at the April Board meeting, should include 3 members for the Personnel Committee for a 2 year term, to provide continuity while allowing for unanticipated changes in membership.

#### 7. Standing Item: Overtime and Workload

 the committee noted the ED's overtime and workload as part of the board's ongoing monitoring of these issues.

#### 8. Next Meeting Date

Unless an issue emerges, the next meeting can be after the April Board meeting.



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#### "Together, Building Our Community"

#### Executive Director's Report January 19, 2017

#### January 16, 2017

I wrote this part of the report a few days early after reading the following on a fundraising blog – and after realizing that my first day at Applegrove was Monday, January 16, 1989:

There is so much change occurring in the world around us, and at such an unprecedented, rapid pace, that it's sometimes challenging to make sense of it all. And, in particular, *our* place in it all. How will we face the world of 2017 and beyond? What challenges will we take on, and how? What can we do as individuals, as groups, as organizations, and as a community to adapt, stay positive and make a beneficial impact on the world within and around us — ourselves, our families, our friends, our neighbors and strangers. What can we do, especially, to protect and defend and care for the most vulnerable among us? What can we do that is not just transactional, but transformational?

http://clairification.com/2017/01/16/philanthropy-not-fundraising-dream-2017/

Claire Axelrad went on to paraphrase Martin Luther King's famous "I have a dream" speech but talked about non-profits and philanthropy.

This got me thinking about how Applegrove will face the world of 2017, a world that seems to focus on scarcity, competition, defensiveness and negativity.

To me, Applegrove has always been about a warm welcome, family-friendly services, and inclusive programming. Over the past few years, we have identified strong revenue generation mechanisms that not only support on-going programming, but allow us to experiment with new ways to meet our neighbourhood's needs.

The agency has undergone profound changes since I started on January 16, 1989 – growth, reduction, expansion, crisis, neighbourhood change, and so much more. And some things have not changed – the facilities are inadequate and invisible!

On February 6, we will come together for a strategic planning session. We completed a full strategic plan in 2014, then updated it in early summer 2015 and 2016 with strategic priorities for the coming school year. This year, it makes sense to do the update before the AGM and to focus on sustainability issues, thinking of 2017 and 2018.

By discussing key issues before the AGM, the current Board members can identify particular issues for the incoming Board to focus on. It makes more sense for the experienced Board to do this, rather than expect incoming Board members to understand the complex issues at the beginning of their terms.

#### Year-end Motions

The January board meeting includes a motion to pay relevant program deficits from fundraising, donations and prior surplus as needed.

In addition, Susan H. noted that for some years, the balance shows an \$85 liability for the HAIG program which closed in June 2012. She recommended that the Board approve a motion to clear out this liability.

#### **Payment Authorization Process**

Susan H and I considered the payment authorization process after the Revenue Generation Committee discussion. There are 2 issues, one of which is payroll authorization and the other, payment of regular expenses.

When Applegrove switched to electronic payroll, the Board agreed that it would be good practice to continue to have 2 signatures. With the subsequent transitions in finance staffing, we have never taken the opportunity to review this.

The RevGen notes outline the current payroll process. Susan proposes the following for payroll authorization:

- Supervisors sign off on staff hours
- Bookkeeper prepares the payroll
- Finance Manager checks the payroll and signs to verify that it has been checked.

#### Questions

- Do we need a second signer?
- If so, should it be a Board member or can the ED sign off?
- When the ED is absent, who should the second signer be a Board member or the Program Director?

With respect to paying bills for regular expenses, Susan reported that we actually require paper trails for audit and verification purposes. Consequently, moving to electronic payments would not be in the agency's best interest. In addition, many of our recurring payments are complex; for example, EI requires 3 different accounts and telephone bills are charged to multiple programs. When a company makes errors in crediting these, the cheques provide necessary information.

#### **Looking Ahead**

I am planning some time off, probably at the beginning of March and also early April.

#### **Grievances, Complaints and Compliments**

As agreed some years ago, the Executive Director's monthly report includes complaints and grievances. There have been no grievances since my December report.

**Complaints Process**: In addition of formal complaints, this report includes informal complaints. When staff members resolve a complaint at the first or "informal" level, they document it, including documenting when they are not sure whether or not an interaction is a complaint. This report includes complaints received since my December report.

#### Executive Director's Report January 2017 3

In addition, I have included an annual summary of the 2016 complaints.

**Compliments:** Although no staff recorded compliments, discussion of recognition at a recent staff meeting suggested that participants thank staff, tell them they enjoy the program, or don't want to go home!

Respectfully submitted,

Susan Fletcher.

#### Executive Director's Report January 2017 4

#### **Complaints Summary**

**Monthly Complaint Summary** 

Incident		Issue Outline Issue				Topics							
Date	Another	Staff	Facility	Other		access	time	out	quality	stan	fee	H&S"	Other
							liness	comes		dards			
Dec. 12				<b>✓</b>	After-school classroom left in poor condition and students' personal items were missing				<b>✓</b>	<b>✓</b>			

#### **Annual Complaint Summary**

There were no complaints above the informal level.

2016 was the first year documenting complaints at the informal level. Most of the complaints were minor and resolved by the program staff. Please note that the implementation of the "stroller parking" rule brought in multiple discussions about this issue but it is included in this report only once.

As noted during the year, for the first time that I know of, there were 3 complaints about the heat or lack of Air Conditioning in the summer.

			lss	sue		Program				Topics										
Year	number of reports	Another	Staff	Facility	Other	Sen	PC	AC	A4	CMP	lnc	Other/NA	access	timeliness	outcomes	quality	standards	fee	H&S	Other
2016	29	4	6	11	10	10	11		2	3	1	2	2	1	2	17	7	2	7	9

Another = one participant's concern about another participant
Staff = participant's concern about staff
Facility = participant's concern about the facilities

ii H&S = Health and Safety



#### Applegrove Events and Board / Committee Meetings – January 19, 2017 Office Phone 416-461-8143 "Together, Building Our Community"

#### Please note that Board meetings are on Monday evenings, usually the last Monday of the month.

January 2017 Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
22	23	24	25	26	27	28
29	30 Board	31				

<b>February</b> Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 6:30 RevGen	2	3	4 Family Dance
5	6 7:00 Board Planning Session	7	8	9	10	11
12	13	14	15	16	17 PA Day	18
19	20 Applegrove Closed for Family Day	21	22	23	24	25
26	27 Board	28				

March Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15 Seniors Wellness Fair	16	17	18
			March Break			
19	20 Board?	21	22	23	24	25
26	27 AGM	28	29	30	31	

#### Applegrove Events and Board / Committee Meetings – January 19, 2017 Office Phone 416-461-8143

<b>April</b> Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14 Applegrove Closed for Good Friday	15
16	17 Applegrove Closed for Easter Monday	18	19	20	21	22
23	24 Board	25	26	27	28	29
30						

May	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
7		8	9	10	11	12	13
14		15	16	17	18	19	20
21		22 Applegrove Closed for Victoria Day	23	24	25	26	27
28		29 Board	30	31			

June							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2	3
4		5	6	7	8	9 PA Day	10
11		12	13	14	15	16	17
18		19 Board?	20	21	22	23	24
25		26	27	28	29 Last day of school	30	

#### Applegrove Events and Board / Committee Meetings – January 19, 2017 Office Phone 416-461-8143

July	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
							1
2		3 Applegrove Closed for Canada Day	4 First Day of Camp	5	6	7	8
9		10	11	12	13	14	15
16		17	18	19	20	21	22
23		24	25	26	27	28	29
30		31					

August Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7 Applegrove Closed for Simcoe Day	8	8	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25 Last day of camp	26
27	28	29	30	31		

<b>September</b> Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 Applegrove Closed for Labour Day	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Board	26	27	28	29	30

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October Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9 Applegrove closed for Thanksgiving	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30 Board	31 Happy Halloween!	Punkin-Grove!			

November Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Punkin-Grove	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27 Board	28	29	30		

<b>December</b> Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Applegrove Closed for Christmas	26 Applegrove Closed for Boxing Day	27	28	29	30
31	Applegrove Closed for New Year's Day					

**Bold** = community event. *Italics* = an important change. <u>Underline</u> = an Applegrove special event. [Brackets] = another group's meeting or event