



GNAG AGM, 7pm Wednesday October 2nd, 2019

➤ **Attendance:**

Present: Kate Weider, Mary Tsai, Michel Ouellette, Clare Pearson, Clare Rogers, Elspeth Tory, Brad Sigouin, Sarah Wilson, John Muggleton, Liz Izaguirre, Mona Warkentin, James Meloche, Sheri Segal Glick, Nick Anderson, Lauren Fowler, Dominique Milne, Jason Irvine, Katie Toogood, Peter Wightman, Jane Wilson, Ruth Hartanto, John Richardson

Regrets: Kellylee Evans, Geoff Kellough, Cathy McCallion

➤ **Welcome**

➤ **Review/adopt agenda:** passed (*Clare Pearson/Kate Weider*)

➤ **Adopt Minutes from last year's AGM:** passed (*Clare Pearson/Kate Weider*)

➤ **Chair of the Board (Michel' Ouellette): Year in Review**

- GNAG adopted a new strategic plan
 - Increase on adult programming
 - Outreach with the schools
 - Community Development Fund
 - Focus on our community
- Community development Fund:
 - Dates back to renovation of the building, done work on the site, helped funds for social programming. This year we raised over \$59K (Taste, house tour, craft fair, etc). Support a number of families to access our programming, various outreach programming to the schools, integration support program (hire extra staff to make camps more accessible).
- **Celebrate our Volunteers:**
 - Had a great evening with food and live music. Wonderful night.
- **Building improvements:**
 - accessibilities act improvements (more door activators, safer landings at stair wells). Had to close down for 2 weeks, which did impact programming. Team did a good job of minimizing the impact (used two satellite locations to help out). Environmental changes done as well. Windows are going to be replaced, lighting is going to LED lighting. Audit done on the building.
- **Service agreement with the City of Ottawa.**
 - Great partnership and good negotiations this year. Big thanks to Kate for spearheading this. Solidifies our position with the city and what we provide.



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➤ Executive Director (Mary Tsai): Year in Review

- 2018 – 2019 is GNAG 44th year of operation. Budget of 2.26M and a 2% net margin, the GNAG team delivered over 1000 programs, processed over 21000 registrations (and this does not include any ticket sales, events or the selling coffee through the gcCafé), hosted 3 giant community events and 4 fundraisers, 5 outreach programs and 2 community theatre productions.
- **Online registration system**
 - In September 2018, GNAG launched a new online registration system with a Montreal based company called Amilia. This was a very big step for GNAG to ensure a more positive online experience for our clients and staff while maintaining best fiscal practices. The best news of all is we are now Legend and E-register FREE.
- Summer Camp 2018 - 9 weeks of summer camps
 - We offered approximately 20 camps / week with exception to week 9 where we only offered 6 camps due to GCC closure. We averaged 300 participants / week. 3 - 5 integration support opportunities / week (identified). 11 locations. 3 schools (Corpus, Mutchmor & GCI), 2 churches (Glebe St. James, St. Matthew's church), 4 partner locations (St James Tennis Club, Wynbrook Farm, Altitude Gym, and Chamberlain Courts and field), 2 Camping (Iac Phillipe and Sandbanks)
 - Summer camp overall budget \$814, 000.00, Summer Camp Team: 65 employees and 26 volunteers
 - Within the 65 employees, we have partnership with ODSB and the Catholic schoolboard called Focus on Youth as well as the City of Ottawa's New Futures. These programs focus on employment opportunities for students who are identified at risk being low income, difficulty in school and some are new Canadians. These programs offered employment to 6 people this summer.
 - In addition GNAG received funding from Canada Summer Jobs grant through Employment and Social Development Canada. This year we were awarded \$26K which helped secure 6 summer positions for 8 weeks. We are very grateful for the support of the government and of our federal MP, Minister Catherine McKenna. The funding allowed us to integrate children and youth with special needs who require one-on-one or low ratio support in our summer camps. As a recipient, GNAG's Integration Support Services has expanded to include a continued partnership with CHEO's Ottawa Children's' Treatment Centre.
- **BC & Q4 2018 – 2019**
 - Even with a slow start with the closure of the centre due to the AODA renos, we still managed to obtain a record-breaking attendance of 285 children every day. We employ over 40 youth staff and 14 youth volunteers. We have a licensed JK- SK program and an overall budget of \$716K.



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- Recognizing Jason Irvine, Lauren Fowler and Katie Toogood, who coordinate the three age groups (including camps), and their energetic and enthusiastic team of staff. These young people always go out of their way to make sure each child feel special and comfortable so that they can say that GCC their home away from home.
- A special shout-out to Ali O'Connor who always manages to get to know every staff and every child on a personal level and does not hesitate to lend a hand and give support.
- **Programming**
 - GNAG offered over 1000 programs this year. According to GNAG strategic objectives to increase adult programming, this year we saw a steady growth thanks to Adult and Youth Manager John Muggleton. Fitness and Wellness Coordinator, Ruth Hartanto and Pottery Coordinator and Technician Jenn Drysdale.
 - With John's skill in the theatre world combined with Jen's in pottery, our adult arts and general interest program offerings has increased as well as in attendance. John has been instrumental in building new partnerships for GNAG through his network of instructors and businesses. We believe this trend will continue to grow into the coming year. Already John has lined up a number of new offerings in acting and creative writing in partnership with the Acting Co.
 - GNAG's fitness and wellness portfolio has changed dramatically over the past year. Thanks to coordinator Ruth Hartanto, she has built her portfolio to an exceptionally high standard and in popularity. With 15 qualified fitness professionals, we now offer 28 classes per week. 11 of which is part a program called Get Up and Go. Launched in fall 2018, GU&G is supported by Ministry of Tourism, Culture and Sport (and GNAG CDF fund). GU&G allows for increased opportunities for participation to clients 55 years + in physical activity that is accessible and affordable. In three seasons, we offered free and heavily subsidies fitness classes at three Glebe locations (GCC, the Villagia and Lord Lansdowne). In addition, GNAG's is now a recognized partner with the Ottawa Heart Institute as a designated Heart wise facility. These programs are highly attended and there are only two seasons left before the Ministry's funding runs out.
- **Youth Programs and Initiatives**
 - Youth programming also continues to be a priority. We have noticed a slight demographic shift and we do see it in our attendance for youth night, dances and CAT Squad. Leadership is still meeting their maximum numbers.
 - Team Katie and John spearhead team GNAG for the YSB SleepOut at Lansdowne in December 2018. Over the years, team GNAG have raised over 55K -funds go towards counselling, drug addiction and emergency



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shelters for youth between the ages of 14-24. Last year, GNAG's leadership team raised about \$3500.00

- This year, Youth Leadership is excited to take on a new initiative focusing on environment and climate change.
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- **Service Agreement with the City of Ottawa**
 - GNAG now has a new partnership agreement with the city of Ottawa. Thanks you so much to Kate McCartney and to Natalie Olsen for their great work.
 - Business hours for GNAG and the City have been set. This new arrangement will allow for better room allocation between programs and rentals. This will also reduces risk of double bookings and confusion in the future
 - GNAG now has a customer service team which means we will have a GNAG staff onsite during GNAG's business hours. This will reduce liability, improve client experience, and mitigate confusion and all-round better service.
 - CSRs will also be able to provide relief for the management team with day to day admin, general enquiries and program support etc.
 - New agreement will allow for better rental opportunities for the city as well as more efficiency
 - Thank you to Clare Davidson Rogers who has been instrumental in creating a fantastic team. Clare has worked really hard in recruitment, training and creating an operations manual for the CSR team and staff, and to Nick Anderson for being with us from the very beginning when we created the GNAG CSR position. Also thank you to Megan Malloy was GNAG's bookkeeper as well as a volunteer for our many events
 - Tanis Hodder will be taking over the management of CSRs as well as a number of other duties like financial tasks as well as kitchen and food management.
- **Changes to the Glebe Community Centre**
 - City of Ottawa Recreation Supervisor, Janet Conely-Paterson retired in January 2018. In February 2018, Keri Robertson was acting supervisor for a 10-month interim. By November 2018, Mona Warkentin stepped in to take over the GCC helm
 - A special mention to Michel Ouellette and Cathy McCallion During Michel's 6-year term at GNAG (3 years as Chair) and Cathy's 10 year term as board member, they have demonstrated selflessness and dedication to improving and protecting the quality of life in this community. We commend these two individuals for their perseverance, stamina, ambition and devotion and hope they will enjoy their accomplishments for years to come.



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➤ **Treasurer’s Report:**

- Many of our investments matured and stayed in our cash (this explains larger amounts in the account). Additional deferred revenue. Also people haven’t cashed checks.
- Community Fund: \$171K
- Severance fund: \$60K. We add to it when we have a positive cash flow.
- Costs associated with changing software from Legend to Amilia
- Programming notes: since we’re changing software programs, Pete is restructuring documents to make it more streamlined. Amilia is more expensive but it’s a much better program.
- Wages have gone up a bit, hired more people.
- Only have an excess of \$48K. Running the programs with an excellent margin, less than 2% of gross margin.
- Child care and adult programs both had a good year. GC Cafe was wound up. Now it’s more of a service than a profit-making endeavour. Preschool programs are doing well. Tornado dance removed some of the revenue from youth.
- GNAG has \$2.26M budget, 150 GNAG employees, 50 contractors, 10 partnerships (small businesses).

➤ **Motion to approve the finances: All in favour (approved)**

➤ **Motion to Elect the 2019/2020 board**

- BE IT RESOLVED THAT the following listed individuals be elected as Officers, Directors and Non-Voting Members of the Board of Directors of the Glebe Neighbourhood Activities Group for the 2019 – 2020 year, such nominations having the unanimous support of the current Board of Directors and being in keeping with the Bylaws of the organization.

Officers	Board of Directors
Elsbeth Tory, Chair Kate McCartney, Vice Chair Brad Sigouin, Treasurer Liz Izaguirre, Secretary	Clare Pearson Geoff Kellow Heather Moncur John Richardson Sarah Wilson KellyLee Evans Dominique Milne Sheri Segal-Glick James Meloche

- *Motion passed by a show of hands*

➤ **Motion to Adjourn:**

- *Passed (Michel Oullette /Clare Pearson)*