



Glebe Neighbourhood Activities Group  
Annual General Meeting  
Wednesday, October 24th, 2018

**Attendance:**

**Board Members:** Elspeth Tory, Mary Tsai, Michel Ouellette, Brad Sigouin, Kate Weider, Dominique Milne, John Richardson, Clare Pearson, Sarah Wilson

**Non Board Members:** Paul O'Donnell, Clare Rogers, Alison Keller, Jane Wilson, John Muggleton, Katie Toogood, Lauren Fowler, Alison O'Connor, Peter Wightman, Jennie Aliman

1. **Review/Adopt agenda** (*Clare Pearson/Dominique Milne*)
2. **Chair of the Board** (Michel Ouellette): Year in Review

In February 2018, GNAG conducted a strategic planning session.

What remains from GNAG's original plan:

- Gnag will sustain its position as a cultural, social and recreational hub in the Glebe through program and services that enrich the life of our community
- Gnag will have an efficient, financially stable and sustainable organization
- GNAG will support community members in need through cultural, social and recreational programming with effective use of the community development fund (CDF)

**Strategic objectives:**

- o Grow programming outside child/youth demographics
- o Increase daytime programming with schools
- o Increase spending of CDF funds
- o maintain focus of programming within the Glebe community
- o Community members' needs

**Community Development Fund:**

GNAG maintains the Community Development Fund which uses monies raised by volunteer and staff driven fundraising events like:

- o The Glebe House Tour \$11.5K
- o Craft & Artisan Fair \$7.75K
- o Taste of the Glebe \$28K
- o The Sustainable Fashion Show \$3K
- o Lobster Fest was a great party! \$500

The CDF goes to initiatives such as GNAG's financial subsidy program, capital

expenditure projects at the community centre and in outreach projects throughout the community.

This year GNAG raised over \$50 000.00 which helped cover the following initiatives:

\$7500 was used put towards subsidizing families in need. This year we were able to assist 21 children towards summer camp and 30 individuals to attend programs throughout the school year.

**Grow Smart Girls Speaker series:** GrowSmartGirls is a free seminar series by experts and practitioners for teens and their parent to help equip them with the knowledge and skills to improve their situational awareness and respond to societal dangers, including those on the Internet, as well as encourage opportunities for personal growth.

**GNAG created employment opportunities for new Canadian women:** In partnership with the Ontario Ministry of Citizenship & Immigration, GNAG offered a program which focused on empowering women who are new to Canada and from diverse ethno-cultural backgrounds. This funding program gave 7 Syrian Refugee women hands on employment experience working in the gcCafé as well as GNAG's before and afterschool food service program.

**Integration support program:** With the support from Canada Summer Jobs grant through Employment and Social Development Canada and the CDF fund, GNAG was able to integrate children and youth with special needs who require one-on-one or low ratio support in our summer camps by hiring 5 full-time specialized staff for 9 weeks. GNAG's Integration Support Services has expanded to include a new partnership with CHEO's Ottawa Childrens' Treatment Centre. This year we were able to expand our 25 additional participation opportunities.

**Out reach programs in schools:** the CDF fund allowed GNAG to offer a number of sports, recreational and leadership programming to neighbouring schools including Mutchmor, Corpus Christi, and Glashan Public School.

**gcCafé a la Carte:**

In June 2016, GNAG was awarded the tender to operate the food concession; whereupon GNAG opened the gcCafé. In just over a year, Chef Stephanie Stewart and Chef Jordyn Hodder successfully attracted hundreds of community members to this wonderful café where they enjoyed wholesome and nutritious home cooked meals in our cozy home away from home environment.

Unfortunately, sometimes heritage buildings have limitations. This was the case when this spring, a repair in the café kitchen revealed that it was not suitable for preparing commercially made food due to ventilation issues. Sadly, the gcCafé closed it's doors to the public.

With GNAG's many years of experience, GNAG is able to turn these types of limitations into new opportunities.

It was important for us that healthy food be available for our patrons and staff, therefore, working with the city, we are introducing gcCafé à la Carte which is now located in the foyer of the GCC.

This new business model was launched just this week. GNAG has partnered up with Spread Delivers and soon to come The Soup Guy. Both suppliers are providing vegan and non-vegetarian options on a daily basis.

In addition, all proceeds will be used towards program subsidies and capital projects.

### **Staffing Changes**

This year, the GCC has seen a turnover in management staff. After 35 years of community service, 7 years of which were served at the Glebe Community Centre, Janet Conley- Paterson retired from the City of Ottawa earlier this year.

Janet has had the difficult role of juggling the GCC and the Old Fire Hall. Both centres have benefited from her leadership, dedication, and devotion to building stronger communities. When she first came to the GCC, it was a very different place. Her philosophy of community development paired with her support and confidence in GNAG helped us grow and progress to where we are today.

Glebe resident, Keri Robertson became the new City of Ottawa's Centre Director following Janet's retirement. In a very short period of time, Keri managed to help grow and improve the services here at the GCC. Unfortunately, Keri will be leaving us and going back to her base facility at Carleton Heights Community Centre at the end of this month.

Mona Warkertin will be joining the GCC team early next month as our new City of Ottawa Center Director.

### **GNAG staff changes**

With the loss of two full-time managers, GNAG's management team was understaffed for over 8 months.

The remaining team members rose to the challenge and were successful in not only maintaining but improving the quality services and programming to the community. By August 2018, GNAG hired two dynamic individuals, John Muggleton and Katie Toogood as our Youth and Adult portfolio managers.

### **3. Executive Director (Mary Tsai): Year in Review**

In accordance with GNAG's recent strategic plan, our goal was to focus on maintaining a high standard in people, programs and organization. We continue to be committed to engaging highly qualified and dedicated staff and board members and ensuring we keep

up with today's trends and meeting the needs of our changing world. As it turns out, this year we saw more change than usual.

### **City staff changes**

The Glebe Community Centre has seen a turnover in city management staff. Thank you to Janet Conley-Paterson for her many years of work here at the GCC and to Keri Robertson, Acting Recreation Supervisor. Keri will be leaving GNAG Nov 1 and returning to her home base facility at Carleton Heights Community Centre. Starting November 5, 2018, Mona Warkertin will be the new Recreation Supervisor at Glebe CC and Ottawa South C.C.

In addition to city staffing changes, GNAG lost two prominent full-time managers. I wanted to highlight Stephanie Stewart in particular.

Stéphanie had been working for GNAG as the Kitchen and Food Manager and Manager of the gcCafé. After 9 years of service to GNAG and the community, she decided to take on an opportunity working with the Federal Government. Making the decision to change careers was anything but easy. She often described working for GNAG as "the best job ever" and her colleagues as a "fabulous team". The truth is, GNAG is a better employer, caregiver and recreation provider because of her influence. Some of Stéphanie's contributions to GNAG include: the expansion of our culinary programs for children and adults, she was the founder of the Sustainable Fashion Show fundraiser, she spear-headed the transition from the Pantry to the gcCafé, and she co-created the Kitchen Initiative Team, youth volunteer internship program.

As a testament to Stéphanie's incredible work here at GNAG, we carry on her high standard in food education and culinary programs as an important service to the Glebe community.

### **Improvements online**

In an effort to continually make our programs, services and environment as accessible, safe and enjoyable as possible, GCC made some exciting improvements online:

GNAG has a brand-new website and registration system. GNAG.ca has a whole new look and feel thanks to the wonderful work of Elspeth Tory.

In addition, after 2.5 years with Legend Registration Software, GNAG made the big leap to leave Legend and launch a new system called Amilia. Amilaware is a Montreal based company and has been around for over 12 years.

This evolution was a huge undertaking, but a necessary one. Quite a lot of time and effort was spent to research, switch over and implement the new system. Thanks to Pete Wightman and Clare Rogers for their careful attention to process and detail. They managed facilitate this change as smoothly and seamlessly as humanly possible. Needless to say, leaving Legend was extremely tricky (and time consuming). Our goal was to maintain best fiscal practices while ensuring a positive client and user experience.

Not only do I want to thank Pete and Clare, but I also want to thank their families. I know this project took a lot of time away from them, so I want to extend my gratitude for their understanding and support.

### **Two new art installations at the Glebe CC**

LEGO® enthusiast Noah Ouellette and his father Michel Ouellette captured the architectural essence of the iconic Glebe Community Centre, the St. James Tennis Club, Corpus Christi School and play yard using LEGO®. Each individual LEGO® structure provides a unique true-to-colour and close-to-scale depiction. This was a community model build that was designed and instructed by 13-year-old Noah with the help of his dad. Coming soon is the Aberdeen Pavilion, which is currently sitting in pride of place in Michel's dining room. The entire project will be on display at the Glebe Community Centre soon.

In addition, in celebration of the GCA's 50<sup>th</sup> Anniversary, artist in resident, Kathrin Von Dehn lead the community in the creation of a collaborative art installation called *Glebe Is Community*. You can view this beautiful hanging mobile located in the grand stairwell of the GCC

### **Building Improvements:**

In attempt to maximise space and accessibility, GCC underwent some physical upgrades. This fall, the centre was closed for two weeks so that the Ministry could retrofit the building to be AODA complaint.

Along with these improvements, gcCafé now has new look and new location. gcCafé à la Carte is now located in the foyer where new seating and lounge area will make for a more inviting and welcoming space for GCC patrons.

The small area adjacent to the kitchen in the gcCafé has now been turned into office space for full-time staff.

New carpeting, new flooring, and electrical upgrades have been installed thanks to the City and in particular, Tim Bertrand and his stellar team.

A customized shed was donated and built by Brad Sigouin to allow for more storage for seasonal equipment. It is located by the Third Ave. entrance, next to the Glebe St. James Tennis Club house. Thank you to Brad for his generosity

### **GNAG was the recipient of three funding programs this year**

Over and above the funding received for the Multicultural Capacity Grant through the Gov't of Ontario, GNAG was also the recipient for the Ontario Sports and Recreation Communities Fund. This fund supports a brand new initiative called *Get Up and Go*, which is a two-year program for Older Adults and Senior Adults.

*Get Up and Go* will support increased opportunities for participation in physical activities and building physical literacy as the foundation for healthy active living.

Finally, for the third year in a row, GNAG received funding from Canada Summer Jobs grant through Employment and Social Development Canada to hire 5 students for GNAG's Integration Support program this past summer.

**GNAG is awarded:**

In celebration of Canada's 150th year, our organization was recognized as an Outstanding Youth Employer in Ottawa Centre. Last November, Minister Catherine McKenna awarded GNAG a commemorative pin made from the copper roof of the West Block of Parliament on Parliament Hill.

As a representative of an organization that employs youth, it is humbling to be recognized for this achievement. It is our honour to employ compassionate, energetic, and committed young leaders. Congratulations to GNAG and to our team for creating youth employment opportunities in Ottawa Centre. A special thank you to MP Catherine McKenna for this prestigious recognition.

**GNAG's Perseveres:**

As I mentioned earlier, GNAG lost 2 of our management team for over 8 months. With all the changes we experienced, compounded by the staffing shortage, I cannot describe how incredibly proud and impressed by the work, dedication and leadership of Paul, Pete, Clare, Ali, Jason, Lauren and Nick as well as the many seasonal staff who rolled up their sleeves and persevered.

While it is not uncommon for our team to run into roadblocks or face new challenges, this year seemed particularly...interesting. What is most incredible about our team is they managed to turn challenges into opportunities. They have been pushed to the limit and not one of them complained or skipped a beat.

The proof is in the stats. Here are some highlights.

- Consistent with summer 2016, summer camp 2017 averaged 20 - 30 camp offerings per week. We hosted approximately 400 campers every day grossing \$820K this year.
- Breakfast Club saw an increase in enrollment by 20%
- During the 2017 – 18 scholastic year, GNAG was the first recreation association to run a licensed JK – SK afterschool program in Ottawa.
- The overall afterschool care program (Q4) consistently runs at capacity with 220 participants each day with an additional 50+ children attending our specialized afternoon activities at our satellite locations, all at the same time.
- PA day programs were expanded to accommodate the French Board as well as specialty PA Days with instructional workshops.
- Marquee programs like Ski club doubled in capacity this past year
- Our youth volunteer program is more robust than ever, with roughly 20 after school volunteers and Jr. counselors working each week and 25 volunteers helping out in our summer day camps.
- Health and Wellness saw a 35% increase in membership thanks to the fantastic work of our instructors and in particular our fitness coordinator Ruth Hartanto.

- Our Pottery Studio memberships and course attendance has increased by 80%. Our pottery technician and coordinator Jen Drysdale has made pottery super cool again.
- GNAG's Multigenerational Community Theatre program staged Anne of Green Gables this past spring. This theatrical production drew a cast of 55 people ranging from 7 years – 72 years as well as, 30+ volunteers resulting in 6 sold out shows and basically the biggest community theater builder ever.
- At the risk of stealing Brad's thunder, this time last year, GNAG's year-end saw a deficit of \$18,000.00 (first time in history I might add). This year, with a budget of \$2.2M, I am proud to say we are NOT in a deficit rather we have a net surplus of \$42,000.00

While it is impressive how much we have accomplished with a staffing shortage, there was no way we were able to carry on without hiring more people.

Therefore, I am very excited for all of you to meet our Youth and Adult Program team John Muggleton and Katie Toogood. John has a background in theatre arts and is an award nominated playwright. Katie has an undergraduate degree in Physical and Health Education from Queen's University and a Master in Kinesiology from U of T.

Both started in August 2018 and immediately fit right into the GNAG family.

Jane, I want to say thank you for all that you do. You put up with a lot. You are a great sport when it comes to our craziness, you embrace all the changes that are thrown at you, you promote our ideas and help implement them and best of all, you always manage to maintain a sunny and happy disposition.

As for the GNAG board, I want to thank you on behalf of my team. You take such great care of our community and by community; I mean the staff, the centre and our neighbourhood. Your guidance, support and wise decision-making have been an integral part to the success of our organization. Your role has also been critical in making the Glebe Community Centre one of the best centres in Ottawa.

I particularly want to thank Kate McCartney and Michel Ouellette who I consider my mentors. We have been through a lot this year and I could not have gotten through it without their unwavering support. Support to our community, to our organization and to me. Like I said, it's been a challenging year for GNAG and for me personally. Looking back, the thought of having to go through it without the two of you is ... well frightening.

In conclusion, I look forward to another great year!

#### **4. Treasurer's Report:**

- Average growth rate 11%. Running at about 1% net profit, which is perfect. Charging the clients exactly what we can afford.
- CDF fund: \$133K available, reserve fund is around \$160K to cover payroll in case of emergency.

- o Youth programs very popular, skiing, leadership, etc. Pottery classes doing very well. Theatre had its best year ever.
- o GcCafe: we took a \$32K hit the first year, second year was going well but city of Ottawa shut it down because we couldn't cook.

**5. Motion to Elect the 2018/2019 Board**

- o 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 2018-2019 years, such nominations having the unanimous support of the current Board of Directors and being in keeping with the By Laws of the organization:

<p><b>Officers:</b>          Chair: Michel Ouellette          Co-chair: Kate McCartney          Treasurer: Brag Sigouin          Secretary: Elspeth Tory</p> <p><b>Non-Voting Members:</b>          Heather Irwin</p>	<p><b>Directors:</b>          John Richardson          Geoff Kellow          Dominique Milne          Liz Izaguirre          Kellylee Evans          Clare Pearson          Cathy McCallion          Heather Moncur          Sarah Wilson</p>
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*(Michel Ouelette/Paul O'Donnell)* All present vote in favour. None abstain.

**Motion Carried.**

**6. Minutes**

- a. Due to technical difficulties, minutes from the 2017 AGM will be forwarded to / approved by those in attendance via email.

**7. Adjournment** *(Michel Ouellette / Dominique Milne)*