**2020 AGM:**

**Directors’ Reports**

**EMERGENCY PREPAREDNESS** *(Alan Davies)*

We are currently updating our emergency preparedness procedures. Several seniors’ centers in Victoria have shared their information with us and we have been in touch with our local community association. Our objectives include the following:

* Establishing, and documenting our role in the Community Emergency Preparedness Program.
* Updating our first aide and emergency preparedness kits and supplies
* Developing and posting our emergency preparedness procedures in strategic locations around the house.
* Providing in-service on the Goward House Emergency Preparedness Procedures for our staff and willing volunteers.

**ENVIRONS** *(Mary Collins & Gail Flitton)*

The major issue that the Environs Committee was involved with over the past year was the expanded construction of the UVIC Queenswood site off Arbutus Road and opposite Goward House. Construction began in November 2019 and is scheduled to be completed in April 2020 with move in thereafter. Issues relate to parking with the growth of people on site and to ensure that they avoid parking at Goward House.

Several meetings have been held on this topic and signs posted at Goward House as well as a request to Saanich for stepped up enforcement of the four hour limit on parking on Arbutus Road opposite Goward House.

We have also been monitoring the development of the Saanich Strategic Plan for Cadboro Bay which is going ahead and we have representation on the Local Advisory Committee.

We also work closely with the Cadboro Bay Residents’ Association (CBRA). President Eric Dahl met with the Goward House Board in December 2019 to discuss CBRA activities and their strategic plan including their proposals for further use of the property at Queenswood and Arbutus. We also attended the CBRA AGM in May.

There was a four month closure (May – Oct) of Finnerty Avenue for upgrading infrastructure which resulted in temporary changes to the bus routes to Goward House.

**FACILITY COMMITTEE** *(André Berthiaume)*

In Dec 2019, some members of the BOD and Heidi met with members of Saanich’s Building & Facilities Management . The purpose was to ensure they were well informed about our plans to reno the main bathrooms. This meeting proved to be very beneficial as it clarified our roles and responsibilities as well as our lines of communication with Saanich.

Some changes / upgrades that have been made in 2019:

* Bathroom renos ongoing
* New phone and internet system upgrades
* New decurity system
* New fridge in the kitchen
* New digital controls for the baseboard heating (ongoing)
* Replacement of fire alarms
* Replacement of emergency lights (ongoing)

**FRONT DESK and MEMBERSHIP** *(Gail Branton)*

The front desk has undergone some very positive changes with a special thank you to Lois Akam. We have a comprehensive instruction booklet for new volunteers and even for the experienced ones. We now havea very professional look with a new desk to match the new counter and storage area at the rear of the Front Desk area. A new phone system has been installed (thanks to the work of Board Member Andre Berthiaume). The new phone is reliable and has streamlined the work fo the front desk volunteers. We are very thankful to all the Front Desk volunteers who put the welcoming face to those walking into Goward House.

**GROUNDS, GARDEN and PARKING** *(Allan Davies)*

The Saanich Municipality share responsibility with the Goward House Society for the upgrading and maintenance of the Grounds. Our woodlands are overseen by Everett and Marie Peterson who are society volunteers. They work tirelessly with Saanich to maintain our woodlands. Over the last season we began working with our gardener to develop a three year plan for upgrading the gardens. The plan is a work in progress but our objectives include the following:

* soil remediation
* a list of plants designated for each garden area
* testing plants before volume purchase to ensure they are deer proof
* a price for each plant so a budget can be developed
* a three year plan for upgrading the gardens.

Saanich completed a major pruning of the arbutus tree in front of the house and the maple tree near the back deck. Everett completed some more native tree plantings.

Saanich has also been working with us to address parking issues in the following ways;

* new parking signs to discourage non-members from parking in our lot.
* Everett painted all of our parking stall markers to increase the ease of parking. Margo Allen will be taking over this task in the coming year.
* Looking at on-street parking in the neighbourhood to accommodate parking for big events.
* Grading of the parking lot to level and improve the surface.

**KITCHEN** *(Allan Davies)*

The kitchen continues to be a very busy and important part of Goward House. The systems used in the kitchen work very efficiently and adapt well to accommodating many different volunteers. It continues to be a challenge to recruit volunteers who will make an ongoing commitment. Our objectives for the following year include:

* Finding ways to recruit volunteers who will make an ongoing commitment.
* Encouraging Gianfranco to continue to volunteer his cooking expertise.
* Offer cooking classes.
* Offer special lunches and special menus.
* Continue to offer our summer barbeques. They have been very popular.
* Explore ways to attract more people for lunch and coffee.
* Include kitchen upgrades in our Five Year Capital Plan.
* Schedule the repainting of the dining room and the refinishing of needy furniture.

**POLICY and PROCEDURES** *(Gayle Millbank)*

Lois Akam and I reviewed our Policy and Procedures Manual. We recommended a number of editorial and formatting changes which were accepted by the Board. Since that review one new policy to support an environment free of bullying and/or harassment has been accepted by the board and is available in a number of places for your information.

**PROGRAMS** *(Mary Collins)*

Goward House continued to provide a wide variety of programs for our membership over the past year. We are always interested in hearing from members about the possibility of adding new programs that would involve current or future members.

A new weekly Meditation program on commenced in the Fall of 2019. Guided by Eric Elbers, with a regular attendance of about eight, this program has generated a lot of positive feedback. As well, a weekly SAGE (Stimulate, Advance and Guide Education) Study Group from the University of Victoria was held at Goward House in early 2020.

Our Qi Jong program was cancelled due to declining numbers, but Tai Chi has steadily increased in size. Master Gordon Muir is anticipating offering an Advanced class this year, in addition to Beginner and Intermediate.

Unfortunately, our Tuesday fitness instructor retired, and we have yet to find a replacement. However, numbers in both Strength and Balance (Monday/Thursday) and Yoga are increasing.

Spanish Levels 1 & 2 have a small but dedicated number of participants. Teachers John Tibbles and Val Roberts are going to retire though, and we have not yet found replacements.

There is interest in an Intermediate French group, but an instructor needs to be found.

**PUBLICITY** *(Gayle Millbank)*

We obviously have had a good year of publicity as our membership is over 500. And, the House is full and busy, at least it was until Corona virus.

**SPECIAL EVENTS** *(Gail Flitton and Lee Frank)*

As you know, Goward House is a very busy place. To give you an idea of just how busy, we have the following annual events:

* Volunteer Appreciation in April
* Strawberry Tea and BBQ in June
* Music in the Park in July
* New Members’ Teas three times a year
* Christmas Craft Fair in November
* Christmas Lunch in December

In addition, from time to time, we have such events as the opening of a variety of Art Shows, specialized workshops or lectures on such things as Assisted Dying, Seniors’ Outreach and financial seminars, and a Fall Flu Clinic.

As you can imagine, these events require a great deal of staff and volunteer time and we are very grateful to all our members and staff who put in so much time and energy in making these events successful.

And it is all worth it – our special events bring in revenue of approximately $10,000 each year.

**VOLUNTEERS** *(Lee Frank)*

There are 92 volunteers at Goward House. These include those working in the Kitchen, manning the Front Desk and helping out at Special Events. We are always looking for more helpers, especially in the kitchen.