

2021 AGM: Directors' Committee Reports

BUDGET

2020 was a challenging year. We approached it cautiously with one notable exception.

Rentals have always been a strong source of revenue and, at the same time, the source of two complaints: our bathrooms and our sound system. We had committed to bathroom renovations in 2019 and they were well underway. Thanks to research and negotiation skills of the Facilities Committee, we were able to purchase a state-of-the-art sound system, have it installed, and are already showing it off to prospective renters.

Sound systems aside, our overriding concern was managing a budget that was running an operational deficit. To facilitate that oversight we:

- designed a spreadsheet and created a model for the year;
- monitored our monthly statements, updated the spreadsheet model, and kept a close watch on the evolving bottom line.

On other fronts we:

- monitored usage and monthly fees once our card “swiper” was introduced;
- researched and recommended fee increases for memberships, courses and activities;
- and developed a comprehensive budget package for fiscal 2021.

*(Respectfully submitted by the Budget Committee -- **Lois Akam**, Allan Davies, André Berthiaume and Heidi Hodgins)*

EMERGENCY PREPAREDNESS

We are continuing to update our emergency preparedness equipment and procedures.

This year we were able to:

- Establish our role in the Community Emergency Preparedness Program
- Update our first aid and emergency preparedness kits and supplies.
- Research safe ways to evacuate our second floor in an emergency.

Next year we hope to:

- Purchase an earthquake preparedness kit for the House.
- Amend our earthquake preparedness policy and procedures manual.
- Establish hardware to assist with the evacuation of the second floor in the event of an emergency.
- Post our emergency preparedness procedures in strategic locations around the house.
- Provide in-service on the Goward House emergency preparedness procedures for our staff and willing volunteers.

*(Respectfully submitted by **Allan Davies** and **André Berthiaume**)*

ENVIRONS

The Environs Committee continued to monitor developments in the area which included the construction of the Attenuation Tank on Arbutus Road up from Goward House.

The issues related to parking on Arbutus Road opposite Goward House were mostly dealt with as Saanich moved to a new model of parking enforcement and UVic tried to ensure that staff at the Queenswood site did not park on Arbutus Road.

Other developments in the 2020-2021 time period included further discussions by Saanich on dogs in Cadboro Gyro Park which are still ongoing, the development of the Cadboro Bay Community Plan, and the plans for a new UVic early child care Centre on the Queenswood grounds.

*(Respectfully submitted by **Mary Collins** and **Gail Flitton**)*

FACILITIES

After the completion of the major washrooms renovation, 2020 saw several smaller but not insignificant initiatives completed:

- 1) All the emergency fixtures were upgraded.
- 2) A new security alarm system was installed by local supplier Price Alarms, who have now been purchased by Telus. (There has been no increase to our monthly fee after this transaction.)
- 3) We contracted with another Island contractor KIS, for the service of utilizing a credit/debit form of payment.
- 4) We renewed our contract with Shaw, to replace our failing phone and communication system.
- 5) A new Bose Sound system was installed in our lower hall, which had been a source of complaints from groups renting our facility for their functions.

Looking forward to 2021:

- Negotiations with Saanich and contractors are ongoing for work to begin in the fall for a long-awaited roof.
- A contract has also been awarded to Strong Const. to work in conjunction with Saanich to complete the repurposing of our old Theatre space.

*(Respectfully submitted by **André Berthiaume** and Allan Davies)*

FRONT DESK AND MEMBERSHIP

As we emerge from the Pandemic of 2020/21, I am happy to report that our Front Desk volunteers have returned to their duties. Their shifts are (at the moment) from 10 AM until noon, and then from Noon until 2 PM. Thanks to Marlene's efforts all shifts are covered and all are doing a great job of coping with the changes and rules of the recovery and return to "normal." The shift times may return to the pre pandemic times of 9:30 AM to noon and then from until 3:30 PM in the Fall.

Membership has been returning to pre pandemic numbers steadily but gradually and as of August 1st stands at about 260.

*(respectfully submitted by **Gail Branton**)*

GROUNDS, GARDEN AND PARKING

Grounds and Garden

The Saanich Municipality also shares 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. The garden beds around the house are overseen by the Board Garden committee with regular maintenance carried out by Lester Easton of Lavatera Landscaping.

This year we were able to:

- Complete a list of plants the deer tend to leave alone.
- Test some plants before we purchased to ensure they are deer resistant.
- Purchase a limited number of plants as the budget would allow for upgrading a north and south garden bed near the House.
- Recruit Saanich arborists to complete some major pruning near the house and along the back lawn.
- Upgrade the sprinkler system to ensure adequate coverage for the planned garden upgrade.
- Repair the driveway entrance pillars and upgrade the outdoor lighting.
- Repair and renew our aging Goward House sign.

Next year we hope to:

- Complete soil remediation in all the garden beds.
- Purchase plants for at least two more garden beds.
- Shape existing plants to enhance their visibility and appearance.
- Establish two new garden beds on the west side of the house and lawn.
- Continue to develop a three year plan for the garden.
- Remediate the uneven path along the west side of the House.

Parking

As House access was limited due to COVID 19 protocols, there were very few issues associated with parking.

Next year we hope to:

- Discourage non-members from parking in our lot with the help of our new signs
- Continue painting our parking stall markers to increase the ease of parking.
- Look at parking options to accommodate big events.
- Grade the parking lot to level and improve the surface.

*(respectfully submitted by **Allan Davies** and **Gail Branton**)*

KITCHEN

With the House being closed for most of 2020 the kitchen saw full use for only two and a half months. Even with limited opening of the house for certain activities this area remained closed. In order to create some contact with our members the staff arranged for special events such as the Xmas Lunch to be prepared off site with members of the Board as well as the staff delivering these meals to individual homes. We were able to arrange for Chef Gianfranco to prepare a monthly luncheon for pick up by members for approximately six months which were immensely popular. With the slow lifting of Covid restrictions we are looking forward to reopening the kitchen in the fall. Also during this time, we have looked at ways of updating some aspects of the kitchen in the future in order to make it operate more efficiently.

*(respectfully submitted by **Lee Frank**)*

PERSONNEL COMMITTEE

The personnel committee develops policies and procedures that provide direction and support for the staff at Goward House. They are responsible for the supervision and evaluation of our Administrator and the oversight of personnel practices at the House.

This year we were able to:

- Develop detailed job descriptions for each employee
- Develop an evaluation and personal planning process for all employees.
- Develop policies and procedures describing a code of conduct for all employees and members.
- Complete a very successful evaluation of our administrator's performance.

Next year we hope to:

- Develop policy and regulations describing the decision-making hierarchy for staff and Board members.
- Provide information to members so they will understand the hierarchy and how decisions are made at Goward House.

*(respectfully submitted by **Allan Davies**, Gail Branton and Gayle Millbank)*

POLICY AND PROCEDURES

This has been a very intense covid year requiring many new policies and procedures to keep our members and staff safe. Thank you all for taking note of the procedures and following them. We were so successful we came through this without having to trace contacts for an active case of covid. Thank you everyone.

*(respectfully submitted by **Gayle Millbank**)*

PROGRAMS

We went from a full calendar of activities to an almost empty house in the course of a few months. In January all activities except low-impact fitness was suspended and in March, even that activity was cancelled. Staff and group leaders moved quickly to pivot such programs as bridge and yoga to on-line participation, and members reacted positively.

In March, the Program Committee introduced Coffee & Conversations via ZOOM. Three sessions were held: In the Garden with author Helen Stewart, Birds with Ann Nightingale from Rocky Point Bird Observatory and Music Therapy with Johanne Brodeur of the Victoria Conservatory of Music. All were well received and were much appreciated efforts to keep members in touch with Goward House.

In July, a membership survey was conducted to measure members' levels of interest in current and potential programs. Response was excellent and the committee will be moving forward on

several of the suggestions. Thanks to all who participated and particular thanks to all those who continued to support us throughout these difficult times.

*(respectfully submitted by **Judy Baldwin, Mary Collins and Gail Flitton**)*

PUBLICITY

Marlene has done an excellent job ensuring our monthly Gazette is informative and distributed widely. The gazette is our main source of contact with our members and we encourage you to let us know how we can improve. Marlene has also been able to feature Goward in the Islander several times. But really you are our best publicity: let your friends and neighbors know about our post-covid programs.

*(respectfully submitted by **Gayle Millbank**)*

SPECIAL EVENTS

It feels as though not much has happened at Goward since our AGM last September but in reviewing the past year I was surprised and pleased to see how much we did accomplish despite the serious restraints imposed by the pandemic.

Virtual dinners were delivered to participating members at both Christmas and Easter, Valentine Cookies were sold as well as Purdy's chocolates at Easter and the amazing Gianfranco cooked up a number of popular meals for us to enjoy, all of which put some money in our severely depleted coffers.

All of this activity, plus our virtual Volunteer Appreciation day in April and the socially distanced Strawberry Tea in June, was due to our enthusiastic, well organized and dedicated staff and volunteers. Thank you so very very much for your participation and support.

As we look forward to Goward opening up and a pandemic free future, we also look forward to seeing old and new friends. Welcome back – we have many things to do together.

*(respectfully submitted by **Gail Flitton**)*

VOLUNTEERS

2020 saw the total shutdown of Goward House except for Administration staff, beginning in March, resulting in a lack of need of volunteers. With a limited re-opening in the latter part of 2020, front desk volunteers were brought back to cover shorter shifts at the House and this has continued up to this fall with a fuller reopening hoped for in September. This will result in longer shifts at front desk as well as filling other volunteer positions such as the kitchen and special events. Through the pandemic Goward House was very mindful of individual's comfort level at volunteering and took every precaution to ease any doubts volunteers had in manning the front desk.

*(respectfully submitted by **Lee Frank**)*