



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 – Monday, December 2, 2013

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

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

6:45 Optional Light Supper

7:00

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

7:05

7. Minutes of the October 28 Board of Directors Meeting (*White*): to be accepted

7:10

8. Finance and Fundraising
 - 8.1. 2013 Year to Date Financial Report (*Green ledger sheet*): to be accepted
 - 8.2. Program Budgets for 2014, Part 2 (*Yellow*): to be endorsed
 - 8.3. Initial Pasta Fest Report (to be distributed at the meeting): for information
 - 8.4. Applicious Report (*Goldenrod*): for information
 - 8.5. Fundraising: for discussion and possible direction
 - see *Green Updated Fundraising and Visibility Event Calendar*

8:10

9. AGM: for discussion and decisions
 - 9.1. Format
 - 9.2. Date
 - 9.3. Location
 - 9.4. Time Served and Anticipated Board Vacancies (*Orange*)

8:20

10. Directors' Concerns
11. Adjournment



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 Management Meeting AGENDA -- Monday, December 2, 2013

8:25

- A. Call to Order/Adoption of Agenda
- B. Declaration of Conflicts of Interest
- C. Minutes of October 28 Board of Management Meeting (*White*)

8:30

- D. AOCC Anti-Harassment Policy (*Blue*): to be endorsed
- E. Select Personnel Committee (see Executive Director's Report): decision needed
- F. 360° Input for Executive Director's Performance Review: hand in (*Lavender*) forms
- G. Executive Director's Report (*Pink*): for information and decision
 - G.1. Planning Retreat

8:55

- H. Correspondence List (*Cream*): for information and decision
- I. Adjournment

Next Meetings

Planning Retreat (off-site) Saturday, January 18

Regular Board meeting January 27



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”

Minutes of the Board of Directors Meeting October 28, 2013

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

Present: Tolga Ay, Irene Buncel, Ann McKechnie (Chair), Sydney Schultz, Neil Sinclair, Chris Sulway
Guest: Edward Birnbaum
Regrets: Alysha Brown, Councillor McMahon
Absent: Natalie Coulter, Lynne Gray
Staff: Susan Fletcher, May Seto (Recorder)

1. Call to Order/Adoption of Agenda/Introductions

At 7:00, Ann called the meeting to order. Quorum of 5 Directors was achieved. By consensus, the agenda was adopted as amended.

2. Welcome and Introductions

3. Declaration of Conflicts of Interest

None were declared.

4. Timekeeper

Timekeeper for meeting – Neil

5. Volunteer Hours

Members provided their volunteer hours.

6. Donation Envelope

The donation envelope circulated.

7. Minutes of the September 30 Board of Directors Meeting.

MOTION (Schultz/Sulway)
To accept the minutes of September 30.
Carried.

8. Filling Board Vacancy

MOTION (Sinclair/Sulway)
To appoint Tolga Ay to fill the vacancy resulting from Carmita Magnaye's resignation.
Carried.

9. Follow-up Item from previous meeting

Neil met with DAT Accounting and provided an overview of the accounting situation.

MOTION (Sinclair/McKechnie)
To pay the balance of the interim accounting bill.
Carried.

10. Finance and Fundraising

10.1. 2013 Year to Date Financial Report
Susan provided info and answered questions.

MOTION (Sinclair/Schultz)
To accept the 2013 Year to Date Financial Report.
Carried.

10.2. Program Budgets for 2014, Part 1
Ann and Susan presented the budgets for young children and families. Tolga will send out an email to other Board Members to recruit members for a fundraising committee.

MOTION (Sulway/Sinclair)
To accept the proposed budgets for programs for children and families, and for staff to use these to prepare funding proposals.
Carried.

11. Directors' Concerns

None

12. Adjournment

The meeting was adjourned on a motion by Chris Sulway, seconded by Neil Sinclair.

Chair

Secretary

Next Meetings:

Monday, December 2 at 7:00 p.m. – next Board Meeting.

Applegrove Community Complex
Year to date Income Statement
as at 31/10/2013

	Admin		Program Total	P/C Drop-in		Edgewood Drop-in		HAIG		HOBG		Therapeutic Play		Summer Camp		After School		Teens Program		Leadership		Seniors		Other Actual
	Actual	Budget		Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	
EXPENSES																								
Salary	246,829	208,763	253,163	79,808	80,762	12,387	13,007	9	0	3,951	9,644	14,347	24,709	44,727	47,661	38,832	51,502	2,360	5,882	8,323	0	18,727	17,609	29,692
Benefit	60,677	48,414	43,412	25,944	31,929	5,644	5,581	2	0	222	1,126	1,100	4,570	3,679	4,676	2,427	1,873	110	558	625	0	1,343	1,643	2,316
Material & Supplies	7,598	7,050	40,732	2,120	4,395	379	1,182	0	0	14,150	18,005	703	3,625	10,387	14,064	3,956	10,000	435	1,417	1,348	0	6,104	2,493	1,152
Furniture & Equipment	361	2,033	392	0	250	92	63	0	0	267	0	0	0	34	0	0	0	0	0	0	0	0	0	0
Purchased Services	34,775	17,409	22,335	1,404	3,121	3,314	5,057	246	0	183	0	1,092	708	1,721	2,909	7,017	2,957	0	1,627	0	0	1,357	8,387	6,001
Goods & Services Tax	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	350,241	283,669	360,034	109,275	120,457	21,815	24,890	257	0	18,774	28,775	17,242	33,612	60,547	69,310	52,233	66,332	2,904	9,483	10,296	0	27,531	30,133	39,160
INCOME																								
Government Funding																								
City of Toronto	400,935	283,750	167,888	115,710	87,350	19,860	16,313	0	0	0	3,978	0	0	3,650	9,207	0	8,580	0	2,842	0	0	0	0	28,668
Province of Ontario	0	0	51,881	6,000	10,000	0	0	0	0	0	0	0	0	13,796	700	0	0	0	0	3,660	0	27,634	26,927	791
Federal Government	0	0	19,100	0	0	0	0	0	0	18,748	23,578	0	0	0	11,528	0	0	0	0	0	0	0	0	352
Total Government	400,935	283,750	238,869	121,710	97,350	19,860	16,313	0	0	18,748	27,556	0	0	17,446	21,435	0	8,580	0	2,842	3,660	0	27,634	26,927	29,810
Non-Government Funding																								
Charitable Organization	0	0	18,308	0	0	0	0	0	0	0	0	13,375	13,375	2,000	0	0	0	0	0	0	0	0	0	2,933
Foundation/Corporation	0	0	19,691	0	0	0	0	0	0	0	0	0	0	5,500	2,000	0	0	11,270	167	2,921	0	2,837	0	0
Total Non-Government	0	0	37,999	0	0	0	0	0	0	0	0	13,375	13,375	7,500	2,000	0	0	11,270	167	2,921	0	2,837	0	2,933
Donation/Fundraising																								
Charitable Donation-individual	0	0	8,935	972	0	885	0	0	0	186	0	0	0	0	0	164	0	0	0	0	0	1,030	0	5,698
Charitable Donation-Business	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-charitable Donation-Ind	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-charitable Donation-Bus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12,395	0	0	0	0	0	0	0	0	0
Fundraising	0	0	12,835	1,841	1,250	2,108	5,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6,049
Total Donation/fundraising	0	0	21,770	2,813	1,250	2,992	5,000	0	0	186	0	0	0	0	12,395	164	0	0	0	0	0	1,030	0	11,747
Others																								
Users Fee	0	0	122,067	0	0	0	0	0	0	0	0	0	0	33,928	33,480	76,521	53,000	0	0	5,105	0	3,452	5,523	3,061
Miscel	78	0	1,124	498	0	0	0	0	0	100	0	0	0	0	0	0	0	0	0	0	0	0	0	526
GST Rebate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Others	78	0	123,191	498	0	0	0	0	0	100	0	0	0	33,928	33,480	76,521	53,000	0	0	5,105	0	3,452	5,523	3,587
TOTAL INCOME	401,013	283,750	421,829	125,022	98,600	22,852	21,313	0	0	19,034	27,556	13,375	13,375	58,874	69,310	76,685	61,580	11,270	3,008	11,686	0	34,953	32,450	48,078
SURPLUS(DEFICIT)	50,773	81	61,794	15,746	(21,857)	1,038	(3,576)	(257)	0	261	(1,219)	(3,867)	(20,237)	(1,673)	0	24,452	(4,752)	8,366	(6,475)	1,389	0	7,422	2,317	8,917
Board transfer/in-kind support				0																				
FINAL SURPLUS(DEFICIT)	50,773	81	61,794	15,746	(21,857)	1,038	(3,576)	(257)	0	261	(1,219)	(3,867)	(20,237)	(1,673)	0	24,452	(4,752)	8,366	(6,475)	1,389	0	7,422	2,317	8,917
Notes:	1. In November we received \$3650 and \$1265 in funding for Summer Camp which is not included in this report 2. We are also expecting to receive \$3200.67 in funding for TESS																							



APPLEGROVE COMMUNITY COMPLEX

60 Woodfield Road, Toronto, Ontario M4L 2W6

Phone 416-461-8143 Fax: 416-461-5513

www.ApplegroveCC.ca

“TOGETHER, BUILDING OUR COMMUNITY”



Applicious Evaluation Notes – November 2013

Draft 3

1) **Summary:** a very successful event, on the 3 dimensions of raising money, promoting Applegrove, and building community spirit!

2) **Comments and Suggestions from Board and Staff Members**

These comments from several individuals have been consolidated, but not edited. Some of them repeat or reference information later in the report.

In its 6th year, Applicious attracts a significant amount of people and draws a lot of attention to Applegrove. It was such an incredible experience for me and I truly feel that we have a 'core' annual event that our community looks forward to. I also feel that Pasta Fest is another great annual event. Are resources stretched too thin? Are the events too close in date? Does PF raise more money consistently?

Lots to explore and there are many positives to build on. But there are also areas of opportunity/improvement.

Location and layout: good size and easy to find/travel to. Difficult layout with respect to traffic flow (particularly near the garden - traffic didn't flow well). Suggestion to have the event at the Jonathan Ashbridge Park (across from the McDonald's) would be great. Timing is 9-2 and it is always packed. If we aimed for a day when the wading pool is still open, we leverage the initial attractions that the location already offers.

Date and time: timing could be earlier so that chilly weather is not an issue. 9-2 works well for families with kids and people tend to buzz around the neighbourhood early on Saturday's.

Planning process and committee: have a reliable group of community volunteers manage the event; once a thorough brief/event package from the Board has been provided. The event team will report to the Board with a status (perhaps monthly) to ensure key event execution details are being met.

Sponsors: Deeper fundraising relationships (similar to those for Pasta Fest) within the community should be explored/developed. There are partners who do not feel that a relationship exists or is cared for.

Promotion & Publicity: an invite to partners we know could be more economical and 'greener' of us. Promoting it through local businesses sooner and having more mobile signage (where possible). Reaching out to 1 or 2 local partners to pay for the marketing in return for promotion through our business (someone who benefits through our membership - i.e. Bumbleberry Kids, baby on the hip, mastermind, Tulip, local bakeries)

Equipment: we need to source a reliable bouncies partner who is willing to commit and deliver on time with reliable/working product.

Event staffing/volunteers: the person(s) looking after volunteers should just do that. Volunteers should have breaks or have questions/issues addressed as quickly as possible.

Refreshments: Cider probably seems like it was a bad idea...it just wasn't given a good chance. Lack of proper signage and promotion at the event made it hard for people to know that we were even selling it. People were asking where the beer was when they saw that cider was an option.

Keep it simple and make sure there's plenty. I think that we should have had a few things for kids that were healthy, cheap snacks. Example: Small bag of popcorn, dried fruit or fruit bars, granola bars, nacho chips, cheese sticks, pretzels.

Vendors: depending on location, there may not be shade. For those vendors who would be located in direct sunlight, we should encourage a tent or umbrella/canopy. I received complaints - people wish that they had been warned.

Locations of vendors should be fixed (not fair to other partners when some vendors get a choice). We need to stress that it is a fundraiser, not a trade show and their partnership/cooperation with other community members is crucial to performance/event success.

Welcome table: need more staff initially to cover the rush/line. Need more signs to properly explain pricing, details for event. Should never have less than 3 people managing it.

Buckets: pay what you can needs messaging/scripts. Messaging will depend on location and whether people are passing it around or at the entrance. Some people misunderstood the purpose; others gave very generously.

Inflatables: many people complained that it was too long a line and too short a 'bounce'. We need to have more bouncies or charge less and/or have less play/bounce time.

Activities, games & contests: if it is a rule that we need to have the winner present for the 50/50 draw (when their name is pulled) messaging should be properly given to/explained to the volunteers, so people will know that it isn't an Applicious restriction.

Signs need to properly locate and promote the activity. Access should be fair so games and activities are receiving as much attention as possible.

Entertainment: was great! Having local partners has proven successful.

Prizes: kids didn't like prizes packaged. They preferred having the option to select their exact prize and didn't like when it came "pre-picked" for them. This is a great opportunity to save on time. Rather than package prizes we could indicate whether a prize would include 1 or 2 or 3 items (that would have previously been packaged).

The prize table could be improved or removed all together (?) Feedback about the toys where they were cheap stuff that parents didn't really want their kids most was not age appropriate. Plus, it was plastic stuff from China that doesn't support Canadian products and goods nor support our community.

*Recommendation to use a local toy store for all different ages. (Swag Sisters)

Silent Auction: should be more centrally located - perhaps near the entrance table. It seemed unattended and lacked signage or something that drew people in.

Sponsorship: should really start as quickly as possible. If we are heading into our 7th year, we should be approaching smaller partners with small requests that are fairly sustainable on an annual basis. For the larger asks, we need to figure out a meeting and strategy. Larger partners are looking for a presentation or someone to sell/convince them - not all of us have those skills (it's really hard). Perhaps we need to find out who the BIA's, bars, restaurants and grocery stores are sponsoring.

Main focus on Fundraising: We need to work more on having a specific person in charge of that area who can lead a group of people towards a goal that should be decided by Applegrove community

Vendors: Why are we not including vendors from the community? Such as: the volunteer groups in Ward 32, the tenant association, bike organizations, volunteer groups happening in our area. Let them have a space on our community event to share what they are working on and needing support to a community goal.

Free Stuff: I think it's important to have some things free even though it's a fundraising event. We need to appeal to the community on all levels and it's important to offer parents a few things they can allow their kids to enjoy without having to worry about spending more money. Example: Craft activity for the older kids, a free bouncy castle for the little ones.

3) Goals and Objectives

- when the event started in 2008, its original goals were
 - fun and interaction for neighbourhood residents
 - offer partnership and fundraising opportunities to local services and organizations
 - promotion of local businesses/services/organizations
 - market Applegrove and support programs
- prior years' objectives included:
 - 600 participants
 - 5 publicity mentions
 - happy participants, i.e., an average of at least 3.25 on the 4 point scale.
- for 2013, the Board set an expectation of raising a significant amount money; while a figure of \$10,000 was discussed informally early in the planning process, as planning proceeded, a goal of perhaps \$5,000 was considered realistic.
- like prior years, the 2013 evaluation form showed participants enjoyed the event. Unlike last year, only about half of evaluations said they knew about Applegrove (4 out of 9 forms or about 45%, compared to 80% last year). The average rating was 3.44 compared to 3.76 in 2012, but similar to the 3.4 average for 2011. With only 9 responses this year, one rating of 2 significantly affected the average score. The average without the one low score would have been 3.6.
- event staff/volunteers
 - heard informal positive comments about the event overall and saw that participants were enjoying themselves
 - many, many positive comments about the location
- based on the number of donation stickers distributed, attendance was at least 1500, more than 2012 but equivalent to 2011's estimated 1500.

- the 2012 event broke even. For 2013, net proceeds from the event itself totalled about \$2,000; with the ScotiaBank matching funds, this could increase to \$7,000.

4) Planning Committee's Evaluation

- when the planning committee met on October 17 to review the event, much of the discussion focussed on high-level questions. Specific issues are included in the detailed report. General or high level issues raised in discussion included:
 - event planning took up Board members' time that should be spent on governance issues. This stemmed from the Board's decision in November 2012 that since Applicious was the agency's signature event, the Board should put significant time into it.
 - the amount of senior staff time that the event required.
 - the event was amazing and great, but it is daunting to think of doing it again
 - Applicious has benefits of building community as well as financial benefits
 - events like Applicious have non-financial benefits including PR and building relationships with local businesses.
 - how can the event make more money? increase sponsorship and decrease expenses, with the greatest benefit coming from increased sponsorship
 - how can the event be simplified?
 - no vendors
 - minimize entertainment
 - don't rent tables and chairs
 - how committed are we to the location? While it is lovely and historic, it has accessibility issues as well as layout issues due to hills, trees and gardens. It would also not work on a rainy day. We agreed that going back to Woodbine Park would not be a good idea. Possible alternatives might include
 - Jonathon Ashbridge park (McDonalds park)
 - Duke of Connaught property, either the back field or the front of the building
 - closing part of Woodfield for a street party.
 - how can we ensure that that the financially disadvantaged members of our organization can feel welcome and participate in some activities? One way of including people with little money is the "free ticket for wearing red". As well, in the past, Applicious activities included mural painting at no charge; however, because this did not produce an item that we could display, we discontinued it. Could one of the bouncies be free?
 - are vendors appropriate? Some Board members felt not, while others appreciated the diversity of the vendors and activity. In addition, some vendors did not make enough money and we did not make enough money from them.
 - evaluation surveys:
 - possibly we should survey vendors as well
 - very low return rate means the results are not reliable.
 - for next year, we should think of ways to increase the response rate.
- planning committee's recommendations
 - hold the event again but with much more effort to recruit sponsors.
 - recruit specific volunteers to take on the event organization; they will use this document as a blueprint and work on specific areas of the event under the direction of the Board and senior staff.
 - while volunteers focus on the event details, Applegrove staff and Board members can focus on sponsorship. We should consider having a Board position of

“Relationship Manager” who would work closely with staff working on corporate and foundation fundraising and proposals.

- consider the event location, including issues of visibility, accessibility, access to electricity, and the possibility of a rain plan.

5) Date and Time

- for its first 5 years, Applicious was held on the 3rd Saturday of September.
- we considered whether to hold it on Sept. 14 or 21, but decided to hold it earlier, assuming that there was a higher likelihood of good weather earlier in the month
- as in prior years, Applicious ran from 11 to 4.
- recommendation for next year: September 20 or later.

6) Location and Layout

- like last year, the event was held at the Ashbridge Estate.
- effectively, the site had 3 sections:
 - the north west corner by the garage.
 - the western part of the site
 - the valley in the central area
- based on last year’s experience with the very narrow path across the walkway, the sidewalk gate was closed after the vendors had set up, leaving the only access through the driveway.
- on the assumption that food vendors would want locations nearest to where they could unload, several food vendors were assigned space beside the water trailer, near the washroom; one of these vendors did not come, and the other 2 wanted other locations.

7) Event Planning and Organization

- because this is the signature event for the organization, the Board was involved in much of the planning and organization
- we expected that the Outreach and Involvement (O/I) staff would support the planning and outreach; however, the agency had one only O/I staff instead of two, and the contract ended at the end of August.

8) Sponsorship

A. Planning

- started later than optimal, due to other agency priorities in the winter and early spring.

B. Results

- Several of last year’s sponsors returned, such as Jillinda Greene, Dr. Deemar and Apple Growers
- as in the past we had more success getting in-kind sponsorship than cash
- Sponsors included

Business	Contact	Amount/Value	Non-monetary	\$\$	Level
Zip Cars		\$1000	cargo van		Golden Delicious
Remax/ Hallmark	Jillinda Greene	\$500	Advertising SNAP		McIntosh
Toronto Professional Fire Fighters Association		\$250	Fire Truck bouncy		Crispin

Business	Contact	Amount/Value	Non-monetary	\$\$	Level
Apple Growers	Sarah Marshall	\$250	Recipe Cards, brochures, colouring books		Crispin
Sylvan Learning		\$250		\$250	Crispin
Big Ben		\$250	Dumpster		Crispin
Coxwell Dental	Dr. Martin Deemar	\$100		\$100	Apple Blossom
Canadian Tire		\$1000	tables, games, loaned a tent		(received too late for sponsorship recognition)

C. Recommendations for next year

- begin recruiting sponsors early (February/March)

9) Promotion and Publicity

- Prior to event
 - i) “Mobile” signs from Archer
 - in past years, these signs went up about Aug. 30 at Eastern/Woodward and Queen/Kingston
 - in mid-August, we learned that Toronto Parks, Forestry and Recreation would not allow mobile signs in any east end parks.
 - with help from the sign vendor, we identified alternative sites, one at Corpus Christi Church and the other at Woodfield and Queen, actually on the fence around the Ashbridge property.
 - ii) Poster
 - a volunteer designer offered a re-design of the poster; however, in mid-August, the need to finalize and print the posters meant that Applegrove’s internet volunteer simply updated the prior year’s poster.
 - printed several hundred colour and b&w posters; volunteers distributed to stores and local homes.
 - printed b&w to send home with Duke of Connaught students on Sept. 6
 - used poster design as letterhead for Thank You posters for sponsors and donors.
 - for next year: consider poster design in the spring, so the design can be finalized by the beginning of the summer: then the sponsors can be added before the poster is produced in mid-August.
 - iii) Banner
 - Applicious banner for posting on Ashbridge fence produced with in-house printing attached to banner paper and laminated for free.
 - did not want to the printed banner it in advance of event where it could be damaged
 - at event, used Applicious banner on the porch, and the Applegrove banner on the food tent
 - iv) Community Calendars and Local Papers
 - Beach Metro news in the Aug. 27 and Sept.10 editions.
 - a variety of on-line calendars and bulletin boards included it.

- v) SNAP
 - Sept. edition's coverage of the day camp's special event noted it was preparation for Applicious
 - Jillinda Green's advertisement was great on front page
 - also in SNAP calendar.

- vi) Website and Facebook
 - Marina did a great job updating website
 - posted the event on the applegrove fb page, on Louise's personal page and on 5 different "community group" pages many times from August – September including regular updates.

- vii) Outreach at Leslieville market
 - 2 Board and 1 staff member did outreach at the market on the Sunday before the event.
 - planned to use new instant camera for photo booth, but very few people wanted photos
 - distributed 200 flyers; at least ¼ more people said they would remember or already had a flyer.
 - our 2 junior volunteers (Chris's daughters) were most successful!

- After event (see end of report)
 - front page of Beach Metro
 - SNAP took wonderful pictures

10) Equipment

- tables & chairs
 - used 1 AG folding table and a couple of chairs; these went up as soon as staff arrived to provide a dry surface for immediate needs.
 - rented 100 chairs and 50 tables from GNS party rentals, up from 50 chairs and 30 tables in prior years.

- tents
 - borrowed 3 tents from Eastview¹
 - Alysha loaned a camping tent for storage, etc.
 - Applegrove had 3 usable purchased 2 tents
 - Canadian Tire loaned a tent.
 - rented 10x20 for craft area from GNS @ \$350
 - rented 10x20 for food area @ \$350
 - used 1 10x10 each for, Welcome, AG table, button making and Silent Auction. used 2 for body art. Put the Prize and book tables under trees so they did not need tents.
 - Recommendations: continue to acquire 1 AG 10x10 annually (make sure these are pop-up).

- inflatables
 - Fire Fighters (fire truck) for children up to 6

¹ in prior years, borrowed 2 tents from Eastview and 1 from Thornton, and had planned to do this; however, Eastview had extra tents from a special event, so we used 3, saving time in pickup and delivery.

- rented
 - giant obstacle, 2 children at a time
 - Canada bouncy: should have been 4 children at a time but its blower did not work.
 - mini-hoop challenge: 2 contestants at a time.
 - did not try to get the Pizza Pizza “donated” bouncy, as multiple efforts in prior years were unsuccessful
 - 3 working bouncies busy most of the day, sometimes with line-ups of 10 or more
 - increased prices 3 tickets for 5 min to 4 tickets.
 - Need to have at least one adult supervising each bouncy at all times
 - supplier brought 3 generators, instead of the 4 required. Used 2 as planned for bouncies, 1 for sound. Supplier said they would be back shortly with the 4th generator (this was well before 10:30). About 11:30, the Canada bouncy deflated. A volunteer contacted the supplier who said they would come in 40 minutes with a new blower. By 1 p.m., the bouncy still was deflated. About 2:30, the bouncy seemed to be about half inflated, so the blower was disconnected for safety. When we began to clean up, we saw that the 4th generator had arrived, and assumed a new blower had arrived, but the supplier’s staff had not contacted any Applegrove staff or volunteers.
 - Recommendations:
 - request Fire Fighters’ bouncy in February.
 - put Canada or Fire fighters bouncy beside giant obstacle, put mini-hoop beside second regular bouncy
 - request the Pizza Pizza bouncy as early as possible.
 - look into alternative suppliers for other bouncies.
- generators
 - two for bouncies @ \$80 each, one supposedly free with the Fire Fighters’ bouncy.
 - 3rd for food tent.
 - 4th for sound equip.
 - each one is 5,000 watts. Can have no more than 2 bouncies plugged in. The one for sound equipment had at least 3 extension cords plugged in.
 - (also see “inflatables” about 4th generator not delivered on time)
- toilet
 - rented at 2-stall unit from Jenco for about \$750.
 - this was to be delivered on the Friday and picked up on the Monday; they were very busy, so delivered on the Thursday. For convenience, the trailer was parked lengthwise on the parking pad, with the door facing the back fence.
 - during the day, a patron reported that the lock on one of the doors was broken. Based on last year’s experience, the lights and toilet would not work unless the door was locked; so a sign was placed across the door saying it was out of order. Left voice mail for the supplier. Learned after the event that weight sensors in the floor mean the unit will work even if the door is not locked.
- cotton candy machine @ \$125 including supplies for 150 servings.
 - stage: 4 sections 4x4’, about 1 foot high rented from GNS @ \$140
 - sound equipment: provided by Lost Boys for \$100 and included similar equipment to what we previously rented from Long and McQuade, i.e., (2) 950 watt speakers with stands, two mics with stands, one mixer, one ipod adapter

- signs:
 - updated the old coroplast signs with paper signs. Unfortunately, the volunteers doing this put several signs on one coroplast sheet, meaning few signs were usable.
 - some signs posted on tables or tents.
- decor
 - lack of time and staffing prevented preparing any decor

11) Event Staffing

- Paid staff: Tuyen, Louise, May, and Susan worked from 8 or 9 a.m. to 5:30.
- about 58 volunteers put in 330 hours at the event, plus 6 event staff who put in a total of 70 hours.

12) Food and Drinks

- a) Water
 - HTO to Go brought its water trailer. Well in advance, they did a site visit and we jointly determined an appropriate site near the parking pad.
- b) AG food and cider
 - Pizza was a big hit and was enjoyed by customers and volunteers; we need to have 2 deliveries but should have more on the first delivery at 12:00 P.M. We ordered 10 to be delivered at noon but could have used 15.
 - Keep ordering just cheese or cheese/pepperoni although Robin the owner gave the staff a free pizza with a selection of toppings.
 - Robin's Pizza was good and they gave us a good deal. And we have now developed a good relationship and should consider ordering from them for other programs.
 - We had the slices cut a little bigger than he usually sells to make it fair for patrons.
 - Based on Louise's rough calculations we fed between 65-80 volunteers and still made \$200.00 from pizza sales.
 - We need to sell pop next year: coke, diet coke and sprite or ginger ale.
 - Apple juice would have sold better if it were juice boxes, it was hard for parents to handle a cup of juice with younger children.
 - Chocolate Apple Slices should not be repeated next year.
 - Apples and dip were a hit but we need to improve by making the portion of dip bigger and only offering 40-50 portions of 2 kinds of dip; cutting the apples as we sold them worked very well.
 - Having fresh apples to sell was good because there were several people who just wanted an apple.
 - Cotton Candy sales were good but could have been better if we had the generator to start making the Candy earlier; having bags of Cotton Candy hanging to be sold would have boosted sales.
 - We need to work on a cheap and easy make ahead dessert that we could sell; e.g. apple turnovers or something else that does not need utensils.
 - If we are going to sell alcohol, I think it would be better by itself or with non-alcoholic drinks in a smaller "stand" or tent in the middle of the activities; people would have liked to go get a beer and sit and listen to music.
 - Our set up was good and we had more than enough staff but we should have had 2 people on cash during lunch time.

- comments/suggestions
 - participants always ask for apples: consider ways to have more apples for sale including farmers, etc.
 - ask every local grocery store to donate 20 to 50 pounds of apples (or give gift cards with which we can buy them), with the target of 100 pounds of apples.
 - committee members suggested further simplifying Applegrove food, perhaps just ice cream bars, hot dogs, pizza and pop
 - committee members did not see signs advertising cider sales, which may explain the very slow cider sales.

c) Food Vendors

- Bix Bakery: Pizzelle (cookies) and Sorbetto (coconut milk ice cream)
- Oliffe: ribs
- Lazy Daisy: pastries, sausage/bun, coffee
- Mr. Corn (did not attend): roasted corn and roasted apples
- the committee discussed food vendors' concerns and our issues and considered whether we charged the right amount for food vendors to participate.
- our form for food vendors included the following:
If I am confirmed as a food vendor, I agree to submit a cheque or money order for \$100, payable to Applegrove Community Complex, as soon as possible and no later than August 30.

I understand that I must complete the Public Health form and must serve only food specified on that form.

There is no access to running water or electricity on the site.

I agree to all of the following:

- *the City of Toronto, Applegrove Community Complex and Applegrove staff and volunteers will not be held responsible for any loss, theft or damage;*
- *to accept space as allocated;*
- *by noon on September 3, I will complete and return to Applegrove the attached Public Health form:*
 - *to be set up and ready for the event by 11 a.m.*
 - *to stay until the event ends at 4 p.m.*
- 2 of the 3 food vendors who attended did not accept their location.
- the Ontario Heritage Trust is considering putting an entrance onto the site from Woodfield Road. This would change the access to the “valley” area and might open up better locations for food vendors.
- discussed an alternative system for food vendors that some other location events use:
 - we sell food coupons to participants, e.g., \$1 per ticket
 - food vendors set their own prices
 - participants use tickets to purchase food from vendors
 - at the end of the day, we settle up with food vendors based on the food tickets they collect, and we keep a pre-set percentage of their sales.

d) Public Health

- on-going relationship with public health meant no problems with food forms.
- as in prior years, had some challenges getting food vendors to complete the forms

e) Recommendations for next year

- consider whether selling alcoholic cider makes sense.
- put Applegrove food near the Welcome Table
- when discussing possible participation with food vendors, show them the possible locations. Emphasize “agree to location” to vendor form
- consider food vendor rate or alternative pricing system

13) Agencies

- East End CHC: ran our Clown Ate My Apple game
- Eastview Neighbourhood Community Centre: ran our Mapple Jong game
- S.H. Armstrong: ran our Apple Toss game
- Gerrard Ashdale Library: ran AppleFish

Contact person	Agency	Activity
Maureen Allen Doorley	Toronto Premiere Gymnastics	gymnastic experience
Joanne Gallagher	East End Community Health Centre	Apple Fish
Gail Ferguson	Gerrard Ashdale Library	Mapple Jong
Lorie Fairburn	Neighbourhood Link Support Services	Clown Ate My Apple
Pat McNaughten	S.H. Armstrong Recreation Centre	Apple toss
Oscar Chimenti	Next Steps Employment Centre	Twister
Niki Angelis	Leslie Barns	n/a
Alysha Brown	Scotia Bank	n/a

14) Vendors

- 10 vendors, 9 of whom needed a table. Our target was 11 vendors; there were 13 in 2011.
- the 2011 report suggested raising the fee and eliminating their auction items. To mitigate the impact of raising the fees, and to encourage early sales, we raised the fees after August 21, and retained last year’s rate as an early bird discount.
- vendors paid \$20 (\$40 if we supplied table and chairs) before the deadline, \$30 and \$50 after. Our cost to rent a table and 2 chairs was \$12 or less. So we made at least \$8 extra for each table rental.

Contact	Business Name	Product/Service
Aron Trager		Portraits in crayon
Derek Hume	Trull Funeral Home	Apple quiz
Eleanor McKechnie	Pots Galore	Hand-produced small posts, dishes.
Ellen Duckman & Sue Sachs	Let's Eat a Rainbow with NutriSue	Children's nutrition / hands-on nutrition project
Emily Pengelly	Sprouts - Growing Bodies & Minds	Glitter tattoos
Krysta Siuda Cancelled	Clothing Period	Aprons, hats, necklaces, eco-sacs

Contact	Business Name	Product/Service
Liisa Lappalainen	Pinetree Designs	Hand knit hats, headbands, scarves, fabric purses.
Michaela Temmen	Front Door Organics	Certified organic produce delivered to homes
Sara Desjardins-Smith	Sara Desjardins Photography	Complimentary photo for FB
Stephanie Crump	Steph's Rainbow Jars	Sand art
	Sylvan Learning	(actually a sponsor)

15) Greeters

- new for this year, we were able to count participants in 2 ways.
- greeters invited everyone to “Pay what you can” and gave out Applicious stickers to everyone in the group.
- the greeters also tried to count everyone who came in by using golf counters but had technological challenges.
- the greeters distributed about 1300 stickers. Including volunteers, vendors, etc, and assuming at least 100 people did not donate, that means attendance topped 1500 people.
- some of the greeters did not quite understand their roles; for next year, they need a script and possibly a training session with a rehearsal and role-play before the event.

16) Welcome Table & Ticket Sales

- intended for ticket sales, volunteer coordination and vendor/agency liaison
- Volunteer Coordination took place all day.
- Vendor/Agency liaison only needed until about 11:30
- intended for 2 people to cover the “welcome” functions of ticket sales and information, and the Vendor/Agency liaison and Volunteer Coordinator to be able to answer questions as well. For a variety of reasons, we ended up with only 2 staff at the welcome table much of the time. For next year, ensure that there are more staff.
- based on previous recommendations, we arranged for clear-outs of all the cash stations (food, Applegrove table, etc) twice during the event. However, probably only one clear-out is needed.
- although there were signs posted, Welcome Table staff reported no visible sign. For next year, try to get a banner for Applicious Ticket Sales.
- ticket sales: while 2012’s sales were significantly lower than 2011, 2013 ticket sales returned almost to the 2011 level

	<u>2011</u>	<u>2012</u>	<u>2013</u>
Single tickets	593	531	515
12-cards	198	109	146
25-cards	75	37	50

- welcome hand-outs: because welcome table staff were so busy, they were unable to hand out the information packages, which
 - outlined the agenda
 - described Applegrove
 - noted activity prices
 - thanked sponsors, etc.
 - listed Silent Auction items
 - included a map

- for next year, perhaps the greeters could do the hand outs?
- or separate ticket sales from other Welcome functions maybe via 2 tents beside each other, one of which would just do ticket sales.

17) Applegrove Table

- location: beside craft table
- as in prior year, intended as 2nd ticket sales location. Although this was marked clearly on the map and noted on the signs, there were minimal ticket sales.
- sold some seniors' crafts, craft kits, bath salts, wizard and ribbon wands, plus hand-made jewelry donated by a Board member.
- a prior year's evaluation suggested considering the options below. Decided to try sales again based on research (Pinterest), separating the prize and auction tables, and the need for an information station in the "games" area.
 - forego an AG table and have Ambassadors give out AG info
 - combine the AG table with either the Prize or Auction table
 - have an AG clipboard at each table

18) Programming

a) Agenda

- plan

11:00 a.m.	Start activities and Official opening
11:15	Sprouts (participatory dance/song)
11:30	Makeda (flamenco)
11:45	Musical chairs and races
1:00	The Menace from Venice (Pierre and Genevieve)
1:15	Sprouts
1:30	The Pirates
2:00	The Lost Boys (until 4 p.m. with breaks for the following)
2:50	Close silent auction
3:00	50/50 Draw
3:30	Evaluation, business card and candy guess winners
3:50	Last round of activities starts
4:00	Activities close

b) Races

- gave ribbons to race participants, coins to winners

c) Activities and Games

- Crafts
 - in craft tent.
 - based on 2 prior years' experience, put back wall on tent to block access to willow tree behind it
 - tables were reasonably busy all day with a couple of participants most of the time.
 - children enjoyed activities
 1. Decorate an apple: used wooden apples purchased in quantity. Decorated with markers, glitter-stickers.
 2. Card-making: simple design for younger children.
 3. Button-making: used co-owned button maker. Previously purchased button supplies to last for some years.

4. Make an apple spinner

o Other Activities

i. Temporary Tattoos: 1 ticket

- apples from Apple Growers
- 2 types of art tattoos from SandyLion: supplies left over from prior year.

ii. Henna: 2 tickets

- .

iii. Handelicious (nail polish and decals): 2 tickets for polish, 2 for decals, 3 tickets for both

- used tiny glitter stickers from the dollar store.

iv. Face Painting:

- full face or stamps/stencils 3 tickets.

v. Games

(a) Giant Snakes & Ladders

(b) Giant Apple Blossom Picking (Twister): when the volunteers attempted to set up, they found the game was too dirty to use.

(c) The Clown Ate My Apple

(d) Apple Toss

(e) Apple Fish

(f) Mapple Jong

(g) Ladder-Apple (Ladder-ball): Canadian Tire had said they would donate this game, but then had none in stock when the time came. Recommend either recruiting a volunteer to make the structure, or Applegrove purchase one in the spring or early summer. (Two PVC pipe ladders, 39" (h) x 22" (w) with 35" deep base)



Recommendations:

- ensure game operators understand the balance between easy enough to win prize coins, and hard enough that participants don't win coins every time (so they buy more tickets and Applegrove makes more money)
- develop more apple-themed games, such as washer toss (paint washers red and green), tether ball, etc.
- consider soliciting Walmart or FG Bradley for a donation of games for after-school/summer (or purchasing them) reserving some games for Applicious.

d) Prizes

- o participants received prize coins when they won a game; they then used these at the prize table.
- o topped up previously purchased 600 prize coins with another 300 (to use at this and other events)

- prizes included
 - box of Barbie stickers
 - discount trinkets and candy from Party Packagers and dollar stores
 - packages of cookies
 - donated cowboy costumes
- quantities / prices
 - mini prizes at 1 coins each
 - small prizes @ 5 coins
 - medium @ 7 coins
 - a few large prizes @ 15 coins.
- prize table staff reported sufficient variety and quantity of prizes.
- used about 400 prizes altogether this year; with about 200 left for next year.
- for next year, Don't spend as much time on prizes. They probably didn't need to be packaged up in the way they were--which requires office space and time (plus that packaging just goes into landfills).

e) Entertainment

- 2 bands from the neighbourhood, leadership program participant did flamenco, Pierre and Genevieve did a comedy play, one of the vendors did 2 short sets of kids dance and song.
- based on prior years' experience, did not have any entertainment while the races were on.
- mascots:
 - did not have any mascots due to lack of time
 - Councillor McMahon loaned her apple costume which a volunteer wore for part of the day

19) Silent Auction

- unlike prior years, vendors were not required to provide an item for the silent auction, but were invited to donate and several did.
- Board members recruited donations
- When/if all money is collected the silent auction will have made about \$600 (\$123 in 2012, \$300 in 2011, \$890 in 2010)
- based on prior experience and recommendations, ensured that the main volunteer staffing the table arranged items well, chatted with potential bidders, etc.
- for next year, identify targets for the number of silent auction items and the proceeds.

20) Candy Guess and Business Card Draw

- there were about 25 entries in the Candy Guess (1 guess on each of 3 jars for 1 ticket)
- winners were very excited!
- for next year, consider one slightly larger jar for 1 ticket per guess
- although there were very few entries in the business card draw, this continues to be a useful way to learn what businesses we can make connections with.

21) Staff/Volunteer comments and suggestions (general)

- layout brought vendors and agencies closer together; this was a benefit

- so many participants commented favourably on the location and the community feel.
- one event staff suggested a back-up plan in case the weather is not good, i.e., using the school gym and cafeteria like has been done for the Duke Fun Fair. We would probably have to pay (unlike the school's event) even though this is a priority school, as external organization's fundraising does not qualify for free use. At a minimum, the cost would be 8 hours @ \$14.64 for the gym and \$48.80 for the cafeteria, totalling \$500 at current rates which are likely to increase.
- The entertainment was really good with something that appealed to everyone.
- I think that Applicious should be scaled back and simplified. Although it's a great event, leading up to it can be very disruptive to the Applegrove staff and office, which creates unnecessary stress for many. Enhancing public relations is one of the main goals of Applicious, so when key Applegrove personnel, who are dealing with many disparate event components and problems, react in a stressed and less-than-friendly manner to members of the public (probably unknowingly), it defeats much of our work. Stressed-out people create bad impressions! Also, Applegrove staff inevitably work more hours than anticipated, which seems counterproductive to the fundraising aspect of Applicious. (All of this is moot if a capable and dedicated person or group of people took over the planning and execution of Applicious, but there would still be staff time to coordinate and fill in.)
- what if Applicious could become more of a neighbourhood celebration, a fun day for families with less focus on it being a huge event. Continue selling food; having games; and offering bouncies, entertainment, and craft-making, but discontinue the marketplace aspect. I think finding and securing vendors to sell their wares and services (and accommodating them) is too time-consuming. (Although it is fun to stroll along the booths and see what people are offering.)
- I think the Ashbridge Estate is a great location. I also think that Jonathan Ashbridge's Park (McDonald's Park) would be a terrific spot.
- Shorten the hours to 12 to 4.
- About food, we can go in two different ways: either expand what we offer to make the money that the other food vendors made (sell pizza, juice, soft drinks, coffee, popcicles, cotton candy, apples, etc.--using Canadian Tire BBQ & tent) and not have other company's food tents, or we continue to offer lots if quality food options from other companies but ensure that we get more \$ (we can do this by asking for a larger entry fee or sell food coupons at a central location and then take a percentage of the each vendor's proceeds at the end of the day when they cash in).
- Applegrove food booth should be in the best location--probably where Ollife was.
- many requests to buy water, so possibly consider that? However, it's great having that water truck there.
- need better signage at the event.
- Eliminate the Applegrove table (the one that sells crafts) altogether, unless stuff made and sold doesn't take up office space beforehand and doesn't take the executive director's time.

22) Participants' Evaluation (see attached)

- informal comments to event staff confirmed that participants thoroughly enjoyed the event.
- like the last couple of years, incorporated a short evaluation form into the Door Prize Draw with a prize of a SPA Night gift bag

- 9 forms completed, representing about 24 people. (22 forms completed, 60 people in 2012; 30 forms, 90 people in 2011; 80 forms, 200 people in 2010).
- 5 respondents (more than half) had not previously heard of Applegrove. In 2012, less than ¼ had not previously heard of Applegrove and In 2011, more than ¼.
- 15 respondents requested information about the centre.
- overall rating of 3.4 on a 4-point scale, i.e., satisfied with event (3.75 in 2012, 3.4 in 2011, 3.5 in 2010).
- for next year, consider how to get more responses OR whether an evaluation form makes sense at all.

23) Finances

- vendors generated \$460 in fees, made up of about \$240 from food vendors and \$220 from other vendors (budget targets were \$500 and \$340)

	2009	2010	2011	2012	2013
Ticket sales	\$3,377	\$3,100	\$3,500	\$2,174	\$2,966
City Grant	\$4,590	\$4,200	\$3,700		
Net proceeds	\$200	\$2,800	\$4,500	\$18	
Net without grant	-\$4,390	\$1400	\$800	\$18	\$3000 plus SB

24) Financial Report as of Oct. 8

Revenue (Sales)			
Tickets	\$	2,966.25	
Food/ Cider	\$	1,252.90	
Silent Auction	\$	510.00	at least \$100 to come
Craft	\$	119.10	
Greeters	\$	1,612.48	
Book Donation	\$	219.45	
50/50 Draw (net)	\$	130.00	net of winner's share
Food and Vendor payment	\$	460.00	
Sponsorship	\$	350.00	
Total Revenue (Sales)	\$	7,620.18	
Expenses			
Advertising	\$	290.71	
Food and Beverage	\$	518.95	expect some reimbursement
Equipment Rental	\$	2,867.16	
General Supplies	\$	542.82	
License fee	\$	75.00	
Washroom rental	\$	712.32	
Property use fee	\$	270.00	
Total Expenses	\$	5,276.96	
Net Proceeds			
	\$	2,343.22	

25) Notes for 2014

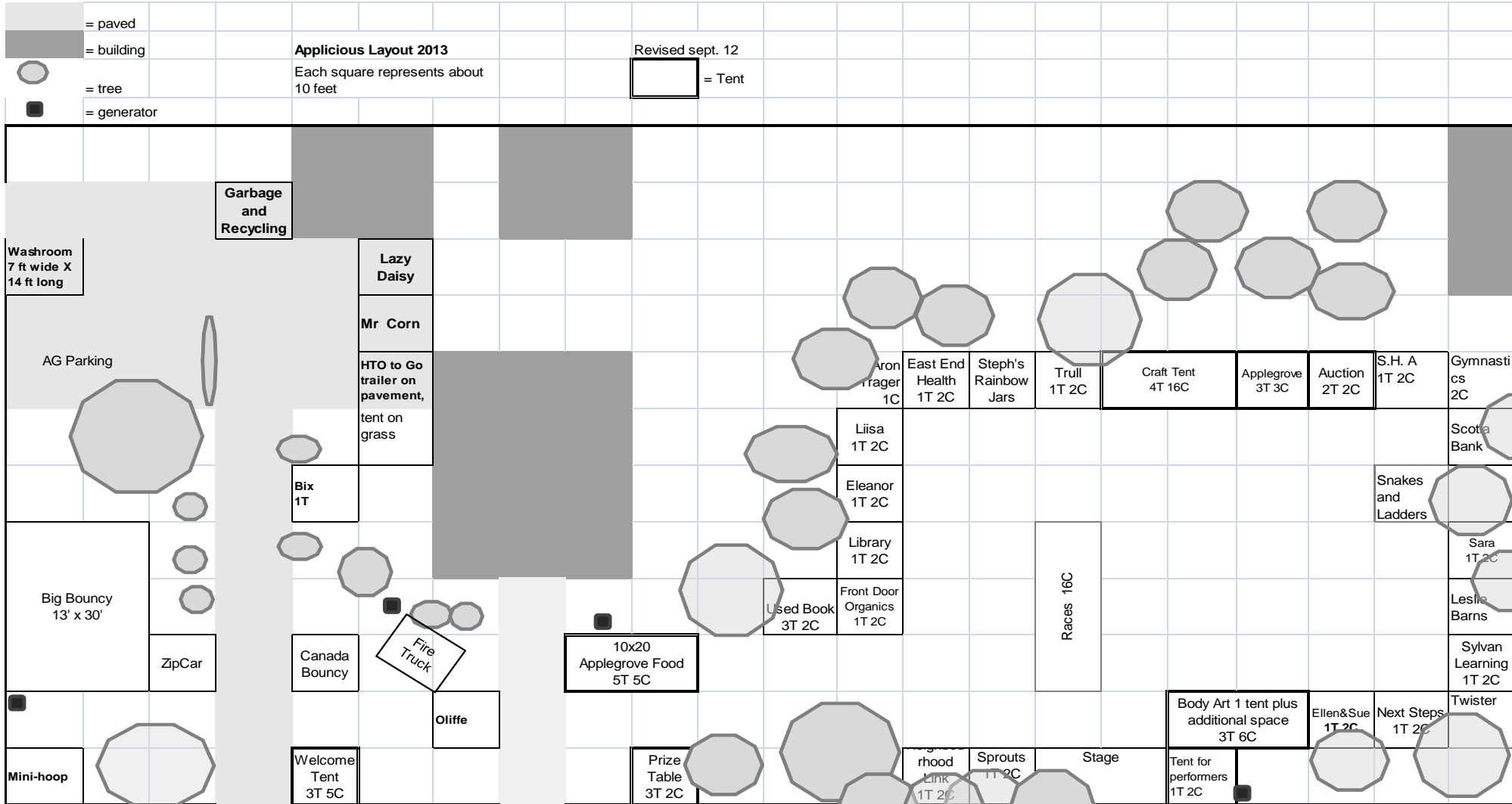
Lassonde Juices – via Susan’s contact in Public Health
Redpath Sugar “Acts of Sweetness” truck www.redpathsugar.com

Recommendations and suggestions (collected from throughout this document, numbered for identification only:

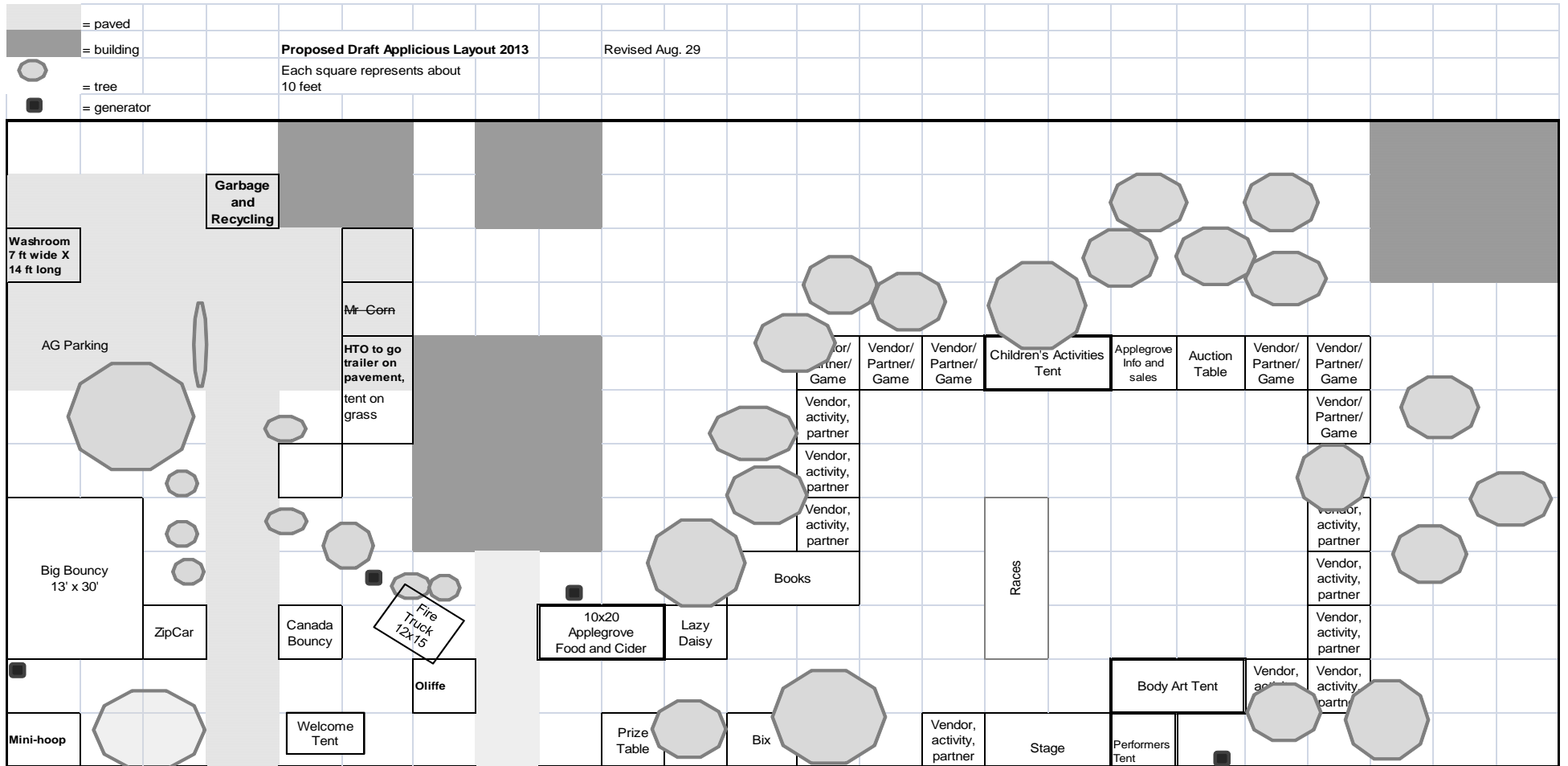
- 1) hold the event again but with much more effort to recruit sponsors.
- 2) recruit specific volunteers to take on the event organization; they will use this document as a blueprint and work on specific areas of the event under the direction of the Board and senior staff.
- 3) while volunteers focus on the event details, Applegrove staff and Board members can focus on sponsorship. We should consider having a Board position of “Relationship Manager” who would work closely with staff working on corporate and foundation fundraising and proposals.
- 4) consider the event location, including issues of visibility, accessibility, access to electricity, and the possibility of a rain plan.
- 5) think of ways to increase the evaluation survey response rate or whether an evaluation survey makes sense at all
- 6) hold the event on September 20 or later.
- 7) begin recruiting sponsors early (February/March)

- 8) consider poster design in the spring, so the design can be finalized by the beginning of the summer: then the sponsors can be added before the poster is produced in mid-August.
- 9) continue to acquire 1 AG 10x10 tent annually (make sure these are pop-up).
- 10) request Fire Fighters' bouncy in February.
- 11) put Canada or Fire fighters bouncy beside giant obstacle, put mini-hoop beside second regular bouncy
- 12) request the Pizza Pizza bouncy as early as possible.
- 13) look into alternative suppliers for other bouncies.
- 14) participants always ask for apples: consider ways to have more apples for sale including farmers, etc.
- 15) ask every local grocery store to donate 20 to 50 pounds of apples (or give gift cards with which we can buy them), with the target of 100 pounds of apples.
- 16) consider further simplifying Applegrove food, perhaps just ice cream bars, hot dogs, pizza and pop
- 17) consider whether selling alcoholic cider makes sense.
- 18) put Applegrove food near the Welcome Table
- 19) when discussing possible participation with food vendors, show them the possible locations. Emphasize "agree to location" to vendor form
- 20) consider Increasing food vendor rate or alternative pricing system
- 21) for greeters, prepare a script and possibly hold a training session with a rehearsal and role-play before the event
- 22) try to get a banner for Applicious Ticket Sales.
- 23) can the greeters distribute the hand outs?
- 24) consider separating ticket sales from other Welcome functions maybe via 2 tents beside each other, one of which would just do ticket sales.
- 25) ensure game operators understand the balance between easy enough to win prize coins, and hard enough that participants don't win coins every time (so they buy more tickets and Applegrove makes more money)
- 26) develop more apple-themed games, such as washer toss (paint washers red and green), tether ball, etc.
- 27) consider soliciting Walmart or FG Bradley for a donation of games for after-school/summer (or purchasing them) reserving some games for Applicious.
- 28) identify targets for the number of silent auction items and the proceeds.
- 29) consider how to get more evaluation form responses OR whether an evaluation form makes sense at all.

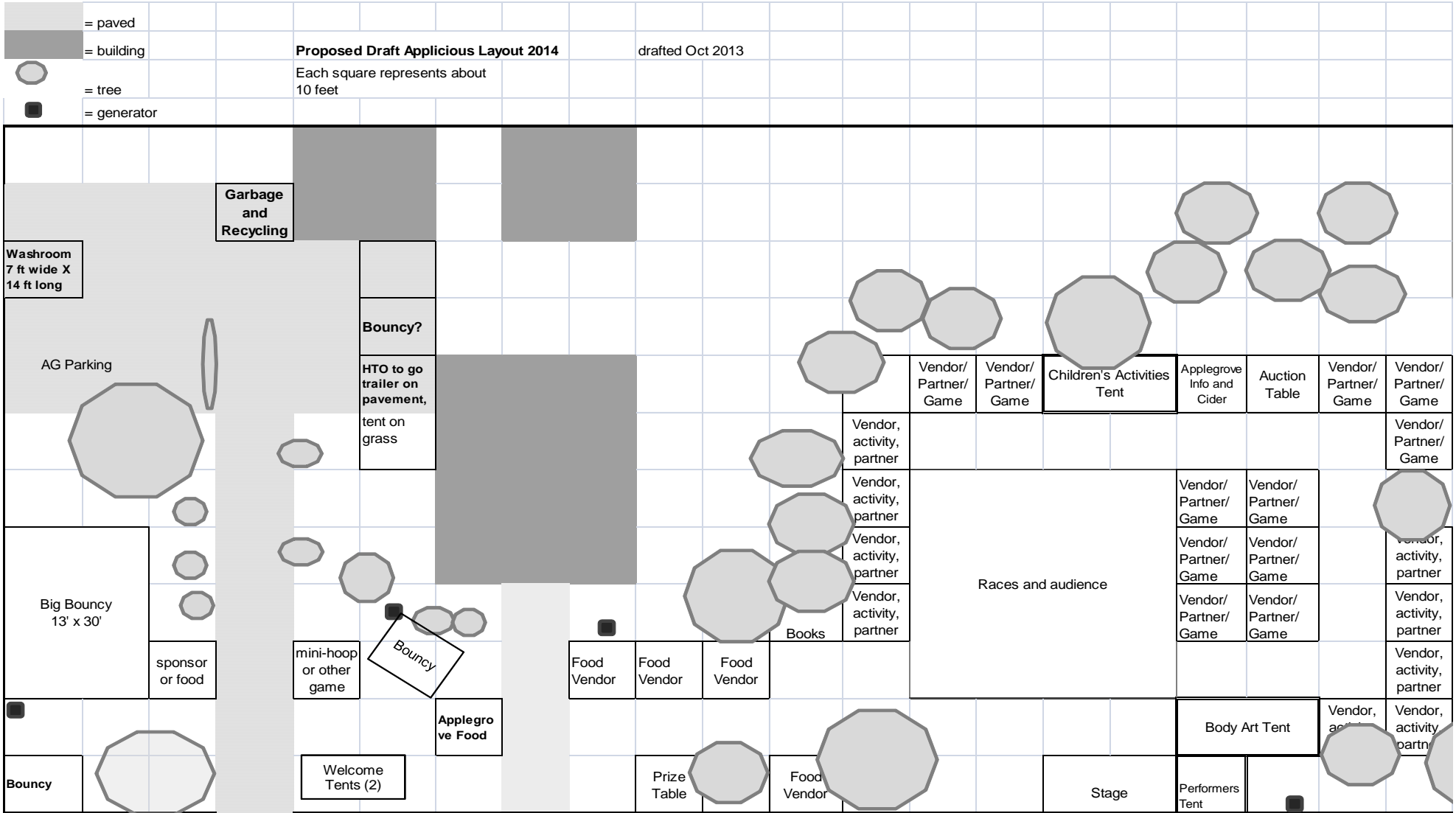
26) Layout Diagrams
Planned layout



Actual 2013 Layout





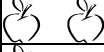

Proposed 2014 layout if the event is at the Ashbridge Estate



27) Evaluation Data

Of the 9 respondents, 4 reported that they already knew about Applegrove, 5 did not, and 3 requested more information about Applegrove

Overall rating for the event from 4 (Very good) to 1 (Very poor):

Year	2010	2011	2012	2013
Number of respondents	80	30	22	9
Rating				
 4	35	14	16	5
 3	25	13	5	3
 2	3	2		1
 1	1			
Average Rating	3.5	3.4	3.76	3.44

a) **The best thing about Applicious was . . .** (7 responses)

- "the whole event, thanks"
- "Bouncy castles for kids"
- "GAMES"
- "Bouncy Castle"
- "Weather!"
- "Seeing folks enjoy themselves with their families, also it promotes and builds community"
- "entertainment"

b) **Applicious would be better if . . .** (4 responses)

- "it was more than 1X"
- "MORE APPLES!"
- "more food"
- "More games"

c) **Other comments:** (1 responses)

- "so so, glad and happy, for the event. thanks"

Applicious Pix and Media Coverage

**BEACH M
COMMUNITY**

Volume 42 No. 12



Splash of red at Applicious fest

Flamenco dancer Makeda Nabiaszko brings a splash of red to Applicious, a fall festival run by Applegrove Community Centre on Sept. 14 at the Ashbridge Estate. Following her mother Lisa's footsteps, Makeda started learning flamenco at age five at the Academy of Spanish Dance. The 14-year-old joined the festival line-up after taking part in Applegrove's six-week leadership camp this summer.

**Tri
for**

By Andrea

AS THE c
time is w
a group
up for a
planned
East, and
the heart of the beach.
About 100 people met in the R
School gym on Wednesday night to
the Green
plans to
tario Mu
acade not
Support
benefit of
\$30,000 in
new or
hourly
GUNA
levels gr
has rain
that the
it would
from Wis
farm who
"The y
are so s
almost 1
photosh
not be th
"The p
approved
created f
Beach m
seems to
the histo
Street E
Champ
Mary-M
under st
New Bra
look for
ings from
"Other
like," s
she added, Ward 21 councillor Paul
has commissioned a similar study
ing "the Beach Festival."

Besides
Toronto
guidelin
Queen an
But not
At the
hine, Qu
build a st
floor reta
gas stati
The de
rury bec
to approv
EMC' an
directive
Beach fir
Queen an
No con



On SNAP's website

Applicious Festival

Applegrove Community Complex hosted its 6th Annual Applicious Festival at the historic Ashbridge Estate on September 14. Families from across the community experienced an entertaining afternoon with apple themed games and activities. Residents were encouraged to don red attire for a free activity at the annual festival that draws a large crowd each and every year. As per usual, everyone seemed to enjoy him or herself and relish a beautiful day outdoors.

Photos by Lee Waddington



Interact with your community! Share the photo with your friends, leave a comment for the world to see, or buy a copy of the photo as a print or downloadable file to keep forever.



Applegrove Event/Fundraising Calendar
Updated November 2013

Month	Event	Date	Description	Results
January	January Mailing	early January	Save the date for AGM, advertises Yoga-Thon, membership update form	
February	Yoga-Thon	February 2 2013		Gross \$1000, net \$930 (excluding staff costs)
March	AGM Mailing	Mar 1 (3½ weeks before AGM)	Official invitation to AGM. Now includes camp registration info	
	AGM	Late March	Annual Meeting (advertised in local papers). Sometimes includes 50/50 draw	About 50 members and guests attend.
	Earth Hour / Beaches Lights Out	Last Saturday night of March. March 29, 2014	In 2013, Beaches Living magazine invited Applegrove to partner in the inaugural event.	Over 200 people attended. Staffed by an Outreach/Involvement worker, Evening Office Coordinator, Executive Director and a volunteer.
April	Spring Mailing	early April	Camp registration info and advertise SPA	
	Beaches Easter Parade	Sunday, April 20, 2014	Volunteer organized. Costs \$45 before March 1, \$65 after. (did not participate in 2012 and 2013)	About 20? participants in 2009 and 2010, fewer in 2011. Handed out about 500 Applegrove info sheets.
	Volunteer Week	April 6-13, 2014	We have previously considered a joint on-site event. In the past, we have mailed thank-you letters and/or token gifts to 300+ volunteers	
	Camp Registration	late April evening		Up to 100 families register for camp and leadership
May	SPA Night (Spring Pampering for Applegrove)	Thursday after Mother's Day (May 16 2013, May 15 2014)	Spa sampler night	About \$3,000
	EdgeWalk	late May or early June weekday evening	Mini-walk-a-thon to raise Edgewood's rent	

Month	Event	Date	Description	Results
June	Duke of Connaught Fun Fair	Previously on a Saturday in early June. Scheduled for May 31 2014.	Started in 2010. Applegrove has had a table most years	
	Toronto Challenge Run/Walk	Sunday June 8, 2014	Organized by Toronto Homes for the Aged. Raises money for older adult programs only.	About \$600 most years since 2010. \$1,000 in 2013.
	Volunteer Recognition Event	June weekday evening	Some years, we have held a dinner and recognition event for our volunteers.	Up to 50 people attended the various events.
	HAIG Garage Sale	?	Natalie organized multiple garage sales on neighbouring streets; vendors donate to Applegrove for HAIG program	
August	Camper Parent Mailing	End of August	Most years, parents of all campers are mailed a personalized request for donation	
September	Fall Mailing	Early Sept.	Each of the 1,000+ members and prior donors is mailed a personalized request for a donation, together with the newsletter and Applicious flyer	Only a few new donations.
	Applicious	2 nd or 3 rd Saturday in September	Fall fair	1500 people in 2013
October / November	Pasta Fest	November 9 2013 Preferred 2014 date is Nov 8 or 15	About 200 guests.	Net proceeds about \$3,000 most prior years.
	Corpus Christi Church sale	mid-November	Applegrove has had a table some years	
December	December Mailing	Early December	Previously mailed a newsletter in December. Suspended in 2010 to save printing and mailing costs Mailed donation request in Dec 2011 to FRP parents.	Served as determination of "in good standing" of membership status for AGM

In addition

- ✓ some years, various local groups or businesses have had street festivals or other events. In 2012, in the spring, Queen Street merchants around Coxwell had a street sale to show that they were open during streetcar track work. Also in 2012, Queen Street merchants around Greenwood had a street sale to celebrate the end of construction. At the spring event, Applegrove operated a barbecue. At the fall event, we offered a children's craft.
- ✓ Applegrove participates in high school volunteer days.
- ✓ When there is an election or by-election, Applegrove organizes an all-candidates meeting
- ✓ in 2012, Applegrove helped to organize the school's 100th anniversary celebration.
- ✓ also in 2012, Applegrove held a local history evening in partnership with the Ontario Heritage Trust.



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 Members – Time Served

December 2013

Name and position on the Board	Date came on board (D/M/Y)	Time completed (at the AGM in 2014)	Term	Renew?	In catchment?
Mary-Margaret McMahon (City Council Rep)	1/12/10	N/A 3 years		N/A	
Sheila Cary-Meagher (TDSB Rep on Board of Management)	27/03/02	N/A 12 years		N/A	
Tolga Ay	28/10/13	5 months	Filling vacancy in a 2 year term ending March 2015. Must stand for election at AGM		✓
Alysha Brown	25/03/13	1 year	1 st year of 2-year term ending March 2015		✓
Irene Buncel	25/03/13	1 year	1 st year of a 1-year term ending March 2014		✓
Natalie Coulter	31/03/10	4 years	2 nd year of 2-year term ending March 2014		x
Lynne Gray	25/03/13	1 year	1 st year of 2-year term ending March 2015		✓
Ann McKechnie	31/03/10	4 years	1 st year of 2-year term ending March 2015		✓
Sydney Schultz	31/03/10	4 years	2 nd year of 2-year term ending March 2014		✓
Neil Sinclair	30/03/11	3 years	1 st year of 2-year term ending March 2015		✓
Chris Sulway	26/03/12	2 years	2 nd year of 2-year term ending March 2014		✓

Terms exist independently of the person filling them and are staggered so that about half expire each year.

A majority of community Board members must live within the catchment area.



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”



Minutes of the Board of Management Meeting October 28, 2013

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

Present: Tolga Ay, Irene Buncel, Natalie Coulter, Ann McKechnie (Chair), Sydney Schultz, Neil Sinclair, Chris Sulway
Regrets: Alysha Brown, Councillor McMahon
Absent: Natalie Coulter, Lynne Gray
Guest: Edward Birnbaum
Staff: Susan Fletcher, May Seto (Recorder)

A. Call to Order/Adoption of Agenda

Ann called the meeting to order. Quorum of 5 members was achieved. The agenda was adopted as amended.

B. Declaration of Conflicts of Interest

None were declared.

C. Minutes of the September 30 Board of Management Meeting

MOTION (Sulway/Schultz)

To accept the minutes of September 30.

Carried

D. Timeline for Executive Director's Performance Review

The Board agreed that the 360 input forms should be circulated with the next Board packages with a completion deadline shortly after the next Board meeting.

E. Filling the Board Vacancy

MOTION (Sinclair/Sulway)

To appoint Tolga Ay to fill the vacancy resulting from Carmita Magnaye's resignation.

Carried.

F. Executive Director's Report

F.1. Update on Lease Renewal
Susan provided an overview.

F.2. Pasta Fest
May provided an update on ticket sales and donations. Ticket sales are going well and planning is on target. Volunteers are needed on the night of the event.

F.3. AGM Date and Format
The Board needs to decide on a date and format by the November meeting.

Board of Management Minutes
October 28, 2013

2

F.4. Strategic Planning Follow-up

The Board decided to hold the meeting on Saturday, January 18 from 10 a.m. to 2 p.m. at the Maple Cottage. Susan will look into submitting a permit.

G. **Correspondence/Information** - For Information and decisions

MOTION (Sulway/Schultz)

To accept the suggested actions.

Carried

H. **Adjournment**

The meeting was adjourned on a motion by Irene Buncel seconded by Tolga Ay.

Chair

Secretary

Next Meeting:

Monday, December 2 at 7:00 p.m. – next Board Meeting.



City of Toronto

**Association of
Community Centres**

**Human Rights and
Anti-Harassment/Discrimination
Policy**

Draft: Oct. 2013

TABLE OF CONTENTS

1.0 Policy Statement	Error! Bookmark not defined.
2.0 Application	Error! Bookmark not defined.
3.0 Roles And Responsibilities	Error! Bookmark not defined.
4.0 Definitions	7
5.0 Harassment And Discrimination Prevention	
Educational Resources	11

1.0 Policy Statement Under the *Ontario Human Rights Code*, every person has a right to equal treatment in the provision of services and facilities, occupation of accommodation, contracts and in employment. Under the *Occupational Health and Safety Act*, all employers are required to have a policy, program, information and instruction regarding workplace harassment.

The City of Toronto, its Agencies, Corporations and citizen advisory committees/bodies are committed to respectful, equitable service delivery and employment practices. The goal of this Policy is to recognize the dignity and worth of every person (whether resident, service recipient or employee) and to create a climate of understanding and mutual respect.

The City condemns harassment, denigration, discriminatory actions and the promotion of hatred. The City of Toronto will not tolerate, ignore, or condone discrimination or harassment and is committed to promoting respectful conduct, tolerance and diversity at all times. All employees are responsible for respecting the dignity and rights of their co-workers and the public they serve. The City's Human Rights and Anti-Harassment/Discrimination Complaint Procedures ([link](#)) provide a range of dispute resolution options for employees, service recipients and Members of Toronto City Council who believe that they may have experienced discrimination and/or harassment.

2.0 Application This policy applies to all City of Toronto employees, volunteers, Accountability Officers and their staff, elected officials and their staff and to all aspects of the employment relationship. Toronto Public Service (TPS) staff are expected to abide by this policy, the *Ontario Human Rights Code*, the *Occupational Health and Safety Act* and any other relevant City Policy and legislation.

Citizen advisory committees/bodies, members of the public, service recipients, visitors to and users of City facilities/public space and individuals conducting business with, for or with support from the City of Toronto, are expected to adhere to this policy. This includes refraining from discriminating and/or harassing City of Toronto employees, elected officials and persons acting on behalf of the City of Toronto. If such discrimination and/or harassment occur, the City of Toronto will take action to ensure a harassment/discrimination-free workplace, facility and service provision, including barring a harasser from its facilities, limiting services, discontinuing business and/or revoking contracts with consultants or contractors.

Social Areas & Prohibited Grounds

2.1 Services and Facilities: Every person has a right to equal treatment with respect to City services and facilities, without discrimination or harassment because of one or more of the following prohibited grounds:

- race
- ancestry
- place of origin
- colour
- ethnic origin
- citizenship
- creed
- sex (including pregnancy, breast feeding)
- sexual orientation
- gender identity
- gender expression
- age
- marital status
- family status
- disability
- political affiliation*
- level of literacy*

2.2 Occupation of Accommodation: Every person has a right to equal access with respect to the occupancy of City-owned accommodation, without discrimination because of one or more of the following prohibited grounds:

- race
- ancestry
- citizenship
- creed
- gender identity
- gender expression
- political affiliation*
- level of literacy*

-
- place of origin
 - colour
 - ethnic origin
 - sex (including pregnancy, breast feeding)
 - sexual orientation
 - age
 - marital status
 - family status
 - disability
 - receipt of public assistance

2.3 Contracts: Every person having legal capacity has a right to contract on equal terms without discrimination because of one or more of the following prohibited grounds:

- race
- ancestry
- place of origin
- colour
- ethnic origin
- citizenship
- creed
- sex (including pregnancy, breast feeding)
- sexual orientation
- gender identity
- gender expression
- age
- marital status
- family status
- disability
- political affiliation*
- level of literacy*

All City contracts, agreements or permits for programs and services delivered by a third party individual or organization that has been (i) contracted under the City's Purchasing Bylaw, (ii) awarded a grant under the Toronto Grants Policy, (iii) is receiving financial support from the City or (iv) using City facilities through a permit, will include a signed copy of the *Declaration of Compliance with Anti-Discrimination Legislation & City Policy* and be subject to contract provisions regarding consequences for non-compliance.

2.4 Employment: Every person has a right to equal treatment in employment without discrimination or harassment because of one or more of the following prohibited grounds:

- race
- ancestry
- place of origin
- colour
- ethnic origin
- workplace harassment**
- citizenship
- creed
- sex (including pregnancy, breast feeding)
- sexual orientation
- gender identity
- gender expression
- age
- record of offences
- marital status
- family status
- disability
- political affiliation*
- level of literacy*
- membership in a union or staff association

* These grounds are included in the City's policy, but are not explicitly covered by the *Ontario Human Rights Code*.

** The *Occupational Health and Safety Act* includes provisions regarding workplace harassment

3.0 ROLES AND RESPONSIBILITIES

This policy applies to all City of Toronto employees, elected officials and their staff, Members of Association of Community Centre Boards and to all aspects of the employment relationship. Board Members and staff are expected to abide by this policy and the Ontario Human Rights Code by refraining from any form of harassment and discrimination and by fully co-operating in any investigation of a harassment or discrimination complaint. Human rights is a shared responsibility. All Association of Community Centre management staff, eg. Executive Directors, managers and supervisors have obligations under the Human Rights and Anti-Harassment Policy. Under the Ontario Human Rights Code management and can be held personally liable for failing to take appropriate action. All management staff have the following general responsibilities with respect to human rights:

-
- setting and enforcing standards of appropriate workplace conduct
 - having thorough knowledge of the policy
 - being able to clarify what constitutes harassment and discrimination and ensuring that their workplace is free from harassment and discrimination
 - advising and educating employees to ensure that they know that harassment and discrimination will not be tolerated and that they know what their rights and responsibilities are under the policy including ways in which policy violations can be resolved
 - taking appropriate action upon becoming aware of discriminatory and/or harassing conduct contrary to the policy (even if a direct complaint has not been made), in a timely fashion while maintaining as much confidentiality as possible
 - documenting details of human rights concerns, actions taken, outcomes or remedies implemented
 - consulting Employee and Labour Relations staff on complaint related discipline
 - where discrimination or harassment occurred, monitoring the situation after a complaint to ensure the harassment or discrimination has stopped and implementing appropriate measures to prevent reoccurrence
 - consulting the Human Rights Office where there may be a perceived or real conflict of interest in addressing an alleged policy violation or for assistance with a human rights issue
 - keeping the Human Rights Office apprised of complaints, investigations, outcomes
 - cooperating in investigations
 - ensuring policy and program development and implementation are consistent with the Human Rights and Anti-Harassment Policy
 - responding to and taking action to remedy complaints of personal workplace harassment – see definition in section 4.9
 - addressing employee incivility
 - ensuring the signed copy of the *Declaration of Compliance with Anti-Discrimination Legislation & City Policy* and/or its stated intent is included in all City contracts, service agreements, Letters of Understanding, Permits
 - facilitating harassment and/or discrimination complaint dispute resolution related to contracted services where appropriate
 - addressing service delivery contract breaches related to harassment and/or discrimination in consultation with the City Solicitor

Management staff are encouraged to consult the guideline *Dealing with Complaints of Harassment and Discrimination* and/or contact the Human Rights Office for guidance to address human rights complaints.

3.1 In addition to the above responsibilities, Executive Directors of Community Centres are responsible for:

- providing leadership in creating and maintaining harassment-free, respectful workplaces
- not engaging in behaviour that would constitute discrimination or harassment under the policy
- receiving employee formal investigation reports and making final decisions (in consultation with the Human Rights Office, Employee & Labour Relations and Legal Services staff as appropriate) about disposition of a complaint
- communicating final decisions about the disposition of a formal complaint in writing to the parties

-
- ensuring resource availability and effective implementation of complaint settlements, remedies and corrective actions
 - ensuring that staff who have responsibilities under the policy are held accountable and have the appropriate knowledge and skills to meet policy obligations

3.2 Community Centre Board of Management Members:

- providing leadership in creating and maintaining harassment-free, respectful workplaces
- not engaging in behaviour that would constitute discrimination or harassment under the policy
- ensuring policy and program development and implementation are consistent with the Human Rights and Anti-Harassment Policy
- advising and forwarding to the City's Human Rights Office complaints against the Executive Director
- abiding by policy confidentiality expectations
- receiving (**in camera**) investigation reports involving the Executive Director
- consulting the City's Human Rights Office, Legal Services and other City staff as appropriate when making final decisions about the disposition of a complaint against an executive director
- communicating final decisions about the disposition of a formal complaint in writing to the parties

3.3 Employees:

- being familiar with their rights and responsibilities under this policy
- ensuring behaviour is respectful related to all employment activities
- not engaging in behaviour that would constitute discrimination or harassment towards members of the public, co-workers, and management
- Immediately reporting incidents of harassment, discrimination, reprisal experienced and/or witnessed - refer to the Human Rights Complaint Procedures for Employees: ([link](#))
- documenting details of harassment and discrimination that are experienced or witnessed
- co-operating in good faith in interventions and investigations to resolve human rights and harassment issues
- maintaining confidentiality related to human rights investigations

3.4 Human Rights Office:

The Human Rights Office was set up to provide confidential advice and impartially explore allegations of harassment and discrimination for any City employee or recipient of municipal services. Human Rights Office staff do not advocate, act on behalf of, or represent any party in dispute (complainant, respondent, management). All complaints to the Human Rights Office will be dealt with in an unbiased manner.

The focus of the Office is to prevent, correct and remedy harassing and/or discriminating behaviours that are contrary to this Policy. When investigating allegations, Human Rights Office staff may explore the conduct of parties beyond the complainant and respondent (including management) to ensure compliance with the policy. Staff in the Human Rights Office report to the City Manager through the Director of the Equity, Diversity and Human Rights Division.

Responsibilities include:

- administering the City's Human Rights Program
- interpreting and implementing this policy
- policy research, development and advocacy
- developing education and communication strategies
- providing independent, unbiased, confidential advice
- assessing the merits of a complaint and determining appropriate complaint investigation and resolution options, including whether concern(s) can be referred to division management to address
- undertaking impartial, independent informal and formal investigations
- providing mediations
- retaining external consultants
- working with Legal Services Division on Ontario Human Rights Tribunal complaints
- submitting an annual report to City Council about statistics and trends in human rights
- enquiry and complaint activities and other program initiatives including the policy review required under the *Occupational Health and Safety Act*

3.5 Equity Diversity and Human Rights Division:

- promoting compliance with and awareness of the City's equity legislative and policy obligations
- aligning the City's access, equity & diversity initiatives with its Human Rights and Anti-Harassment/Discrimination Policy obligations and services
- building corporate strategies, institutional supports and accountability mechanisms to fulfill the mandate of the Human Rights Office
- supporting the implementation of the decisions/remedies proposed by the Human Rights Office by developing equity, diversity & human rights based structures, capacities, responses within the Toronto Public Service
- providing divisional support to the Human Rights Office enabling it to deliver its services effectively

4.0 DEFINITIONS

4.1 Allegation: An allegation is an unproven assertion or statement based on a person's perception.

4.2 Complainant: The person alleging that discrimination or harassment occurred. There can be more than one complainant in a human rights complaint.

4.3 Discrimination: Discrimination is any practice or behaviour, whether intentional or not, which has a negative impact on an individual or group because of personal characteristics or circumstances unrelated to the person's abilities or the employment or service issue in question (e.g., disability, sex, race, sexual orientation). Discrimination may arise as a result of direct differential treatment or it may result from the unequal effect of treating individuals and groups in the same way. Either way, if the effect of the behaviour on the individual is to withhold or limit full, equal and meaningful access to goods, services, facilities, employment, housing accommodation or contracts available to other members of society, it is discrimination.

4.4 Duty to Accommodate: The legal obligation of an employer to take steps to eliminate disadvantage caused by systemic, attitudinal or physical barriers that unfairly exclude individuals or groups protected under the Ontario Human Rights Code. It also includes an obligation to meet the special needs of individuals and

groups protected by the Code unless meeting such needs would create undue hardship. Failure to accommodate a person short of undue hardship is a form of discrimination (refer to the Employment Accommodation Policy and Guidelines).

4.5 Employee: For the purpose of this policy, the term employee includes: full-time, part-time, temporary, probationary, casual and relief employees, co-op students, volunteers, job applicants, staff of City Councillors, contractors and consultants working for the City of Toronto.

4.6 Equal Treatment: Equal treatment is treatment that brings about an equality of results and that may, in some instances, require different treatment. For example, to give all employees equal treatment in entering a building, it may be necessary to provide a ramp for an employee who requires the use of a wheelchair.

4.7 Harassment: Provisions regarding harassment are included in both the *Ontario Human Rights Code*, referred to as "Code Harassment", (see 4.8) and the *Occupational Health and Safety Act*, referred to as "Workplace (non-Code) Harassment", (see 4.9). It is a form of discrimination if it is Code Harassment. Harassment may result from one incident or a series of incidents. Harassment can occur between co-workers, between management and employees, between employees and Members of Council, between employees and vendors, between employees and recipients of municipal services, between employees and members of the public, between Members of Council and members of the public, between Members of Council and their staff.

4.8 Code Harassment: defined in the *Ontario Human Rights Code* means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome based on one or more of the prohibited grounds listed in the Ontario Human Rights Code, that a person knows or ought to know would be unwelcome, offensive, embarrassing or hurtful – see section 2.0 for a list of the prohibited grounds.

Examples of Code harassment based on a prohibited ground include, but are not limited to:

- slurs or derogatory remarks;
- threats;
- inappropriate jokes, innuendos, name-calling, teasing;
- insulting gestures;
- practical jokes which result in embarrassment;
- displaying pin-ups, pornography, racist, homophobic or other offensive materials;
- use of electronic communications such as the internet and e-mail to harass;
- actions that invade privacy;
- spreading rumours that damage one's reputation;
- refusing to work with another;
- condescending or patronizing behaviour;
- abuse of authority which undermines performance or threatens careers;
- unwelcome touching, physical assault or sexual assault (refer to the City's Workplace Violence Policy).

There is no legal obligation for an individual to tell a harasser to stop. The fact that a person does not explicitly object to harassing behaviour, or appears to be going along with it does not mean that the behaviour is not harassing or that it has been consented to.

4.9 Workplace Harassment: is harassment that is not related to a prohibited ground identified in the *Ontario Human Rights Code*. Workplace harassment, defined in the *Occupational Health and Safety Act* means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Workplace harassment often involves a course or grouping of behaviours. However a single serious incident of such behaviour that has a lasting harmful effect on an employee may also constitute workplace harassment.

This policy is not intended to interfere with constructive feedback regarding performance or operational directives provided to employees by their supervisors or managers.

Examples of workplace harassment include a pattern of:

- frequent angry shouting/yelling or blow-ups
- regular use of profanity and abusive language
- verbal or e-mail threats (not including threats to exercise physical force which are covered by
- the workplace violence policy), intimidation
- intimidating behaviours - slamming doors, throwing objects
- targeting individual(s) in humiliating practical jokes
- excluding, shunning, impeding work performance
- spreading gossip, rumours, negative blogging, cyber-bullying
- retaliation, bullying, sabotaging
- unsubstantiated criticism, unreasonable demands
- frequent insults and/or name calling
- public humiliation
- communication that is demeaning, insulting, humiliating, mocking
- intent to harm
- a single, serious incident that has a lasting, harmful impact

Workplace harassment does not include:

- legitimate performance/probation management
- appropriate exercise and delegation of managerial authority
- operational directives
- a disagreement or misunderstanding
- conflict between co-workers
- work related change of location, co-workers, job assignment
- appropriate discipline
- less than optimal management
- a single comment or action unless it is serious and has a lasting harmful effect
- rudeness unless it is extreme and repetitive
- conditions in the workplace that generate stress (technological change, impending layoff, a new boss, friction with other employees, workload, etc.)

4.10 Racial Harassment: Racial harassment is harassment on the ground of race. It may also be associated with the grounds of colour, ancestry, where a person was born, a person's religious belief, ethnic background, citizenship or even a person's language. Racial harassment/discrimination can include:

- racial slurs or jokes

-
- ridicule, insults or different treatment because of your racial identity
 - posting/e-mailing cartoons or pictures that degrade persons of a particular racial group
 - name-calling because of a person's race, colour, citizenship, place of origin, ancestry, ethnic background or creed

4.11 Sexual Harassment: Harassment on the ground of sex. This includes a sexual advance or solicitation from anyone if they know or ought to know the advance is unwelcome, especially if the advance is from a person in a position to give or deny a benefit or to engage in a reprisal or if a threat of reprisal is made if the advance is rejected. Other examples are sexually suggestive or obscene remarks or gestures, leering (suggestive staring) at a person's body, unwelcome physical contact, having to work in a sexualized environment (bragging about sexual prowess, or discussions about sexual activities), circulation or posting of sexist jokes or cartoons, display of pin-up calendars or other objectifying images, negative stereotypical comments based on gender, sex or sexual orientation and gender related comments about an individual's physical characteristics or mannerisms.

This policy is not intended to interfere with normal social interaction between employees.

4.12 Mediation: A voluntary process where parties in dispute consent to meet with a trained mediator to determine whether the dispute can be resolved in a mutually satisfactory manner. Mediation discussions between parties are treated as private and confidential to the full extent permitted by law.

4.13 Poisoned Work Environment: A poisoned work environment is a form of indirect harassment/discrimination. It occurs when comments or actions ridicule or demean a person or group creating real or perceived inequalities in the workplace. Pornography, pin-ups, offensive cartoons, insulting slurs or jokes, and malicious gossip (even when they are not directed towards a specific employee or group of employees) have been found to "poison the work environment" for employees.

4.14 Prohibited (Protected) Grounds: The list of grounds related to employment for which a person or group is protected under the Ontario Human Rights Code. The prohibited grounds include race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (includes pregnancy, breast feeding, gender identity), sexual orientation, age, record of offences, marital status, family status, disability. Under the Code and this policy, there are protections where there is a perception that one of the above grounds applies or where you have been treated differently because of an association or relationship with a person identified by one of the above grounds.

4.15 Reasonable Person Test: This is an objective standard to measure whether a comment or conduct is discrimination or harassment. It considers what a reasonable person's reaction would have been under similar circumstances and in a similar environment. It considers the recipient's perspective and not stereotyped notions of acceptable behaviour. This standard is used to assess human rights complaints under this policy.

4.16 Respondent: The person who is alleged to be responsible for the discrimination or harassment. There can be more than one respondent in a human rights complaint.

4.17 Workplace: The workplace includes all locations where business or social activities of the City are conducted. Workplace harassment can also include incidents that happen away from work (e.g., inappropriate phone calls, e-mails or visits to an employee's home, incidents at luncheons, after work socials) or harassment from clients and service recipients.

**5.0 HARASSMENT
AND DISCRIMINATION
PREVENTION
EDUCATIONAL
RESOURCES**

The City of Toronto is committed to providing training and education to ensure that all City staff have knowledge about their rights and responsibilities under the Human Rights and Anti-Harassment Policy. A variety of resources to educate employees about policy expectations are available. All staff are expected to be familiar with policy provisions. Resources include:

- human rights training is mandatory for supervisors/managers/directors and is offered to employees and to supervisors/managers through the Toronto Public Service course calendar. Employee intranet site at: http://insideto.toronto.ca/hrweb/training/learning_guide/courses_index.htm
- customized training for specific issues/workplaces is available through Human Resources, Organization Development and Learning Unit
- Human Rights Office intranet site at: http://insideto.toronto.ca/hrweb/human_rights/index.htm
- Dealing with Complaints of Harassment and Discrimination: A guide for supervisors and managers. Contact the Human Rights Office at 416-392-8383 for copies
- confidential Human Rights Inquiry Line 416-392-8383

RELATED INFORMATION

Applicable Legislation:
Ontario Human Rights Code

*For information about the policy or if you have any questions or concerns
contact the Confidential Human Rights Inquiry Line or e-mail us at:*

humanrights@toronto.ca

HUMAN RIGHTS INQUIRY LINE

392-8383



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”



Executive Director's Report

November 22, 2013

2014 City Budget Process and Update on 2014 Admin Budget

This year's public budget process is shown on the City website as follows:

November 25, 2013	Budget Committee Launch
November 25 and 26, 2013	Budget Drop In (Open House)
December 2 and 3, 2013	Budget Committee public presentations
December 10-13, 2013	Budget Committee program reviews
December 20, 2013	Budget Committee presentation of briefing notes and supplementary reports
January 8, 2014	Budget Committee wrap up
January 22, 2014	Executive Committee considers the 2014 Capital and Operating Budgets
January 29 and 30, 2014	City Council considers the 2014 Capital and Operating Budgets

I expect that budgets for Applegrove and the other AOCC's will be considered during the December 10-13 reviews. I will circulate the Analyst Notes about the AOCC budgets after the budget launch on November 25.

Program Budgets

The December Board meeting will continue the review of program budgets started at the October meeting. This time, we will look at the Seniors Program as well as programs for children and youth.

In considering the budgets for the after-school and summer programs, Applegrove needs to think about ensuring that fees remain affordable for our neighbourhood in general, but also for families with lower than average incomes. For many years, Applegrove's subsidy process for camp has been based on:

- budgeting for 3 spaces per week at full subsidy
- administering subsidy as the equivalent of 2 weeks at full subsidy for one child or one week per child per family, whichever is more
- families could spread subsidy across several sessions
- staff asked families requesting subsidy what, if anything, they could afford.

In general, our subsidy was fully used.

With the increases in size and fees for the After-School program, and with May's experience with families requesting After-School subsidy, this seems like an appropriate time to take a look at possible alternatives. The option included in your package is based on another organization's subsidy percentages.

The After-school budget includes a new item – permit fees. Last year, the principal allowed us to use one classroom plus the gym on Fridays at no charge, based on the TDSB's "partnership" option for after-school programming. This requires the principal to confirm that s/he (or delegate) will be on site during the program. This year with 2 classrooms and 2 days of gym use, the principal did not feel able to commit to being on-site. However, because the Duke of

Connaught is included in the Priority School Initiative¹, we assumed that there would be no charge. Unfortunately, we learned that PSI only applies to evenings, weekends and summer, not the after-school period. The cost will be over \$5,000 for the school year.

I raised this issue with the TDSB's Community Use of Schools Advisory Committee (CUSAC) at its meeting on November 21 but do not expect a result for some months.

Last year, Applegrove applied for a Community Service Investment Program grant for youth programming. While City grants staff were encouraging, ultimately the proposal was unsuccessful. Although we planned to apply again for 2014, the City website says that no new applicants will be accepted for 2014 grants. Consequently, Applegrove will have to look at other methods of funding our programs for ages 13-18 during the school year and summer.

Lease Renewal

The TDSB and City have not made progress on the lease renewal; we are requesting the same terms as the current lease, plus access to Applegrove's leased space on weekends when the recreation center is open, i.e., there are already caretaking staff on site.

Edgewood

Mould remediation is progressing at Corpus Christi Church. Louise has attended and identified all the program supplies and equipment that had to be replaced; this includes all the soft toys, paper, many craft supplies, etc. She reports that the contractor believes the work will be completed by Christmas. So we expect that Edgewood will re-open in January, after being re-stocked.

Youth Employment

A new provincial after-school youth employment project, based on summer youth employment programs, operated by Tropicana Community Services, has brought 4 high school placements to Applegrove's after-school program and the office.

Follow up on Strategic Planning

We are confirmed to use Maple Cottage for our January 20 Planning Retreat, and I have requested the facilitator from MAS (Management Advisory Service, a non-profit organization) who worked with Applegrove on our prior strategic plan in 2009. At the Board meeting, we should talk about the process for the day, as well as who should be invited.

Coming Up

YogaThon – start practicing your “Salute to the Sun” to prepare for the YogaThon on Saturday, February 1!

Applegrove's Annual General Meeting (AGM). In my October report, I noted that the AGM is usually held during the last week of March². If we want to hold the AGM on a Monday evening, we have the choice of March 24 or March 31. In addition, the Board might want to consider whether the current AGM format continues to meet Applegrove's needs. For example, we have considered having a speaker. Or combining the AGM with a volunteer recognition event³ (not just awards for outstanding volunteers as we do now).

¹ PSI is a provincial funding program, providing space in schools at no charge.

² In 2014, the school break is March 10 to 14.

³ The 2014 Volunteer Week is April 6 to 12.

At this December meeting, I hope the Board can determine a format and date; that will allow staff to start advertising the event with a late January mailing to members.

Your Board package includes a summary of “time served” by each Board member. In preparation for the AGM, we need to know whether each Board member plans to continue for another year or step down. That informs the recruitment and nomination processes. In the past, we have waited until January; however, that means many prospective members have not had the opportunity to attend a meeting as a guest.

Performance Review Process

The Board package includes a hard copy of the “360° Input” form that was also e-mailed to Board members. As noted in its covering memo, its results are one part of the Executive Director's Performance Review; this process also includes a report and the City's Performance Planner, as well as a meeting with the Personnel Committee.

The Board usually selects Personnel Committee members at the April Board meeting. However, that decision was deferred to the May meeting, but then was overlooked. Consequently, the Board needs to select the Personnel Committee at this meeting. The (old) terms of reference are attached.

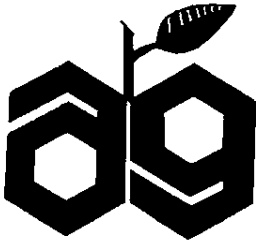
Complaints and Grievances

As agreed in 2011, the Executive Director's Report includes “Complaints”. There have been no complaints since my last report.

There have been no grievances; however, as previously reported, the union suspended discussions on job evaluation pending resolution of applications to the Pay Equity Commission.

Respectfully submitted,

Susan Fletcher.



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”



Terms of Reference Personnel Committee

Draft revision September 2000 to reflect unionization and Board decisions

Revised November 2005

1. Composition

- 1.1 The Personnel Committee includes the Treasurer and at least 1 other member of the Board, one ~~staff~~-representative **of the unionized staff** (Nov. 23, 2005) **and a management staff representative** (Sept. 28, 2000) plus the Board Chairperson *ex officio*.
- 1.2 The Executive Director staffs the committee, but is not a voting member.
- 1.3 ~~The Program Director attends meetings as a resource, but is not a member.~~
(Sept. 28, 2000)
- 1.4 **A representative of the non-union staff can attend meetings as a member.**
(Nov. 23, 2005)

2. Chairperson

- 2.1 The committee will select a chairperson from among its members.
- 2.2 The chairperson must be a Board member.

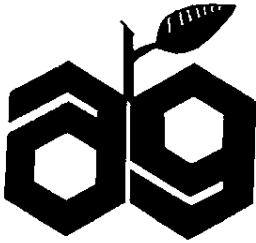
3. Responsibilities

- 3.1 To ensure that appropriate personnel policies are developed, followed, and revised as required.
- 3.2 To ensure equal opportunity employer/employee standards in all aspects of agency employment.
- 3.3 To participate in hiring of core administrative staff.
- 3.4 To make recommendations on personnel issues to the Board for approval.
- 3.5 **To act as the Labour Management Committee as appropriate.** (Sept. 28, 2000)

4. Procedures

- 4.1 The committee should set a regular meeting date convenient to its members.
- 4.2 Because issues of a sensitive and/or confidential nature may be discussed, only members of the committee should attend meetings. However, other interested parties from the Board, staff or users are welcome to contact the chair of the committee to request permission to attend.

- 4.3 Minutes of committee meetings, draft policies and drafts of other organizational documents (such as terms of reference) will be circulated with the monthly Board package.
- 4.4 Hiring reports and other information concerning current and potential staff will be considered confidential within the committee.
- 4.5 **The staff rep(s) and/or the management staff rep and/or Executive Director may be excluded from discussions on certain issues.** (Sept. 28, 2000)



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”



CORRESPONDENCE/INFORMATION

December 2013

From (Date Received)	Regarding	Action
1. City Clerk (Oct 31)	Subcommittee to review Billy Bishop Airport report meeting on Nov. 7	R&F
2. City Clerk (Oct 31)	Passing of Development Charge Bylaw	R&F
3. City Clerk (Oct 31)	Council adopted Operating Variance Report for June 30. Requested all programs and agencies to take necessary action to meet budget by year end	R&F
4. Invest Toronto (Oct 31)	Inviting nominations for the board of directors, deadline Nov. 18	R&F
5. Mayor and Council (Nov. 18)	Invitation to presentation of Access, Equity and Human Rights Awards, Dec. 4.	R&F
6. City Clerk (Nov. 18)	Notice of public meeting regarding proposed amendments to zoning bylaw on December 4 at 10 a.m.	R&F

R&F = Receive and File



www.ApplegroveCC.ca

Applegrove Events and Board / Committee Meetings – November 26, 2013

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.

November Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
24	25 Board	26	27	28	29	30

December Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 <i>Board meeting!</i>	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	28
Applegrove closed for winter break						
29	30 Applegrove closed for winter break	31				

January 2014 Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Happy New Year Applegrove closed	2 Applegrove Programs Closed	3	4
5	6 School Resumes Applegrove Programs Resume	7	8	9	10	11
12	13	14	15	16	17	18 <u>10 to 2</u> <i>Planning Retreat (off-site)</i>
19	20	21	22	23	24	25
26	27 Board	28	29	30	31	Yoga Thon

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

Applegrove Events and Board / Committee Meetings – November 26, 2013
Office Phone 416-461-8143

February Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 <u>Yoga Thon</u>
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17 Applegrove Closed for Family Day	18	19	20	21	22 <u>Snow Date for Yoga Thon</u>
23	24 Board	25	26	27	28	

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

April 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 Applegrove Closed for Good Friday	19
20 Beaches Easter Parade	21 Applegrove Closed for Easter Monday	22	23	24	25	26
27	28 Board	29	30			

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