



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, May 31, 2010

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.

Note: There is no committee meeting this month.

6:45 Optional Supper

7:00

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

7:05

5. Minutes of the February 17 Board of Directors Meeting (*White*)
6. Minutes of the April 26 Board of Directors Meeting and Confidential Meeting (*White and Lavender*)

7:10

7. Finance and Fundraising
 - 7.1. Year-to-Date (April) Financial Report (*Green*) and March Quarterly Report (*Green large sheet*): for information

7:15

- 7.2. SPA: discussion of the event, suggestions for next year
- 7.3. Applicious: set meeting date

7:45

8. Officer and Committee Selection (*Yellow*): for decisions

7:55

9. Policy Development
 - 9.1. Tobacco-Free Policy (*Orange*): for review and decision
 - 9.2. Ethical Code for Fundraising Complaints process (*Grey*): for review and decision

8:05

10. Edgewood Update

8:20

11. Directors' Concerns
12. Adjournment



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Board of Management Meeting AGENDA -- Monday, May 31, 2010

8:25

- A. Call to Order/Adoption of Agenda
- B. Declaration of Conflicts of Interest
- C. Minutes of February 17 Board of Management Meeting (*White*)
- D. Minutes of April 26 Board of Management Meeting (*White*)
- E. Lease

8:35

- F. Collective Agreement Update: for information
- G. Staff Code of Conduct: for information and discussion

8:50

- H. Executive Director's Report (*Pink*)

8:55

- I. Correspondence/Information (*Cream*)
 - I.1. Correspondence List

8:59

- J. Adjournment

Next Meetings

Tuesday, May 11 – SPA Night!

Monday May 31 – Board meetings



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“TOGETHER, BUILDING OUR COMMUNITY”

Minutes of the Board of Directors Meeting Wednesday, February 17, 2010

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

Present: Claudia Filici-McMullan, Estelle Halbach, Alana Honsch, Diane Ing, Pierre Trudel
(Chair), Lynn Wyminga, Donald Yuen.
Regrets: Sandra Bussin, Elena Nielsen, Tricia Reid.
Staff: Susan Fletcher, May Seto (Recorder)
Guests: Drew Kelley, Jim Dalling

Date of Next Meeting

Monday, March 1 – Fundraising Meeting
Wednesday, March 24 – Board Meeting
Wednesday, March 31 – Annual General Meeting

1. Call to Order/Adoption of Agenda/Introductions

At 6:45, Pierre called the meeting to order. Quorum of 5 Directors was achieved. The agenda was accepted as circulated.

2. Declaration of Conflicts of Interest

Claudia declared a conflict of interest as she has been offered the position of Parent Resource Worker with the agency. She will leave the room for any discussions involving personnel issues. Her resignation from the Board will take effect at the end of this meeting.

3. Volunteer Hours

Members provided their volunteer hours.

4. Donation Envelope

The donation envelope circulated.

5. Minutes of the February 1 Board of Directors Meeting

MOTION (Wyminga/Filici-McMullan)

To accept the minutes of the February 1 Board of Directors Meeting.

Carried.

6. Theatre Night

Jim provided an overview of the Theatre Night event. He will need 1 hour to set up before the performance and 1 hour afterwards for “tear down”. The show is 45 minutes to 1 hour in length. Jim suggested we set the ticket price but have seen people pay up to \$18. Jim will prepare a press release and email to Estelle. Food during the performance is okay. Set-up will start at 5:15 pm; doors will open at 6:15 pm and the performance will begin at 6:30 pm.

7. Finance and Fundraising

7.1. Operating Budget Update

Susan provided an update on the admin budget.

7.2. Pasta Fest

May provided details from the Pasta Fest Report and noted suggestions for the 2010 event. Its date will be Saturday, November 27.

7.3. YogaThon

Susan provided a report to the Board. Board members agreed that the event went well and liked the new location. Some Board members suggested using Duke of Connaught's gym for next year's event. if possible.

7.4. SPA Alternative

Claudia is still trying to set up a meeting with an alternative location. Members will continue to explore other venue options and discuss further at the next Fundraising meeting.

7.5. Donations

Each Board Member wrote a note to thank donors for their contributions to Applegrove.

8. Business Arising from January and February Meetings

8.1. Risk Management

No follow-up required.

8.2. Easter Parade

The Board decided to participate again in this year's Easter Parade. Alana and Diane will revise our existing handout for the event. Susan will register Applegrove and submit the required fee. Board members have arranged for a small group to meet to discuss further details.

8.3. Program Issues: Edgewood and HAIG

Susan provided an update on both Edgewood and HAIG. Susan will follow up with TCDSB Lawyer to inquire about extending our stay until end of June. Susan and May spoke at the HAIG Advisory meeting and informed participants of the issues. Susan attended the HAIG school council meeting and there is a parent's meeting scheduled for Tuesday, March 2 at 6:30 pm.

8.4. Annual General Meeting

Board members volunteered for various jobs at the AGM.

9. Directors' Concerns

Elena asked why Applegrove is not participating in the Beaches Kids' Annual Open House. Applegrove felt it was too early for summer camp. Some programs are full and both Edgewood and HAIG are anticipating possible changes to the program.

Board of Directors Minutes

February 17, 2010

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10. Adjournment

The meeting was adjourned on a motion by Claudia Filici-McMullan, seconded by Lynn Wyminga.

Chair

Secretary



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“TOGETHER, BUILDING OUR COMMUNITY”

Minutes of the Board of Directors Meeting Monday, April 26, 2010

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

Present: Natalie Coulter, Carmita Magnaye, Ann McKechnie, Sydney Schultz,
Pierre Trudel (Chair)
Regrets: Sandra Bussin, Estelle Halbach, Alana Honsch, Elena Nielsen, Lynn Wyminga.
Staff: Anna Durante, Susan Fletcher, May Seto (Recorder)

Dates of Next Meetings

Monday, May 3 – SPA Fundraising Meeting

Tuesday, May 11 – SPA Fundraiser

Monday, May 31 – Board Meeting

1. Call to Order/Adoption of Agenda/Introductions

At 7:00, Pierre called the meeting to order. Quorum of 5 Directors was achieved. The agenda was adopted with the change that item E from the Board of Management agenda would be discussed after the Finance and Fundraising report.

2. Declaration of Conflicts of Interest

None.

3. Volunteer Hours

Members provided their volunteer hours.

4. Donation Envelope

The donation envelope circulated.

5. Minutes of the February 1 Board of Directors Meeting.

Deferred to next meeting.

6. Program Presentation – Older Adults Program

Anna provided information about the Older Adults Program to the Board.

7. Finance and Fundraising

7.1. Draft 2009 Audited Report

Franki provided information on the Draft 2009 Audited Report and reviewed issues with Board members.

MOTION (Coulter/Magnaye)

To endorse the Draft 2009 Audited Report.

Carried.

7.2. Year-to-Date (March) Financial Report

Franki provided details and reviewed issues with Board members.

MOTION (McKechnie/Schultz)
To accept the March year-to-date Financial Report.
Carried.

E. Labour Relations Update

Confidential attachment – labour relations or employee negotiations

MOTION (Coulter/Magnaye)
That the Board meet in closed session in accordance with the City of Toronto Act, 2006, to consider item E. Labour relations Update, in that the matter pertains to Labour Relations or Employee Negotiations.
Carried.

MOTION (Schultz/McKechnie)
That the Board reconvene in open session and to confirm the action of the the Board in closed session in issuing confidential instructions to the Executive Director and Program Director.
Carried.

7.3. Operating Budget Update
Susan provided an update.

7.4. Fundraising
Pierre volunteered to do Fundscrip orders and send reminders while Lynn was away. Setting first planning date for Applicious deferred and arranged based on Estelle's availability.

7.5. SPA
Planning notes were provided by Susan as an update to Board members.

8. Officer and Committee Selection
Deferred to next meeting.

9. Policy Development

9.1. Tobacco Free Policy
Deferred to next meeting.

9.2. Ethical Code for Fundraising
Board members recommended joining for 2 years and then re-evaluate its membership.

MOTION (McKechnie/Magnaye)
Applegrove hereby adopts Imagine Canada's Ethical Fundraising and Financial Accountability Code as its policy. In so doing, members of the board of directors commit to being responsible custodians of donated and financial reporting, and to ensure to the best of their ability that the organization adheres to the provisions of the Code. It is hereby confirmed that each member of the board of directors has received a copy of the Ethical Fundraising & Financial Accountability Code and that a copy will also be provided to each person who is subsequently elected.
Carried.

Board of Directors Minutes

April 26, 2010

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10. Directors' Concerns

None

11. Adjournment

The meeting was adjourned on a motion by Natalie Coulter, seconded by Ann McKechnie.

Chair

Secretary



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“TOGETHER, BUILDING OUR COMMUNITY”



Applegrove Current Mission

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

Adopted November, 1995.

Applegrove Original Mission Statement

Applegrove is a community centre that focuses on providing social programs based on the needs of the individual, groups and the community.

Applegrove is a community resource centre with flexible programming in an informal environment.

Applegrove is a partnership of users and staff that provides support to its users and fosters community identity and development.

Adopted November, 1988.

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Duties of Officers and Committees

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| ~~7.13.~~The following sections are from the Procedural By-law(s), but have been re-numbered.

1. Officers of the Board

- 1.1. The Board will elect its officers and Committee Chairpersons at its first meeting following the Annual Meeting.
- 1.2. The officers of the Board will be: Chairperson, Vice-Chairperson, Treasurer and Secretary.
- 1.3. The Board may establish other offices and positions as it deems necessary, and will prescribe the powers and duties of such officers.
- 1.4. The term for every officer will be no more than two years.
- 1.5. No member of the Board may hold more than one office at any time.
- 1.6. A Director may progress through the various offices.
- 1.7. Vacancy in an office position will be declared upon:
 - i) the death of an officer;
 - ii) the resignation of an officer;
 - iii) the removal of an officer; or
 - iv) an officer ceasing to be a Director.
- 1.8. The Board may appoint any other Director, except as provided for above, to fill a vacant office, and the Director so appointed will hold office for the balance of the term of the previous officer.
- 1.9. In the event of the absence of an officer, the Board may delegate the powers and duties of such officer to any other member of the Board until the return to duty of the incumbent officer.
- 1.10. The Board may remove any person from an office at any time by a motion passed by a majority vote of the Board. Appeal may be made to the membership as a whole.
- 1.11. Duties of Officers
 - i) The Chairperson will:
 - preside, when present, at all Annual, Special and Board Meetings;
 - perform all the duties accompanying the office and any other duties assigned by the Board;
 - rule on procedural matters and ensure motions and minutes are clearly expressed;
 - be an ex-officio member of all committees; and
 - serve as a signing officer.
 - ~~ii)~~ The Vice-Chairperson will:
 - assist the Chairperson;
 - have such other powers as are assigned to the Vice-Chairperson from time to time by the Board;

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Duties of Officers and Committees

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- if the Chairperson is absent, act as Chairperson until the Chairperson returns to duty; and
 - if there is a vacancy in the office of Chairperson, serve as Chairperson for the balance of the term of person whose departure created the vacancy.
- iii) While acting as chair, the Vice-Chairperson will have all the powers and perform all the duties of the Chairperson except being a signing officer.

~~iv~~) The Treasurer will:

- have such powers and perform such duties as are usually vested in the office of Treasurer;
- receive, examine and present to the Board, Applegrove's financial statements and budgets;
- make recommendations to the Board concerning all aspects of Applegrove's financing and administration;
- have such other powers as are assigned to the Treasurer from time to time by the Board; and
- serve as a signing officer.

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~~v~~) The Secretary will:

- issue or cause to be issued notices for all meetings of the membership and the Board when directed or required to do so;
- ensure that the minutes of all meetings of the membership and the Board are kept;
- ensure minutes are provided at subsequent meetings of the board for review and adoption;
- have such other powers as are assigned to the Secretary from time to time by the Board;
- have responsibility for the membership records; and
- serve as a signing officer.

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~~vi~~) All officers, at the time they leave office, will turn all the papers and documents of the office over to the incoming officer.

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2. Committees

- 2.1. The Board will determine any committees needed and will prescribe the powers and duties of such committees.
- 2.2. Composition and Membership
- i) All Committees will be headed by a Chairperson chosen from among Board Members and appointed by the Board.
- ii) All Committees should be composed of at least two Board Members and other Applegrove members and staff who are appointed by the Board.

Duties of Officers and Committees

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- iii) Both the Executive Director and the Chairperson are *ex officio*¹ members of all committees except as otherwise specified in the Committee's Terms of Reference.

ii)iv) All Committees will:

- a) operate within the terms of reference laid down by the Board;
- b) provide an open forum for discussion by all interested parties;
- c) report their deliberations, recommendations and resolutions to the Board for confirmation and for approval; and
- d) continue to operate for such length of time as will be determined by the Board.

2.3. Meetings of Committees

- i) Normally, Committees of the Board will hold their meetings on the premises of Applegrove at such time as the Chairperson may determine.
- ii) Notice of every Committee meeting will be provided to members of the Committee prior to the date. This notice may be either oral or written, and is not necessary when that Committee sets a regular meeting date.
- iii) Meetings of every Committee will be open to all members, except where confidential business is being conducted.
- iv) No quorum is usually required for a Committee to meet. However, minutes of Committee meetings must specify who was in attendance so that the Board may know to what degree the Committee's recommendations reflect the will of the Committee's membership.

2.4. Voting

At all Committee meetings, only the members of the committee present will have a right to vote.

2.5. Executive Committee

There will be no Executive Committee.

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¹ "*Ex officio*" means "by their office" but does not prescribe whether they can vote or not. Therefore, the Chair is a member of all committees but does not necessarily attend all meetings. If the Chair attends, she/he can vote.

Duties of Officers and Committees

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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)

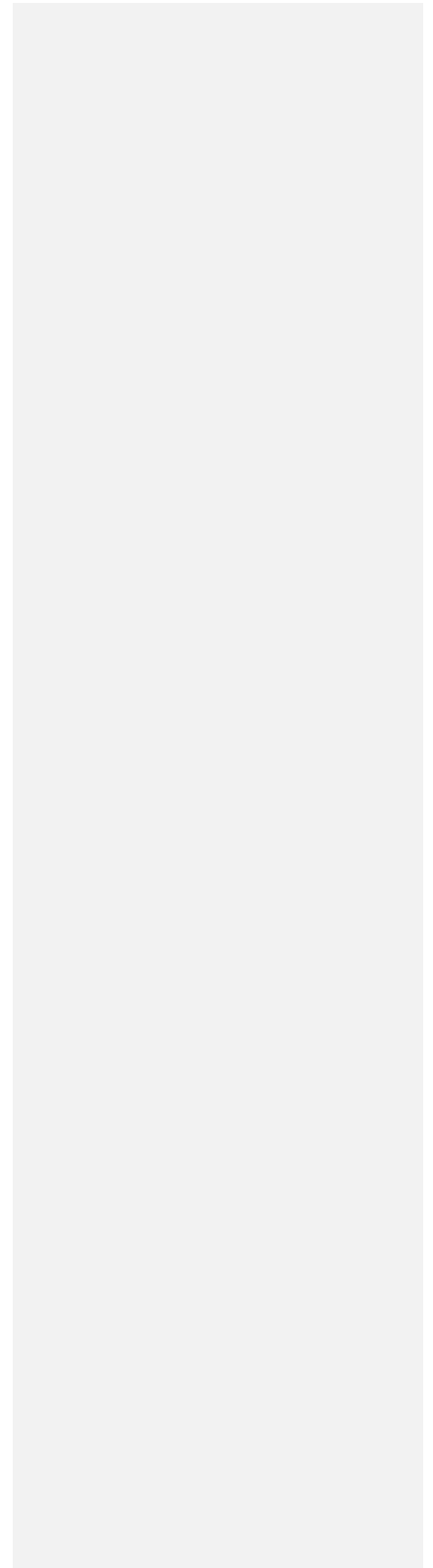
4. Procedures

- 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.

Duties of Officers and Committees

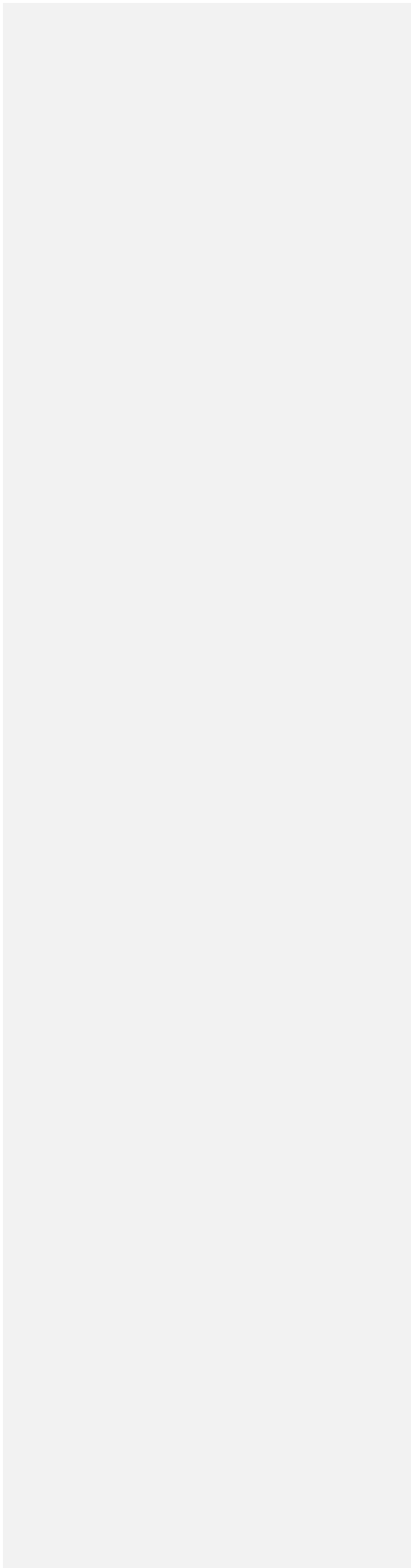
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- 4.4 Hiring reports and other information concerning current and potential staff will be considered confidential within the committee.
- 4.5 **The staff rep(s) and/or the management staff rep and/or Executive Director may be excluded from discussions on certain issues.** (Sept. 28, 2000)



Duties of Officers and Committees

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Tobacco Free Policy for Applegrove Draft 2, April 28, 2010

1. Rationale

- 1.1. Applegrove Community Complex recognizes that exposure to second hand smoke is hazardous to health and that non-smokers should be protected. Exposure to second-hand smoke can lead to serious illnesses in adults such as bronchitis, lung cancer, and cardiovascular disease. Children can also develop chest illnesses and asthma from exposure to tobacco smoke.
- 1.2. Like other tobacco products, there is conclusive scientific evidence that smokeless (spit) tobacco contains nicotine, carcinogens and other harmful substances that may lead to cancer and other diseases. Studies have shown that long-term users are at a 50-fold excess risk of cancer of the gum and cheek. Smokeless tobacco use also causes cancer of the pharynx, esophagus, larynx, pancreas, urinary tract, and nasal cancer in those who inhale snuff.
- 1.3. Applegrove also recognizes the challenges that smokers face when they try to quit.
- 1.4. Accordingly, Applegrove has developed the following policy to protect the health of all concerned. The move to go tobacco-free also complements Applegrove's desire to create a healthy family and community-friendly environment.
- 1.5. Applegrove believes that such an environment and image will be help to fulfill its mission, "Together, Building Our Community".

2. Who is affected by the Policy?

This policy applies to Applegrove staff, volunteers, program participants and visitors, for both on-site and off-site events.

3. Timing

This policy is effective from June 15, 2010.

4. Designated Tobacco-Free Areas

- 4.1. Applegrove's main location and HAIG satellite are on Toronto District School Board property which has a smoke-free policy. Applegrove further designates its locations as tobacco-free.
- 4.2. Applegrove off-site trips and events should be tobacco-free.

5. Behavioural Expectations

- 5.1. Applegrove recognizes that role modeling can have a significant impact upon young people. Therefore, the following individuals and groups are to refrain from using tobacco while they are acting in an official capacity or while wearing Applegrove clothing:
 - staff (when on work time, representing the organization or while wearing Applegrove clothing if relevant)
 - volunteers (when working for or representing the organization or while wearing Applegrove clothing if relevant)
 - program participants (while wearing Applegrove clothing if relevant).

5.2. As appropriate, programs will offer workshops on the risks of using tobacco.

6. Non-Compliance Strategy

6.1. At the beginning of off-site events and relevant trips, the MC, staff member or senior volunteers should briefly explain the tobacco-free policy and ask that participants who need to use tobacco, do so away from other participants.

6.2. The following strategy should be used if a volunteer, program participant or visitor does not follow the tobacco-free policy:

- a) Assume that the person is unaware of the tobacco-free policy.
- b) A staff member or senior volunteer should approach the person, politely explain the policy and ask the person not to use tobacco or remove Applegrove clothing while using tobacco.

6.3. The following strategy should be used if a staff does not follow the tobacco-free policy:

- a) The supervisor or a senior staff should politely remind the staff member of the policy and ask the person not to use tobacco. As appropriate, the supervisor can ask the staff remove Applegrove clothing while using tobacco.
- b) If the staff member continues not to follow the tobacco-free policy, the supervisor should treat this as any other non-compliance with agency policy.

7. Sale of Tobacco Products

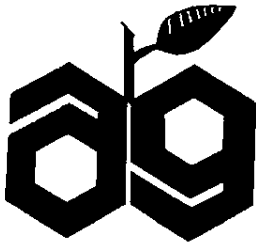
Applegrove will not sell tobacco products.

8. Donations

Applegrove will not accept donations from businesses that directly manufacture or import tobacco products.

9. Policy Review

This policy will be reviewed six months after its introduction and at least every 2 years after that. This will ensure that the policy remains current and practical.



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Complaints about Fundraising Ethics

Draft 1, April 29, 2010

1. Introduction

At a Board meeting on April 26, 2010, Applegrove adopted Imagine Canada's Ethical Fundraising and Financial Accountability Code as its policy. In so doing, members of the board made commitments to be responsible custodians of donated funds, to exercise due care concerning the governance of fundraising and financial reporting, and to ensure to the best of their ability that the organization adheres to the provisions of the Code.

The code's requirements include having a mechanism in place to deal with complaints relating to matters covered by the Ethical Code. This policy outlines that mechanism.

2. If you think Applegrove is not following the Ethical Code

- a. If appropriate, discuss your concern in private with the person(s) involved.
- b. If unresolved or if it is inappropriate or irrelevant to discuss the concern with the person involved, contact the Executive Director to discuss the problem.
- c. If the concern involves the Executive Director, send an e-mail to the Board of Directors' confidential e-mail at www.ApplegroveBoard@hotmail.com.
- d. If these processes do not resolve the complaint, or if the concern involves the Board, the City of Toronto's accountability mechanisms may be relevant. These include:
 - i) The Auditor General: responsible for assisting City Council in holding itself and its administration accountable for the quality of stewardship over public funds and for the achievement of value for money in City operations.
 - ii) The Integrity Commissioner: responsible for providing advice, complaint resolution and education to Members of City Council and Members of local boards on the application of the City's Codes of Conduct, and other by-laws, policies and legislation governing ethical behaviour.
 - iii) The Ombudsman: responsible for addressing concerns about City services and investigating complaints about administrative unfairness.
 - iv) www.Toronto.ca/city_council/accountability.htm
- e. Imagine Canada's Ethical Code Committee (ECC) can adjudicate complaints that arise under the Code. In general, complaints should go through the internal process first. In exceptional circumstances, the ECC may deal with complaints before an internal process is completed, however, this will only be done where the complaint is very serious and a quick response is crucial.
- f. If Applegrove's mechanisms cannot resolve a complaint, Applegrove will refer the issue to the ECC.

3. Timing

- a. The code's requirements include ensuring that complaints are addressed in a timely manner.

- b. Applegrove's interpretation suggests that people who complain should receive a response within 4 weeks, to allow time for investigation and analysis.
- c. If a complaint is not addressed within 8 weeks, the complainant can send an e-mail to the Board of Directors' confidential e-mail at www.ApplegroveBoard@hotmail.com.

4. For information about the Ethical Code

- a. Visit www.imaginecanada.ca/en/ethicalcode
- b. Ask Applegrove's Office for a copy of the Ethical Code handbook.



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“TOGETHER, BUILDING OUR COMMUNITY”



Minutes of the Board of Management Meeting February 17, 2010

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

Present: Claudia Filici-McMullan, Estelle Halbach, Alana Honsch, Diane Ing, Pierre Trudel (Chair), Lynn Wyminga, Donald Yuen.
Regrets: Sandra Bussin, Sheila Cary-Meagher, Elena Nielsen, Tricia Reid.
Staff: Susan Fletcher, May Seto (Recorder)
Guest: Drew Kelley

A. Call to Order/Adoption of Agenda

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

B. Declaration of Conflicts of Interest

Claudia has been offered the Parent Resource Worker position and will not participate in any discussions that relate to personnel.

C. Minutes of the January 20 Board of Management Meeting

MOTION (Filici-McMullen/Halbach)

To accept the minutes of the January 20 Board of Management meeting.

Carried.

D. Executive Director's Report

D.1. Program Presentations

The Seniors Program Worker will present in April and we will ask Helping our Babies Grow staff to present in June.

D.2. Board Training and/or discussion of specific issues.

Training topics were noted. Board members felt it was important to have a mentor for new Board members. Susan invited those interested to attend the Board orientation in April.

MOTION (Wyminga/Halbach)

To accept the Executive Director's Report.

Carried.

E. Correspondence/Information

MOTION (Ing/Filici-McMullan)

To accept the suggested actions.

Carried.

Board of Management Minutes

February 17, 2010

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F. Adjournment

The meeting was adjourned on a motion by Diane Ing, seconded by Claudia Filici-McMullan.

Next Meetings:

Monday, March 1 – Fundraising Meeting

Wednesday, March 24 – Board Meeting

Wednesday, March 31 – Annual General Meeting

Chair

Secretary



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“TOGETHER, BUILDING OUR COMMUNITY”



Minutes of the Board of Management Meeting April 26, 2010

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

Present: Natalie Coulter, Carmita Magnaye, Ann McKechnie, Sydney Schultz,
Pierre Trudel (Chair).
Regrets: Sandra Bussin, Estelle Halbach, Alana Honsch, Sheila Cary-Meagher, Elena
Nielsen, Lynn Wyminga.
Staff: Susan Fletcher, May Seto (Recorder)

A. Call to Order/Adoption of Agenda

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

B. Declaration of Conflicts of Interest

None.

C. Minutes of the January 20 Board of Management Meeting

Deferred.

D. Lease

Susan provided a brief update

E. Labour Relations Update

Item moved to Board of Directors meeting.

F. Executive Director's Report

MOTION (Magnaye/Coulter)
To accept the Executive Director's Report.
Carried.

G. Members' Concerns

None.

H. Correspondence/Information

MOTION (Schultz/Coulter)
To accept the suggested actions.
Carried.

Board of Management Minutes

April 26, 2010

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I. Adjournment

The meeting was adjourned on a motion by Natalie Coulter, seconded by Ann McKechnie.

Next Meetings:

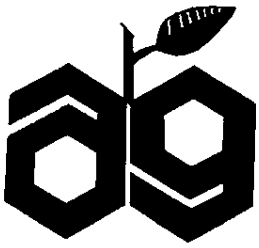
Monday, May 3 – SPA Fundraising Meeting

Tuesday, May 11 – SPA Fundraiser

Monday, May 31 – Board Meeting

Chair

Secretary



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Overview of Staff Behaviour Guidelines

Endorsed by the Board of Management, September 20, 2006

Draft Revision – April 2010

1. Introduction

The staff members of Applegrove Community Complex strive for excellence in the provision of neighbourhood-based services. They ~~endeavour~~ try to work in a supportive team environment and to share individual skills, knowledge, ideas, experiences and cultural backgrounds. The staff are committed to communicating in a positive and respectful manner, and to seeking clear and reasonable ways to deal with differences and conflict situations.

2. Confidentiality

Information about program participants is considered confidential within the centre, not within a program. Staff are expected to share relevant information about program participants with their co-workers, supervisors and office staff as appropriate.

3. Communication

3.1 Staff-staff

- A. Work co-operatively and share information with staff members to encourage a team approach.
- B. Be open and honest about concerns and try to highlight some positive aspects during constructive feedback.
- C. Gossip about staff, volunteers, participants or their families with the intention to demean or discredit the person is very destructive to the working environment and will not be tolerated. Respect confidential information, and share it only with the appropriate co-workers.
- D. Use attentive listening skills:
 - face the person to whom you are speaking;
 - give your full attention and really listen to what is being said;
 - allow the person to finish speaking before responding.
- E. Body language and non-verbal gestures should agree with the verbal message and should convey respect.
- F. When resolving difficulties:
 - a) Evaluate the situation and think of your method of approach before speaking to the other person.
 - b) Decide on whether you will involve a mediator; use the Program Director as a resource person in this area.
 - c) Speak in private with the person.
 - d) Deal with the current specific problem.
 - e) Speak in a calm, respectful and approachable manner.
 - f) If the discussion starts to get out of control, let the person know that it would be best to discuss the issue at another time.
 - g) Agree on a follow-up meeting if necessary.

3.2 Staff-participant

- A. Learn participants' names, and greet participants when you see them.

- B. Work with participants (and their parents as appropriate) to ensure open and honest communication, and honest exchange of information.
- C. Understand and support the participant, recognizing differences in communication styles, cultural diversities and responses to stress factors.
- D. Use attentive listening skills.
- E. Speak in a calm, respectful and approachable manner.
- F. Body language and non-verbal gestures should convey respect for the participant and the situation.
- G. When appropriate, work with each team member and share information before approaching a parent or caregiver about a difficult situation.
- H. When communicating information about their children to parents or caregivers, state your observations in a tactful and sensitive manner.
- I. When approaching a difficult situation
 - a) Evaluate the situation and think before responding.
 - b) If the discussion starts to get out of control, excuse yourself and seek the assistance of the Program Director.
 - c) Respect the participant's right to privacy and confidentiality. Note that confidentiality means that private information can be shared among Applegrove staff as necessary, but not outside. If appropriate, note the Child Abuse Policy.
 - d) Agree on a follow-up meeting with the parent and Program Director as required.

3.3 Staff-Child

- A. Use attentive listening skills; get down to the child's eye level.
- B. Respect the child's right to communicate ideas and feelings.
- C. Use words that are appropriate for the child's developmental level.
- D. Speak in a calm and respectful manner, paying special attention to the effect of raised voice tones.
- E. Be aware of what you are saying to the child and how you are saying it; you are the adult and the role model in the situation.
- F. Speak in private with the child about situations that are sensitive in nature.
- G. Body language and non-verbal gestures should agree with the verbal message and should convey respect for the child.
- H. Evaluate the situation before responding.
- I. Avoid verbal battles and power struggles by giving the child space to calm down; letting the child know that you will continue the discussion when s/he is calm; and withdrawing from the situation.
- J. Decide on appropriate follow-up action as required.
- K. Use gentle, supportive and positive guidance techniques (refer to your program's guidelines for behaviour).
- L. Verbal and non-verbal communications that are demeaning in any way are not allowed.

4. Professionalism

4.1 Office Visitors

- A. Greet visitors to the office as soon as practical after they enter.
- B. School children can use the phone under the following conditions:
 - a) They are calling their parent, guardian or caregiver.
 - b) The call is before school, at lunch or after school. At all other times, including recess, the school wants them to use the phone in the school office.

- c) Applegrove staff dial the phone, ask for the adult, and give the phone to the child.
 - d) Staff supervise the call and end it after 3 to 5 minutes if needed.
 - e) Children should demonstrate appropriate behaviour in the office; they should not be rude or disrespectful. Use of the phone is a privilege which depends on their behaviour.
- C. If the visitor is going to the school office, the recreation centre, or a different Applegrove room (the Parent/Child room, the Lounge, or day camp rooms), give directions that are as detailed as is reasonable. When appropriate, take the visitor to the Applegrove room.
- D. If the visitor needs to see a staff person who is not available, invite the visitor to wait. Notify the staff of the visitor.
- E. If you come into the (unlocked) office and do not immediately see another staff, identify yourself (“Hello, it’s Pat”) so staff inside a private office or the security room do not have to stop what they are doing. Similarly, tell other staff when you are leaving the office.

4.2 Telephone

- A. When answering the phone, identify Applegrove, e.g., “Good morning, Applegrove” or “Hello, Applegrove Community Complex.”
- B. If the call is for someone else, transfer the call. That means putting the caller on hold, using the intercom to call the recipient, and telling the recipient that they have a call and the line number.
- C. If the person is on the line, ask the caller to hold and offer to take a message, i.e., “I’m sorry, s/he is on another line. Would you like to hold, or can I take a message?” If you put the caller on hold, check back with them when the phone beeps, and ask if they want to continue holding or leave a message. Also, when you put a caller on hold, “beep” (intercom quickly) the person to let them know that the call is for them.
- D. Phone messages should include the caller’s name and phone number (to save our staff looking it up). Messages go in the black holder behind the ~~Office Manager’s~~ *Evening Office Corodinator’s* desk.
- E. If the caller wants a staff member who is not in the centre, tell the caller when the person is expected and offer to take a message. If appropriate, ask if the caller wants someone else, i.e. “I’m sorry, s/he is out of the office until Tuesday. Can I take a message for that time, or can someone else help?”
- F. Do not give out personal information about staff or volunteers.
- G. If the caller wants a Board member or other volunteer, take a message and phone the volunteer.
- H. If the caller indicates that the situation is an emergency or urgent (for example, the child of a volunteer, participant or staff has been hurt at school), make every effort to locate the person.
- I. If the caller wants information, try to be as helpful as possible. For example, give the phone number of the recreation centre, look up information in the Blue Book or 211 Toronto, check with another staff, etc.
- J. When answering an intercom call (either Applegrove’s intercom or the ‘black phone’), try to answer with the location and your name, for example, “Applegrove office, Kim speaking”.
- K. Generally, the speaker phone should be used only with the permission of the caller, and only when 2 or more Applegrove staff need to participate in the conversation. If possible, use a private office when using the speaker phone.

- L. The first person in the office each day should check whether there are phone messages for any P/C staff. If so, inform the Parent/Child program.

4.3 Clothing

- A. Dress appropriately for your responsibilities.
- B. Dirty clothing is never appropriate.
- C. Clothing promoting illegal activities, swearing, or disrespect for another person or group is never appropriate.

4.4 Attendance

- A. Punctuality means
 - a) arriving early enough that you are ready to start work when your shift begins, and
 - b) returning from breaks promptly.
- B. If you cannot come to work, inform your supervisor as early as possible. This may mean calling the supervisor at home; if so, you will be given your supervisor's home phone number.

4.5 Personal Cell Phones including Texting

- A. *All staff will get and make some personal calls. Please keep these calls short. As a guideline, personal calls should be no more than 5 minutes each, and total no more than 15 minutes daily.*
- B. *Personal calls should not interfere with the smooth running of the workplace except in emergencies.*
- C. *In general, work-related calls and visitors are more important than personal calls. Be prepared to interrupt your personal call to assist other staff or to answer the phone or greet a visitor, especially if you are alone.*
- D. *While in program, your phone should be on vibrate or turned off. Generally, you should not use a Bluetooth or other earpiece when in program*

4.6 I-Pods, MP3 Players, etc.

- A. *While working with program participants or doing reception functions, staff should not use earphones.*

5. Personal Use of Office Machines

5.1 Telephone Calls

- A. All staff will get and make some personal calls. Please keep these calls short. As a guideline, personal calls should be no more than 5 minutes each, and total no more than 15 minutes daily.
- B. Personal calls should not interfere with the smooth running of the workplace except in emergencies.
- C. In general, work-related calls and visitors are more important than personal calls. Be prepared to put your personal call on hold to assist other staff or to answer the phone or greet a visitor, especially if you are alone.
- D. It may be appropriate to let your co-workers know whether you are on a work-related or a personal call. This is especially important in emergencies.
- E. Inform the Office Manager, or keep a record, of personal long distance calls. When the phone bill comes in, the Office Manager will collect the charge from relevant staff.

5.2 Photocopier

- A. Staff can use the photocopier for limited personal copying.
- B. As a guideline, make no more than 10 copies at a time, and no more than 25 copies per month. If you need more copying, you should cover the expense, i.e., at least 5¢ per copy for black, 15¢ for colour copies.

5.3 Computer Use

- A. Staff can use computers outside of their work hours for personal activities, only if other staff do not need the machines for work.
- B. Use discretion when on the Internet;
 - a) sites promoting illegal activities, disrespect for another person or group, pornography, hacking, etc. are not appropriate.
 - b) except when in private, minimize the volume for any music or sounds.
 - c) do not damage the computer or its software or interfere with another person's use.
 - d) activities that may result in personal gain are inappropriate.
 - e) comply with the City's "Acceptable Use" and other policies including Applegrove's Acceptable Use of IT.
- C. *Staff can take Applegrove laptops or netbooks out of the office for work-related functions, including taking notes at meetings and work at home.*
 - a) *Your supervisor should approve the out-of-office work.*
 - b) *The Office Manager must be informed when computers are taken out of the office.*
 - c) *Staff will have the responsibility for the safety and security of the computer and its information.*
 - d) *In general, confidential information should not be saved on portable computers. If it is necessary to save confidential information, use password protection.*
- D. *Memory sticks, USB drives, flash drives, etc.*
 - a) *When saving confidential information on these, ensure that the files are password-protected.*
 - b) *Staff will be responsible for the safety and security of the drive and the data.*

5.4 Fax Machine

- A. Staff can use the fax machine to send and receive limited personal faxes.
- B. Long distance faxes are treated like telephone calls.

6. Dealing with Difficult Situations

- 6.1 Discuss the current specific problem in private with the person(s) involved.
- 6.2 If unresolved, staff/participant/child who are having the difficulty should meet with the Program Director to further discuss the problem.
- 6.3 If the problem is still unresolved, the Executive Director will be asked to be involved in the mediation process.
- 6.4 Refer to the collective agreement, Personnel Policy, Anti-Harassment Policy, Hate Activity Policy, etc. as needed.



APPLEGROVE COMMUNITY COMPLEX

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“TOGETHER, BUILDING OUR COMMUNITY”



Executive Director's Report May 17, 2010

Like last month, I will start this report with an update on collective bargaining. We have bargained since July 2007 on 43 dates with more than 30 caucus sessions. Last week, we spent from 8:30 a.m. to 7 p.m. on Thursday, started in again at 8:30 Friday and concluded at 2:15 Saturday morning. We then re-convened at 9 a.m. Saturday to prepare the memorandum of settlement. Together with the time I spent on the SPA and other priorities, I worked 65 hours last week. (That means 30 of my 35 hours off from May 18 to 25, are last week's overtime.)

Thank you again to everyone who worked on the SPA Night – preparing food, putting up signs, directing traffic, notifying media, making flowers, running the silent auction, registering guests, helping practitioners and cleaning up! And huge thanks to Jen who inspired us to hold the event, recruited the practitioners, produced the juice bar, and especially, for the chocolate fountain!

I did accomplish work other than SPA and Bargaining this month! One key item was the replacement of Applegrove's 5-year old computers. We still have the some of old ones around to ensure compatibility and for ease of transition. For example, I could not face preparing this Board package together in Word 07, so I still have my old computer with a laptop beside it. I am not allowed to access my e-mail on the old computer, only on the laptop, so have to change the network cable when I want to e-mail. When I come back, I will switch to the laptop entirely. However, since I don't go for training on Office 07 until the end of June, I will be working slowly and with significant frustration!

Another key item concerns my work with the Toronto District School Board (TDSB) on Full Service Schools. The attached item from the Toronto Star describes Full Service Schools. The on-line version included a list of the schools which include the Duke of Connaught. Indeed, this school has been moving towards being a Full Service School since Applegrove's space was built in 1983. With the on-site partners of S.H. Armstrong recreation centre, WoodGreen's daycare and Applegrove, and through the variety of programs that partners offer, we already over a range of social services, recreation, and health services to everyone from infants to seniors.

The May agenda includes 3 policy items, 2 on the Directors' agenda and one on the Board of Management. The April meeting considered a first draft of the Tobacco-Free policy; this incorporates suggested changes. The April meeting also approved Imagine Canada's Ethical Code. As that code requires a complaint procedure, I have included a draft here. The third policy item concerns revising to the staff code of conduct. It comes for information and discussion, but not a decision. The revision incorporates use of personal cell phones and texting, I-pods, use of portable computers, and security of memory sticks.

I have included a revised Board Workplan, including a "Results" column. Although the Workplan shows that the May meeting might include the process for the Sustainability Review, to date, I have not heard from the City's Social Development, Finance and Administration staff (SDFA) regarding that process. If I hear from SDFA before the Board meeting, I will present their information at the meeting.

The calendar and workplan also show a Board meeting on Monday, June 28. For many parents, this is the night before the last day of school. In previous years, we have often changed the last meeting in June to an early date, e.g. Monday, June 21. Also, we have frequently had a summer Board social. Sometimes there is some Board business to do; sometimes we just get to know each other outside of structured meetings. Consequently, please bring your calendars so we can discuss dates!

I am still not accustomed to doing Board mailing on a Friday, especially with the timing of my vacation meaning that I am writing this 2 full weeks before the meeting.

Respectfully submitted,

Susan Fletcher.

Board Workplan for 2010/11

Meeting	Main Issue	Additional Issues	Program Presentation	Results
January 20	HAIG Program plan		HAIG	Done
Special Meeting Feb. 1	Accept Jan 20 minutes Endorse Applicious grant proposal			Done
February 17	Admin Budget			N/A
March 24	Financial Reports and Meeting Time Management (workshop style instead of regular Board meeting)			not done
April 26		Orientation for new Board members Select Officers and committees	Seniors	Orientation and program presentation done. Selection not done
May 31	HAIG Program decision	Process for Sustainability Review?		
June 20 or 27		Review SPA Night depends on event and date.	Helping Our Babies Grow	
Summer meeting/social?				
September 27		Admin Budget	Therapeutic Play	
October 25		Program Budgets		
November 29				
December 20?				
January 31, 2011	Review Risk Management			

Full service schools offer more than just education

Benefits will include improved family health, better neighbourhood relations and less crime

CHRIS SPENCE
DIRECTOR OF EDUCATION
TORONTO DISTRICT BOARD OF EDUCATION

Imagine a school that is open every day all year round. In addition to curriculum-based classroom learning, it offers after-school and weekend programs for both children and adults. Soccer games, mentoring programs, dental services for kids: nutrition programs, employment counselling and art classes for adults are examples.

The school has child care, literacy centres and a parent academy to teach parents how to help kids learn. There are also educational and recreational programs geared to seniors.

This is what we call a full service school.

Under the same roof, there are resources related to the kind of social and emotional support needed from time to time by any member of the community: mental health counselling, crisis response, youth justice and legal advice, settlement and employment assistance and food banks.

Parents and communities play a prominent role. These programs and resources at a school directly reflect the needs of its community as decided by community members. One community might wish to add to its school site adult literacy classes or job training. Another might choose to introduce family counselling services.

The full service school is a simple concept: Create an environment where learning and academic achievement can occur. Investments in superior curriculum and the most technologically advanced classrooms will only be squandered unless more pressing needs of children and their parents have already

been addressed. Nutrition, health care, attentive and engaged parents, and a sense of safety and belonging come first.

In announcing the 16 potential sites for these schools at the program and school services committee meeting this evening, we are moving toward fulfilling a key component of our Vision of Hope, a blueprint for the future that focuses on student achievement, parent and community involvement and financial stability. With the overwhelmingly enthusiastic support and valuable guidance of our community partners, we are now ready to lead the way to a new generation of schools grounded in the belief that each and every child has the potential to succeed.

As early as the turn of the century,

Investments in superior curriculum will only be squandered unless more pressing needs of children and their parents have already been addressed

educators were drawing the link between children's capacity for learning and overall life circumstances.

Eventually, the idea took hold that child welfare agencies and schools should work together to support children and their families. But it's only in the past decade or so that a growing community schools movement in a number of countries has given voice to the need for a more cohesive and integrated approach to meeting the non-academic needs of children as a way to overcome obstacles to learning. It's what some now call "one-stop shopping."

The research is clear: When we immerse children in an environment attuned to their overall needs,

attendance rates improve, grades go up and class engagement increases.

We also know that the benefits of full service schools spill over into the community with improved family health, better neighbourhood relations and less crime.

In community schools, children can engage in creative educational projects and cultural enrichment from early in the morning until evening, and all summer long. They may be a part of sponsoring a seniors' day, a beautification project, or a luncheon for new students. There would also be plenty of opportunities to nurture a spirit of public service.

By keeping school doors open beyond non-traditional school hours, they become a haven for children, a place for learning that is removed from the violence, drugs and lack of supervision that permeate some communities.

Community schools fall on a continuum: Some have one-program add-ons, such as after-school enrichment, while others are fully realized, comprehensive alternative models.

Almost all are built on partnerships between the school and such groups as community services, universities, businesses, churches, libraries, museums, the police and youth agencies.

A long-term goal for us would be full integration of policy and funding among the relevant government ministries. This is in keeping with the vision articulated in the Ontario Ministry of Education's own early learning program which

calls for an integrated plan among ministries, boards and municipalities.

Such a fundamental shift in the operation and community identity of schools is not without challenges. We will need to decide the level of physical integration of services and what if any boundaries are necessary.

Would a school need a separate wing for health and counselling services or does the system become seamless to the point that the doctor's office is also the guidance office?

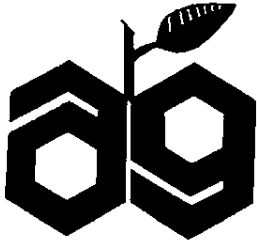
Cost-sharing issues will have to be settled. With a number of different organizations under the same roof, financial responsibility for services like caretaking and maintenance of the building will need to be allocated accordingly.

There will also be issues of shared governance, including a need to define the role of site coordinator, someone who supports the school principal and coordinates all the services being delivered at a particular location.

Under this model, there will be no place for professional turf wars. But those who are able to collaborate and work together in new ways while respecting professional boundaries will gain new insights and enhanced job satisfaction. There is incredible opportunity here.

It is up to us to create avenues for community input and an effective model for shared decision-making. Success will depend largely on the willingness of parents and communities to take an active role in envisioning and defining the services that will transform a building location into what can potentially become the heart of their community.

For a list of the TDSB institutions to be designated full service schools, see thethestar.com for the online version of this article.



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CORRESPONDENCE/INFORMATION

May 2010

From (Date Received)	Regarding	Action
1. City Clerk (May 14)	Open House about City-wide Zoning Bylaw on May 27 from 4 to 9 p.m. at City hall.	R&F
2. Donner Foundation (May 14)	13 th Annual Donner Awards, deadline June 15.	Apply if time permits.

R&F = Receive and File

Charitable Number: 10671 8943 RR0001



Applegrove Events and Board / Committee Meetings –May 28, 2010
Office Phone 416-461-8143

Please note that Board meetings are on Monday evenings, usually the last Monday of the month.

May	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
23		24 Applegrove Closed for Victoria Day	25 [Duke of Connaught School Council]	26	27	28	29
30		31 Board					

June	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4	5
6		7	8	9	10	11	12
13 Toronto Challenge walk/fun		14	15	16	17	18	19
20 Fathers Day		21	22 [Duke of Connaught School Council]	23	24	25	26
27		28 Board?	29 (last day of school!)	30			

July	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Applegrove Closed for Canada Day	2	3
4		5 First Day of Camp	6	7	8	9	10
11		12	13	14	15	16	17
18		19	20	21	22	23	24
25		26	27	28	29	30	31

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

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August Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Applegrove Closed for Simcoe Day	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 Last Day of Camp	28
29	30	31				

September Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6 Applegrove Closed for Labour Day	7	8	9	10	11
12	13	14	15	16	17	18 Applicious
19	20	21	22	23	24	25
26	27 Board	28 [Duke of Connaught School Council]	29	30		

October Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11 Applegrove Closed for Thanksgiving	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Board	26 [Duke of Connaught School Council]	27	28	29	30

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Applegrove Events and Board / Committee Meetings –May 28, 2010
Office Phone 416-461-8143

31 Happy Halloween						
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November Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11 Applegrove Closed for Remembrance Day	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27 Pasta Fest
28	29 Board	30 [Duke of Connaught School Council]				

December 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
19	20 Board?	21	22	23	24	25
26	27	28	29	30	31	

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