



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, October 20, 2014

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

Applegrove's mission is to be 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. Minutes
 - 7.1. Minutes of the May 26 Board of Directors Meeting (*Document 7.1*): to be accepted
 - 7.2. Minutes of the September 29 Board of Directors Meeting (*Document 7.2*): to be accepted

7:05

8. Strategic Planning
 - 8.1. Presentation (*Document to be circulated by e-mail and at the meeting*)
 - 8.2. Follow-up from September Board Meeting
 - 8.3. Next Steps

7:30

9. Edgewood: programming options until church is available: for discussion and direction

8:00

10. Finance and Fundraising
 - 10.1. 2014 Year to Date Statistics (*Document 11.1*): for information
 - 10.2. 2014 Year to Date Financial Report: (*To be distributed by e-mail and at the meeting*) for information and endorsement
 - 10.3. 2015 Program Budgets (*Document 11.3*): for information and endorsement
 - 10.4. Fundraising and Event Calendar (*Document 11.4*): for information
 - 10.5. Children's Services Budget Submission (*information included in 2015 program budgets*): to be endorsed

Applegrove Board Meeting Agenda
October 20, 2014

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8:30

11. Revenue Generation Committee
 - 11.1. Draft Terms of Reference (*Document 9.1*): to be endorsed

12. Personnel Committee
 - 12.1. Draft Terms of Reference (*Document 10.1*): to be endorsed

13. Directors' Concerns

8:35

14. Adjournment



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Board of Management Meeting AGENDA -- Monday, October 20, 2014

8:37

- A. Call to Order/Adoption of Agenda
- B. Declaration of Conflicts of Interest
- C. Minutes
 - C.1. Minutes of the May 26 Board of Management Meeting (*Document C1*): to be accepted
 - C.2. Minutes of the September 29 Board of Management Meeting (*Document C2*): to be accepted

8:40

- D. Review of procedures and documents to support front line staff (*Document D*): for discussion

8:55

- E. Hiring Report: After-school and Teen staff (*Document to circulated by e-mail and available at the meeting*): for information
- F. Executive Director's Report (*Document F*): for information and decisions
 - F.1. December Board meeting?
 - F.2. Annual Meeting date?
- G. Correspondence List (*to be distributed at the meeting*): for information and decisions

9:00

- H. Adjournment

Next Meetings and Events

Pasta Fest

Saturday, November 8, 5:30 to 9:30

Board Meeting

November 24



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“TOGETHER, BUILDING OUR COMMUNITY”

Minutes of the Board of Directors Meeting May 24, 2014

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

Present: Tolga Ay, Alysha Brown, Lynne Gray, Ann McKechnie (Chair), Neil Sinclair
Regrets: Kyle Brown, Irene Buncel, Councillor McMahon, Chris Sulway, Antoine Tedesco
Staff: Maggie Lau, Susan Fletcher (Recorder)
Guest: Vai Teng Law

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 circulated.

2. Welcome and Introductions

3. Declaration of Conflicts of Interest

None were declared.

4. Timekeeper

Timekeeper for meeting – Alysha

5. Volunteer Hours

Members provided their volunteer hours.

6. Donation Envelope

The donation envelope circulated.

7. Program Presentation

Parent/Child Program Worker Jennifer Arima outlined the Applegrove Parent/Child Drop-in (PC).

Lynne presented the rough draft of the PC video.

8. Minutes of the April 28 Board of Directors Meeting.

MOTION (Gray/A Brown)

To accept the minutes of April 28.

Carried with 1 abstention.

9. Planning Follow-up

Background information included the scoring of the staff's action ideas and a summary of the 2014 PC focus groups. In discussion, the following issues were noted:

- the scores show that enhancing programming for school age children and improving Applegrove's space are the most important issues to board members.

Board of Directors Minutes

May 26, 2014

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- next in importance are enhancing administrative funding, increasing diversity and identifying additional program resources.
- what can Applegrove do to support the first group of Full Day Kindergarten graduates in September 2015.
- assuming that PC participation drops in September 2014 due to Full Day Kindergarten, how can we attract parents with younger children to the program, e.g., special sessions for babies, such as sessions in a second language.
- regarding space issues, the City endorsed Applegrove's relocation plan in the early 90's. Since this has not been withdrawn, we can explore alternative locations.

The board agreed that Ann, Neil and Lynne should explore options regarding programming and addressing space issues, and report back at the next meeting.

10. Agency Structure and Processes

10.1. Thinking about an Executive Committee

Ann introduced this issue, noting that discussion among the officers in mid-May focused on the purpose of such a committee with agreement on strategic leadership, dealing with routine issues, and acting in place of the Board in urgent situations. The meeting notes include suggested terms of reference. In discussion, members noted the following:

- a committee could be helpful to speed up routine discussion but it would important not limit Board decisions.
- the legal authority will always be the Board as a whole, but this could be a mechanism to address issues in more detail.
- the added value would be having people responsible for looking at governance.
- minutes or a committee report would always come to the Board for a decision.
- at least one Board member who sent regrets had some concerns about an executive committee.

Members agreed that there should be an interim meeting of the officers before the June Board meeting, with more discussion and a decision at the June Board meeting.

10.2. Electronic Board Packages / Reduced Paper Options

As noted in the Executive Director's report, the organization could streamline and reduce costs by moving to electronic Board packages. In doing so, it would be important not to sideload costs of copying and collating to individual board members and to recognize that some individuals may prefer some documents in hard copy. In addition, it can be easier to discuss reports when all participants can see them.

In discussion, members noted that board packages are currently thorough, detailed and well organized, and that effective at the June meeting

- Board members should receive electronic packages
- paper packages will always be available for people who prefer them
- packages should be printed on white paper

MOTION (Sinclair/McKechnie)

To direct staff to purchase a data projector at a maximum cost of \$500.

Carried

11. Finance and Fundraising

11.1. Year to Date Statistics

An earlier discussion suggested including agency statistics with financial reports. The report summarizes visits within programs. Each program has a more detailed sheet that includes, for example, volunteers/volunteer hours, supports (grocery vouchers, TTD) distributed, etc.

11.2. 2014 Year to Date Financial Report

Susan transferred information from the previous one page report into a summary and detail sheets. The Bookkeeper's resignation meant that staff have not yet revised the budget data to reflect what we know about when program revenue arrives.

Board members approved the report format, noting it was clearer and provided more information than the prior format.

MOTION (Sinclair/Ay)

To accept the April year-to-date financial report as presented.

Carried

11.3. Applicious (deferred from the April meeting)

Rather than maintain committee minutes and a detailed workplan, for expedience, all the information is on the workplan.

MOTION (A Brown/Ay)

To accept the Applicious budget as presented.

Carried

11.4. Fundraising

A report of the May 22 meeting was circulated. Members commended Lynne and Tolga on the video and suggested staff prepare a handout to accompany it.

12. 2015 Budget

MOTION (Sinclair/McKechnie)

To discuss the next item in camera, as it deals with identifiable individuals or confidential information.

Carried

Maggie and Vai Teng left the meeting

MOTION (Sinclair/McKechnie)

To return to the public meeting.

Carried.

Maggie returned to the meeting

MOTION (Sinclair/Ay)

To endorse the budget as proposed with additional finance management time.

Carried.

13. Directors' Concerns

Board of Directors Minutes

May 26, 2014

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None were reported.

14. Adjournment

The meeting was adjourned on a motion by Alysha Brown, seconded by Lynne Gray.

Chair

Secretary



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“TOGETHER, BUILDING OUR COMMUNITY”

Minutes of the Board of Directors Meeting September 29, 2014

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

Present: Tolga Ay, Alysha Brown, Irene Buncel, Lynne Gray, Ann McKechnie (Chair), Chris Sulway, Antoine Tedesco
Regrets: Kyle Brown
Absent: Neil Sinclair, Councillor McMahan
Staff: Susan Fletcher, May Seto (Recorder)
Guest: Vai Teng Law

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 – Lynne

5. Volunteer Hours

Members provided their volunteer hours.

6. Donation Envelope

The donation envelope circulated.

7. Minutes of the June 23 Board of Directors Meeting

MOTION (Tedesco/McKechnie)

To accept the notes of June 23.

Carried

Minutes of the May 26 Board Meeting - deferred

8. Strategic Planning

8.1. Presentaton

Chris provided an overview from strategic planning sessions to members.

8.2. Discussion

Chris asked members to identify if there was anything significant missed. The hope is to have the document finished by end of the calendar year.

8.3. Motion

MOTION (Sulway/Buncel)

To endorse the themes of Program Development, Sustainability and Community Integration in the Strategic Plan, and to further develop the short and long term goals arising from them.

Carried

8.4. Next Steps

Members volunteered to sit on the following committees:

- a) Revenue Generation Committee – Tolga, Chris
- b) Personnel – Alysha, Ann
- c) Community Integration – Antoine, Ann

Chris and Ann will continue to work on Strategic Planning until December.

MOTION (Ay/Tedesco)

To discuss the next items in camera as they deal with identifiable individuals or confidential information.

Carried

8.5. Proposal #1

Susan provided an overview of proposal to Members. Board agreed to hire a third P/C Program Worker. More info required to follow regarding program space and times.

8.6. Proposal #2

Susan provided an overview and answered any questions.

9. Risk Assessment Questionnaire

Susan provided an overview.

MOTION (A. Brown/Ay)

To return to the public meeting.

Carried

MOTION (Sulway/McKechnie)

To endorse the proposed admin re-organization dated September 22, 2014.

Carried

10. Applicable

10.1. Informal Comments

10.2. Preliminary Financial Report

Susan provided an overview of the preliminary financial report.

11. Finance and Fundraising

11.1. 2014 Year to Date Statistics: for information

This report summarized visits within the programs.

Board of Directors Minutes

September 29, 2014

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- 11.2. 2014 Year to Date Financial Report: for information
Susan provided an overview of the report and answered any questions.

MOTION (Sulway/Ay)

To accept the August year-to-date financial report as presented.

Carried

- 11.3. 2015 Admin Budget – no new information available.

- 11.4. APER (Annual Program Expenditure Reconciliation)
Susan provided an overview of the APER and answered any questions.

MOTION (Ay/McKechnie)

To approve the APER.

Carried

- 11.5. Signing Officers
Although signing officers were selected in a previous meeting, it was required to identify authorized signing officers for banking purposes.

The following officers were confirmed:

Board Chair – Ann McKechnie

Vice-Chair – Alysha Brown

Secretary – Lynne Gray

Treasurer – Chris Sulway

MOTION (A. Brown/Ay)

To confirm the officers and for any 2 of the Chair, Treasurer, Secretary, and Executive Director to act as signing officers.

Carried.

12. Directors' Concerns

Susan provided a review of the Applegrove's complaints procedure.

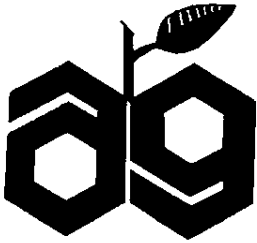
13. Adjournment

The meeting was adjourned on a motion by Alysha Brown, seconded by Antoine Tedesco.

Chair

Secretary

Applegrove Statistics		2014		Printed October 9, 2014										
Month	January	February	March	April	May	June	July	August	September					
Applegrove Parent/Child Drop-in														
Children	799	838	920	1,000	928	795	618	683	669					
Parents	240	263	234	257	242	198	173	161	277					
Caregivers	304	324	367	396	355	322	254	263	244					
Subtotal	1,343	1,425	1,521	1,653	1,525	1,315	1,045	1,107	1,190					
The Edgewood Connection														
Children	0	20	174	309	172	133	0		35					
Parents	0	3	16	46	23	6	0		8					
Caregivers	0	7	84	157	91	77	0		22					
Subtotal	0	30	274	512	286	216	0	0	65					
Helping Our Babies Grow														
and Children	30	23	16	25	49	40	37	29	0					
Moms	26	33	37	36	77	61	49	40	0					
Subtotal	56	56	53	61	126	101	86	69	0					
Therapeutic Play														
Children	6	11	10	0	11	14	0	0	0					
Adults	6	10	10	0	11	15	0	0	0					
Subtotal	12	21	20	0	22	29	0	0	0					
Children and Youth														
Summer Car							1,177	466						
After-School	958	933	860	1,221	1,041	1,044			854					
Leadership							0	0						
Teen	38	68	72	36	0	0			0					
Subtotal	996	1,001	932	1,257	1,041	1,044	1,177	466	854					
Adult Programs														
Senior	220	263	323	226	265	257	207	117	270					
Comm	97	30	6	98	64	25	0	0	0					
Other*	0	20	60	80	0	25	0	0	1,500					
Subtotal	317	313	389	404	329	307	207	117	1,770					
Phone and e-mail	172	242	338	202	256	228	214	129	179					
Total	2,896	3,088	3,527	4,089	3,585	3,240	2,729	1,888	4,058					
*Other includes Book Club, special events, Annual Meeting, Income Tax Clinic, Board Hours shown in month recorded, n														
Cumulative	2,896	5,984	9,511	13,600	17,185	20,425	23,154	25,042	29,100					
Note: Edgewood was closed for all of January and most of February 2014														
2013 comparison M	3,351	3,184	3,470	3,450	3480	2,914	2,920	2,686	4,673					
Cumulative	3,351	6,535	10,005	13,455	16935	19,849	22,769	25,455	30,128					



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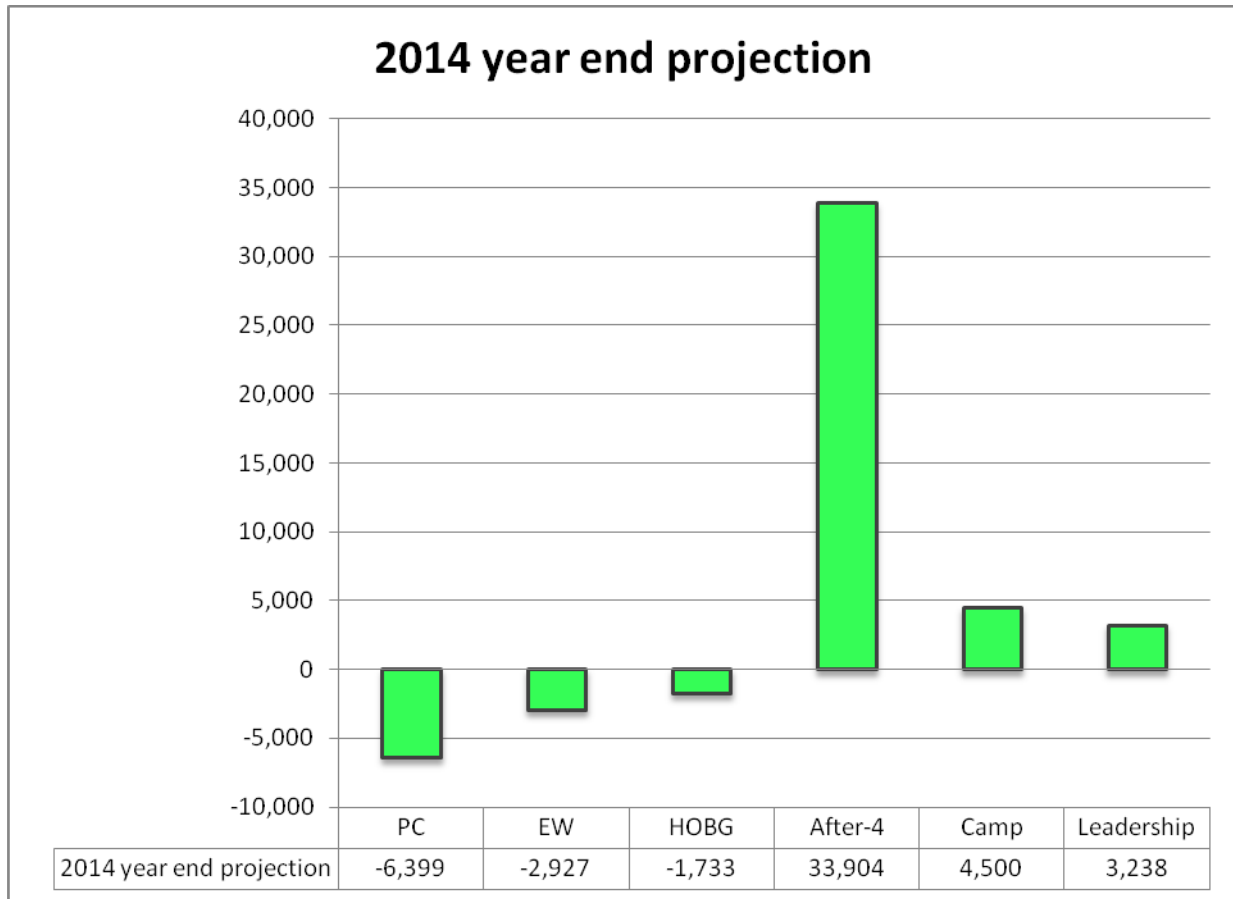
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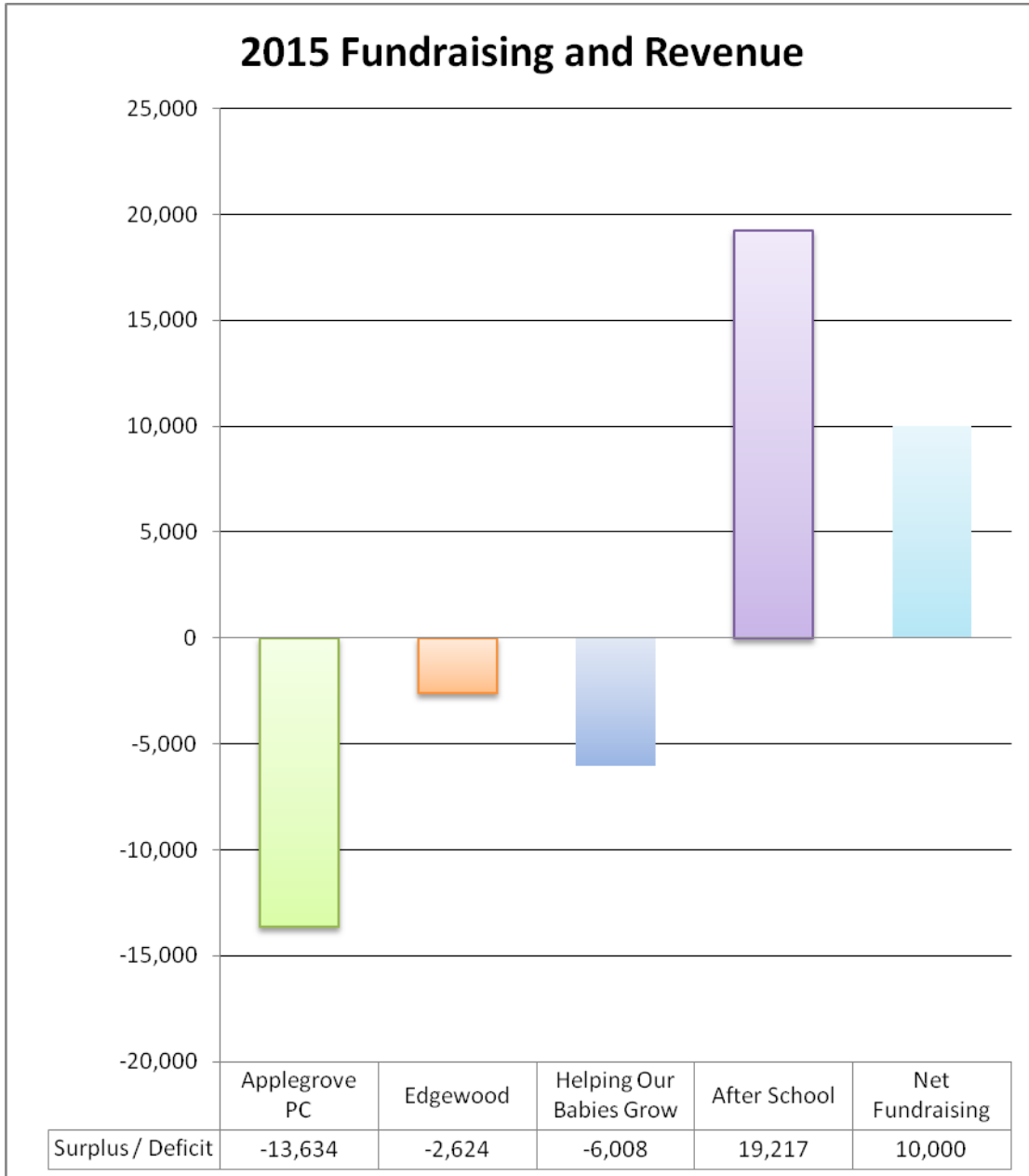


2015 Program Budgets Part 1 – October 2014

Anticipated 2014 Year End Projection for relevant programs



2015 Program Budgets – Part 1



2015 Program Budgets Drafted Oct 2014		Applegrove PC	Edgewood	Helping Our Babies Grow	Therapeutic Play	After School	Teen	Day Camp*	Leadership	Seniors	Board	Program Total
Expenses	Salaries and Benefits	126,878	22,729	13,210	35,666	105,715	8,683	60,350	9,622	26,388	1,000	410,242
	Program Expense	9,320	7,763	21,606	5,200	28,868	5,663	11,052	4,425	10,261	500	104,657
	Total Expense	136,198	30,492	34,816	40,865	134,583	14,346	71,402	14,048	36,649	1,500	514,899
Income	Grants City											
	Children's Services	108,764	21,568					8,916				139,248
	EYET	12,000										12,000
	YES							1,400				1,400
	Focus on Youth											0
	Star Fresh Air							3,500				3,500
	Foundation grants							5,913	5,421			11,334
	United Way				26,750							26,750
	Federal			28,808				11,934	3,978			44,720
	Provincial				36,041					32,312		68,353
	Program fees					153,800		38,736	4,995	2,446		199,977
	Agency Net Pasta fest										3,000	3,000
	Net Yoga-Thon										1,000	1,000
	Net Applicious										5,000	5,000
	IndivCharitable Donations									400	2,500	2,900
	Corp and Foundation	300	300				200					800
	Net Other fundraising	1,500	6,000					1,000	100	2,000		10,600
	Total Income	122,564	27,868	28,808	62,791	153,800	200	71,399	14,494	37,158	11,500	530,582
	Surplus (Fundraising needed)	(13,634)	(2,624)	(6,008)	21,926	19,217	(14,146)	(3)	446	509	10,000	

Applegrove Event/Fundraising Calendar for 2014

Month	Event	Date	Description	Results
January	January Mailing	early January	Save the date for AGM, advertised Yoga-Thon, membership update form	
February	Yoga-Thon	February 1 2014		
March	AGM Mailing	Mar 5 (3½ weeks before AGM)	Official invitation to AGM plus newsletter To include camp registration info	
	AGM	March 31, 2014	Annual Meeting (advertised in local papers).	About 50 members and guests attend.
	Spring Mailing	March 31, 2014	Usually send in early April; mailing early this year to avoid postage increase from 63¢ to 75¢ (using postage machine). Camp registration details and advertise May event	
	Camp Registration	late April evening	Over 75 families register their children for summer programming.	Up to 100 families register for camp and leadership
May	Talent Night?	May 2, 9 or 23?		Insufficient participants registered; event not held
	EdgeWalk	late May or early June weekday evening	Mini-walk-a-thon to raise Edgewood's rent	Did not hold because of low program attendance due to closure
June	Duke of Connaught Fun Fair	Previously on a Saturday in early June. Scheduled for May 31 2014.	Started in 2010. Applegrove has had an info 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 and 2014
	Provincial All Candidates Meeting	Thursday, June 5		Approximately 25 audience members
	Volunteer Recognition Event	June weekday evening	Some years, we have held a dinner and recognition event for our volunteers.	Did not hold in 2014.

Month	Event	Date	Description	Results
August	Date Night	Aug. 21	Volunteers and 1 staff provide on-site care for children while their parents go out	About 20 children and \$250
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	Several repeat and a few new donations.
	Applicious	Saturday, Sept 20	Fall fair	Over \$7,000 and 1500 people in 2013 About \$700 and 1500 people in 2014
October / November	Municipal All Candidates Meeting	Thursday, Oct. 2		Approximately 90 audience members and 9 candidates
	Pasta Fest	November 9 2013 Nov 8 2014	About 200 guests.	Net proceeds about \$3,000 most prior years, over \$4,000 in 2013.
December				

Revenue Generation Committee

Draft Terms of Reference

1. Composition

- 1.1 The Finance and Fundraising Committee consists of at least 2 Board members, plus the Board Chair *ex officio*.
- 1.2 The Executive Director staffs the committee.
- 1.3 The Office Manager and Program Director may be asked to attend meetings as resource persons.

2. Chairperson

- 2.1 The committee is chaired by the Treasurer.

3. Responsibilities

- 3.1 To assess funding sources, policies and strategies.
- 3.2 To identify and support staff in generating income to support programming.

Ideas for Work

(numbered for identification)

- a. (individually) Make initial and follow-up calls to potential funders (foundations, corporations) to
 - Make a connection
 - Check eligibility criteria
 - Check that what we might propose is within their funding
 - Thank them for considering / funding our proposal
- b. (individually) Make follow-up calls (preferably) or thank you cards to donors
- c. (as committee) Use our rating instrument to select agency funding initiatives
- d. Work with staff to identify income generation opportunities, e.g. early evening (6-7:30) cooking or art sessions for school age, with a break-even at 3 or 4 participants
- e. Review program budgets to identify income needs and sources.

Personnel Committee
Draft new **Terms of Reference**

1. Composition

- 1.1 The Personnel Committee includes at least 2 Board members, one staff representative and a management staff representative (plus the Board Chairperson *ex officio*).
- 1.2 The Executive Director staffs the committee, but is not a voting member
- 1.3 For issues such as the Executive Director's Performance Review and issues related to individual staff, staff members may be excluded from meetings.

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 complete the Executive Director's Performance Review in accordance with City policies and procedures.
- 3.3 To identify and make recommendations regarding staffing sustainability and succession planning.
- 3.4 To participate in hiring of core administrative staff.
- 3.5 To make recommendations on personnel issues to the Board for approval, such as revising job descriptions.
- 3.6 To act as the Labour Management Committee as appropriate.

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 Information concerning current and potential staff will be considered confidential within the committee.
- 4.5 The staff rep and/or the management staff rep and/or Executive Director may be excluded from discussions on certain issues.



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Minutes of the Board of Management Meeting May 26, 2014

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

Present: Tolga Ay, Alysha Brown, Lynne Gray, Ann McKechnie (Chair), Neil Sinclair
Regrets: Kyle Brown, Irene Buncel, Councillor McMahon, Chris Sulway, Antoine Tedesco,
Trustee Cary-Meagher
Staff: Maggie Lau, Susan Fletcher (Recorder)

A. Call to Order/Adoption of Agenda

Ann called the meeting to order. Quorum of 5 members was achieved. By consensus, the agenda was adopted as circulated.

B. Declaration of Conflicts of Interest

None were declared.

C. Minutes of the April 28 Board of Management Meeting

MOTION (A Brown/Gray)

To accept the minutes of April 28 as circulated.

Carried with one abstention

D. Executive Director's Report

The Board agreed to hold a Board/staff social evening in August at a Board member's home.

MOTION (Gray/Ay)

To accept the Executive Director's Report.

Carried

E. Correspondence/Information

MOTION (Ay/Gray)

To accept the suggested actions.

Carried

F. Adjournment

The meeting was adjourned on a motion by Tolga Ay, seconded by Lynne Gray.

Chair

Secretary

Next Meeting

Monday, June 23 at 7 p.m. – Board Meeting



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Minutes of the Board of Management Meeting September 29, 2014

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

Present: Tolga Ay, Alysha Brown, Irene Buncel, Lynne Gray, Ann McKechnie (Chair), Chris Sulway, Antoine Tedesco
Regrets: Kyle Brown
Absent: Neil Sinclair, Councillor McMahon, Trustee Cary-Meagher
Staff: Susan Fletcher, May Seto (Recorder)
Guest: Vai Teng Law

A. Call to Order/Adoption of Agenda

Ann called the meeting to order. Quorum of 5 members was achieved. By consensus, the agenda was adopted as circulated.

B. Declaration of Conflicts of Interest

None were declared.

C. Minutes of the June 23 Notes

MOTION (Tedesco/McKechnie)
To accept the notes of June 23 as circulated.
Carried

Minutes of May 26 Board Meeting – *deferred*

June 12 Executive Director's Report – *deferred*

Jun 23 Correspondence and Information from Board of Management meeting - *deferred*

D. Hiring Report: Summer staff - for information

MOTION (Sulway/Ay)
To accept the summer staff hiring report.
Carried

E. Executive Director's Report

Members reviewed the EchoAge proposal and directed staff to enroll Applegrove.

MOTION (Sulway/Tedesco)
To accept the Executive Director's report.
Carried

F. Correspondence/Information

MOTION (Sulway/McKechnie)
To accept the suggested actions.
Carried

Board of Management Minutes
September 29, 2014

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G. Adjournment

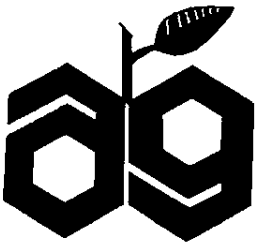
The meeting was adjourned on a motion by Alysha Brown, seconded by Irene Buncel.

Chair

Secretary

Next Meeting

Monday, October 20 at 7 p.m. – Board Meeting



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Item D

Overview of Staff Behaviour Guidelines

Endorsed by the Board of Management, September 20, 2006

Revised December 2010

1. Overview

The staff members of Applegrove Community Complex strive for excellence in the provision of neighbourhood-based services. They try to work in a supportive team environment and to share individual skills, knowledge, ideas, experiences and cultural ~~backgrounds~~ *insights*. 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. Applegrove will not tolerate, ignore, or condone any form of discrimination, harassment or violence and is committed to promoting appropriate standards of conduct at all times.

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.
 - h) As appropriate, consult the union steward and use the grievance procedure in the collective agreement.

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, caregiver or other participant 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 participants' rights 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 participant 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 is 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 Evening Office Coordinator’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 'white 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. *Staff who have scheduled breaks should use this time for personal calls. When you receive a personal call (except in an emergency) outside your breaks, tell your caller that you will phone them during your break or after work. This applies to text messages, etc.*
- B. *Staff who do not have scheduled breaks 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. This applies to text messages, etc.*
- C. Personal calls should not interfere with the smooth running of the workplace except in emergencies.
- D. 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.
- E. While in program, your personal 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. *Staff who have scheduled breaks can use Applegrove phones if the phone is not needed by other staff, volunteers or program participants.*
- 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 *and Printing*

- A. Staff can use the photocopier for limited personal copying *and printing*.
- 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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www.ApplegroveCC.ca

“TOGETHER, BUILDING OUR COMMUNITY”



Item F

Executive Director's Report

October 9, 2014

September was so busy with strategic planning, Applicable and preparation for the All Candidates meeting. With the October Board meeting moved up, it feels as if I have not had much time to get work done before this Board package was due. However, I have worked on:

- the All Candidates meeting,
- Applicable,
- Board follow-up including drafting terms of reference for the new/re-activated committees,
- drafting the program budgets for 2015
- training on fundraising, websites in WordPress, and “Polarity Thinking” as a way of managing certain kinds of on-going issues.

All Candidates Meeting

Applegrove's Ward 32 All Candidates Meeting was held Thursday, October 2, with Neil as the Moderator and Ann as the Timekeeper. See last page for a photo and report from Beach Metro.

A few days before the meeting, I learned that the school could not provide chairs. Consequently, I rented 75 chairs at a cost of \$170 plus HST and arranged for Applegrove's folding chairs to be brought up from the storage area in the Archive Room. With 12 chairs for candidates and more than 85 guests, we needed most of the chairs.¹

Because we had free “vote” shopping bags to offer as thank you gifts, I put together an evaluation form for guests (not candidates). One of my social work students collated the results.

Of about 20 forms completed, 14 had heard of Applegrove and 6 had not. We asked how participants felt about candidates before and after the meeting with the following results:

	Before	After
Undecided	2	
Deciding between a couple of candidates	3	4
Completely decided	13	14
Prefer not to say	1	1

Further analysis showed that the 2 undecided moved to deciding between a couple of candidates, and one “deciding between” became completely decided.

Suggestions for the future and other comments included:

- Better mic sound
- Do not feel compelled to include candidates who are not rational or who have criminal records

¹ Please note that the S.H. Armstrong Recreation Centre is purchasing new chairs which we should be able to use for future meetings.

- Encourage/ remind that not all candidates need to answer every question -- questions can be directed to one or two candidates
- Have moderator ask those who are profane to leave
- Hold another meeting
- Keep holding these events!
- Lively
- Poor conduct of some of the candidates
- Set firmer rules
- Thank you very much for hosting this!
- Some comments commending the moderation and some criticizing it.
- 2 suggestions that there should be a line-up for questions.

Visitors

Applegrove received an inquiry from Hong Kong; a group of social workers asked to visit and learn about our work during their visit in the 3rd week of October. We confirmed that they would visit Applegrove between 1 and 6 on Wednesday, October 22, when they can see the Parent/Child, Seniors, and After-school programs.

Strategic Planning Follow-up

Following up on the discussion on September 29, relevant staff also discussed methods of obtaining input from current program participants, with an agreement to use an in-person survey.

Access to Applegrove, Buzzer, etc.

I met today with the principal and other on-site agencies; the new entry system will start on Monday, November 3. The exterior Woodfield door will be locked between 9 and 3:10 on school days. During those hours, visitors will ring the doorbell and Applegrove staff will unlock the door remotely. The inside Woodfield door will be unlocked, so visitors to the Applegrove office will come through the Woodfield wing.

There has been no progress on the lease.

The TDSB plans to work on the leaks around the Archive Room in summer 2015. The work will include dealing with the exterior wall, and will mean that the Woodfield door will not be usable during construction.

Looking Ahead

Please note that I will be on vacation from November 10 to 21 inclusive; May will take the lead in preparing the agenda and information for the Board meeting on November 24 (distribution date November 14).

The Board Calendar shows a possible meeting date on December 15. To help committees plan their work, the Board should decide whether to proceed with this meeting.

Similarly, the Board Calendar shows a possible date for the Annual Meeting on Monday, March 30; the October Board can confirm this date or defer the decision to November or December. Because we send out a "save the date" mailing in January (which also establishes members "in good standing"), we need a decision before the January Board meeting.

Complaints and Grievances

As agreed in 2011, the Executive Director's Report includes "Complaints". There have been no additional complaints since my September report.

As advised in my June report, a received a grievance in June regarding a request for an alternate rate. It is now at Step 3, review by the City's Labour Relations staff.

As previously reported, the union suspended discussions on job evaluation pending resolution of applications to the Pay Equity Commission.

Respectfully submitted,

Susan Fletcher.

Beach Metro News

Council candidates cover traffic, transit at Applegrove debate

By Andrew Hudson • October 7, 2014 •



A resident stands to ask a question at a Ward 32 council candidates debate hosted Oct. 2 at the Applegrove Community Complex. PHOTO: Phil Lameira

Most candidates who joined the first live forum of the Ward 32 council race made sure to cross the 'T's – transit and traffic. Those two issues drew the most questions and detailed answers at the open-floor forum hosted by Applegrove Community Complex on Oct. 2.

Beach resident Adam Smith told the nine candidates on stage that the Queen streetcar can take half an hour just to go from Neville Park to Woodbine Avenue. Given that new TTC streetcars won't roll onto Queen until 2016, he asked what can council do beforehand?

"I'm committed to a 10-minute streetcar and bus service, which we are estimating at the city right now," said Mary-Margaret McMahan, the current councillor.

McMahan also pledged extra buses, express buses, and improved GPS gear on buses and streetcars to reduce the number of short turns. Back in 2010, McMahan was elected on a platform that included community engagement, green initiatives, and term limits at city hall. Now, if reelected, she promises to focus on transit and congestion. "We basically need a comprehensive plan for Toronto, with dedicated funding attached to it, and the politicians to stop meddling and stop touching it to get the city moving once and for all," she said.

Sandra Bussin, who served as Ward 32 councillor from 1998 to 2010, got her loudest applause of the night when defending Transit City, a light-rail network plan that was first proposed by former mayor David Miller in 2006, but scrapped by Mayor Rob Ford in 2010. "It's been four lost

years," Bussin said. "Bring back Transit City, which was a fully funded program that would get more people out of their cars."

As for long rides on the Queen streetcar, Bussin said she did bring in a program that called for extra TTC inspectors along the line to watch for bunching, but it was cut in 2010.

Carmel Suttor, a writer and retired French teacher who helped start the local advocacy group ForWard32, said that if elected she will support a recent TTC plan that called for \$288 million in transit improvements over the next five years. The plan includes all-door boarding for all streetcars, more overnight routes and transfer tickets good for two hours.

"There is a high price for low taxes," said Suttor, referring to TTC cuts made by council. "We're further behind and further in debt, and our commutes are way longer."

Candidate Eric de Boer, who owns and operates his own heavy transport truck, presented a traffic improvement of his own design – making King and Queen one-way streets that go in opposite directions through the downtown core. With dedicated bike lanes to one side, de Boer called it a smart "value-for-money" idea that would take little more than paint, signs, lights and bolt-down curbs.

Other ideas for transit improvement included de Boer's call for combining short north-south bus routes through the ward, and East Beach Community Association President Alan Burke's pledges to extend rush-hour parking prohibitions on Queen Street and add commuter parking at the Danforth GO station.

While most of the debate at Applegrove was a polite exchange of policy ideas — affordable housing, condo development, and electoral reform were also discussed — the civility got badly bruised by self-titled "anti-Marxist" candidate James Sears, a former doctor whose medical license was revoked for sexual misconduct. Sears swore several times, made lewd remarks, ranted against a "gay mafia" and spoke about his business, Toronto Real Men, which advertises ways to help men seduce women.

In the first open-floor question of the night, a resident quoted lewd writing on the site and asked "Do you really expect a sane person to actually vote for you?" Sears then defended his business as "heterosexual advocacy." "I believe that society is emotionally and chemically and psychologically castrating men," he said.

At one point, Sears' language had a dad in the audience hugging both his kids to his sides and covering their free ears with both hands.





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Applegrove Events and Board / Committee Meetings – October 9, 2014

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.

October Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12	13 Applegrove Closed for Thanksgiving	14	15	16 <i>Applicious Evaluation</i>	17	18
19	20 <i>Board</i>	21	22	23	24	25
26	27 Municipal Election <i>Board meeting date change</i>	28 [Duke School Council]	29	30	31 Happy Halloween	

November Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8 <i>Pasta Fest</i>
9	10	11 Applegrove closed for Remembrance Day	12	13	14	15
16	14 PA Day	18	19	20	21	22
23	24 Board	25	26	27	28	29
30						

December Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5 PA day	6
7	8	9	10	11	12	13
14	15 Board?	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	Applegrove Closed for Winter Holidays January 1, 2015 Happy New Year		
Applegrove Closed for Winter Holidays						

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 – October 9, 2014
Office Phone 416-461-8143

January 2015 Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Applegrove closed for New Year's Day	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23 PA Day	24
25	26 Board	27	28	29	30	31

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

March 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 Seniors Wellness Fair (daytime)	19	20	21
March Break						
22	23 Board?	24	25	26	27	28
29	30 AGM?	31				

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Applegrove Events and Board / Committee Meetings – October 9, 2014
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April	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3 Applegrove Closed for Good Friday	4
5	6 Applegrove Closed for Easter Monday	7	8	9	10	11	12
19	20	21	22	23	24	25	26
26	27 Board	28	29	30			

May	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1	2
3	4	5	6	7	8	9	10
17	18 Applegrove Closed for Victoria Day	19	20	21	22	23	24
24	25 Board	26	27	28	29	30	
30							

June	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5 PA day	6	7
14	15	16	17	18	19	20	21
28	29 Board	30	Applegrove closed for Canada Day				

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