

# Kitsilano War Memorial Community Association



## Annual General Meeting 2016

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## BOARD OF DIRECTORS

### Executive

President	Fast, Jerry
Vice President	Henderson, Heidi
Vice President	Shaw, Don
Secretary	Lam, Alf
Treasurer	Brown, Arlene

### Members at Large

Casavant, Michelle  
Cochran, Liz  
Cooke, Stephen  
Dyon, Dominique  
Land, Ben  
Pliska, Gabriel  
Sargent, Sue Ann  
Temmerman, Chris  
Thompson, Nona  
Tuttle, Rosalba (Rho)  
Watson, Brenda  
Whitehead, Annette

### Honorary Life Members

Hillman, Peg

## KITSILANO COMPLEX STAFF

<b>Community Recreation Supervisor</b>	Hindley, Bob	
<b>Recreation Facility Clerk</b>	Placzek, Sam	
<b>Recreation Programmer II</b>	Matsuda, Grant	Rooke, Heather
<b>Recreation Program Assistants III</b>	Kwan, Janice Quan, Jeremy Licsko, Heidi	Seddiq, Ayad Thrush, Noah
<b>Fitness Programmer</b>	Turko, Larry	
<b>Rink Programmer</b>	Montemayor, Maegan	
<b>Program Assistant II</b>	Black, Jay	
<b>Fitness Centre Worker (RPT)</b>	Cartwright, Mark	
<b>Cashier Clerk Typist</b>	Filled with Auxiliary Staff	
<b>Youth Leaders</b>	Kwan, Janice	Park, Andy
<b>Association Bookkeeper</b>	Donaldson, Tanya	
<b>Community Engagement Coordinator</b>	Taylor, Jennifer	
<b>Cashier Receptionists &amp; Program Assistant II's</b>	Braumberger, Janice Bolt, Katie Callender, Keisha Cook, Kimmy Kit, Nicolle Kwan, Janice McLellan, Ian Wong, Tiffani Woo, Fresnona	Anand, Kapil Cheung, Benjamin Chow, Michael Green, Erin Keevil, Riley Maisani, Melissa McLellan, Ian Park, Andy Vashisht, Aneesh

<b>Fitness Centre Staff</b>	Allen, Tonya	Cartwright, Mark
	Anand, Kapil	Everall, Karen
	Bartolomeo, Claudio	Leong, Elaine
	Blackburn, Kerri	Pashutina, Natalia
	Brezinski, Michelle	Welsford, Tracy
		Wong, Patrick
<b>Rink Staff</b>	Filled with Auxiliary Staff	
<b>Tiggy Winkle Preschool Staff</b>	Karellas, Angela	
	Charania, Shireen	
	Fosbrook, Jessica	
<b>TLC Special Needs Youth Program</b>	Green, Erin	Leong, Sarah
	Lao, Diane	Park, Andy
	Mann, Jessie	Thrush, Noah
<b>Mechanical Technician III</b>	Labrador, Alfredo	Evan, Peter
<b>Utility Maintenance Worker III</b>	Evan, Peter	
	Muller, Willem	
	Thiel, Peter	
<b>Utility Maintenance Worker II</b>	Caringal, Nicetas	Veljkovic, Peter
	Porras, Achilles	Wong, Larry
<b>Building Service Workers</b>	Arce, Daniel	Gamatan, Rey
	Caringal, Nicetas	Gonzales, Gauvain
	Dela Cruz, Gemma	Purewal, Ranjit



# 2016 AGM MINUTES



## **Minutes Kitsilano War Memorial Community Centre Association 2015 AGM**

Location, Kitsilano Community Centre  
Thursday, April 21, 2016

AGM called to order at 1905 hrs. Chair: Robert Haines. A quorum was present.

### **1. Approval of 2015 AGM Minutes**

**Motion:** to accept the 2015 AGM Minutes as presented,

**Moved by:** Arlene Brown

**Seconded by:** Nona Thompson

**Motion Carried**

### **2. Auditor's Report and Financial Statements**

Robert Haines called upon Arlene Brown, the Treasurer, to introduce the auditor to present the 2015 Financial Statements.

Arlene Brown introduced Ms. Kelly Chan from the accounting firm of Tompkins, Wozny, Miller & Company.

Kelly gave a detailed review of the finances for 2015. The Kitsilano War Memorial Community Centre Association is in good order

### **3. Appointment of the Auditor for 2016-2017**

**Motion:** to retain Tompkins, Wozny, Miller & Company as auditors for 2016.

**Moved by:** Arlene Brown

**Seconded by:** Heidi Henderson

**Motion Carried**

4. **PRESIDENT'S REPORT for 2015**      A written report was submitted  
Robert Haines gave the President's report.

## 5. COMMITTEE REPORTS for 2015

- **Program Committee** A written report was submitted  
Arlene Brown gave detailed comments on the Programme Committee
  - **Seniors' Committee** A written report was submitted  
Nona Thompson gave detailed summary on the Seniors Committee
  - **Fundraising Committee** A written report was submitted  
Don Shaw gave detailed summary on the Seniors Committee
  - **Building Committee** A written report was submitted  
Alf Lam gave the report on the Building Committee
  - **Gardening Committee** A written report was submitted  
Gabriel Pliska gave the report on the Gardening Committee
  - **Marketing Committee** A written report was submitted  
Heidi Henderson and Jerry Fast gave the report on the Marketing Committee
6. **FITNESS COMMITTEE REPORT for 2015** A written report was submitted  
Larry Turko gave the report on the Fitness Committee
7. **RINK REPORT for 2015** A written report was submitted  
Leeza Woo gave the Ice Rink report
8. **THE KITSILANO BEACH TENNIS CLUB** A written report was submitted  
Chris Temmerman gave the Tennis Club report
9. **COMMUNITY RECREATION COORDINATOR'S REPORT** A written report was submitted.  
Bob Hindley gave the Recreation Coordinator's report.

### Election of Officer

Arlene Brown presented the slate of nominees for officers for the 2016 – 2017 Kitsilano War Memorial Community Centre Association.

Michelle Casavant  
Stephen Cooke  
Dominique Dyon  
Robert Haines  
Ben Land  
Sue Ann Sargent  
Nona Thompson  
Brenda Watson

Nominees were declared elected by acclamation.

Directors completing the second of a two year term are:

Liz Cochran

Jerry Fast

Heidi Henderson

Alf Lam

Gabriel Pliska

Don Shaw

Annette Whitehead

Chris Temmerman

**Honourary Life Member** – Peg Hillman

**Oath of Officer**

Robert Haines called upon Erin Shum, our Park Board Commissioner liaison, to conduct the oath of office for the incoming KCCA 2016-2017 Board of Directors.

**Other Business**

There was no other business

**ADJOURNMENT**

**Motion to Adjourn:** Robert Haines at 1950 hrs.

Minutes of Meeting taken by Alfred G. Lam, Association Secretary



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**FINANCIAL STATEMENTS**

**KITSILANO WAR MEMORIAL  
COMMUNITY CENTRE ASSOCIATION**

**December 31, 2016**

***TOMPKINS, WOZNY, MILLER & Co.***  
Chartered Professional Accountants

A partnership of incorporated professionals.

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## INDEPENDENT AUDITOR'S REPORT

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To the Members of  
Kitsilano War Memorial Community Centre Association

### **Report on the Financial Statements**

We have audited the accompanying financial statements of Kitsilano War Memorial Community Centre Association which comprise the statement of financial position as at December 31, 2016, and the statements of changes in fund balances, operations and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### ***Management's Responsibility for the Financial Statements***

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### ***Auditor's Responsibility***

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Association's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### ***Opinion***

In our opinion, the financial statements present fairly, in all material respects, the financial position of Kitsilano War Memorial Community Centre Association as at December 31, 2016, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### **Report on Other Legal and Regulatory Requirements**

As required by the British Columbia Societies Act, we report that the accounting principles used in these financial statements have been applied on a basis consistent with that of the preceding year.

*Tompkins, Wozny, Miller & Co.*

Vancouver, Canada  
March 16, 2017

Chartered Professional Accountants

**Kitsilano War Memorial Community Centre Association**

Incorporated Under the Society Act of British Columbia

**STATEMENT OF FINANCIAL POSITION**

As at December 31

	2016		2015	
	Operating Fund \$	Capital Asset Fund \$	Totals \$	Totals \$
<b>ASSETS</b>				
<b>Current</b>				
Cash - operating	227,939	—	227,939	222,025
- gaming	613	—	613	613
Accounts receivable <i>[note 4]</i>	50,442	—	50,442	33,838
Prepaid expenses	6,692	—	6,692	4,147
<b>Total current assets</b>	<b>285,686</b>	<b>—</b>	<b>285,686</b>	<b>260,623</b>
Long-term investments <i>[note 3]</i>	450,000	500,000	950,000	925,000
Capital assets <i>[note 5]</i>	—	241,220	241,220	275,368
<b>Total assets</b>	<b>735,686</b>	<b>741,220</b>	<b>1,476,906</b>	<b>1,460,991</b>
<b>LIABILITIES AND FUND BALANCES</b>				
<b>Current liabilities</b>				
Accounts payable and accruals <i>[note 6]</i>	116,107	—	116,107	121,741
Deferred contributions and grants	7,045	—	7,045	7,045
Unearned revenue	95,124	—	95,124	85,832
<b>Total current liabilities</b>	<b>218,276</b>	<b>—</b>	<b>218,276</b>	<b>214,618</b>
Deferred contributions related to capital assets <i>[note 7]</i>	—	65,227	65,227	71,156
<b>Total liabilities</b>	<b>218,276</b>	<b>65,227</b>	<b>283,503</b>	<b>285,774</b>
<b>Fund balances</b>				
Unrestricted	517,410	—	517,410	471,005
Invested in capital assets	—	175,993	175,993	204,212
Internally restricted <i>[note 8]</i>	—	500,000	500,000	500,000
<b>Total fund balances</b>	<b>517,410</b>	<b>675,993</b>	<b>1,193,403</b>	<b>1,175,217</b>
<b>Total liabilities and fund balances</b>	<b>735,686</b>	<b>741,220</b>	<b>1,476,906</b>	<b>1,460,991</b>

*See accompanying notes to the financial statements*

On behalf of the Board:

\_\_\_\_\_  
Director\_\_\_\_\_  
Director

## STATEMENT OF CHANGES IN FUND BALANCES

Year ended December 31

	Operating Fund \$	Capital Asset Fund		Total \$
		Invested in Capital Assets \$	Internally Restricted \$	
<b>2016</b>				
Balance, beginning of year	471,005	204,212	500,000	1,175,217
Revenue over (under) expenses for the year	48,349	(30,163)	—	18,186
Investment in capital assets	(1,944)	1,944	—	—
<b>Balance, end of year</b>	<b>517,410</b>	<b>175,993</b>	<b>500,000</b>	<b>1,193,403</b>
<b>2015</b>				
Balance, beginning of year	428,206	239,962	500,000	1,168,168
Revenue over (under) expenses for the year	44,273	(37,224)	—	7,049
Investment in capital assets	(1,474)	1,474	—	—
<b>Balance, end of year</b>	<b>471,005</b>	<b>204,212</b>	<b>500,000</b>	<b>1,175,217</b>

*See accompanying notes to the financial statements*



## STATEMENT OF OPERATIONS

Year ended December 31

	2016			2015
	Operating Fund	Capital Asset Fund	Totals	Totals
	\$	\$	\$	\$
<b>REVENUE</b>				
Program operations <i>[schedule]</i>	937,354	—	937,354	960,316
Rentals	30,870	—	30,870	21,855
Interest	17,971	—	17,971	17,205
Vancouver Foundation grant	10,000	—	10,000	—
Amortization of deferred contributions <i>[note 7]</i>	—	5,929	5,929	5,929
Donations	5,218	—	5,218	3,651
Vending, promotions and other	4,011	—	4,011	8,401
Shower program	—	—	—	4,394
	<b>1,005,424</b>	<b>5,929</b>	<b>1,011,353</b>	<b>1,021,751</b>
<b>EXPENSES</b>				
Program operations <i>[schedule]</i>	643,337	—	643,337	651,691
Group One wages	132,038	—	132,038	170,402
Community engagement	65,920	—	65,920	33,873
Amortization of capital assets	—	36,092	36,092	43,153
Advertising	32,111	—	32,111	16,539
Minor equipment	22,584	—	22,584	10,935
Credit card merchant fees and bank charges	17,713	—	17,713	23,538
Shower program	10,882	—	10,882	20,718
Promotion and other	10,861	—	10,861	15,816
Accounting	7,510	—	7,510	9,454
Audit	6,868	—	6,868	7,016
Rentals	4,265	—	4,265	5,063
Supplies and postage	1,315	—	1,315	4,282
Garden Project	1,210	—	1,210	1,652
Education	461	—	461	570
	<b>957,075</b>	<b>36,092</b>	<b>993,167</b>	<b>1,014,702</b>
<b>Revenue over (under) expenses for the year</b>	<b>48,349</b>	<b>(30,163)</b>	<b>18,186</b>	<b>7,049</b>

See accompanying notes to the financial statements



## STATEMENT OF CASH FLOWS

Year ended December 31

	2016 \$	2015 \$
<b>OPERATING ACTIVITIES</b>		
Revenue over expenses for the year	18,186	7,049
Items not affecting cash:		
Amortization of capital assets	36,092	43,153
Amortization of deferred contributions related to capital assets	(5,929)	(5,929)
Changes in non-cash working capital:		
Accounts receivable	(16,604)	47,811
Prepaid expenses	(2,545)	(394)
Accounts payable and accruals	(5,634)	31,662
Deferred contributions and grants	—	(3,588)
Unearned revenue	9,292	(13,913)
<b>Cash provided by operating activities</b>	<b>32,858</b>	<b>105,851</b>
<b>INVESTING ACTIVITIES</b>		
Net purchase of investments	(25,000)	(25,000)
Acquisition of capital assets	(1,944)	(1,474)
<b>Cash used in investing activities</b>	<b>(26,944)</b>	<b>(26,474)</b>
<b>Increase in cash during the year</b>	<b>5,914</b>	<b>79,377</b>
Cash, beginning of year	222,638	143,261
<b>Cash, end of year</b>	<b>228,552</b>	<b>222,638</b>
<b>Cash consist of:</b>		
Cash - operating	227,939	222,025
- gaming	613	613
	<b>228,552</b>	<b>222,638</b>

See accompanying notes to the financial statements

## SCHEDULE OF PROGRAM OPERATIONS

Year ended December 31

	2016	2015
	\$	\$
<b>Program revenue</b>		
Adult	221,391	233,809
Children	117,152	156,641
Fitness	49,159	47,722
Preschool	227,643	197,416
Senior	18,879	19,614
Special events	17,463	14,129
Special needs	76,645	76,569
Summer	83,242	89,997
Tiggy Winkle Preschool	124,738	123,171
Youth	1,042	1,248
	937,354	960,316
<b>Direct program expenses</b>		
Adult	141,452	144,931
Children	79,632	105,162
Fitness	33,402	32,447
Kitchen	433	—
Preschool	159,919	135,916
Senior	19,461	16,782
Special events	24,638	18,533
Special needs	56,107	55,354
Summer	54,137	66,324
Tiggy Winkle Preschool	73,813	75,674
Youth	343	568
	643,337	651,691
<b>Net contribution from programs</b>	294,017	308,625

*See accompanying notes to the financial statements*

## **NOTES TO FINANCIAL STATEMENTS**

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December 31, 2016

### **1. PURPOSE OF THE ASSOCIATION**

The Kitsilano War Memorial Community Centre Association (the "Association") is a not-for-profit organization incorporated under the Society Act of British Columbia. The Association, operating in conjunction with the Vancouver Park Board, provides activities to area residents on a user fee basis.

The existing Joint Operating Agreement (JOA) with Vancouver Park Board may be terminated by either party giving three (3) months' notice in writing addressed to the Chairman of the Vancouver Park Board or the President of the Association.

On October 4, 2012, the Vancouver Park Board provided a proposal to each of the community associations, including the Association, which may alter the roles and responsibilities of the Association.

The Association is one of a group of the community associations which have been in discussions with the Vancouver Park Board over this proposal.

Use of the Kitsilano War Memorial Community Centre premises as well as the providing of certain operating expenses, such as various staff costs, are provided to the Association pursuant to the JOA with the Park Board. The value of the use of the facilities as well as these additional operating expenses has not been reflected in the financial statements.

### **2. SIGNIFICANT ACCOUNTING POLICIES**

These financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations and include the following significant accounting policies:

#### **Use of Estimates**

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the amounts of revenues and expenses reported during the year. Significant areas requiring the use of management estimates relate to the determination of net recoverable value of assets, in particular as it relates to useful lives of capital assets and the determination of the deferred portion of revenues. Actual results could differ from these estimates.

#### **Revenue Recognition**

The Association follows the deferral method in accounting for contributions. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when they are received or receivable if the amount receivable can be reasonably estimated and its collection is reasonably assured.



## NOTES TO FINANCIAL STATEMENTS

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December 31, 2016

### 2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

Revenue from all other sources other than direct access gaming is recognized when the respective program or service is provided.

#### **Direct Access Gaming**

Proceeds received from direct access gaming funding are recorded as revenue or deferred contributions related to capital assets, if applicable, in the year the related expenditures are incurred.

#### **Fund Accounting**

Revenues and expenses related to activities and other programs are reported in the Operating Fund.

The Capital Asset Fund reports the assets, liabilities, revenues and expenses related to the Association's capital assets.

#### **Use of Kitsilano War Memorial Community Centre and the Providing of Operating Expenses**

Use of Kitsilano War Memorial Community Centre premises as well as the providing of certain operating expenses, such as various staffing costs, are provided to the Association pursuant to a joint operating agreement with the Vancouver Board of Parks and Recreation. The value of the use of the facilities as well as these additional operating expenses has not been reflected in the financial statements.

#### **Measurement of Financial Instruments**

The Association initially measures its financial assets and financial liabilities at fair value. The Association subsequently measures all its financial assets and financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash, long-term investments (term deposits) and accounts receivable. Financial liabilities measured at amortized cost includes accounts payable and accruals.

Financial assets measured at amortized cost are tested for impairment when there are indicators of impairment. The amount of the write-down is recognized in net income. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in net income.

#### **Cash**

Cash is defined as cash on hand, cash on deposit, and net of cheques issued and outstanding at the year-end.

## NOTES TO FINANCIAL STATEMENTS

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December 31, 2016

### 2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

The Association's statement of cash flows is prepared on a net cash basis and cash flows from operating activities are reported using the indirect method.

#### Capital Assets

Purchased capital assets are recorded in the Capital Assets Fund at cost. Contributed capital assets are recorded in the Capital Asset Fund at fair value at the date of contribution.

Amortization is provided on a straight-line basis at the following rates:

- Furniture, equipment and computers                      5 years
- Association premises    20 years

Amortization expense is recorded in the Capital Asset Fund.

#### Contributed Services

Volunteers contribute their time to assist the Association in carrying out its service delivery activities. Because of the difficulty of determining their fair value, contributed services are not recognized in the financial statements.

### 3. INVESTMENTS

The Association's investments are term deposits which bear interest rates ranging from 1.1% to 3.05% and have maturity dates ranging from May 27, 2017 to March 10, 2019.

### 4. ACCOUNTS RECEIVABLE

	2016	2015
	\$	\$
Vancouver Board of Parks and Recreation - online registrations	17,350	12,159
Interest	9,521	10,283
Operations	23,571	11,396
	50,442	33,838
Allowance for doubtful accounts	—	—
	50,442	33,838



## NOTES TO FINANCIAL STATEMENTS

December 31, 2016

### 5. CAPITAL ASSETS

	Cost \$	Accumulated Amortization \$	Net Book Value \$
<b>2016</b>			
Furniture, equipment and computers	410,450	408,014	2,436
Association premises	642,931	404,147	238,784
	<b>1,053,381</b>	<b>812,161</b>	<b>241,220</b>
<b>2015</b>			
Furniture, equipment and computers	408,505	405,358	3,147
Association premises	642,931	370,710	272,221
	<b>1,051,436</b>	<b>776,068</b>	<b>275,368</b>

### 6. ACCOUNTS PAYABLE AND ACCRUALS

	2016 \$	2015 \$
Government remittances - GST	2,196	1,596
- Payroll taxes	3,973	3,703
- WorkSafeBC	1,515	1,108
Wages payable	3,437	14,067
Vancouver Board of Parks and Recreation	60,678	77,198
Operations	44,308	24,069
	<b>116,107</b>	<b>121,741</b>

### 7. DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS

Deferred contributions related to capital assets reported in the Capital Asset Fund represent the unamortized portion of restricted contributions with which capital assets were acquired. The balance in the account is as follows:

	2016 \$	2015 \$
Balance, beginning of year	71,156	77,085
Less: Amounts amortized to revenue	(5,929)	(5,929)
Balance, end of year	<b>65,227</b>	<b>71,156</b>

## NOTES TO FINANCIAL STATEMENTS

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December 31, 2016

### 8. INTERNALLY RESTRICTED FUND BALANCES

	2016	2015
	\$	\$
Capital equipment and improvements	330,000	330,000
Community engagement	120,000	120,000
Operating contingency	50,000	50,000
	500,000	500,000

### 9. FINANCIAL INSTRUMENTS - RISK INFORMATION

The Association is exposed to various risks through its financial instruments. The following analysis presents the Association's exposures to significant risk as at December 31, 2016.

#### Credit Risk

The Association is exposed to credit risk with respect to its cash, long-term investments (term deposits) and accounts receivable. The Association assesses, on a continuous basis, accounts receivable on the basis of amounts it is virtually certain to receive based on their net realizable value. Cash and term deposits are held by a Canadian chartered bank.

#### Liquidity Risk

Liquidity risk is the risk of being unable to meet cash requirements or fund obligations as they become due. It stems from the possibility of a delay in realizing the fair value of financial instruments.

The Association manages its liquidity risk by constantly monitoring forecasted and actual cash flows and financial liability maturities, and by holding assets that can be readily converted into cash.

## NOTES TO FINANCIAL STATEMENTS

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December 31, 2016

### 9. FINANCIAL INSTRUMENTS - RISK INFORMATION (CONT'D)

#### Interest Rate Risk

The Association has variable interest rate term deposit investments which are subject to periodic review. Changes in the bank's prime lending rate or other rates can cause fluctuations in interest payments and cash flows.

In the opinion of management, the Association is not exposed to other significant risk on its financial instruments.





## PRESIDENT'S REPORT

It has been another exciting, event filled year at Kitsilano Community Centre. I have had the pleasure and honour to serve as the President of the Kitsilano Community Centre Association (KCCA) for the past year, my first year as President.

### **Strategic Plan 2015-2020**

I would first like to report briefly on our progress to date with the Strategic Plan we completed two years ago in April 2015. The Board of Directors of the Association felt it was time to re-examine our goals and direction, particularly with respect to our connections to the broader community of Kitsilano. Consultants Jessica Pautsch and Kevan Tisshaw were hired to co-facilitate the planning and consultation process for the KCCA Strategic Plan. The process was designed to capture the needs, interests and ideas of key stakeholders – staff, directors, schools, neighbourhood organizations, churches, sports groups, and business community – to inform the development of a 5 year plan for the period 2015-2020.

Six key areas were identified for priority action over this time frame: to bolster organizational health, to renovate the lobby space to that establishes a more dynamic active social hub, to build leadership and practices in sustainability, to generate more connections and engagement between Kitsilano residents, to cultivate stronger partnerships with Kits organizations, and to integrate more effectively with Kitsilano-based schools. Efforts are underway in all six areas to achieve these goals. The launch this year of our redeveloped website at kitscc.com supports our work in all these areas.

Progress in these areas, particularly the last three, has been strengthened greatly with the full-time appointment of Jennifer Taylor in September 2015 as the KCCA Community Engagement Coordinator. As an employee of the KCCA, Jennifer has worked closely with the Association Board of Directors and the KCC Park Board staff to develop connections and engagement across a broad spectrum of organizations providing services to Kitsilano residents of all ages. As a result, our Board is much more aware of how well existing services are meeting the needs of our residents, how we can collaborate with other service and program providers to enhance the provision of needed services, and identify where the gaps in services and programs exist. This important work has helped us generate many ideas for new programs to serve the Kits community and we wish to acknowledge and thank Jennifer for her excellent work on behalf of the Association.

We submitted proposals months ago to the Park Board for the renovation of the KCC lobby and Snowy's Lounge, as well as the replacement of the water park. It has been a frustrating process



because it takes a very long time for the Park Board staff to process and approve upgrades to facilities. At this time, we are uncertain when these approvals will be made but indications are that we may be waiting at least a year. We certainly hope to have these projects completed within the time frame of the Strategic Plan.

### **Joint Operating Agreement (JOA)**

A committee of the Board – myself, Vice-President Don Shaw and Past President Robert Haines – have been representing the KCCA at meetings with Park Board senior staff, Park Board Commissioners, and the other Community Centre Associations, to craft a new Joint Operating Agreement, which is the contract setting out the rights and responsibilities of each party for the operation of the community centres. Many residents do not know that community centres are jointly operated by the Park Board and the community centre associations. The KCCA is responsible for all programming at our Centre, except in the fitness centre and ice rink. The KCCA is managed by its volunteer Board of Directors and is responsible for a budget in excess of \$1,000,000 per year. The JOA meetings have been going on for a full year, since April 2016, and we are close to reaching a new agreement, subject to the resolution of a few remaining issues. It is important to resolve this contract to the satisfaction of both parties because it will be the contract governing our relationship for at least 15 years into the future.

### **KCCA Committees**

The extensive work of the Board of Directors is conducted mainly through the work of the Board Committees, of which there are many: Finance, Program and Events, Older Adults, Kitchen, Garden, Fitness, Marketing, Building and Tennis. These Committees report on their activities elsewhere in this Annual Report, but I would like to take this opportunity to thank the Committee participants for their dedication and hard work over the past year. Without this group of volunteers it would not be possible to provide the variety of programs and events that we organize and support at the KCC.

### **Park Board Staff**

We work as a team, the Park Board staff and the Association volunteers, in close collaboration to accomplish our goals and run our programs and events. I would like to recognize and thank the many Park Board staff who work with us throughout the year to keep the Kitsilano Community Centre a vibrant centre of activities, especially our Recreation Supervisor Bob Hindley, Programmers Heather Rooke and Grant Matsuda, events planner Jeremy Quan, youth coordinators Janice Kwan and Andy Park, Recreation Facility Clerk Sam Placzek, Fitness Programmer Larry Turko, and the reception and other support staff. I would also like to thank Nicole Bird and Luke Vasak for their amazing support for the Shower Program and Oren Thrush for his work in support of the Kitchen and Garden Committees.

### **New Board Members**

The Board of Directors consists of a maximum of 22 members: 15 Members-at-Large, and 7 Executive Members consisting of the President, three Vice-Presidents, the Secretary, the Treasurer, and the Past President. Directors serve for a two year term which is renewable. Our goal is always to have a full complement of Directors consisting of Kitsilano residents who

represent the broad diversity of our community. We need to know that we are serving the needs of all residents. We encourage our patrons to think about the many opportunities we offer for meaningful participation and leadership at KCC, and to consider joining our Board. This is one important element in our strategic goal to bolster organizational health.

My final thank you goes out to all who have served on the Board as Directors this year, and to the Association Bookkeeper Tanya Donaldson. It has been a pleasure working with you to refine and implement our goals and to run our many events and programs. A job well done!

Jerry Fast  
KCCA President

# COMMITTEE REPORT

## Program Committee

### **Tiggy Winkle Preschool (licensed)**

Under the direction of our cheerful and professional ECE teachers, Tiggy Winkle Licensed Preschool continues to be popular and well attended. Feedback from the parents last year led to the hours of the preschool increasing by 30 minutes each day beginning in September 2016. Both the morning spots for the 3 year olds and 4 year olds were fully registered at 20 spots. The afternoon times for both ages are still well attended, but not at maximum registration. Our third Annual Open House occurred in mid-February, offering families the opportunity to meet the teachers, ask questions, view the space and learn about the philosophy and teaching approach of the Tiggy Winkle Program. A big thank you to the teachers; Angela Karellas, Shireen Chandra and Jessica Fosbrook who have continued to work hard to provide a stimulating, creative, nurturing, safe and friendly environment. Tiggy Winkle Preschool is an integral part of the Kitsilano Community Centre and the community, creating an important, foundational start to a child's educational journey.

### **Preschool Programs**

Many young families continue to enjoy a variety of wonderful and engaging programs for preschoolers, experiencing and enjoying recreation both alone and together. As per patterns in recent years, the most popular programs continue to be Music and Dance activities, followed by Physical Activity programs. Fall 2016 saw the addition of Orff Kodaly and more Creative Arts programs.

### **Children's Programs**

Seasonal times continue to remain the most intense participation periods. Spring Break was well attended with various camps, as were the summer camps. The Summer Kicks for Kids Day Camps (6-12 years) were very successful, offering 50 children per week, eight weeks of fun and exciting indoor and outdoor experiences. During the rest of the year, active programs such as Dance, Taekwondo, and Gymnastics continue to be strong program areas. Private Music lessons such as Piano, Violin, and Voice all experience a high demand as well.

### **Youth Programs**

In conjunction with the Kitsilano Secondary School and Vancouver Coastal Health, Andy Park assisted with the Leadership Resiliency Program. LRP is composed of high school students between grades 8 to 10, who are taken out of class once per week to attend. An LRP session



focuses on exploring new interests while helping the participants develop their current strengths. This strength-focused program also requires the youth to engage themselves in a volunteer opportunity each month, which some of the youth have fulfilled by volunteering for a Kitsilano center event (Breakfast with Santa & Valentine's Day). We hope to utilize this program to develop a strong rapport with the youth in the high school, by offering the centre as an engaging, safe and fun location to spend time in.

#### **TLC – Youth with Special Needs**

Through an extensive hiring process, Jessie Mann was hired as the program Coordinator for TLC in November 2016 and Sarah Leong as a Leader. TLC is a recreation based program for youth 13-18 years old where participants will learn day to day life skills and social integration. Jessie has prior experience in working with youth such as Starbucks Coffee Company's youth work experience program, Frog Hollow Neighborhood House, West End Community Centre's youth with special needs program. Since starting, she has improved upon the structure, staff scheduling, service delivery and communication with the Ministry of Child and Family Development's Autism Branch. We are very pleased with Jessie's professionalism and her plans of lifting TLC to a higher level of service for the parents and children who participate in the program as well as improving upon policies and procedures.

#### **Adult Programs**

Kitsilano has a loyal core of instructors who have taught at the centre for many years. Services that these instructors have offered include Pilates, Yoga, Martial Arts, Tennis, Dancing and various group exercise classes. Because of this consistency in instructors, adult registered classes are holding steady with attendance. For the fall 2016 season, Cardio and Balance on Thursday mornings was added to the Aerobics schedule with Ferial teaching. It started in the summer on a trial basis and was added permanently due to healthy numbers attending. The Aerobics program saw two new instructors come on board as on call instructors. Both Keiko and Indira have strong skill sets in providing effective exercise classes and have shown to be eager to sub classes.

#### **Older Adult Programs**

In 2016, the Senior's Committee went through a transition to their name as well as their committee meetings. The Older Adult Program Committee (OAPC) now meets on the last Thursday of every month in order to provide update to the participants who attend the Monthly Luncheons held on the first Friday of every month. The purpose of the meeting after the Luncheon has also changed in that it is a venue for the OAPC to share information, invite guest speakers, provide programming updates, receive feedback and facilitate open discussions on topics brought forward from individuals. The OAPC is a vibrant group of volunteers who provide many hours to help support and deliver senior's programs. Without their involvement, the volunteer driven programs would diminish significantly. The Multicultural program stayed strong with an average attendance of 30 at the participatory programs on Wednesdays and at least 40 at the end of the month Luncheon.

### **Special Events**

The following events took place at Kitsilano in 2016.

- Family Day (February)
- Easter Eggstravaganza (April)
- Family Toy and Clothing Sale (May & Nov)
- Customer Appreciation BBQ (June)
- Staff and Association presence at Kits Fest and KhatsFest
- Halloween (October)
- Breakfast with Santa (December)
- Picnic in the Park (August) is the largest special event of the year celebrating our community business partnerships, providing the community with a carnival atmosphere, promoting programs in the centre and encouraging new patrons. It was a sunny day with lots of foot traffic thanks to the Farmer's Market and Gem & Mineral Show adjacent to the event site (Connaught Park).

### **Shower Program**

Be a good neighbour....see the need....and fills it

The program started in 2001 out of our concern for the need for showers and other services for people living on the street of Kitsilano. A partnership was formed among St. Augustine's Catholic Church, Grace Vancouver Church and Kits Community Center. Our program is open every Saturday morning between 7:30 and 9:00 am. We have approximately 50 volunteers, plus others who pick up supplies. Building relationships at the program has enabled us to gain the trust of our guests, and together we cheer the Canucks, laugh discuss politics, and cry when we are broken.

We provide our guests with:

- hot showers with towels, soap, shampoo, toothbrushes and paste, razors and other toiletries.
- a hot breakfast of porridge, eggs, toast, yogurt, bananas, juice, coffee and take away sandwiches.
- clothing, along with new underwear, socks, and shoes
- free monthly haircuts

We have been very fortunate to access the services of the Mobile Health Unit, a project of the Neighborhood Street Ministry. The Mobile Health Unit provide our guests with medical check-ups, mental health advice and service, as well as social services:

- help in filling out and applying for welfare, disability benefits, lost I.D., and supportive housing forms
- free emergency dental assistance

Other Services;

- Special Breakfasts include:



- Christmas, Valentines, Easter and Thanksgiving.
- Remembrance and memorial services and receptions for those who have passed away
- Hospital visits
- Advocate for affordable and social housing. To date, in partnership with the tremendous support of the Anglicans of West Point Grey Neighbourhood Ministry, and various other service providers, we have been able to assist over 30 people in accessing social housing.
- St. Mark's Extreme Weather Shelter is also an offshoot of our shower program.

#### Community building:

- Provide elementary schools opportunities to learn about homelessness and start school projects to assist the program.
- McKechnie Elementary School provides Christmas stockings for us every year.
- Bayview Elementary worked on a homelessness project, which involved a special breakfast where they served and interacted with our very grateful participants.
- Numerous students from Kits High and other high schools have been able to fulfill their service requirements at our program.
- Support for other start-up shower programs.
- Other communities have come and observed our program and have started their own, e.g. St. Pat's Church and Collingwood.
- The TLC program is also able to provide volunteers on Saturday mornings to help provide a wonderful atmosphere to our guests.
- Kitsilano Public Library provides free books and National Geographic, as well as an amnesty day for overdue books and assistance in getting a library card.

Our program is very grateful to our community partners: Starbucks, Terra Breads and IGA Market Place @ Fir, for their generous "in kind" donations which have saved us thousands of dollars in purchases over the past 12 years. We would also like to acknowledge the financial support of many caring individuals, community churches and the Kitsilano Community Centre Association.

Thanks to all of our caring volunteers who make Saturday mornings so special.

In the words of one of our guests, "This is my oasis, my safe-haven"

Respectfully submitted by

Arlene Brown  
KCCA Program Committee Chair

## COMMITTEE REPORT

### Fundraising Committee

Fundraising plays an important role in supporting the activities and events here at the Centre. Fundraising not only takes the form of direct dollars raised through grants, donations and events, but also includes the savings in cash outlays in the form of goods and services donated by organizations, businesses, and individuals throughout our community. In addition, volunteers provided over 3000 hours towards various programs and special events during the past year thereby contributing thousands of dollars in man hours and savings.

The Older Adults fundraising committee organized three bake sales, Christmas and Easter raffles, an older adult's concession during the Toy and Clothing Sales, and with the generous help from the Kits BIA, a first time older adult's concession at Movie in the Park last August. All proceeds go towards activities and programming for our Older Adults. In addition, we were fortunate to receive personal donations, as well as, in kind support from our local White Spot, Vital Health and Wellness Clinics, Shoppers Drug Mart, the Cooperators Insurance Group, London Drugs, and the Home Depot. Thank you to everyone who assisted with the Older Adult special events and fundraising initiatives in 2016.

The Saturday Morning Shower Program is a program to assist many of our less fortunate by providing a weekly gathering place to receive a hot nutritional breakfast and the many personal items and services needed. Donations of footwear, clothing and toiletries make up an inventory of items available to everyone. Funding and volunteers for this program are supplied by the Kitsilano Community Centre Association, St. Philips Church, St. Helens Church, Grace Vancouver Church, 10<sup>th</sup> Ave Church, St. Augustine's Church, along with individual donations from within our community. In kind donations from Terra Breads, Starbucks, and the IGA Market Place, provide many of the necessary breakfast items each week. Over the period of a year, these supplies account for substantial savings on cash outlay and contribute in a major way to the viability of the program and their support is greatly appreciated.

Breakfast with Santa, the Easter Eggstravaganza, Picnic in the Park and our Customer Appreciation BBQ are several of the popular annual events that have been hosted by the KCCA over many years. Thank you to our local White Spot, Kits G&F Financial, Kits CIBC, Kits Starbucks, the Vancouver Marathon Society, the 10<sup>th</sup> Ave church, Kits IGA Marketplace, and to all of the many volunteers, for their support and assistance in bringing our community together on these special occasions.

Thank you to the Federal Government Youth Employment Strategy for funding our KCCA Summer Camps Program and to the Provincial Ministry of Children and Family Services for funding the TLC program hosted here at the Centre.

The Kitsilano War Memorial Community Association is a designated registered charity under the Canada Revenue Agency. Donations may be designated to specific programs, items, projects and events. We appreciate any assistance you may provide in helping us deliver the wide variety of programs and events to our families and individuals of all ages.

Respectfully submitted by

Rosalba Tuttle and Don Shaw  
KCCA Fundraising Committee

# COMMITTEE REPORT

## Building Committee

There were a few facility repairs that occurred during the past year.

Some minor facility upgrades were carried out.

Going forward in 2017, The Building Committee will meet to identify facility projects. Items are contemplated, such as: the installation of an overhead shutter to Ken's Kitchen pass-through; improvements to the Spray Park; alterations to the Lobby Room and Snowy's Lounge; new signage throughout the complex.

The following items were carried out during the past year:

- Repairs to a wall in the Multi-Purpose Room;
- Gym & Dance floor refinishing;
- Repairs to the dishwasher / sanitiser in the Multi-Purpose Room;
- Installation of Electrical receptacles to provide electrical energy for the new Shower Programme refrigerator and freezer;
- New carpeting for the hallway to Snowy's Lounge;
- The purchase and installation of the TV monitor in the Lobby;
- the permanent installation of a PA amplifier module to ensure the wireless microphone in the Lobby Room is made permanent and to free-up a microphone input;
- The purchase and installation of a griddle on the 72" barbeque.

These items will serve to keep our facility in optimum working condition to ensure our programs and service occur in a safe and functional environment

Respectfully Submitted,

Alfred G Lam, Chair  
KCCA Building Committee



## COMMITTEE REPORT

### Garden Committee

The Kitsilano Community Centre Collaborative Garden (KitsCC Collab Garden) enjoyed its third growing season in 2016 and it was another memorable year. A nice summer meant for a lot of watering and a large crop like last year! Spring was early and rain came in what was a wetter than normal summer. Although, there were many days of nice heat and sunshine! The garden was host to lots of native permaculture plants, and various herbs and vegetables.

There were many pollinator flowering plants such as lupine, calendula, sunflowers, marigold, nasturtium, lupine, lavender and poppies. With the water hoses being connected back in 2015, watering the garden was easy and pain-free. Several fruit trees continue to grow healthily and are being pruned when appropriate to espalier and grow them within reach and against the wall. There are fig trees, persimmon, apple and pear with 7 total trees. In April 2016, we planted 2 olive trees which we look forward to making olive oil in ten years' time. The garden space is well received within the community. There is a garden information sign from which people can get in touch about joining the garden. There are several core and enthusiastic garden members and a few dozen more satellite members that touch base from time to time but may not come to all events and garden related events. This model seems to work well with most people and their ever-changing schedules which allows for flexibility in their level of commitment. The garden group met on average once a month throughout the year (less in winter and more frequently in summer) to plan, discuss, clean the space, plant, harvest and weed the garden. We usually cook something in the kitchen and serve it at our meetings. The storage shed was well used throughout the year for tools, hoses, trellises, wheelbarrows etc.

Summer garden party in July was a success with over 50 people attending. We had great conversations as we made garden herb pizzas in the kitchen. We also made fresh kale juice from the garden and enjoyed locally made artisan pies. We will have another mid-summer garden celebration party again this year. There were many youth volunteer that helped water and periodically maintain the garden throughout the year. This coming year is anticipated with great joy and gratitude for the land in which we garden on.

Yours Kindly,

Gabriel Pliska  
Kits Collaborative Garden Committee Chair

## COMMITTEE REPORT

### Marketing Committee

KCCA Directors: Jerry Fast, Don Shaw, Heidi Henderson, Ben Land, Brandi Parson

Association Staff: Jennifer Taylor

Park Board Staff: Heather Rooke, Sam Placzek

The Marketing Committee has had a very busy and productive year. The Committee works very closely with Jennifer Taylor, our Community Engagement Coordinator, and Park Board staff. We develop strategies and action plans that create awareness of the KCC's wide range of programs and services. Over the last year, the focus has been on a complete redevelopment of the KCC website, working with website developer Rob McConachie from New Reality Media. Another project was Jennifer's work developing our presence on social media outlets, such as Facebook, Twitter and Instagram. We hope the website can become a central information point for many other program service providers in the Kits community, allowing residents to access information through a centralized website. We will be working with our community partners over the coming year to develop this idea. I would like to thank Kristiina Oinonen from Oinonen Designs for her contract work in managing the new website.

Marketing also involves being proactive and reaching out to the community to find service and program needs which are not met, and doing the collaborative work with other organizations to develop needed services and programs. For example, the Committee secured a \$10,000 grant from the Vancouver Foundation to investigate the development of intergenerational programs involving our senior citizens and youth. It is to determine how they could engage with each other to skill share and develop personal relationships which benefit both groups. Consultant Marla Brock was hired to prepare a report titled "Developing and Implementing Sustainable Intergenerational Programming" for the Board, which was completed in December.

The Committee is also very involved in the broader Kits community. They help organize and support local community celebration events such as Greek Days, the Khatsahlano Festival, KitsFest, the KCC Picnic in the Park, the summer movie event and the Vancouver Marathon. This year we were focused on developing swag that could be used at all events where we need a table presence. We have purchased a 10x10 tent with a back wall and side panels, labeled with our name and logo. This will be used to enhance our presence at these events and hopefully draw the public into conversations about our Centre's activities. We are also looking into purchasing other swag items such as labelled hats, water bottles and towels.

The Committee works very closely with Park Board Programmer Heather Rooke on the design and content of the KCC Recreation Guide that is published three times a year (Fall, Winter, Spring/Summer). It has had a serious makeover this year and now features more pages, colour photos and improved paper quality.

We expect 2018 to be another productive year for the Committee as we continue to work on ways to develop our presence in the community and to better serve its needs.

Finally, I would like to thank the members of the Committee for their dedication and hard work over the last year.

Respectfully Submitted,

Jerry Fast  
KCCA Marketing Committee Chairperson



## COMMUNITY ENGAGEMENT REPORT

This report has been interceded by divine intervention... sort of.

As I sat down to write, I was torn. Staring at the blank screen, I was unsure whether to spend more time highlighting achievements, or acknowledging challenges.

Then my phone rang.

A director from the Meraloma's had been given my name and number from Howard Kelsey; as a result of our KitsFest participation and subsequent working relationship, when the Meraloma's started brainstorming the possibilities of an after-school recreation program to encourage youth 8-13yrs old to learn the basics of team sport, Howard said they had to give us a call here at the community centre to see if there is a way to work together.

I found this particularly compelling, as – through our community engagement reports at the Program Committee – I had already highlighted a demand for:

- after school youth programming in that exact age group
- basic sport skill for pre-teens not on a school sports team

It's incredibly exciting. Heather and I are going to meet with the Meraloma rep next week, and hope to have something to meet these needs in place by the start of the next school year.

I called this a gift from the Community Engagement Gods; however, it's actually a great example of the benefit of this very intentional process of Community Engagement that the Kitsilano Community Centre Association Board launched about 18 months ago. When I responded to the RFP for this position, my proposal was built on the foundation that it would take a minimum three-year commitment to make a substantial and sustainable impact on Community Engagement between the Kitsilano Community Centre Association and the surrounding neighbourhood. This AGM report is nicely timed as a mid-point reflection, and as we assess the current environment we can see:

- dynamic and engaged partnerships with schools, churches, Neighbourhood House, businesses, BIAs, and community festivals
- community needs & feedback being brought to the program committee on a regular basis



- enhanced marketing of Kitsilano Community Centre through developing branded pieces (hats, tablecloth, tent, etc.), streamlining our online and social media presence, and working with Heather to support a really beautiful rec guide that sets aside room to showcase our developing collaborations and partnerships through events and programming
- success applying, facilitating, and reporting the Vancouver Foundation grant; and enhanced partnership with community businesses and brands to provide services at our events
- a working, and trusted relationship between Association staff, Board Members, and Park Board employees that is unique across the network – and something to be really proud of.

Moving into the latter-half of this initial commitment to Community Engagement, I am primarily interested in:

- working with our Program Committee to support Arlene, Jerry and the committee in our commitment to responding to the needs of the community
- working with Jeremy and the marketing committee to enhance our presence at community festivals to ensure we are maximizing the opportunity to engage the neighbourhood and uncover needs and potential program demands.
- working with our marketing committee and Kristiina to ensure that kitscc.com is up to date, engaging, and effectively promoting our programs, and services.
- working with our programmers to create a full database of program instructors and facilitators so that we can collaboratively offer enriched marketing and promotion of all our programs.
- working with our Board executive to support strategic Board development and growth, encouraging Community Engagement through all committees and opportunities.

Community Engagement is integral to fulfilling the mandate set out by the Association's Strategic Planning work, and I fully encourage you to join the Marketing Committee, which discusses and determines my priorities from month-to-month. We currently meet on the second Wednesday of every month.

If you cannot make it to Marketing, your feedback, questions and suggestions are very welcome, Please email me at [jennifer.taylor@vancouver.ca](mailto:jennifer.taylor@vancouver.ca) – I'm happy to bring your ideas to the committee for consideration.

Thanks for an exciting year.

Respectfully Submitted,

Jennifer Taylor  
Kitsilano Community Centre Association  
Community Engagement Coordinator

## RINK REPORT

2016 was a year of change for Kitsilano Ice Rink. This season saw the retirement of Mech Tech Alfredo Labrador. Through Alfredo's departure and the subsequent vacancy, the maintenance team worked solidly together. Peter Evans has now stepped into the Mech Tech role and the search is on to fill the vacant Lead Hand position. A big thank you to the lead hands and the auxiliary staff who stepped in during time. This year also brought on a new full time West Regional Arena programmer, Maegan Montemayor took over for acting programmer Leeza Woo in August. Courtney Tam continued as Program Assistant III and led her team steadily while Maegan adjusted to her new role.

In July the Vancouver Minor Lacrosse Association (VMLA) hosted the Bantam Lacrosse provincials for the first time. The tournament was a great success and was held at Kitsilano, Killaney and Trout Lake Arenas.

This past August, the Vancouver Gem and Mineral Show returned to Kitsilano Arena. With its success, the Vancouver Gem and Mineral Show is on its way to becoming an annual event at Kitsilano Arena. August also saw the installation of safety glass behind the penalty and scorekeeper's box. This helps ensure the safety of the players/ scorekeepers and the fans behind them.

Staffing for the arena programs proved challenging this season. We found that after shift pick we were short staff for some of our weekend shifts city wide. As a result the arena programmers were called upon to help fill some instructor, patrol and rental shifts including Sundays mornings here are Kitsilano. Moving forward into 2017 we are looking into possible solutions to alleviate the staffing issue. While there were many changes and new additions to Kitsilano Rink this year, we continued to offer our regular programs and services with great success! In the next year one of the projects coming down the line include a maintenance project that will improve the use of the heat generated off the refrigeration plant. As usual, the rink team is dedicated to ensuring the successful completion of future projects along with our regular programming in 2017!

Respectfully Submitted,

Maegan Montemayor

West Regional Arena Programmer: Hillcrest, Kerrisdale, Kitsilano & West End Arenas

## FITNESS CENTRE REPORT

Once again the Kitsilano fitness centre was a busy place in 2016, as it continues to be the number 1 attended Fitness Centre in the Vancouver Park Board Community Centres. This year the Park Board purchased all new updated Cardio Equipment for the Fitness Centre. The Equipment consisted of treadmills, Cross trainers upright bikes and recumbent bikes. As usual staff have done an outstanding job in managing all the challenges that accompany our busy fitness centre. Challenges include providing great customer service, training orientations which include introductory orientations, specialized kinesis orientations, cleaning of equipment and top quality personal training.

For the 10th year in a row we hosted another great BBQ celebration for our customers and over 150 community members attended. Thanks goes out to Arlene Brown, Don Shaw, Rho Tuttle for their great hospitality. Returning from a year off on rehab was the CHEF of all time Alf Lam. From cooking to managing he was a welcome addition. Mark Cartwright, our new RPT, did an outstanding job in organizing the event. During his time here he has undergone lots of tasks and duties from taking on an always evolving Fitness Centre Logbook that is changing and growing with the demands of the facility. He has also under taken customizing and modifying the cardio equipment to help promote fitness programs throughout the facility and in turn reducing unwanted signage. It has also been an extra busy end and start of the year with the introduction of the new towel system. It has come with some challenges and needed refinement along the way but thanks to our dedicated staff team we have managed to overcome these issues and create a much cleaner and safer area.

Respectively Submitted,

Larry Turko  
Fitness Centre Programmer II



## SUPERVISOR OF RECREATION SERVICES REPORT

**Introduction:** It has been an excellent year overall for the Kitsilano Community Centre. With a number of new and returning staff complimenting the existing team our staffing component was well organized and capable of providing a high level of service and programs. The growth and development of programs and the increase in the number of Special Events has allowed us to connect with a greater number of people in our community. Unique facilities, such as our ultra-busy fitness centre, the very active rink operation and involvement in events such as KitsFest, our annual community gathering, Picnic in the Park and the Movie Night in the Park event draw people from throughout our community and beyond. Significant investment in facility amenities, such as a new fridge/freezer for the homeless shower program, new carpeting and blinds in the administration offices and a new mounted TV in the lobby provide the facility with upgraded equipment to meet the recreation and leisure needs of the community. The Kitsilano CCA Board is dedicated to ensuring the facility has all the required needs to best serve our patrons and contributes to the success of the operation by investing in the building and the staff that work in its environment.

**Programs and services:** Program revenues were steady when compared to the previous year as the stability with staff has allowed us to maintain our patron base and put programs in place for future growth. Demographic shifts see us with more preschool program activity, which bodes well for future seasons. The many active seniors in our community stay involved in the growing opportunities available, such as our multicultural luncheons and pickleball program. Adult programs are being developed as we reorganize activities to meet the changing trends and the Tiggy Winkle preschool had a small increase as we near capacity in that program. Thanks to our Programming team, Heather Rooke and Grant Matsuda, for their commitment to program innovation and development and the support provided from Program Assistant III's, Janice Kwan, Oren Thrush, Mark Cartwright, Jeremy Quan and Jo Grave.

I would also like to thank RFC, Samantha Placzek for her work and that of her staff team in their diligent efforts in serving our patrons in accessing the many programs and services they participate in. I would like to thank all the front line staff, Cashiers and Program Assistants for doing such a great job in making Kitsilano a fun and welcoming place to recreate.

**Fitness and Ice Rink:** The Kitsilano CC fitness center is very busy and has one of the highest usage rates in the City. New equipment upgrades have contributed to the increase in patronage as we meet the trend for increased fitness and wellness in the lives of our patrons. Thanks to Larry Turko and his staff for providing their knowledge and support to our patrons as fitness is very relevant in most peoples' lives.



Our ice rink operation continues to provide skating lessons, recreational skating, and ice time for clubs and groups along with rentals. Dry floor activities continue to add events and offer floor time to leagues.

I would also like to congratulate Peter Evans who was the successful candidate to replace our long standing Mechanical Technician Alfredo Labrador. Peter has revitalized the maintenance staff team of Utility Maintenance Workers and Building Workers who keep this ever busy facility clean and functional. The facility is open throughout the year for many hours per day and our facilities are maintained in very good working order under these persistent demands as the maintenance team work hard to keep the facility functioning at a high level.

**Future:** With the staff stability carrying over into this year we are well positioned for continued growth and success. Our Programmers have had a year to assess their areas and are developing programs to meet current and future needs. Our PA III's have all had an excellent year of progress and are more knowledgeable of their roles and responsibilities. The front desk has had a strong year and with our RPT cashier position filled by Janice Kwan. Our Community outreach Coordinator has had a year of contacts to work with as they are expressing their interest in our services and activities. The CCA Board will be completing their JOA negotiation this year and will have an agreement to assist and guide with the growth of the operation. New initiatives around the spray park renewal and redevelopment of Snowy's Lounge will serve to provide the community with new and improved amenities. The new heat recovery project which is scheduled for this summer will provide Kitsilano CC with sufficient hot water supply and will help to meet the City's green initiatives programs. All in all the future looks bright and improvement is on the horizon. The only area where improvement cannot be expected is in our status as the leading Community Centre on the west side of Vancouver, as after finishing 3<sup>rd</sup> in the voting for top west side community centre last year we moved up 2 spots this year to finish 1st! That puts the emphasis and expectation on our staff team and CCA Board to maintain this standing and sustain it for future years.

Respectfully Submitted,

Bob Hindley  
Supervisor of Recreation Services

