

SILVER HARBOUR SENIORS' ACTIVITY CENTRE SOCIETY

Reports from the Annual General Meeting of Tuesday, June 14th, 2011

PRESIDENT'S REPORT

At this time last year, our executive director, Annwen, was on maternity leave and Margaret Coates was our acting executive director. Annwen returned to her duties in August and Margaret became a valued member of the Silver Harbour Board. These two ladies bring a wealth of knowledge to our Centre. Welcome back Annwen, and thank you Margaret for remaining part of Silver Harbour.

A major job was undertaken this fiscal year in having all our lights replaced with new energy-efficient lighting plus additional electric plugs installed to improve safety conditions. Heating repairs were conducted early this year in our auditorium. Thanks to our hard working maintenance committee who keep our building and equipment in good repair. Dedicated volunteers do monthly fire alarm tests as well as checking the auxiliary lights. Great care and attention are always present in keeping our Centre an attractive and safe place to visit and play.

Solicitation letters were mailed to all our members in November. This was an important fundraiser for Silver Harbour and we were very pleased with your response. The success of this campaign provided us with much needed funds.

Members of the Board formed a personnel committee for a variety of reasons, including more formal individual staff evaluations and to look at whether our staffing complement was serving the needs of the organization. Over time, the personnel committee and board decided that our accounting needs did not require a full time bookkeeper and made an official decision to eliminate the position. In its place, we will be using contracted part-time bookkeeping services.

Our planning committee was active in working with Annwen as she prepared presentations to the City of North Vancouver Council and met with members of the recreation commission regarding the inclusion of Silver Harbour in the planning for the new Harry Jerome Centre. The discussions came to an abrupt end when the City Council promised to exclude the Lawn Bowling Greens, Norseman Park and Mickey McDougall field from the redevelopment plans. At this time we are not certain what the next step will be.

I would like to thank the City of North Vancouver and the District of North Vancouver for their continued support of Silver Harbour Seniors' Activity Centre. Also, thanks to Pacific Harbour Retirement Communities as they continue to support our bus, advertising, Mother's Day breakfast and volunteer tea.

I have enjoyed my first year as your president and thank you for the encouragement I received from many of you. I found there were more things I was expected to do than I realized, like emceeing the dances. A lesson learned at the dances is that I do not select which table goes up next for their food. A hungry mob can get testy when waiting their turn so now I have members from around the room pull the tab for the next table to be served.

I have particularly enjoyed meeting so many members and getting to know you better.

Thanks to Annwen and the board members who have guided me along this new path, without their tutoring I could not have done the job. Thanks to our excellent staff, each and every one of you is a vital part of our success. Thanks to the many volunteers; you do a fantastic job and your time and efforts are very much appreciated.

And in closing, I must thank the members. You are what keep us going, keep the centre vibrant and make this the best seniors' centre on the North Shore.

Betty Lebeter

EXECUTIVE DIRECTOR'S REPORT

It is always an interesting task to prepare my annual report for our AGM. It is both inspiring and gratifying to look back on all the accomplishments of the past year but always difficult to fit everything into this report.

Silver Harbour's mission is to inspire and enhance the well-being of adults 55 plus, by providing programs, services and volunteer opportunities. And I would say that, despite some challenges, we do an excellent job of fulfilling this mission. The number of people attending the Centre and our activities has grown by 5% a year over the past few years and we receive over 500 visits a day.

Programs and Services

Silver Harbour offers a tremendous number of activities, 70 in all, and most of these every week. We try to maintain balance and variety in our programs, so that there is both breadth and depth in what we offer. The programs provide a number of different benefits to people with different interests and try to accommodate beginners, more expert participants and hopefully everyone in between. Our programs include physical fitness, indoor sports, games, visual arts, performing arts, languages, computers, special events, outings, informative seminars and more. We also provide a number of important services such as legal advice, low-cost meals and refreshments, affordable clothing and household goods, and transportation.

This past year, we have begun several new programs, including Yoga, Canasta, a Farsi Language and Persian Culture Class, and, more recently Laughter Yoga. We have held numerous workshops, seminars and special events, the more well-attended ones being: First Aid for Seniors, our Christmas Bazaar, Persian New Year Celebration, Hearing Aids, Chronic Pain Management, CUPE May Day Event and the Lonsdale Spring Celebration. Our dinner dances have been very popular this past year, with nearly every dance sold out, so we are offering an additional dinner dance in August. Bus trips have mostly sold out – it seems that offering several different kinds of trips each month is appreciated by those wanting to go on these enjoyable outings. We do appreciate hearing your suggestions on how to improve our many programs and activities.

As many of you will know, the Seniors Go Bus experienced a funding crisis last summer and was in danger of shutting down service. The publicity generated by this crisis has raised so much interest in and support for seniors transportation that the service is now fully funded through the fall of 2012, with fundraising ongoing to continue the Go Bus well into the future.

This past year, we also began a multicultural outreach project. The idea behind this project was to present cultural celebrations here at Silver Harbour, to attend cultural events around the Lower Mainland, and to make sure that our Centre is welcoming to people of all cultures. Hopefully you have heard about and attended some of the interesting activities we presented like a bus trip to the Persian New Year bonfires or our improvisational theatre workshop.

An exciting new initiative is this summer's project to construct a larger room for our card programs like Bridge, Crib, Mah Jongg, and Canasta in what used to be part of the Snooker room. The Snooker players have been extremely accommodating and now have three large tables in a smaller space than before, leaving room for a new card room where the carpet bowling used to be. This will mean that the card programs, some of which are bursting at the seams in our current card room, will have more space and be able to expand. It also means that some programs can move to more appropriate spaces and that we can start offering some new programs too.

This September, you will notice that there will be some program price increases. The last time we increased prices was three years ago when most programs took a very small jump from \$14 to \$15. This Fall, we are increasing the price to \$18 – for three months worth of classes, we still believe this is an excellent value and is still less than what many other seniors centres charge. Meal prices will increase by a dollar as will our card programs. This modest increase will help us keep pace with the increases in prices in everything from fuel to food and will provide stability to our budget for the Centre.

Our Building

As many of you will know, our building is nearly 40 years old and faces a number of challenges with our plumbing, electrical, heating, and other systems, However, this past year, we:

- upgraded our lighting throughout the building

- replaced several toilets with more water-efficient and taller models
- upgraded our computer room with 6 new computers
- repaired the heating in our auditorium
- repaired cracks and holes in our parking lots and walkways
- purchased a new kiln and table tennis table

Much of the funding for these building improvements has come through the federal government's New Horizons for Seniors Capital Assistance program. This has much reduced the impact of major repairs on our operating budget.

We are also planning with the Harry Jerome recCentre staff for a new community garden on the southeastern corner of our property. This garden will grow some vegetables and herbs for our kitchen and will be tended by volunteers, mostly new to the Centre.

This past year, we made some considerable moves forward as well as some steps back on planning for a new building. We did a lot of specific planning with the Harry Jerome staff as to how we could share some multipurpose spaces in a new centre, as well as retaining the specially purposed areas for programs like pottery or woodworking. We believe that we could very amiably share multipurpose spaces, thereby making more effective use of a new building. Since that time, as Betty mentioned, the land on which a new centre could be built, as well as land that could be sold for development to help pay for a centre, has been taken off the table by City Council. But when the issue is revisited, hopefully in the coming months, we will be ready to continue planning the details of a future building.

Administration and Volunteers

In addition to our programs and building, much has happened with our administration in the past year. Margaret very ably filled the position of Executive Director till September 2010, when I returned from an 8-month maternity leave. I certainly appreciate all she did to keep the Centre on track.

Also in the realm of staffing issues, you may have noticed that we employed a summer student both last year and again this year: about 2/3 of their wages are covered by a federal grant. These students help us plan trips, workshops and special events for the coming year and perform administrative duties too. If you have ideas for these activities, you are welcome to speak to our student, Laura. Also this past year, we eliminated the full-time position of bookkeeper, saying goodbye to Lorraine, and replaced it with part-time bookkeeping services, performed by Mary. Holly continues to be the mainstay of our front office in her role as Administrative Assistant and Linda skillfully manages our arts, crafts, language, and computer programs. Zoltan as head cook and Don as assistant cook bring us delicious, nutritious, and affordable meals and refreshments, while John is our capable and caring Seniors Go Bus driver. All our permanent staff have also renewed their first aid certification this past year and should be called on in case of even minor injuries.

As part of running the Centre, we are privileged to have hundreds of volunteers who contribute their time and talents to our programs, services, building and administration. Two of our volunteers received special attention recently, namely Kam and Neil who were recognized by North Shore Community Resources for their contributions as Silver Harbour volunteers. These two are emblematic of the kind of volunteers we have here at Silver Harbour: caring, dedicated, highly skilled, hardworking, and so much more. Our volunteers put in over 40,000 hours a year, which is the equivalent to the work of more than 20 full-time employees. We are very grateful for these contributions.

In conclusion, I'd like to thank all of the members, board members, volunteers, and staff of Silver Harbour who make our seniors' activity centre such a success. Newcomers to our Centre are always surprised to find Silver Harbour such a wealth of programs and services, and our people so welcoming.

Annwen Loverin

BOARD OF DIRECTORS 2011-2012

Executive Committee

Betty Lebeter – President
David Gavine – Vice President
Patrick Mahaffey – Treasurer – Community Member
Joyce Page – Secretary
Shirley Lytle – Past President

Directors

Don Black – Community Member
Bob Carter – Member at Large
Margaret Coates – Community Member
Maureen Johnston – Community Member
Glenn Mackenzie – Member at Large
Ken McIsaac – Community Member
Peg McIsaac – Member at Large
Jackie Morris – Community Member