

**Mature Action Community Society  
Minutes of the Annual General Meeting  
Monday March 21, 2016 – 6:30 pm  
Maury Young Arts Centre – 4335 Blackcomb Way, Whistler, BC**

**1. The meeting was called to order** by Chair Joan at 6:35 pm. Chair Richoz extended a warm welcome to all those present and introduced the head table: Recorder Barb Instance; Director Joan Pitman; Treasurer Rosemary Cook; Housing Committee Chair Bob Calladine; Membership Committee Chair Bob Murl.

**2a. Notice of the Annual General Meeting** was made on March 1, 2016 in accordance with Article 60 of the BC Society Act which says “A society must give not less than 14 days' written notice of a general meeting to those members entitled to receive notice of a general meeting”.

2b. Director Joan Pitman reported that 56 active members, of a total of 199 active members, were in attendance. The quorum in the MAC bylaws Part 4, Item 16-3 requires 20% of members present, 38 were required. The voting body for the AGM was established.

**3. Motion: Moved by John Chase and seconded by Iain Grunwell “Resolved that the agenda be approved as presented”. Carried**

**4. The Minutes of the 2015 Annual General Meeting** were adopted as circulated and published on the MAC website.

**5. Reports**

- Financial Report for the year ending January 31, 2016 were posted on the website.
- Preliminary financial statements for the 11-month period ending December 31<sup>st</sup>, 2015 were reviewed and approved by the MAC Board of Directors at its meeting held January 11<sup>th</sup>, 2016.
- Treasurer Rosemary Cook provided a summary of the revenues and expenses for the past year.
- **Chair Joan Richoz presented President Stacey Murl’s Annual Report.**

The first order of business for the first Board Meeting was the transition to the new Board of Directors and the duties we were assuming. Three new board members – Wendy Aitken, Joan

Richoz and Dawn Minett - have brought a wide range of previous experience to the Board. I had been on the Board for 2 years prior but this was my first year as President. Joan and I had taken the same seminar on Board Governance. As a result of that seminar, a Board Orientation binder was prepared for all Board Members. This would help new board members know what MAC is all about. Joan gave us a short seminar on Board Governance to put us all on the same page. Joan told us what was about to happen with the BC Society Act and what we were going to have to prepare to be ready for it. She will tell you all about it in her report.

The orientation binder has our constitution; our by-laws; Terms of office for each of the Board members; and our most recent Annual Report. The committees and their purposes; our budget and our policies; an overview of our programs, services and events; and our strategic plan needed updating in the coming year so they could be included in the binder as well.

Our website was discussed. As anyone who uses a computer knows, most software needs regular updates to take advantage of all the latest technical changes but also to remain relevant. Some of these updates have to be paid for and as our website sits on Patent Pending's server in Function and is managed by Chris, we would have to pay for his time as well. Chris is amazingly helpful and has done a lot of work for us, basically for free, but this time we would have to pay. The board approved the expenditure and the upgrade took place over the summer. As part of that a complete overhaul of all the website tabs, drop down menus and links had to be done as many were out of date.

Another item we had to look after was retrieving the belongings of the Mature Action Community from the Whistler Community Social Services building. Our couch, chairs, tables, Barbecue, wii game, board games, computers and a TV had to be accommodated somewhere until a new location for a Seniors Centre is established. These items are now distributed in various storage locations throughout Whistler hoping to see the light of day again before they become useless or completely outdated.

The committees were decided upon -  
Finance - Rosemary Cook and Dawn Minett ,  
Housing - Bob Calladine and Gord Leidel with member Garry Watson,  
Social - Stacey Murl with members Iain Grunwell, Charalyn Kriz and Cheryl Springman, Membership - Bob Murl who also looks

after web postings and event calendar maintenance as well as communications and PR. with Wendy Aitken and Joan Pitman.  
New Committee - Governance with Joan Richoz.

The Focus Group would continue with Sue Lawther and 11 members Jan and Phil Mitchell, Linda McKean, Linda Jenkinson, Kathy Macalister, Dawn Minett, Deborah Eaton-Kent, Melissa Deller (honorary member) Freda Cook, Michelle Cary-Barnard and Judy Gaudin-Riese. Each committee chair drafted a document detailing what each committee's structure, function and goals would be.

Another major issue for our current and future Board members and the member volunteers has been the lack of Board of Directors' Liability Insurance. Some directors felt they would not feel comfortable continuing on the board if this insurance was not obtained. It was also noted that our volunteers would have the benefit of this coverage too. You always hope you don't need your car insurance but you still pay for it every year - just in case!! Joan Richoz would undertake the research to seek out quotes and come up with an insurance policy that would work for the board and our member volunteers that we could afford. At our final board meeting it was decided to go with Co-operators for our Liability Insurance and that has been finalized.

**Strategic Planning Session** was held in November with Anne Popma as the facilitator

For the new Societies Act we needed to re-examine our Vision, Mission and Purpose. It was decided that no changes needed to be made.

**Vision:** Our vision is a welcoming, supportive community where Whistler residents 50+ comfortably age in place and are valued for what they do.

**Mission:** Our mission is to identify opportunities then advocate for policies and programs that will move our vision into reality.

**Who we are:**

A group of like-minded people who want to stay in Whistler as we age.

What needed to change is "What we do" as that list had 12 activities on it. - too many things for us to be effective at any of them.

We have now reduced that number down to 5. This meant that in some cases we were consolidating some of the previous items under one directive.

This is what we came up with in the end:

1. Advocate for seniors' programs and services:

- Housing, assisted living, health care, social services, transportation, accessibility, social interaction, central meeting space, staff support

2. Represent our constituency with a collective voice

- conversations, surveys, Town Hall meetings
- committees and public agencies (Transportation Committee, Accessibility Committee, Coastal Health Authority, Whistler Housing Authority)

3. Generate Public Awareness

- website, newsletter (members only), newspaper articles, public relations, workshops, AGM

4. Provide Social Interaction

- special events, speakers' series, Drop-ins, networking

5. Create Partnerships

- Pemberton Seniors Centre, Sea to Sky Community Services, Whistler Community Services, Library, Museum, Whistler Arts Council, Whistler Housing Authority, Sports Legacies, RMOW, local media, Whistler Blackcomb, Loka Yoga, sponsorships (e.g. Ironman),

Then we had to clarify which directors and committees are responsible for what.

**Organizational Structure to Support Activities:**

Board of Directors (10 Directors; meet 4 times/year)		
Activity	Board Committee	Composition
1, 2, 3, 4, 5	Focus Group	2 Directors plus 10 members meet monthly
4, 5	Social Committee	formerly Club 50
1, 2	Housing Committee	2 Directors plus members
	Finance Committee	2 Directors
2, 3	Membership/ Communications Committee	3 Directors
	Governance	2 Directors

**Board Structural Considerations for the future:**

- Create more balance of distribution for activities amongst committees
- Consider establishing a Marketing and Communications committee (apart from Membership and website management) or advocacy committee, which might also work on partnerships and promotions
- Potentially combine Finance and Governance Committees
- Involve more members in our committees by setting up smaller task oriented groups of volunteers

**Desired Outcome Statements:** (new)

- The community understands the magnitude of the senior population, and recognizes their needs and interests.
- “Seniors” have a positive connotation and are respected in the community.
- A seniors’ advocate within the RMOW works toward supportive policies and programs to ensure accessibility, seniors’ services and ageing in place.
- There is a central, designated meeting space and community staff to support seniors’ programs and services.

- There is a plan in place for assisted living in Whistler (doesn't have to be WHA)
- Diverse and mutually beneficial partnerships provide ongoing programs and services for seniors.
- There are seniors' amenities throughout the Valley.

**Potential Indicators of Success:** (new)

While not wanting to get bogged down in administration, it could be useful to identify a few indicators of success, e.g.

- Membership: can it be doubled to more accurately reflect the community's ageing demographics?
  - Attendance numbers at all MAC related events (including non-members)
  - Number of website hits

**Potential New Statement of Purpose for MAC Constitution (DRAFT):**

The purposes of the society are:

- To establish and maintain an organization dedicated to identifying and representing the needs of full time senior residents of the Resort Municipality of Whistler who wish to remain resident in their retirement or semi-retirement, and age in place.
- To increase public awareness of the needs and concerns of a growing demographic of ageing Whistler residents.
- To advocate on behalf of and provide a unified voice for senior residents concerning their needs and interests, including housing and assisted living, transportation and accessibility, social and health services, and social interaction.

So this is a start on our new Constitution. It went well. With Anne Popma's help we were able to keep on track as to what was needed. The next steps will be, throughout the course of this year, to draft the new Constitution and By-laws according to the new Societies Act guidelines so that it can be voted on next year by the membership.

What else?

- Last year, as you know we announced that MAC had applied for and received a grant to make a film about Whistler seniors past and present. That project got underway during the summer and tonight we will see the results of all the hard work that the Focus

group and the Project Committee that they put together have accomplished - yes it took every cent of that grant and many volunteer hours in order to complete it. I am sure everyone is looking forward to the results.

- Last year we also reported that the Question would no longer undertake to print the Savvy Whistler Guide and we needed to pursue other avenues. We therefore joined forces with the Pemberton Valley Seniors Society and the Squamish Centre Seniors Society. The Seniors Directory is the result. This is a Sea to Sky *Better at Home* initiative under the umbrella of the Sea to Sky Community Services Society. It will be published by a professional group out of Kamloops with staff of their own. I understand the target release date is April 2016. We did put \$500 toward the first publication and assisted in hiring an advertising sales agent. It is hoped that it will be funded by advertising revenue in the future. This publication will cover the whole corridor not just Whistler.
- That was the first of what we hope will become an alliance with the two other seniors groups in the corridor. Yes, our members may have different ideas about some things but we are all in the same boat. A unified voice will help all of us as we all still have the same goal of aging in place! There are several steps ahead of us before that can happen but it seems like the way to go as individually, we don't have a lot of clout but as part of an alliance we can offer a louder voice!
- Another joint initiative is the Men's Shed which has been taken over by Sea to Sky, *Better at Home* who have applied for \$30,000 in funding from United Way for both Whistler and Squamish locations. If that funding application is successful, they will likely approach MAC and Rotary to be involved. Pemberton already has a Men's shed program in operation and it will be interesting to see how it goes.
- The Board discussed, as part of our reorganization and future operation how to engage more of our members in our programs. It was decided to move away from having the Focus Group be responsible everything. This group met 65 times in the last 7 years and we would like to thank them personally for all their efforts with the many initiatives that they have undertaken during that time. Linda McKean, Kathy Macalister, Melissa Deller, Deborah Eaton-Kent, Sue Lawther, Judy Gaudin-Reise, Jan Mitchell, Phil Mitchell and Linda Jenkinson.

- In the future we would like to involve more MAC members on projects in which they have a particular interest. I would like to give you some idea of the projects we have in mind and the skill sets we are looking for and, yes, ask you to commit some time to help out our Board Members to complete these tasks.
- The last item in the President's Report was a discussion of a possible increase in membership fees. Currently membership fees are \$15.00 per individual and \$30 per couple. We are aligning ourselves with other seniors' organizations in Squamish and Pemberton and they charge \$20 per person. As Paypal charges MAC for each transaction we are actually reducing our revenues at the current rate. We would also like to offer a couples' discount - with two separate email addresses -or \$35.00

**MOTION: Moved by Rosemary Cook and seconded by Linda McKean**

**"Resolved that the Mature Action Community membership fees for an individual be increased to \$20 per year and that membership fees for a couple be increased to \$35 per year".  
Carried.**

- **Governance Committee Chair Joan Richoz presented the Governance Report.**

The Governance Committee consists of Joan Richoz and Sue Lawther. During 2015, we identified what our main responsibilities will be in the coming year. The main change affecting all non-profit societies is the creation of the new BC Societies Act. The current Society Act contains the requirements which all societies must follow. The new Act is expected to be proclaimed in fall 2016 and will include regulations. There will be a two-year transition period after proclamation. What this means for MAC is that we will have to review and revise our constitution and bylaws in order to conform to the new Act. The committee will provide recommended changes to the Board and the Board will present the changes for approval by the membership at the 2017 Annual General Meeting.

- **Membership Committee Chair Robert Murl presented Membership report**

- As of Mar, 2016 active membership – 194 (with 128 expired/outstanding over past 12 months) as compared to 226 in 2015 and 210 in 2014 with 99 in 2013.



- We did a major software upgrade of the website to stay current (we had some issues with Apple computers after the upgrade but got that fixed). Sometimes there are issues with the website that we try to address as quickly as possible but some things can be quite complicated based on all the different technology – Windows, Apple, mobile phones and other mobile devices – software they are using (eg: virus detection), screen sizes ... so hard to test out every variable – before we add anything new to website, we test it out on an offline system but only based on our personal technology (windows 10, laptop, desktop, Apple smartphones). If you do see problems, please let us know because we don't always see the problem based on our own technology. Email us support@whistlermac.org!
- Needs of Membership Committee
- Suggestions from members to get involved with the website support - who have experience in website design, content, information management, other technology platforms (Apple...) – to use an outside source would be a financial burden on MAC
- How to drive membership? (new, renew..) what methods can be used (email is most economical way for reaching people (mail is costly/labour intensive) One option - computer seminars (but how to reach people that need the seminar!)?
- Email issues – junk/spam folders – can't control at website/mailchimp. For example – your best friend just sent you an email with their new email address – more than likely that email will go into your junk/spam folder – if you don't check these folders and identify that new email address as not junk/spam – it will always go into junk/spam!
- To move junk to inbox – drag/drop, right click for 'not junk' options – this really depends on the Mail program you are using – (and there are many email programs!)
- Email issues – when you change your email address we have no idea until mail gets rejected! Tell us or login to your account on the MAC website and change your email address.
- Please check your information on the website – email address, phone numbers.... If you don't remember userid/password, send

an email to [support@whistlermac.org](mailto:support@whistlermac.org) (in CONTACTS) and we can help!

- New web design planning – now that ski season is nearly done (for me anyways!)
- Needed to be on latest version of website design tools/support before we could look at re-design

**Housing Committee Chair Bob Calladine presented the Housing Report.** MAC still has a continuing presence on the WHA board of directors.

This past year, lot 11 at Rainbow, known as Solana, has been finished. All 20 units have been sold and a number of Whistler Seniors and new seniors to Whistler, have moved in. Landscaping is still to be done as well as some minor finishing within the units.

Also in Rainbow: Lot 9, the commercial area is getting close to finished and hopefully Loblaws will be operating by summer. There has been no up-date on the status of the 65 employee rental units. The rental cost still must be determined by the owners and WHA, and will be offered to those on the WHA rental list. Seniors are allowed on the WHA lists and must follow the normal criteria of the WHA guidelines.

Lot 10 at Rainbow: this is the lot in front of Solana and is zoned for 20 senior housing units. This has basically been put on hold until the new employee rental building at both Rainbow and Checkamus Crossing are completed.

Even though WHA has indicated that Lot 10 will be next to be developed, I personally feel that there will be a wait and see how the 85 new rental units knock down the rental waiting list. Even though our survey shows a desire for both rental and ownership, the WHA noted that the 2 senior units that were offered for sale this past year, were not taken up by seniors. Are we waiting for lot 10 development or in the far distant future with Holburn?

This past year, the MAC housing committee has been working with the WHA to update the guidelines for the senior housing application. It is taking some time as the 'one shoe fits all' criteria doesn't really apply to many of us seniors. We are trying to get discretionary relaxing of some of the criteria.

Working with Marla Zucht and Jessica Averiss, are Gord Leidel, Gary Watson, and myself and we are pretty close to agreement with the guidelines.

I must thank all four of them for the time and effort they have put into these guidelines.

At this time, I would also like to ask someone if they would like to be on the housing committee and perhaps, eventually end up being our MAC representative on the WHA board. It is not an onerous task with only 6 meetings a year.

**MOTION: Moved by Jane McPhail and seconded by Rosemary Malaher “Resolved that the reports be accepted as presented”. Carried**

#### **6. The Election of Directors:**

Four board positions were identified as becoming vacant. Directors Bob Calladine, Rosemary Cook, Gord Leidal and Stacey Murl were up for re-election. Gord Leidal agreed to continue for one year and the others for another three-year term. As per section 25 of our by-laws, 1/3 of directors still have 2 years left of their terms - Wendy Aitken, Dawn Minett, Joan Richoz, and Sue Lawther. The remaining 1/3 of the directors have one year left - Bob Murl and Joan Pitman.

As the candidates that came forward were equal to the number of positions available, the candidates for the 2016-2017 Board of Directors are elected by acclamation.

MAC would like to welcome returning directors Bob Calladine, Rosemary Cook, Gord Leidal and Stacey Murl and join directors in mid-term including Wendy Aitken, Dawn Minett, Bob Murl Joan Pitman, Joan Richoz, and Sue Lawther.

#### **7. Questions and comments**

Joan Pitman asked members to send her ideas for the “Silver Linings” column in the Question newspaper.

On behalf of President Stacey Murl, Chair Joan Richoz outlined areas for which MAC needs volunteers:

- Governance - the new Constitution and By-Laws

- Someone with a legal background or experience with Board constitutions
- Social Media
  - We now have a Mature Action Community Group Page on Facebook but that's about it.
  - We need someone with Social Media Experience to train us on how to take advantage of all the other options and what to do with our Facebook page.
- Marketing and Public Relations
  - We have decided what our purpose is - now we need some experienced people in marketing, brochure design and promotional ideas to get the information to our potential members.
- Website Management
  - Currently Bob with the help of Chris at Patent Pending is doing it all - he needs help.
- Grants
  - We could certainly use some more grant money but organisations are very specific about what they will and what they will not fund. Someone with some experience on grant researching would be very useful.

Chair Joan Richoz extended her thanks to those who assisted with the organization and preparation of the AGM and the members for their attendance and cooperation.

**8. The meeting was adjourned at 7:25 pm.**