



11th Annual General Meeting

**Monday January 24, 2011
6:30 – 8:00pm**

Cambridge City Hall
Bowman Room
50 Dickson St. Cambridge, ON





Agenda
Alison Neighbourhood Community Centre
Annual General Meeting
January 24, 2011
6:30pm

1. Welcome and Introductions
2. Chairperson's Address
3. Introduction of current Board of Directors
4. Approval of Minutes from the 2010 AGM
5. Executive Director's Annual Report
6. Volunteer Coordinator's Annual Report
7. Audited Financial Report
8. Board of Directors election
9. Adjournment



Alison Neighbourhood
community centre

Alison Neighbourhood Community Centre (ANCC)

Board of Directors, Staff and Supporters

Chair:	Tara Mondou
Vice Chair:	Jessica Hutchison
Secretary Treasurer:	Robert Faler
Members at Large:	Sasa Kahrmanovic
Executive Director:	Courtney Storey
Volunteer Coordinator:	Theresa Munoz
Recreation Worker:	Michelle Golubovic
Peer Worker:	Shelby Hartung
Co-op Placement Student:	Melissa Smith
Outreach Worker:	Brenda Clements
Bookkeeper:	Marlene Holzworth
City Staff Liaison:	Conny Smith

Message from the Chair

Good Evening! My name is Tara Mondou and I would like to welcome all of our guests, friends, community members, members of the board, staff and volunteers to the Alison Neighbourhood Community Centre, 10th Annual General Meeting.

I am relatively new to the volunteer world. I worked for 13 years as a production planner at an automotive company here in Cambridge, but decided after having my first baby, that I would like to be a stay at home Mom. After about 4 months of changing diapers, watching my baby sleep, cleaning the house and scrapbooking my heart out, I decided to find a more fulfilling way to keep my mind busy. Just 1 ½ years ago, I had never even heard of a Neighbourhood Association, but after reading through this “new and exciting” book I found, that I know no Mom had ever read before, called the “Activities Guide”, I made a few phone calls and found the ANCC needed help on their board of directors. After having been the vice chair for the Block Parent for about 6 months, I thought “Hey, I only have two babies, I’m not that busy, how about I join another board?” And now here I am, one year later speaking to you today as Chair! I am proud to walk in the footsteps of the Chairmen and women who have come before me, namely Liviu Croitoru who, after more than a year of hard work with our organization, had to leave us in October. We wish Liviu all the best and good luck with his new job!

Almost all of you here today have way more knowledge than I do about this whole Neighbourhood Association/Community Centre thing. I know what you all expect from a NA, but I can’t say that when I first started volunteering, that I was sure what to expect from a NA, especially from this one. I know you have to have programs and volunteers and you need to keep your financials straight and important things like that. But really, how does an organization like this run? After writing this speech, I realized, like all of you will when the AGM is over, how very special this particular organization is. Here are the reasons why:

What does ANCC do?...

We run between 9-10 programs for youth and adults.

We have wonderful Funders who help us provide these programs to the community.

The Cambridge and North Dumfries Community Foundation helps fund:

Run and Read

Wacky Wednesdays

Jr. Dodge Ball

The City of Cambridge helps fund:

Girls Club

Sr. Dodge Ball

teen night

We also have..

Zumba, PD day camps, March Break camp, Summer Playground, Winter Holiday Camp, LEAD and many BBQ’s and dances and Volunteer Appreciation Events going on throughout the year. Coming up we have the Alison Wonderland Winter Carnival on Feb 12 and the Multicultural Fair on April 16.

Who makes this organization run?

We have four staff members and several volunteers and leaders. We have a Peer Worker, Youth worker, Recreation Worker, Volunteer Coordinator, Outreach worker, Co-op Student an Accountant, Executive Director and an Advisor. We also have four board members, Jessica, Robert, Sasa and myself.

Let me please take a moment to shine some light on an extraordinary girl. I have never met anyone with as much enthusiasm or energy as our Executive Director, Courtney Storey! Not only does she have this most amazing positive

attitude, but her passion for her work and her true love for this community and its members, is beyond inspiring! Courtney, we are lucky to have you! Thank you for all you do!

What's New at ANCC?

We now have a new Workplace Violence and Harassment Policy, a new ANCC brochure, three new working committees, and coming soon: the Annual Liability Checklist implementation and of course our on-going goal of obtaining Charitable Status.

Upcoming partnerships and projects

We are working with the Social Planning Council of Cambridge and North Dumfries to create the Neighbourhood Cultural Engagement Team and are in the process of recruiting two Cultural Engagement Promoters. We are also partnering with the McMaster Community Nursing Program Placement.

Some news headlines from 2010

Feb 2010 Local Olympic Dream

May 2010 Youths overcome trouble on Cambridge Streets

Aug 2010 Camp World Cup Youth Challenge

Nov 2010 ANCC Wins the Peace Medallion in the strong community category

Many wonderful achievements!

After listening to me speak this evening, I hope you are more informed about our organization and that you feel the ANCC is doing everything in its power to ensure we are servicing our community, building strong and healthy partnerships and providing our members with top notch programming. Working with the ANCC has definitely affected me personally, and even though sometimes I miss my scrapbooking days, I wouldn't give up volunteering for the world!

Thank you!



Alison Neighbourhood Community Centre

127 Elgin Street North
Cambridge, Ontario N1R 5H6

**ANCC Annual General Meeting
February 8, 2010
MINUTES**

PRESENT

REGRETS

Roxanne Boles	Christina Gillespie
Bryan Box	
Christine Brown-Kerr	
Liviu Croitoru	
Robert Faler	
Shazia Fazal	
Courtney Storey - CRW	

Guests: Kim Fowler, Nathan Loucks, Theresa Munoz, Conny Smith, Tim Sullivan

Welcome by: Liviu Croitoru

Meeting was called to order by: Liviu Croitoru

1. Review of 2009 AGM minutes

Presented by: Liviu Croitoru

- Board reviews 2009 AGM minutes

Motion: THAT the minutes of the 2009 AGM be approved

Moved by: Shazia Fazal

Seconded by: Bryan Box

Carried

2. Message from the Chair

Presented by: Liviu Croitoru

- Liviu C. welcomes directors and guests to the AGM
- Reviews community goals and development

Motion: THAT the Message from the Chair be approved

Moved by: Robert Faler

Seconded by: Shazia Fazal

Carried

3. Message from the CRW

Presented by: Courtney Storey

- Reviewed community goals, recent developments and successes

Motion: THAT the Message from the CRW be approved

Moved by: Roxanne Boles Seconded by: Robert Faler

Carried

4. Message from the Volunteer Coordinator

Presented by: Theresa Munoz

- Reviewed recent developments and successes within the community

Motion: THAT the Volunteer Coordinator's report be approved

Moved by: Roxanne Boles Seconded by: Bryan Box

Carried

5. Review of 2009 Audit Report

Presented by: Tim Sullivan

- Tim S. reviews the 2009 audit report
- Notes records were clean

Motion: That the 2009 financial audit report be approved

Moved by: Roxanne Boles Seconded by: Robert Faler

Carried

6. Board Nominations

- Liviu C. notes Tara Mondou's request to join ANCC's Board of Directors
- Board agrees that further nominations for Board of Directors positions should be closed

Motion: To close further nominations for positions within the ANCC Board of Directors

Moved by: Bryan Box Seconded by: Robert Faler

Carried

7. 5 minute recess

8. Biography of Tara Mondou

Presented by: Liviu Croitoru

- Tara M's biography is read by Courtney S. to the Board of Directors

Motion: To accept the request of Tara Mondou to join the ANCC's Board of Directors

Moved by: Bryan Box Seconded by: Robert Faler

Carried

9. Review of Board positions

Presented by: Liviu Croitoru

- Board of directors positions are reviewed
- Position of Treasurer and Vice Chair to remain vacant

- Contributions of Past-Chair Roxanne Boles is addressed

10. Other Business

Presented by: Courtney Storey

- Courtney S. addresses the need for a new computer
- Kim F. suggests a new office printer should be purchased
- Board discusses purchasing both a new desktop (without monitor) and a net book
- Kim suggests contacting Tech Soup or other providers for purchasing needed software

Motion: THAT a \$5,500.00 budget be approved for a new net book, desktop computer and office printer/photocopier

Moved by: Bryan Box

Seconded by: Robert Faler

Carried

10. Review of ANCC by-laws

Presented by: Liviu Croitoru

- Courtney S. makes note of the change in policy of removing a Board member after 4 absences, as opposed to the previous 6 (6E of ANCC by-laws)
- Liviu C. notes the inclusion of “Electronic Methods of Participation” (8E of ANCC by-laws)
- Board discusses the number of members needed for voting
- Board reviews “Books and Records” section
- Kim Fowler notes corrections to be made to the “Cheques” section (15) of the by-laws
- Board discusses the policy regarding mandatory removal of directors
- Board agrees to a one (1) term mandatory break for directors serving more than three (3) two (2) year terms

Motion: THAT the ANCC Board of Directors approve of the updated by-laws as circulated with the following changes:

- substitute “...signed by such officers, or agents...” for “...signed by such Officer or Officers, agent or agents...” in the “Cheques” section (15) of the by-laws
- substitute “...Any two such officers...” for “Any one such officer...” in the “Cheques” section (15) of the by-laws
- add “Each Director may hold office for a maximum of three (3) consecutive two (2) year terms after which they will be required to take a mandatory one (1) session leave from serving as a Director”

Moved by: Robert Faler

Seconded by: Bryan Box

Carried

11. Adjournment of meeting

Motion: THAT the meeting be adjourned

Moved by: Bryan Box

Seconded by: Robert Faler

Carried

Meeting Adjournment: @ 20:26.

2009-2010 Executive Director's Report

2009-2010 marked a year of transition and growth for Alison Neighbourhood Community Centre. Despite experiencing monumental changes in many areas of the organization, we continued to offer successful programming and service provision to residents of the neighbourhood. By building relationships with families, developing partnerships with other organizations and providing great programs, services and community development events, 2009-2010 has been a very positive year.

A Year of Transition

In October of 2009, Kim Fowler of Fiddlesticks Community Centre graciously offered her expertise and role of a consultant, (free of charge) to help examine the operational and governance structures. She identified three areas that needed to be addressed: Financial Operations, Human Resources Management and the Board of Directors.

Financial Operations- Kim quickly identified that the current financial system employed a combination of manual and automated systems that were ridden with discrepancies. Kim advocated for an upgrade to our accounting software, the addition of internal controls, a more organized filing system and a review of the bookkeeping services. Within two months all of her recommendations were implemented, and the role of the bookkeeper transitioned from a staffed to a contract position.

Resources- While the Board developed the policies and procedures, Kim worked with the staff to implement changes on the front lines. A Staff restructuring took place beginning with a title change for the senior staff member from Community Recreation Worker to Executive Director and the addition of two new positions: Recreation Worker and Peer Worker. 2009's *Volunteer of the Year* and long-time program participant, Shelby Hartung became ANCC's Peer Worker, sending a positive message to the neighbourhood youth that if you are dedicated, good opportunities will never be far from reach. We said goodbye to long-time Youth Program Coordinator, Catherine Muss and began searching for our Recreation Worker. Michelle Golubovic would join our staff team in September of 2010. Enriching program development is evidence of this positive staff turnaround.

Board of Directors- With Kim's direction, great strides have been made to bring the Board of Directors up to a good level of performance and accountability. New and more experienced Board Members have been elected establishing better standards of good governance. As the barriers are slowly peeled away, more positive changes can be made- The new Board and ED are now ready to move forward, *together*.

The mentoring partnership between Alison and Fiddlesticks has been extremely rewarding and positive. We would like to pass on our experiences and advocate for a mentoring program such as this to be available for other organizations requiring assistance.

Volunteerism

2009-2010 marks a full year with a Volunteer Coordinator on staff. The result of Theresa Munoz's hard work is shown through our improved reporting and monitoring methods, increased adult volunteerism and an overall increase in volunteer hours by over 1000 hours. The quality of the volunteer program has improved with a better training and recognition program leading to better accountability. We are pleased to report that the volunteers are meeting our raised expectations.

Services, Programs & Community Events

We are proud to be able to offer after school programs every day to varying age groups to alleviate many issues that families in the neighbourhood are facing. Since we are only operational after 3:30pm due to security concerns for the students attending St. Anne, we try to offer as many programs as we can after school

and into the evening. We were successful in obtaining a grant from Cambridge and North Dumfries Community Foundation to subsidize the cost per program visit so that more families could enjoy our programs.

LEAD, (Leadership Excellence Asset Development) was offered to our budding youth leaders with great success. We found that youth who had received the training were better equipped to volunteer effectively. We look forward to offering two LEAD sessions in 2010-2011.

Our engaging community events facilitate more organizational achievements as family favourites such as the *Alison Wonderland Spring Carnival*, *The Great Community Build-Off* and *Youth Dances* drew hundreds of people of all ages. A clear favourite was the 2nd *Annual Neighbourhood Challenge* which brought in over 200 youth, 30 staff and 30 youth volunteers from several Neighbourhood sites across Cambridge and received notable news coverage. Community events provide more volunteer opportunities, give neighbours a chance to meet one another and engage people to actively take part in their community.

With every year, Alison Neighbourhood Community Centre is thankful for the opportunity to provide enriching programs, services and community events, meet new people in the community and build enduring partnerships across Cambridge and the Region. We look forward to a successful 2010-2011.

Focus for 2010-2011

- To continue to reach people from as many socioeconomic and cultural groups as possible to become a more inclusive and diverse organization.
- Develop the volunteer program and further promote adult volunteerism.
- Develop adult programming: Offer more educational and supportive programs.
- Exploring new partnership opportunities will help us to specialize in a wider range of services and programs.
- To continue to develop our public image to recruit experienced volunteers and to attract sponsorship for special projects and program development.
- Board development: Drafting Policies, committees and examining current processes will be a priority.
- Program Development: Using data collection and program evaluation methods to determine if we are effectively addressing the issues faced by residents.

2009-2010 Organizational Highlights

Program

- Continued to offer *Run & Read*, *Drop-in Sports & Dodge Ball* to the neighbourhood youth with the support of Cambridge and North Dumfries Community Foundation.
- Offered our first session of LEAD, (Leadership Excellence Asset Development) to a group of 14 youth and contributed to the program's development in partnership with the Cambridge Neighbourhood Organizations and the YMCA of Cambridge.
- Continued to partner with Hourahine's Martial Arts thereby allowing for the successful progression of several students through the ranks of Yellow, Orange to Red Belt.
- 35 youth attended the Dodge Ball tournament.
- Hosted the 2nd *Annual Neighbourhood Challenge* during Summer Playground where over 200 youth from 5 neighbourhoods participated in a variety of fun activities with the support of 30 staff and 30 volunteers.
- A Parenting in Two Cultures Workshop* was offered to 9 newcomer moms made possible by Board Member, Shazia Fazal's successful grant application to the Step Up to Leadership program.

- Provided homework help to youth in grades 1-4.
- More youth in the neighbourhood had the opportunity to experience Summer Playground thanks to the support of The Waterloo Region Record- Lyle S. Hallman Kids to Camp Fund.
- Last year's Volunteer of the Year and long time youth program participant, Shelby Hartung became our newest Program Leader.
- Offered *Zumba* to over 50 women.

Volunteer

- Volunteer Coordinator, Theresa Munoz made great strides in the professionalization of our volunteer program with improved recruitment, training and orientation, retention and recognition strategies.
- Celebrated the achievements and contributions of our volunteers at our June Volunteer Appreciation reception.
- Youth Volunteer, Thalia Stafford was the second recipient of our *Volunteer of the Year Award*.
- 4 ANCC Volunteers received Ontario Volunteer Service Awards.

Partnerships

- Continued to support Alison Park Public School after the loss of their facility by hosting the Alison Park School Council meetings.
- Outreach Worker, Brenda Clements continued to provide Community Outreach services to the community funded by the Region of Waterloo in Partnership with Family Counselling Centre of Cambridge and North Dumfries.
- Board Member, Shazia Fazal spoke on behalf of the Board and the Alison Community to the Cultural Diversity Program Advisory Committee about the success of the Elgin St. Pedestrian Tunnel clean up community initiative.
- Worked with the Social Planning Council, Fiddlesticks Community Centre, Greenway Chaplin Community Centre and Kinbridge Community Association to form the *Neighbourhood Cultural Engagement Team* to positively engage newcomer residents.
- Cultivated a relationship with the City of Cambridge to give the *Carrefour Soleil* French Immersion Summer Playground Program new direction beginning in the summer of 2011.

Community Development

- 70 people of all ages attended the *Alison Wonderland Spring Carnival*.
- 129 youth attended 2 exciting youth dances.
- Over 105 people attended to the *Great Community Build-Off*.
- Hosted the *Take Back the Tunnel Celebration* in which 50 members of the community attended to celebrate the community's efforts to beautify the Elgin St. Pedestrian Tunnel and the City of Cambridge's subsequent \$50,000 investment into the area.
- Celebrated the Vancouver 2010 Olympics with our own opening ceremonies at St. Anne School.

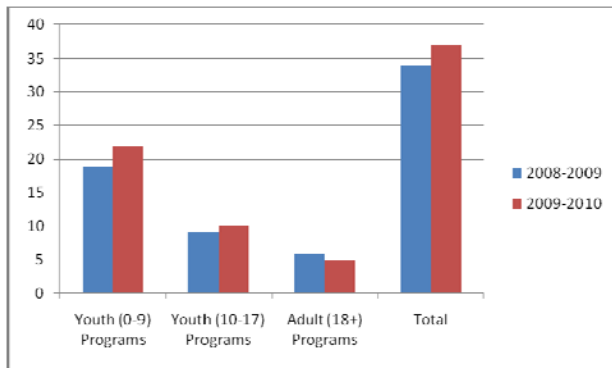
Organizational

- Developed an array of marketing materials to further promote our organization.

- Upgraded our office equipment.
- Enhanced our Human Resources management system with the creation of 2 new staffed positions.
- Completely reformatted our financial system with the dedicated support of Kim Fowler.
- Welcomed the addition of bookkeeper, Marlene Holzworth to our team.

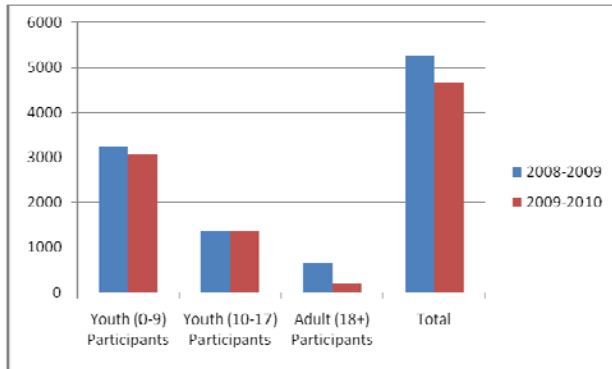
Alison Neighbourhood Community Centre- Year in Review

Programs Offered at ANCC



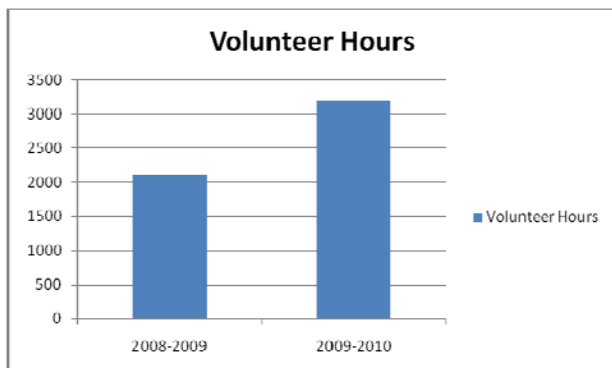
	2008-2009	2009-2010
Youth (0-9) Programs	19	22
Youth (10-17) Programs	9	10
Adult (18+) Programs	6	5
Total	34	37

Number of Participants



	2008-2009	2009-2010
Youth (0-9) Visits	3233	3077
Youth (10-17) Visits	1382	1384
Adult (18+) visits	670	203
Total	5285	4664

Volunteerism



	2008-2009	2009-2010
Volunteer Hours	2112	3205.5

71 Volunteers contributed to 3200.5 hours. This equates a \$38,406 in-kind value.¹

Thank you to our Community Partners

Alison Neighbourhood Community Centre works with numerous partners and supporters from the community and throughout the Region of Waterloo. We are fortunate to be able to work with the following groups to support families and communities in Cambridge.

Funding

City of Cambridge

Cambridge & North Dumfries Community Foundation

Human Resources Development Services Canada

Summer Experience Program (Ministry of Citizenship and Immigration, Ministry of Culture, Ministry of Health Promotion)

The Waterloo Region Record- Lyle S. Hallman Kids to Camp Fund

Jump Start, (Program Subsidy)

Onsite Partners

Hourahine's Martial Arts and Fitness Centre- *Community Martial Arts*

Run for Life- *Run & Read*

YMCA of Cambridge Cross Cultural and Immigrant Services- *English Conversation Circles*

Cambridge Neighbourhood Organizations

Fiddlesticks Community Centre- Kim Fowler

Greenway Chaplin Community Centre- Caitlin Lloyd

Kinbridge Community Association- Joe-Ann McComb

Lang's Farm Village Association- Bill Davidson & Cheryl Buer-Cartwright

Popcorn House Community Resource Centre- Chris Hayhoe & Stephen Laurer

Preston Heights Community Group- Sandy Roxborough

Memberships

Active Cambridge

Cambridge Chamber of Commerce

Cambridge Neighbourhood Organization, (CNO)

Cambridge & North Dumfries Association of Volunteer Administrators, (CNDAVA)

Community Partner's Group

Volunteer Cambridge

Youth Support Network, (YSN)

Area Schools & Recreation Facilities

Alison Park Public School

Galt Arena Gardens

John Dolson Centre

Lincoln Avenue Public School

St. Anne Catholic School

Monsignor Doyle Catholic Secondary School

¹ Volunteer Canada identifies the in-kind wage of a volunteer to be \$12 per hour.

Community Services & Agencies

Cambridge Community Church
Cambridge Muslim Society
Cambridge Times Newspaper
Cambridge Vineyard
Food Assistance Network
Islamic Centre & School of Cambridge
Information Cambridge
John Howard Society of Waterloo-Wellington
Social Planning Council of Cambridge and North Dumfries
United Way of Cambridge and North Dumfries
Waterloo Catholic District School Board
Waterloo Region District School Board
Waterloo Regional Housing
Waterloo Regional Police Services
Waterloo Region Record
YMCA of Cambridge
 -Cross Cultural & Immigrant Services
 -The Z Beside the Y

Other Contributors

Zehrs Markets
Babar Khakan

Special Thanks

Janet Foote and the staff at St. Anne School for their continuous support.

Volunteer Coordinator Report

In Brief

One of my goals for 2010 was to ensure volunteers remained actively engaged and appreciated. At the end of 2010, Youth volunteers represented 84.2% of all volunteers (under the age of 24). This is a trend that will most likely continue as the after-school programs offer a volunteer experience that appeal to the secondary school student who is required to commit 40 hours of community service in order to receive their diploma and an additional 15 hours for the student who requires the volunteer hours for their Religion credit.

"I enjoyed the program girls club mainly because it was a thing where girls could go to if they needed to talk about girl stuff or just hang out around friends for a couple of hours. I thought it was good that we the volunteers showed the girls how to use house hold items to make new things such as lip gloss and bracelets." Emily Blanchard a returning volunteer on why she chose to volunteer at ANCC for her Religion credit.

Continuing to be a difficult is recruitment of the 18-24 year old and adult volunteer for the Teen Night program.

In-house appreciation events included pizza nights, end of summer playground Chicopee tube and hand gliding park fun, a special night for awards and a Christmas chili con carne dinner. Formal appreciation events included the Annual Neighbourhood Forum Dinner and the Ontario Service Award event with six of our volunteers recognised.

I attended an all day professional development workshop offered free to members of CNDAVA (Cambridge and North Dumfries Association of Volunteer Administrators). The following audit tool was developed for volunteer administrators to evaluate where their volunteer program was in regard to meeting the **Standards of Practice**. The purpose of the Standards of Practice: **To** provide basic guidelines or criteria for management/administration of volunteers and volunteer programs: **To** promote professionalism and development of quality measures/outcomes among Managers of Volunteer Resources: **To** create strong management practices that will ensure effective volunteer programs. The results of my audit are below:

STANDARD	Achieved	Somewhat Achieved	Not Achieved
Administration	3	3	1
Planning and Evaluation of program		2	5
Risk Management	1	3	
Recruitment	2	3	
Interviewing & Screening	6	4	
Orientation & Training	2	1	
Supervision	3		2
Recognition and Retention	5		
Promotion Internal/External	1	3	
Totals	23	19	8

Achieved 46.0 %
Somewhat 38.0 %
Not Achieved 20.0 %

On a high note, ANCC volunteers committed a total of 3205.50 hours in 2010!