

Annual Report to the SPLBC AGM November 2018 to November 2019

1.0 President (Eva Murray)

1.1 Bylaws

This was the first full year of our new Bylaws and the new governance/operations model. There were small challenges but overall everything that we had planned fell into place. The Board met monthly and discussed strategic, operational, budgetary, and policy issues. Seven Board members was a workable group to process recommendations and debate motions. Many decisions were reached.

The Board of Directors currently consists of:

- Eva Murray, President
- Lois Goodeve, Vice-President
- Alan Newberry Secretary,
- George Guthrie Treasurer,
- Trevor Ludski, Past President
- Albert Nieuvoold, Director at Large (Bowling)
- Dianne Farlinger Director at Large (Social).

The responsibilities of the Board as a whole were clear as outlined in the Bylaws. All Board members (other than Secretary) had a liaison role with the Volunteer Team Leaders. There may have been an imbalance in workload re: liaison. That was addressed and will continue to be tweaked.

1.2 Board Meetings

Secretary Alan Newberry has helped to make the Board meetings more efficient. Discussion is more informed when reports from Board members are submitted prior to the meeting. This also enables a digital copy for the file and Dropbox.

The Secretary will continue to distribute the agenda and reports electronically at least two days before the Board meeting. We will also continue the corporate format of minutes recording Board decisions and actions (with no narrative of the discussion).

We met our reporting requirements on time with the Societies Branch of the BC Government and with the Board of Park and Recreation.

1.3 Operations

Operations can change from year to year and even during the year as the need arises. We made two adjustments since the last AGM. The first was to change the title of volunteer leaders from Manager to Team Leader. This more accurately reflects their role and level of responsibility within a voluntary, not-for-profit community organization. It, in no way, diminishes their autonomy but emphasizes their roles as team leaders in a collaborative model, both in bowling and in social activities.

We also agreed to pulling out Kitchen duties from that of Hospitality. So, the Hospitality Team Leader(s) will be responsible for refreshments for member meetings and recruiting convenors for bowling tournaments.

1.4 Representation

The Club was represented at the usual meetings: Vancouver and District Lawn Bowling Association, BC Bowls, and the Park Board Stakeholder's Meeting. Additionally, this year a meeting was called by Park Board to begin the consultation process of leading to the next formal Agreement. Negotiating that will be a priority for the next Board.

1.5 Closing Comments

As I leave the role of President, I am reminded of how important it is to listen, to discuss, to make appropriate decisions, and to communicate regularly with the membership. That would be my message to the next Board of Directors and to all the Team Leaders.

It's been a privilege to have been a part of this dynamic recreational club. I could not have done it without the support and hard work of my fellow Board Members, the Team Leaders, and all the volunteers who have provided bowling and social activities for us to enjoy year round.

2.0 Treasurer (George Guthrie)

2.1 FINANCIAL RESULTS FOR THE YEAR ENDING SEPTEMBER 30, 2019

BALANCE SHEET

Our assets are comprised almost entirely of cash, made up of \$60,000 in Term Deposits and \$45,000 in the Operating Account. Total Assets at \$111,000 are \$15,000 lower than they were one year ago, principally because of the operating deficit for the year.

OPERATING STATEMENT OF SURPLUS OR DEFICIT

The Operating Statement shows a deficit of \$12,000. This is also the variance from the budget which was set at break-even for the year.

During the year the Board of Directors approved several expenditures which were not included in the budget. In aggregate these have caused the deficit. The items were:

- New Natural Gas barbecues and the gas line to feed them
- New turf patching of a portion of the west green
- Purchase of 4 sets of small bowls, size 000 and 0000

2.2 BUDGET FOR 2020

The most significant element of the budget is the projected deficit of \$21,225. It is the Board's view that the reserve funds \$(60,000) can be used, in part, for important improvements which will benefit the club. The Board therefore has no hesitation in presenting a deficit budget. Many elements contribute to this \$21,000 deficit.

First, there are some price increases that will offset some of the deficit:

- Membership Fees (Bowling from \$200 to \$215; Social from \$50 to \$60)
- Visiting Groups from \$30 to \$40
- Club tournaments from \$5 to \$10
- Bar sales from \$4 to \$5

The improvements amounting to approximately \$20,000 more than offset the planned price increases. The operating cost items are:

- Greens Equipment (including a labour cost for repair and maintenance of the equipment.
- A new shed for the barbecues.
- A custodian to reduce the burden on the volunteer House Team Leader.
- The installation of an external water dispenser which will accommodate filling water bottles.

The following items will be reviewed by the Capital Priorities Committee but are included in the budget. These total \$25,000.

- Greens Consultant
- Bar reconfiguration
- Plinth boards for the west green

I should also mention that we have applied to the federal government for a New Horizons for Seniors Grant in the amount of \$25,000. If approved this will provide funding for these three additional elements:

- A supply of small bowls (sizes 000 and 0000)
- New fridge and freezer
- New lighting fixtures for the clubhouse

And finally we have been offered a legacy from the estate of Al and Peggy Waine. Peggy's niece, Julia Foght, has asked us to identify an appropriate use for this sum. After consultation with several of our members who remember the Waines we have selected to place permanent shade covers over benches beside the greens. The exact nature of these covers is currently being researched and reviewed by the Board.

3.0 Team Leader Reports

3.1 Communications (Mike Smolniki)

We gave the website a “make over” by changing the design/layout a bit and making sure the content on the site was current and changing with the activities and events during the season. The payment feature for memberships and corporate was upgraded and we aligned Web and Newsletter and published content provided by members. A co-manager was trained on publishing News items on the website.

Most learning revolved around the technology and services that support the website.

Plans for next year include determining where communications (newsletter/website) can help with enabling members to connect with volunteer opportunities and support team leaders in coordinating volunteers. We will expand the co-manager's training for publishing content. I will get a deeper technical knowledge and will start documenting website *Standard Operating Procedures (SOPs)* and other support activities and processes.

3.2 Corporate Events (Anne Berridge & Keith Bespflug)

This year saw a change in the set up of the Corporate Events portfolio. At the start of the season, it was decided to divide this role into two areas of responsibility; a Booking manager and an Event manager. Under the expert tutelage of the past Corporate Manager, Lois Goodeve, two members, Keith Bespflug and Anne Berridge undertook these roles for the 2019 season. This collaboration and division of labour resulted in a smooth transition to this format.

It has been an excellent season, with perfect bowling weather (no rain outs!), a good balance between green availability and league play as well as wonderful volunteer participation. Interest in the 2019 season began early with booking requests starting in November 2018. Requests continued over the season until September with over 120 groups looking for information resulting in 22 bookings. Groups ranged in sizes from 15 to 122; 56 club members volunteered to help with 7 acting as team leaders, the revenue budget was realized at \$39,000.

We were challenged with payment issues early in the season with our PayPal account. However, with cooperation from a number of different members, an alternative payment method was implemented and all invoices are fully paid. An end of season debriefing meeting was held with event leaders providing input for improvement for future seasons. Further

meetings will take place over the winter to review basic housekeeping items. Other areas of major significance such as charges, budget, etc will be pursued with the club executive.

3.3 House 2019 (Dave Fleming)

New plumbing in the kitchen accommodated the new dishwasher (including repairs to burst connection which caused flooding). Electrical upgrades include new circuits for bar fridges and microwave and an updated circuit board. New lighting was installed in Ladies' room and the hallway to the Men's room.

We had to contract professional clearing of sewer line and sump solves washroom and down spout back-ups. We had monthly professional pest control sweeps. Plans are in place to replace the fluorescent lighting and install a new outdoor water dispensing and bottle filling device.

There were a number of lessons learned this year. The furnaces require annual inspection and service. (Lambert Plumbing & Heating). We have an aging infrastructure, particularly plumbing and wiring, which will require executive and membership vigilance and maintenance.

Communication and cooperation amongst all the teams and Team Leaders is vital to House operations running smoothly.

The following are recommendations for 2020:

- Follow up with Parks Board required building inspection.
- Go ahead with water dispenser purchase and installation.
- Investigate acquiring proper SPLBC street address.
- Improve SPLBC location sign wording (members & guests) and location to make it more visible.

3.4 Membership (Kathy Broderick)

In 2018 SPLBC has a total of **263** Bowling Members
(2018 -276) (2017 -267) (this includes 3 life members and 2 associate members)

Renewal Membership has 107 Males and 107 Females. (Total 214)

(Male)		(Female)	
26-54 age group	= 20	26 - 54 age group	= 6
55-64 age group	= 27	55-64 age group	= 18
65+ age group	= 60	65+ age group	= 83

New Members for 2019 - Total 49
(2018 - 72 new) (2017 - 72 new)

Of the 49 new members, 28 are male and 21 female.

Male member ratio was broken down into:

26 - 54 age group	= 9
55 - 64 age group	= 9
65+ age group	= 10

Female (21) members ratio was broken down into:

26 - 54 age group	= 3
55 - 64 age group	= 9
65+ age group	= 9

We have a total of **87** Social Members.
(2018- 86) (2017- 89)

Renewal total 69

Male (18)		Female (51)	
26 - 54 age group	= 0	26 - 54 age group	= 1
55 - 64 age group	= 1	55 - 64 age group	= 3
65+ age group	= 17	65+ age group	= 47

Further breakdown: In 2019 we welcomed 18 new Social members:

Male: (5)		Female: (13)	
55 - 64 age group	= 1	26 - 54 age group	= 0
65+ age group	= 4		

Thank you to all of those people who have volunteered this year. Our club only runs efficiently with your help.

3.5 Coaching (Dave Griffiths)

We had another successful year introducing new bowlers to the game. Approximately 70 people signed up for lessons and 35 of those joined the club. Thanks to the 20 coaches who gave their time for lessons during the season.

We also offered tune up lessons on seven Sunday evenings for returning bowlers to improve their skills. Usually 10 people showed up for these lessons. One member suggested we expand these sessions to include strategy session.

After the initial lessons ended, Neil ran the novice league where new bowlers were paired up with experienced bowlers in game settings. Many people showed up for this event. Thanks Neil.

The Novice Tournament was held in late July. Twelve men and four women participated. It was a great success. Of these players, three men participated in the V&D novice tournament in early August.

At the suggestion of a member, I put a quiz in the weekly newsletter about various aspects of the game to help people remember the rules and etiquette. I will try to expand this for next year.

The most important lesson learned was that the club novice tournament should be held earlier in July. This year it was less than a week before the V&D event so it was hard to get novices to participate in two tournaments so close together.

We also need to be sure that when people sign up for lessons that the coaching manager and the membership manager are giving out the same information. New bowlers can pay \$30 for two lessons and then must decide if they want to join. If they join they are encouraged to play in the two game setting situations before starting in the novice league and joining regular play.

3.6 Games (Claus Braovac)

The Board defined the role and responsibilities of the Games Team Leader more clearly in 2019 and resulted in smoother liaison relations.

The plans for 2020 will be to improve the impact that the Team Leader has on the bowlers and that input should come from the bowlers as to whom they want as a Team Leader. This should be done during the second year term.

3.7 Greens (Keith Warriner)

The greens showed overall improvement in 2019 in comparison to recent years. By and large playing conditions varied from fair to good, depending on the green and particular rink.

The current state of the greens is still far from ideal while exhibiting the following shortcomings:

(a) Utilization of only 14 rinks this year in order to reduce wear to the boundary areas where the majority of damage occurs;

(b) While both greens contain substantial areas of quality and improving turf, playing conditions this season still did not achieve the benchmarks for turf coverage, pace and draw as set out in the Briefing Notes developed prior to the season. By these standards the west green could be deemed acceptable, excepting 8 rinks not being available on any sustained basis. The east green did not reach the standard for either club or tournament play (e.g., 7 or 8 rinks with from 90-100 percent coverage);

(c) New turf installed on the west green proved not as vigorous as hoped. This resulted in limiting directional play to just east-west from mid-season on. The area will be built up during the off-season and, hopefully, will be more resilient next season;

(d) The east green has a number of chronically denuded areas, including the area beneath the trees on the west boundary and many patchy areas along the southern boundary and the north-east corner.

Outlook

We have instituted a program of enhanced nutrient treatment and repeated overseeding provided by outside consultants, in addition to regular greens maintenance provided by Scott Anderson and supported by member volunteers. This has resulted in improved playing conditions, and we can expect these improvements to continue. In 2019 these steps were augmented by the campaign to increase awareness of responsible player conduct resulting in less damage due to divots and wear. New adjustments to the greens keeper's contract include maintenance hours during the off-season, intended to prevent moss and other off-season problems, as well as to allow for basic maintenance. Assuming the area of new turf on the west green can be made more hardy the west green will likely reach the requisite benchmarks for both club and tournament play soon. This green will also have new plinths installed over the off-season. There are less grounds for optimism in relation to the east green, but the greens group is in a better position to focus on solving specific problems.

A very significant downside to an otherwise generally optimistic outlook is the retirement of Glen Young as the club's shop manager. Glen's outstanding mechanical skills and work ethic over the past three years has made a huge contribution both in terms of work quality and in financial savings to the club. His retirement creates a major void in terms of maintaining the shop and equipment.

Recommendations

1. New turf installation in the chronically denuded area under the trees on the east green (approximately 600 sq.ft);
2. Development of a "nursery" in the area of the east verge (approximately 400 sq.ft) in order to serve as a source of replacement turf;
3. Replacement of the current top dresser, which has proven unable to handle sand; and
4. Steps required to implement a new system, along with personnel, for maintaining machinery and the shop in general.

3.8 Social (Dianne Farlinger)

We had a number of accomplishments. Seven social events this season were: Golden Bowl lunch, and bowling, Victoria Day bowling and appetizers, Canada Day pancake breakfast with group picture and bowling, 50 Shades of Pink Pride party with dinner and bowling, BC Day bowling with lunch, Labour Day Party with a Mexican theme food, music,

dance after bowling, and Awards BBQ. Social events are planned on a financial break even basis.

Attendance was 10% less than last year with a total attendance of 593. 100 volunteers (not including bar) were necessary to put on these events.

Decorations for all but one event were managed by one person - Christine Beaulieu. This was cost effective and eco friendly as materials were saved/stored for reuse and much was compostable.

New this season was that registration and finances for events were managed by one person - Anne Berridge, registrants were able to leave cash payment in the office (black box), payments could be made by E-transfer which proved very popular. Payment was required prior to the event with no payment at the door. (except for Victoria day which was a new format - \$5 at the door with no prior registration).

We learned that the number of volunteers needed for an event stays the same whether the attendance is more or less than previous years, finding team members is not a problem but finding team leaders is a problem. A big thank you to those who did lead an event - Chris Chapman, Luc Millaire, Diane Warriner and Wagdy Senbal.

Our recommendations for 2020 are that if no one volunteers to lead the event it should perhaps be cancelled or not scheduled and to rethink the types of events we host, perhaps having them more like the Victoria Day event.

3.10 BBQs (Terry Severs)

The BBQ teams served 1108 meals over a twelve week period. All teams served the same food at each sitting with no dessert being offered. This took a lot of extra work away from the volunteers. Team members came up with good solutions as problems arose and these were put in place to ensure smooth operation of the dinner function.

The big lesson is that communication is key. Each team leader emailed the other team leaders after each evening going over problems and working on solutions that helped the overall function. It important to stress that the second sitting gets everything the first sitting gets, ie always plan for more diners! Having the same meals at each sitting over 12 evenings with no additions or changes made it easier to handle.

The teams binders have a page on product and number of units to buy for each Friday. More training on proper maintenance, handling and cleaning of BBQ units will be put into place.

The format for next year will include some minor changes re: table placement to aid in smoothing the serving operation. We will introduce live music from Trevor and Brad on four separate evenings. This will give each team one music night each.

Summer bridge has requested playing every Friday throughout the season and I see no reason to say no as this would also increase numbers to BBQs and increase bar sales as well. They would have to be out of main dining area by 4 pm. They are also aware that they cannot interfere with corporate functions and would ensure they would not get in anyone's way.

3.11 Hospitality (Graham Kerr)

Many volunteers kept the kitchen open, clean, and stocked. The new dishwasher was trouble free - fast and efficient and many people trained. We took advantage of sales and all tournaments were stocked with willing volunteers and hospitality. Smaller in-house tournaments (SPLBC members only) all had hospitality convenors and some hospitality ongoing throughout the day (this was new this year) and we still came in well under budget. These

jobs need someone around the club a lot: posting sign-up sheets proved vastly insufficient; members like to be asked to help out.

Ongoing, many members can help in this regard - look at the sign-up sheets to see the spots available, and talk to people who might fill those spots, and encourage others to sign-up. I plan to do this myself next year. All of us enjoy the benefits, we can all participate in small and sometimes subtle ways.

It's good that hospitality and kitchen roles have been separated. This will help to fill the many jobs required. The Kitchen Team Leader should complete the FoodSafe course, which covers important food safety and worker safety information including foodborne illness, receiving and storing food, preparing food, serving food, cleaning and sanitizing. We are a large and busy club, with events that serve food. The Club should pay for the tuition (\$80-120)

Mostly, a big thank you for the amount of help and patience from so many people. You made this work.

3.12 Bar (Ian Girvan)

It has been a pleasure to work with awesome volunteers to make the task of running the bar go as well as it did. We developed a POS manual that provided visual as well as written instructions. The manual also has clear instructions for all SIR volunteers re how to open and close the bar. We created a method to keep track of the keys and what keys did what.

We learned to be better organized at the beginning of the season. The hope was to provide a mini workshop for all SIR volunteers to have everyone on the same page, how to do things and leave things for the next volunteers. The POS machine was unknowingly broken which prevented anything happening before the season began.

Hopefully a newly renovated bar will be the result of feedback from people volunteering at it, such as fridges at a proper height that people can access and more organized storage at the bar and in the shed. At least one group meeting of all SIR volunteers will be held. We plan to have theme nights for the BBQs along with a featured drink.

Volunteers:

1. One person exclusively taking care of the bottle and can returns.
2. Someone exclusively doing the liquor purchasing.
3. A person taking care of ice supplies and maintenance of ice machine.

I expect to work closely with the Director-at-Large (Social) to bounce things off, count on when needed, and calm me down when stressed. Dianne Farlinger has provided awesome support.