

False Creek Yacht Club  
Board of Directors

Minutes of the Meeting of April 18, 2019  
Board Room, FCYC

Present: Craig Minielly, Commodore; Anne Graham, Vice Commodore; Dominic McIver Lopes, Secretary; Roger Walsh, Treasurer; Phil Beaty, RC Marina; Alan Maddox, RC House; Lee Boyden, Member at Large; Simon Gould, Member at Large

Regrets: Jamie Arens, Fleet Captain

**1. CALL TO ORDER**

The Commodore called the meeting to order at 18:01.

**2. ADOPTION OF THE AGENDA**

The agenda was adopted unanimously.

**CONSENT AGENDA**

**SECRETARY'S REPORT**

**2.1 ADOPTION OF THE MINUTES**

The minutes of the meetings of March 19 and March 27, 2019 are adopted.

**2.2 BOARD TRANSITION**

The Secretary has filed paperwork with legal counsel needed to transition to the current Board.

**2.3 NEW BYLAWS IMPLEMENTATION**

The Secretary instructed legal counsel to proceed with filing the new Bylaws with the province, the Bylaws were certified on April 8, 2019, and a copy has been added to the records of the Club.

The Secretary also reported that legal counsel will provide some notes on our bylaws, as they are now written, for consideration at a future Board meeting.

#### 2.4 DIRECTORSHIP OF PAST COMMODORE

The Secretary received correspondence from his predecessor inquiring as to whether prescribed procedure had been followed in constituting the Board without the immediate Past Commodore as a director. Upon a review of relevant documents, the Secretary responded that the procedure set out in the current Bylaws was adopted in accordance with his predecessor's instructions, that this procedure requires that the immediate Past Commodore is a appointed director only with his consent, that such consent was sought, and that the Past Commodore expressly declined to serve in a telephone conversation with a representative of the nominating committee.

#### 2.5 POLICIES AND BOARD BOOK

The Secretary will undertake this year to assemble a package of policies, to be approved by the Board, to bring the Club into compliance with best practices for non-profit societies. By communicating expectations and helping to ensure good decision-making, many of these policies promote build member confidence in the Board. Among the policies to be proposed are policies on conflicts of interest, confidentiality, privacy, record retention, crises, and succession. The secretary will also prepare an organizational chart, descriptions of roles and responsibilities, and notes on standard board procedures. These will be bundled into a policy manual for new Board members.

### **COMMODORE'S REPORT**

#### 2.6 SAFETY DAY

Many hands made light work and a great event was held in the nasty blustery conditions. BBQ, beers, tents, tarps, and members standing guard (and on top of them) to keep it all from flying away made for a fun day, and as an occasion to get the party dock setup with new chairs and tables. Another table has been requested, and old picnic table and unusable chairs require disposal. Member tents were made use of, and we should consider having our own (club) tents for future events. Twenty-four boats were inspected and all passed, which is just shy of the recent record of twenty-six, which is still a low number overall for slips we have in marina. The Board agreed to investigate a purchase of tents.

#### 2.7 CRUISES

The summer cruise planning process is under way, with scheduled dates to be July 27 to August 10, to the Gulf Islands. An announcement will be made by email newsletter, especially targeting new members, and specifically welcoming sailboaters to the next planning stages.

## 2.8 LONG RANGE CALENDARS

Given new organizational abilities and resources, all directors will outline a calendar of events in their respective areas of responsibility. The deadline is the next Board meeting.

## **VC'S REPORT**

### 2.9 GOALS AND PRIORITIES

The VC's priorities for the coming year are to serve as understudy and support to the Commodore and to actively increase member engagement amongst the Active and Cruising members to drive revenue.

### 2.10 MEMBER OUTREACH

The Board approved for \$500 for a "Buy You a Drink" personal outreach program where Phil Beaty and Anne Graham will invite members in groups of ten to twelve to meet and discuss how we can engage them in volunteer roles, boating activities, and social events. The goal is to double participation in Sail Past in 2020. A volunteer will be sought to do similar outreach with social members.

### 2.11 SAIL PAST

Planning for Sail Past is well under way, with thanks to Court Touwslager for stepping into the fleet role. Two \$500 sponsorships have been arranged with Barry Mills and Jamie Arens. They have provided logos now appearing in all announcements and brochures. A piper is booked. A Mariachi band is TBA. Planning for staffing and food with Cinco de Mayo theme is under way. "Hello My Name Is..." badges will be prepared in advance by office and handed out at the door: green for VIP, red for directors, blue for members.

### 2.12 TREASURER'S REPORT

Accounting data input is completed to the end of March, and I have now received draft financial statements for the past six months as well as comparisons with the six months from the prior year. From initial review, most items are in line and I am checking a few items including the following: marina revenue (down \$16,000 against prior the period), initiation and dues (up), and salaries (also higher, in line with higher GM salary and accounting work).

Lan has prepared financials in good detail and she is now making changes to include more detailed breakdowns so that we can see marina and house costs more accurately, as well as the

“G&A cost to manage,” which will lead to more accurate reporting to membership as well as better future budgeting.

I now receive a report on Tuesdays from Lan and Joanne Anderson on key results from the past week as well as key points for the current week. The aim is to simplify the content to a one page summary that can then be circulated to the Commodore, VC, RC House, and RC Marina.

Food and beverage is being closely monitored (attached is summary for six months with comparisons to 2018). Joanne has been responsible for four of the six months. We see positive increases in gross income and reduction in the loss to date. This loss includes band costs as well as increases in wages. Accurate numbers we can monitor more closely provides one aspect of management performance for our GM. It also provides feedback on the types of events we should be promoting.

Moorage invoices are all being checked as there were some errors in ATP. Seventy-six invoices have been paid to date.

Cash and Accounts Receivables: the bank balance is approximately \$336,910. There is still work being done on reconciliation of assessments and receivables from ATP. Once ATP balances are resolved, we will focus on moorage follow up.

## **RC HOUSE REPORT**

### **2.13 HVAC FOR CLUB HOUSE**

Competitive quotes have been received. The Board agreed to proceed with AirStream. AirStream is competitive and has served well in the past. Todd Anderson concurs.

### **2.14 FRONT DOOR SECURITY**

Doors have been fitted with steel guards to prevent break-ins.

### **2.15 MINOR REPAIRS**

Repairs have been made to a leak in the bar area (see below) and the fan in the trailer men's washroom. The deck area and stairwell framework have been power washed.

### **2.16 EDGE CATERING**

A meeting is planned with Edge Catering within the next fourteen days.

The Treasurer adds that a draft summary of key issues is being agreed by the Treasurer, RC House, and the GM.

The GM adds that the goal is a non-exclusive arrangement for continued service for the lounge. Should Edge choose not to service club nights, Wyatt is prepared to take over. If that proves too challenging plan C is to find another caterer. The GM has spoken with Sheila's about the possibility.

## **GM REPORT**

While we still have a lot of challenges, we have developed a great core team. It is our intention to lay the groundwork properly and ensure continuity to improve reporting and support for Club activities. Strong communications within the office and consistent messaging going out is key. We continue to improvise until new systems are chosen, tested and on-boarded. Knocking on wood and with all due appreciation, we are catching up, cleaning up, upgrading, and conducting business with fewer minute to minute crises.

### **2.17 FINANCIAL TRANSACTIONS**

Membership processing is up to date, moorage has approximately twelve outstanding invoices, and there are five or six venue rental contracts to process.

Two handheld payment processing devices are now operational and integrated in the lounge. They have superior wireless communication and so can be used anywhere in our space, and they can perform many more functions, including the ability to send email receipts.

The American Express merchant account has been changed from restaurant to NPO, reducing processing fees to 2.6% from 3.9%.

Squirrel is being reprogrammed to more accurately reflect the item breakdown. Shane has brought in an associate who is charging us \$20 per hour rather than the very expensive Squirrel rate. Work achieved so far will expand reporting capabilities for the kitchen and to members. We will include the reservation system, staff time clock, and food item sales recording. We are looking to engage the second screen that has been unused in the office. Space at the bar is an issue so we will be looking at some minor construction to accommodate a second shelf.

### **2.18 IT SYSTEM**

A new member is lending her expertise in the assessment of the CRM or AMS and accounting software. The GM is also in conversation with the Union Club, which is using Jonas Club Software, and Boating BC, which is using the Silkstart Association Management System. A program by Larry Carlsen is under review and staff will go through a Silkstart orientation on Monday, April 16. Both Silkstart and Jonas Club include e-commerce websites for a very reasonable fee and they charge monthly. Custom work has an additional bill. Hard numbers are forthcoming.

## 2.19 EQUIPMENT AND FACILITIES

A quote is being obtained for parking lot and front entrance signs.

Two new phone lines have been added for the office and lounge (for reservations, deliveries, liquor orders etc.) The voice messaging system has been overloaded by old messages. All messaging has been reworked and updated.

## 2.20 REPAIRS

A minor leak in the water supply hose to the coffee maker resulted in some minor damage and destroyed one phone. A shelf is being installed to raise the electronics off the water level. A phone has been ordered and should be in place this week. I am trying to have the hose replaced without a \$300 bill as it is a simple job. Apparently, minor damage was done to the ceiling in Waterview, but Todd Anderson has not yet commented.

## 2.21 BC HYDRO POWER OFF

BC Hydro cut power on Wednesday March 27 from 9 am to 4 pm. BC Hydro advised that a claim can be made for losses. In the end, there was no real impact with the exception of a slightly delayed dinner service, which was extended late. The revenue and activity for the evening was higher than anticipated. Likewise, the marina was not adversely affected according to Richard McDonald.

## 2.22 SECURITY

Tim Slater of GlobaSec Advisors has met Duite Simms, who is preparing a Security Plan. Slater will supervise. Simms will be processed as an employee, with all necessary deductions, including insurance and Work Safe BC, at a rate of \$25 per hour. This is good deal for us in view of Duite's experience and licensing.

Slater also advises that we cannot hire our own security guard. Due to insurance and Work Safe BC requirements, we must use a licensed security agency. Slater is willing to run our "security hire" through GlobalSec on a reimbursement basis. We would start by having our "security hire" meet with him.

## 2.23 HANDYMAN

A new handyman is needed. Trevor Wallace has provided a contact. Recommendations of dependable individuals are requested. Until someone is secured, we will need to find individuals to execute different tasks.

## 2.24 LOUNGE

New staff were on-boarded on Friday. Our newest member, Kurt, put down an awesome first night this Friday. He is a real pro who obviously enjoys his job and will help us in our endeavour to bring the level of professionalism up. Wyatt has been fully trained on the deep fryer.

## 2.25 EVENTS

Regada Nights went very well: classy and meticulously planned. A little light on numbers, but generated a healthy revenue.

Tired Church Choir will not be invited back.

Shawnigan Lake Alumni, aka Beta Theta Pi Frat House, was charged (and paid) an additional \$2200 for damage. Not including bar revenue, total billed and paid was \$5172.30.

Emails have been sent out as per request for Sail Past, Bowen Island, Cruising, and Single-Handed Race. Kool IP and I have spent several hours looking at technical challenges and they were able to unlock or unblock the media cache in some areas, although we are still being limited on some pages to JPEGs. This will mean that links to a word or PDF formatted document will not be active. To compensate, I have installed separate link buttons where needed. Kool IP will be performing long overdue updates to the website this week.

A daytime event on Wednesday, April 24 will slightly bleed into service, ending at 4:30 pm. The event is a Rosé Wine Tasting that will bring in a hundred people. When the event is over, the room will be reset to accommodate service and a Rose Wine Tasting for members. I would like to use it to onboard or drive interest for leaders in the Women Wine & Waves Wednesdays. The supplier is also willing to put on additional events for us, and is ready to rent our venue on a regular basis for similar events.

Music for Friday Nights is becoming more refined and bringing in more revenue and membership applications. Some performances are more costly than others, but allowing some to discretely charge non-members at the door encourages bookings.

## **RC MARINA REPORT**

### 2.26 WATER LEASES

The East Side Water Lot Lease with Concord Pacific is in place.

The West Side Water Lot Lease with the Province is still on the table pending City consent. The City reports that it cannot provide a lease longer than ten years without approval from City

Council. We are now asking the Province for an exemption to the requirement that the provincial lease match the tenure of the city lease. A copy of a lease from the Province is expected soon.

The Commodore adds that the Province has advised that the request for an exemption has been forwarded to their appropriate department.

#### 2.27 DOCK MAINTENANCE

Power washing has been ordered for all docks.

#### 2.28 DOCK REPLACEMENT

RCM is obtaining quotes for a hydrographic survey.

#### 2.29 FOLK BOAT

The folk boat has been dry docked, cleaned, and checked, her engine has been serviced, and cushions have been replaced. Hans Lundberg has been taking the lead on the project but needs support as he will not be available in May and June. Without volunteers we cannot complete the refit.

### **OTHER REPORTS**

#### 2.31 WIFI AND LIGHTING

Simon Gould reported that installation of new Marina WiFi, addressing weak spots, is to be completed this week. The electrical contractor for lighting in the parking lot will complete the project once the welder repairs the broken lamp standard, which is expected to be shortly.

### **3. MATTERS ARISING FROM THE MINUTES**

#### 3.1 COMMITTEES AND VOLUNTEERS

Announcements have gone out calling for members interested in committees and volunteering. Each volunteer was assigned a board member, who will follow up on the volunteer's interests.

#### 3.2 SAIL PAST

A briefing for those wanting guidance on Sail Past will be held on May 1. Evites will go out shortly, emphasizing that yacht club attire is not required, and those without boats are welcome.

The VC will specifically email new members. The Board approved a bid for food and beverage by Sheila's Catering.

#### **4. NEW BUSINESS**

##### **4.1 ADDENDUM TO THE MINUTES OF JANUARY 16, 2019**

At its meeting of January 16, 2019, the Board requested that the Commodore amend his report to include the names of members involved in the incidents described therein. The Board unanimously adopted the report of the Commodore, duly amended, as an addendum to the Minutes of the meeting of January 16, 2019.

##### **4.2 FLEET CAPTAIN**

Due to the unexpected workload, the Fleet Captain tendered his resignation. The Board agreed to ask him to remain in the role, with the understanding that measures are being taken to alleviate the workload by delegating responsibilities to other members. In particular, Al Winter and Court Touwslager will assist. John Schuller, who has expressed an interest in the position for next year, will shadow current activities.

##### **4.3 EGM FOR CAPITAL BUDGET APPROVAL**

The HVAC system must be replaced as soon as possible. Moreover, some customization is required to add marina-specific functions to all association management or customer relations systems that the Club is looking to adopt. Since the Club's accountants advise that these are capital items and since they were not listed in the capital budget approved at the last AGM, they require approval of the members. The Secretary will give notice, as soon as possible, of an extraordinary general meeting to approve the expenditures. The Board also noted that future budgets should be crafted so as to obviate the need for EGMs to approve necessary expenditures.

##### **4.4 ELECTION DATES**

The Board agreed that future AGMs will be held each year on the first Wednesday in December, following the Commodore's Ball. This timing will permit the Treasurer to prepare a budget for the subsequent fiscal year.

##### **4.5 COMMODORE'S BALL DATE**

The Commodore's Ball will be on November 23.

#### 4.6 AUDITOR'S REPORT

The Board noted that the Club's finances are becoming transparent, that neither the Bylaws nor the Societies Act requires an annual audit, and the cost of around \$25,000 per year can be used in better ways. The Treasurer will consult with legal counsel on whether an audit is required for FCYC Land Holdings Ltd, which is governed by the Business Corporations Act.

#### 4.7 CLUB HOUSE BLINDS

The Board approved the installation of new club house blinds.

#### 4.8 NEW MEMBER ADMISSIONS

The Board confirmed a decision of the Treasurer not to extend the Boat Show discount for new members past the deadline. It was also noted that these decisions should not be referred to the Board but should be left with the Treasurer.

The Board unanimously approved the admission of Darren Pedersen and Warren Barrow as active members, with dates of seniority as indicated in the record.

In addition, Iolanda Esposito, Evgueni Loukipoudis, Chris Shrubsall, and T. J. Wassencar are admitted as social members.

#### 4.9 NEW MEMBER ORIENTATION

The new member orientation is scheduled for May 23.

#### 4.10 COMPLAINT REGARDING A MEMBER

Having received an incident report alleging a breach of FCYC regulations by a member of the Club, and having obtained the advice of legal counsel on how to proceed, the Board seized itself of the facts as alleged and agreed to proceed with the required fact-finding review of the member's conduct. Legal counsel will be instructed to correspond with the member and to proceed with the next steps of the process.

#### 4.10 STRATEGIC PLANNING

The Board briefly discussed next steps in strategic planning.

#### 4.11 VC'S 3AM THOUGHTS

A rich list of actions that might be taken to enhance what the Club has to offer was postponed to the next meeting of the Board.

**5. ADJOURNMENT**

There being no further business, the meeting adjourned at 20:37.