



RESOURCE
OPPORTUNITIES
CENTRE



Resource Opportunities Centre (ROC)

Annual Report

2022-2023

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CONTENTS

Our Community _____ 3

 Our Vision _____ 3

 Our Mission _____ 3

 Our Values _____ 3

Board Members _____ 4

2023 Annual General Meeting Agenda _____ 5

2022 AGM Minutes _____ 6

Reports _____ 9

 Report from the Chair _____ 9

2023 Nominations _____ 20

 Nominees: _____ 20

OUR COMMUNITY

Our Vision

To encourage and promote a welcoming, innovative, and thriving community.

Our Mission

The Resource Opportunities Centre (ROC) is an organization dedicated to sustainability and community development through the delivery of diverse recreational, educational, cultural, social, and technology-related opportunities.

Our Values

Accountability

We are accountable to our membership, the citizens from Goodwood to West Dover; our funding partners; and our stakeholders.

Sustainability

Sustainability is key to keep our organization healthy and active, enabling us to deliver on our vision and mission.

Partnerships

We believe in community over competition; there is strength and innovation in partnerships.

Sharing information freely

We believe community development and collaboration starts with sharing information.

Community identity

We believe in honouring and celebrating community identity in our diverse service area.

Quality of life

We believe an enhanced quality of life for our community comes from a holistic view of health that supports physical and mental wellbeing through lifelong learning, social connection and opportunities for employment.

Volunteerism

We rely on volunteers in every aspect of our organization and value the time, talent, and passion volunteers contribute to achieving of our vision and mission.

BOARD MEMBERS

CHAIR Marley MacDonald	Term Commenced: June 2022 Term due to be completed: June 2023
VICE-CHAIR Derek Minney	Term Commenced: Dec 2022 Term due to be completed: June 2025
TREASURER Brad Knight	Term Commenced: June 2022 Term due to be completed: June 2025
SECRETARY Allison Lawlor	Term Commenced: June 2022 Term due to be completed: June 2025
DIRECTOR Lynn Kazamel-Boudreau	Term Commenced: June 2022 Term due to be completed: June 2025
DIRECTOR Zachary De Guerre	Term Commenced: June 2022 Term due to be completed: June 2025
DIRECTOR Erin Callan-Wareham	Term Commenced: March 2023 Term due to be completed: June 2023
DIRECTOR Jodi Tanner	Term Commenced: April 2023 Term due to be completed: June 2023
DIRECTOR Tyson Langille	Term Commenced: April 2023 Term due to be completed: June 2023
DIRECTOR Dennis Huck	Term Commenced: June 2023 Term due to be completed: June 2023

2023 ANNUAL GENERAL MEETING AGENDA

Order	Agenda Item	Description	Responsibility
1.	Call to Order	- Welcome and Introductions	Chair
2.	Roll Call	- Determine if there is quorum.	Secretary
3.	Approval of the Agenda	<ul style="list-style-type: none"> - Request if there are additions/revisions to the agenda. - Motion to accept the Agenda - Disclosure of conflicts of interests 	Chair
4.	Approval of minutes from the AGM held in 2022	- Minutes are read and approved w. corrections noted	Chair
5.	Board and Staff Reports	<ul style="list-style-type: none"> - Chairs Report - Senior Manager, Administration and Community Engagement, Report 	Chair Jessica McCarron DC Boudreau
6.	New Business	- ROC Action Plan	Chair
7.	Financial Report	- Review of the Financial Reports 2022-2023	Treasurer & Finance Committee
8	Special orders	- Election of Directors	Chair
9.	Announcements	- Next Meeting of the Directors	Chair
10.	Adjournment	- Motion to adjourn the meeting	Chair

2022 AGM MINUTES

ANNUAL GENERAL MEETING
 RESOURCE OPPORTUNITIES CENTRE
 JUNE 8, 2022
 7:00 PM - PROSPECT ROAD COMMUNITY CENTRE

PARTICIPANTS				
Chair		Sara Allain - Interim Chair		
Participants	Board	Marley MacDonald, Secretary	Brad Knight, Treasurer	Derek Minney
	Ex-Officio	Jessica McCarron	Amy Hockin	
Regrets		N/A		
Purpose		General Meeting		

Order	Agenda Item	Description	Result/Action
1	Call to Order	Secretary to open the meeting	
2	Roll Call	The secretary will take a roll call and note who is in attendance and who isn't to determine if there is quorum. NOTE: If a quorum is not present, the attendees can vote to adjourn the meeting, to take a break or to fix a new time to meet	Roll call completed by Secretary: Quorum met
3	Approval of the Agenda	Request if there are additions/revisions to the agenda. Motion to accept the agenda Disclosure of conflicts of interests	Rhonda Dea moved to pass the agenda; Brad Knight seconded
4	Reading and approval of minutes	“The secretary’s draft of the minutes from the last meeting on <u>June 10, 2019</u> were sent to you on <u>June 8, 2022</u> . Are there any corrections to the minutes as distributed?” Minutes are read and approved (these should be sent out at the latest, 1 week prior to a meeting to review). Edits revisions made at meeting and approved). - This is right at the beginning of the meeting, where the assembly can approve (or debate	Minutes approved; no corrections discussed

		<p>and amend) the minutes of the previous meeting. Note: Minutes are a legal document for the organization, and by approving the minutes, the members agree to what happened during a meeting. If legal action is taken towards an organization, courts use minutes for evidence.</p> <p>- The secretary signs the minutes once approved. “If there are no (further) corrections, the minutes stand approved as distributed (corrected).”</p>	
5	<p>5.1 Report from the Chair</p> <p>5.2 Report from the Operations and Finance Manager</p> <p>5.3 Report from Programs and Events Manager</p>	<p>5.1 Standing Chair reads Report from the Chair (p.9-10 2022 Annual Report. 7:20</p> <p>5.2 Amy Hockin - reads Operations and Finance Manager Report (p.11-14 2022 Annual Report) 7:25</p> <p>5.3 Jessica McCarron - reads Programs and Events Manager Report (p.15-17 2022 Annual Report) - 7:30</p>	See 2021-2022 Annual Report
6	Financial Report	<p>Brad Knight: Review of the Financial Reports FY20-FY22 Brad reviews Financial Statement</p> <p>-</p>	<p>Financials - Chair moves to approve financials: Mike Lampugh moves to approve financials, Barb Allan seconds, Motion Approved</p>
7	Special Orders	Election of Directors	<p>Chair has discussion of staggering terms of BOD; 9 BOD in 2022 term and 6 in the next AGM (2023)</p> <p>Bylaw review should include staggering of terms</p> <p>Patty Cuttell & Andy Conrad as tellers; counting votes</p> <p>Show of hands who would like to vote on 9 Board members for 2022 - 30 majority, vote passes</p> <p>Vote on 9 Board Members</p>

			6 Directors put forward, all elected (Marley MacDonald, Derek Minney, Allison Lawlor, Brad Knight, Zac DeGuerre, Lynn Kazamel-Boudreau)
8	Announcements	Meeting of the Directors Questions from ROC Members: The next meeting will be held on September 14, 2022	Chair called the meeting to close: 8:09 pm

REPORTS

Report from the Chair

Good evening and welcome to the 2023 Resource Opportunities Centre's Annual General Meeting. My name is Marley MacDonald, I am the chair of the ROC board of directors. I want to thank you all for joining us this evening. I would like to also thank the staff of the PRCC who have kindly set-up the room for this evening and provided the refreshments. Joining me from the ROC board of directors are Vice-Chair - Derek Minney, Secretary - Allison Lawlor, Treasurer - Brad Knight, and Directors - Tyson Langille, Jodi Tanner, Erin Callan-Wareham, Lynn Kazamel-Boudreau, Kelly Gaudet, and Zac De Guerre.

This past year has been one of change. In June of 2022, our new board of directors was faced with addressing several urgent challenges around governance, financial accountability and professionalism within the board and the centre. I am pleased to be here today, one year later, to provide you with many positive updates regarding the progress we have made together with the staff of the ROC as well as the community and our partners.

Financial Accountability

A priority of the ROC board of directors was to ensure the ROC budget was both balanced and efficiently managed through best practice. As a first step, we established a finance sub-committee. Kelly Gaudet, a chartered accountant, was contracted to complete a controls audit of books and financial systems. Kelly submitted a report entitled "Suggestions for Improvements of Controls" which provided recommendations on reporting, non-control reporting, expenses and payments, payroll, revenue, and deposits. The finance sub-committee has implemented the majority of these recommendations and will continue to work with staff to implement any outstanding recommendations. Following the report, the board invited Kelly to join as a director, which she gracefully accepted. Kelly was voted onto the board in January 2023.

Governance

In early 2022, the ROC board faced significant turnover which impacted the ability to effectively support the ROC staff and functioning of the Prospect Road Recreation Centre (PRCC).

In a short time, the ROC board has grown to 10 directors from our community, each bringing a diverse set of professional experience including but not limited to, accounting, human

resources, communications and public relations, childcare, community engagement and administration. With the diversity of thought and perspective, the ROC board has provided leadership and guidance to the centre staff, as well as adding capacity to partner with community members and local organizations such as the Prospect Road Recreation Association. In addition to the finance sub-committee, the board has also established human resources and communications sub-committees to make the board more efficient and effective.

The ROC board has had initial discussions with Grant MacDonald, a non-profit governance advisor and coach, and is looking at receiving more formal board coaching from him over the coming year to continue the work of strengthening board governance.

In February 2023, the ROC board launched a community survey seeking input for a new **3-year ROC Action Plan**. Over 350 community members responded providing feedback on centre operations, programming, communications, and future needs. The board met with HRM community planners to thematically group the feedback and prioritize the most pressing topics. As an output, a 3-year Action Plan framework has been developed and approved. The plan addresses four main themes: programming, communication, operations, and governance. We are pleased to share the framework with you this evening.

Transparency & Communications

The board and staff have worked to ensure transparency and accountability are a priority. The ROC webpage is updated regularly with meeting notices and minutes, board of directors' information, contact information and relevant Board news. The PRCC webpage, Facebook page and email distribution lists continue to improve to ensure all community members are informed and understand how to contact us.

HRM Facility Operating Agreement

The board and HRM have worked closely over the past year to finalize and approve a new Facility Operating Agreement (FOA). The previous agreement was created and approved by City Council in October 2010.

HRM is the owner of the Prospect Road Community Centre and for the past 13 years the ROC has overseen the operation of the PRCC and promoted public use and general access to the community centre.

Upon extensive review, the board voted to approve the new agreement at its May 25, 2023, meeting. The FOA will be approved through standard procedure with HRM Council in the coming months.

The ROC board and staff have worked closely with HRM over the past year. The board has engaged with HRM Parks planners to clarify how \$325,000 in Community Integration Funds, set aside for the Prospect Road Community Centre, can be used. The funds are compensation for the expansion of the composting facility in Goodwood. The ROC is also working with HRM to determine how reserve funds allocated for outdoor recreational assets can be spent.

The board and staff recently came to an agreement with HRM to soon begin training ROC staff on new HRM program registration software. The new system is expected to be in place in the next year.

HRM facilities staff recently resolved issues with the PRCC's water supply, which forced the centre to close for several days earlier in June. HRM also had the electronic sign outside the PRCC fixed.

Funding from HRM has been secured to replace the PRCC's fitness centre equipment. ROC staff will now engage with the community to seek input on what is needed to improve the fitness centre and how the \$125,000 in funding should best be spent.

The 2022-2023 fiscal year has been one of progress. I am proud of the work this small team of volunteers has been able to accomplish in a short period of time. We expect that our 3-year action plan, our renewed partnerships and agreements, and efficient processes provide the right foundation for the impactful work we plan to accomplish.

Best,

Marley MacDonald

Chair, ROC Board of Directors

Report from the Programs & Events Manager - April 2022 to March 2023

Reflecting on the past year brings forward memories of challenges mixed with many successes. As an organization, we continued to spring forward leaving behind the challenges we faced during the COVID-19 pandemic. We began to spread our wings once again while working very hard internally to rebuild a solid foundation for future growth and success. Our staff team began our year working more collaboratively with our volunteer board members to build relationships and capacity and to learn from the variety of expertise that each board member offers to our organization. Together we began establishing committees that linked the staff and board in different areas of our operations such as finance and human resources. We started envisioning our 3-year action plan and worked to better define internal procedures for efficiency and transparency. This collaborative approach led to many accomplishments in setting a path forward for the organization that we will continue to expand upon in the year to come.

At the Prospect Road Community Centre (PRCC), we wrapped up another great year with our childcare programs in June before moving into a busy summer day camp season. We had a record number of participants attending our camps. Recreational programs continued to expand as well as rental opportunities as we entered the fall season. The community centre served as a comfort centre during Hurricane Fiona in September. Our team upgraded their training to be able to serve the community even better when we are called upon again to serve as a comfort centre. We hosted multiple workshops, seniors' lunches, pickleball tournaments and training courses for youth.

During the December holiday season, our team hosted a successful Holiday Hangout, welcoming the community and celebrating together with fun activities. Thanks to funds from the Prospect Road and Area Recreation Association we were able to offer a free youth sport drop-in program and partnered with the Prospect Slammers to expand our pickleball community.

Throughout the year the Prospect Communities Farmers' Market continued to be successful via online sales and bi-weekly pick up. Our partnership with the Farmers Market Association of Nova Scotia and grant funds from Nourish Nova Scotia allowed us to provide food to families in need. Identified through our partnership with Schools Plus, these families have access bi-weekly to local goods from our market. The market is now expanding to offer

monthly pop-up in-person markets from June to October while continuing to offer the online market. This market would not be possible without the amazing work of our volunteers who work tirelessly to ensure our vendors and customers are supported.

Leading up to the end of our fiscal year and the beginning of my maternity leave, it was a pleasure to set the groundwork for the newly installed Halifax Public Library Kiosk and the Food Truck Rally held on June 10th. It was heartwarming to see both projects become a success thanks to the hard work of my colleagues.

The above programs and projects are only examples of what our team has accomplished thanks to their hard work and their dedication to our organization. From program instructors, front desk staff, custodians, volunteers and contractors, and everyone in between, they all contribute to what makes the Resource Opportunities Centre (ROC) and the Prospect Road Community Centre so great. Together, with our community at heart and a clear path forward, the next year promises to be even better!

Jessica McCarron

Program & Events Manager, ROC/ PRCC

Report from the Senior Manager, Administrative and Community Engagement - March 2023 to June 2023

March marked the last of the Prospect Road Community Centre's pandemic precautions with the removal of the public barrier glass by the front desk. Like many businesses and organizations, the centre decreased programs and services during the Covid-19 pandemic, but now we are moving forward with increasing our capacity to serve the Prospect Road and area communities. The Resource Opportunities Centre and the Prospect Road Community Centre believe in a "for community, by community" approach, which is one of the reasons why we engaged the community with a survey. The survey results have not only informed the ROC's three-year action plan but have guided our actions since fully re-opening after the lifting of pandemic precautions. From March to June, priority areas have included:

Enhanced Programming Opportunities and Operational Efficiencies

We have heard the community's needs and are responding by diversifying our programs, increasing our communications and becoming more efficient in our processes. In the last few months, the Prospect Road Community Centre evolved the booking system with the help of the front desk staff. Residents can now view rental spaces on our revamped website and get answers from the front desk staff. Programs are now communicated to the community in a timely manner of at least 45 days before the start of the next season. We have also broadened our reach to new individuals who are eager to provide fitness classes, recreation programs, and workshops. Our staff have responded to the widening gaps in childcare availability along Prospect Road by accommodating 30 more children for the 2023/2024 year.

Creating a Welcoming Environment at the Centre

We have dedicated ourselves to providing a happy workplace for all staff by individualizing employee supports, providing opportunities to engage in programs offered at the centre, conducting performance reviews and specific professional developments to grow personally and professionally, and celebrate successes. We also give staff time to voice their concerns, have a say in what is offered at the centre and be part of the planning processes.

The PRCC is committed to providing a safe and welcoming environment for all. When community members enter the centre, they are greeted by enthusiastic staff. They receive

information about what is going on inside the centre and around the community through electronic messaging, and advertising boards. Outside the fitness centre, ROC policies and upcoming events are posted. The centre's staff is eager to listen to and to serve the thousands of individuals who live in the Prospect Road and area communities.

Community Engagement - "For the Community By the Community"

We have embarked on a deliberate strategy to engage the community in a meaningful way. We were excited to introduce a number of activities with this in mind. These activities included: a free community BBQ, expanded garden club, a Community Advisory Council, partnerships with local committees and organizations, and community events like the 13th anniversary celebration that took place on June 10th. We are also looking forward to our first pop-up, in-person farmer's market on June 25, starting at 9 a.m. It is the first in-person market since 2020. As we move forward with a new ROC action plan, we will continue to work with members, families, individuals of all ages, stakeholders and partners to create a hub for the community that is guided by the community.

The Way Forward

With new housing developments and new families moving into the community, there will be greater need for support than ever before. The Resource Opportunities Centre and Prospect Road Community Centre is dedicated to being equitable with our programs and services. There will be ongoing opportunities for the communities to provide feedback, make suggestions, and have input on what is being planned moving forward. We will continue to meet the ever-changing environment and needs of the Prospect Road area.

DC Boudreau

Senior Manger, Administration and Community Engagement, ROC/PRCC

ROC 3-YEAR ACTION PLAN

The Resource Opportunities Centre Board of Directors has committed to developing a **3-year Action Plan** to guide its focus and efforts for the operations of the Prospect Road Community Centre and broader ROC initiatives. The *Action Plan* is informed through survey feedback received from just over 350 respondents from the Prospect Road and area communities, the Prospect Road Community Centre staff, and the Resource Opportunities Centre board of directors. The surveys were thematically reported to the ROC Board and reviewed in partnership with HRM community planners; four main themes were identified: *Programming, Communication, Operations and Governance*.

The Action Plan will be implemented over the next three years, June 2023 to June 2026. As next steps, the assigned board sub-committees will each prepare a strategy to address the key actions outlined within each theme. The full action plan will be published in Fall of 2023.

Theme	Goal	Strategic Actions	Owner
Programming	Increase Registration	Diverse program offerings Advertising and Promotion Registration Process Efficiency Assessment	ROC Board of Directors
Communication	Improve Communication	Frequency and Clarity Diverse Channels Transparency and Accountability	ROC Communications Sub-Committee
Operations	Enhance Operational Efficiencies	Rentals and Bookings Efficiency and financial assessment Workforce Engagement	ROC Finance Sub-Committee
Governance	Operate with Responsibility and Transparency	Board oversight and committees Policies and best practices	ROC HR Sub-Committee

FINANCIAL REPORT 2022-2023

Revenue: \$767,571

- Bounced back from prior year thanks to fewer interruptions in schedules (such as COVID-19 closures/restrictions).
- Rental revenue tripled from prior year, increasing by almost \$30K.
- Programing and childcare revenue increased by \$230K over prior year.
- Received a \$6K bump in HRM contributions.
- Received \$28K more grant income from prior year.
- No Canada Emergency Wage Subsidy (CEWS) received as subsidy is over.

Expenses (with Amortization): \$745,246

- Direct expense up \$171K over prior year due to the following:
 - Wages for staff up \$91K as a result of wage increases and the centre being open more.
 - Instructor costs up \$62K due to increased programing.
 - Grant expenses increased \$18K as a result of receiving more grant money.
- Facilities costs increased by \$15K, mostly related to utilities costs.
- Slight bump to amortization, yearly total of \$1K

Surplus (Shortfall): \$22,325

Resource Opportunities Centre

Balance Sheet

As at March 31

2023

2022

Assets

Cash	\$ 148,035	\$ 134,997
Accounts receivable	14,298	36,689
Inventory	297	297
HST receivable	9,126	11,954
	<u>171,757</u>	<u>183,938</u>

Capital Assets	16,480	15,379
Accumulated Amortization	- 12,657	- 11,592
	<u>3,822</u>	<u>3,787</u>

Total Assets \$ 175,579 \$ 187,724

Liabilities

Accounts payable	\$ 19,438	\$ 31,362
Gift certificates	1,250	1,234
	<u>20,688</u>	<u>32,596</u>

Deferred revenues	55,006	77,569
	<u>55,006</u>	<u>77,569</u>

Total Liabilities 75,694 110,165

Fund balances

Accumulated surplus	77,560	44,708
Surplus (deficit) current year	22,325	32,852
	<u>99,885</u>	<u>77,560</u>

Total Liabilities and Equity \$ 175,579 \$ 187,724

Resource Opportunities Centre
Statement of operations
For the year ended March 31

	Budget	2023	2022
Revenues			
Facility Rentals & Bar Sales	\$ 55,000	\$ 43,786	\$ 14,154
Programming and Childcare	598,100	529,642	299,265
HRM Contributions	117,810	118,000	112,200
Other Grant Income	48,051	70,819	42,382
Miscellaneous	5,000	5,324	6,610
CEWS			92,403
	<u>823,961</u>	<u>767,571</u>	<u>567,012</u>
Expenditures			
Wages and benefits	419,159	355,729	264,416
Instructor costs	241,358	154,648	93,135
Professional development	7,100	2,023	478
Grant expenses	-	29,076	10,880
Farmer's Market	40,500	31,430	41,651
Events, Bar and Kitchen costs	12,500	16,779	13,400
Fitness Centre	4,000	2,825	1,036
Program Supplies	3,000	6,309	2,776
<i>Total Direct Costs</i>	<u>727,618</u>	<u>598,819</u>	<u>427,773</u>
Cleaning, Supplies, Waste Removal	10,500	12,862	7,797
Landscaping and snow removal	13,500	13,450	9,412
Insurance	-	-	4,327
Repairs and Maintenance	3,000	2,803	266
Telephone and Internet	4,750	3,794	3,621
Utilities	60,000	62,734	55,679
<i>Total Facilities Expenses</i>	<u>91,750</u>	<u>95,643</u>	<u>81,103</u>
Bank charges, fees, interest	12,500	12,062	5,102
Office expenses	5,000	10,967	7,109
Professional fees	21,300	26,690	12,147
Technology	-	-	
	<u>858,168</u>	<u>744,181</u>	<u>533,234</u>
Excess of (expenditures over revenues) revenues over expenditures	-\$ 34,207	\$ 23,390	\$ 33,779
Amortization of capital assets		1,065	927
Excess of (expenditures over revenues) revenues over expenditures after other items	-\$ 34,207	\$ 22,325	\$ 32,852

2023 NOMINATIONS

The ROC Bylaws state that the board should be between 5-15 Directors. The ROC board of directors has determined to take 9 board members this year to allow for additional board members to be added next year. Therefore, resulting in a staggering of terms.

Nominees:

Kelly Gaudet

Kelly grew up in the community, moved away after she graduated, and returned in 2014. Kelly runs her own accounting business where she provides bookkeeping and controller support to small businesses and Not-For-Profit organizations. Kelly's passions are her work and her family.

Jodi Tanner

Jodi is a passionate member of the community who has been living in the area with her husband and two children since 2014. As the chief people officer at VIDA, Jodi offers valuable skills in human resources and leadership development to the ROC Board of Directors. She is committed to creating an inclusive and supportive workplace at VIDA, and she brings that same spirit of collaboration to the community. Jodi is excited to work with other ROC board members to support the organization's goals and to contribute to making the community an even better place to live.

When she's not busy at work, or volunteering with Girl Guides of Canada, you can find her playing outside with her kids or out for a jog around Brookside; her pace may be slow, but her spirit is always strong!

Tyson Langille

Tyson is a financial advisor who has worked in his family's business for more than 20 years. He graduated from Mount Saint Vincent University in 2003 with a bachelor's degree in business administration and is working toward his certified financial planner certification. He and his wife have lived in Brookside for more than 10 years and couldn't be happier raising their son and daughter there. Active in the community, he is a volunteer coach for his son's hockey and baseball teams. As a board member, Tyson looks forward to being a voice for the kids and a positive force for change in the community. When he's not working or volunteering, you'll find Tyson gardening, hiking, or fishing.

Erin Callan-Wareham

With her husband and three children, Erin has been a resident of Prospect Bay since 2020. She has had the opportunity to work in the community as an early childhood educator since 2011. Erin's occupation has given her many opportunities to learn with children and their families through a holistic approach to child development, as well as contribute to children's learning with other early childhood educators as a colleague, mentor, coach, and administrator. Erin is looking forward to giving back and contributing more to the community she lives in and loves. When Erin is not exploring the woods or chasing the waves with her family, she enjoys a hot cup of tea with a good book, or two.

Dennis Huck

Dennis lives in the community and is a former manager at the Sackville Sports Stadium.

Thank you to our supporters!

HALIFAX



The Prospect Road Recreation Association

MLA Iain Rankin and HRM Councillor Patty Cuttell

Toybox Automotive