

President's Report

CALL AGM 2018

Fellow Members

The 2017/18 operating year has been one of successes, changes and challenges for the Calgary Association of Lifelong Learners.

The first thing I want to do is thank the previous Board of Directors for passing on such an organized and efficient system of doing business. It has made my job this year much easier than it might otherwise have been. The next thing I want to do is thank the members of this year's Board for all their hard work in keeping things running smoothly during a year of incredible growth. Thanks so much to all of you for your contributions in the past year.

Next I want to review just some of the many successes in the past year.

CRA Charitable Status

One of the most exciting things which was achieved during the past year was the approval of CALL as a registered charitable organization by the Canada Revenue Agency. This process was a carry over from the previous year and was shepherded to completion in April 2018 by Lynda Cherry. The organization is now issuing tax receipts for eligible donations and the hope is that this will encourage members to give more generously to help defray the costs of operation which are increasing with the increasing number of members.

Business Plan

The four main issues that were the focus of the past year were:

- Managing Growth
- Sustaining Programs
- Supporting New Members
- Building Volunteer Capacity

Organizational Review Committee

This committee made up of Vice President Karen Sharp, Past President Lynda Cherry, Volunteer Coordinator Marika Kohut and Wayne Martyn was established to address the issue of managing growth. Based on input from Board members, past Board members and Coordinators the committee made a number of recommendations to the Board of Directors. The most significant of those recommendations was to simplify the Bylaws and reorganize the existing committees. The proposed changes to the Bylaws are those presented to the members for consideration at the Annual General Meeting. The new Committee Structure will consist of the Finance Committee, Program Committee, Governance Committee, Communication and Public Relations Committee, Membership and Volunteer Committee, Social and Fund Development Committee, Venue Committee, Operations Committee and Records Management Committee. The purpose of this reorganization is to ensure that no work is unassigned, that all committees will be formed around related work and will be represented on the Board, that workloads will be manageable and that the association will operate without excess bureaucracy.

At the time of writing this report (September 2018) we have 982 members, an almost fifty percent increase over last year. That increase comes with both benefits and challenges. The biggest challenge has been to find convenient and affordable venues for the increased number of programs. Venue costs are now the single largest expense item on the budget and scheduling has become complex. As a result of the new demands relating to facilities, the new Venue Committee has been created to research, recommend and provide advice on appropriate venues and to work with the Program Committee and the new Operations committee which has been created to deal with logistical matters.

Other challenges that have been created are the management of membership records, support of new members and recruitment and organization of volunteers. As a result the Membership and Volunteer Committee has been created to focus on these matters in the coming year, separately from Public Relations which will remain as a Committee of its own.

Because all of our fundraising events are social events (although not all social events include fundraising) it was decided that these two committees should be combined to better utilize the talents of the people on those committees.

Finally, as we enter into our eighth year of programming, we have amassed many, many boxes and drawers of records which need to be properly managed. The Records Committee has been created on an ad hoc basis to put the existing records in order and create and implement a formal records management system.

Committee Work

To meet the needs of our growing membership we have gone from offering five lecture series to eight and fifty interest groups to almost sixty-five. It requires dedicated volunteers to keep all this activity organized and our Program Committee Co-Chairs for the past year, Mary Lou Kerr and Maryvonne Farrand and their committee members have done a tremendous job.

The Fund Development Committee Co-Chaired by Trish Bond and Avalon Roberts once again held the Christmas Shoppers Silent Auction during the December 11 CALL Café and also held the third annual Spring Dinner at the Silver Springs Golf Club which was a very attractive venue with good food and excellent service. The keynote speaker was George Brookman who was both funny and thought provoking for the assembled crowd. These events helped in making significant contributions not only to fund raising efforts but to building our CALL community.

Our CALL Cafes would not be nearly as successful as they are without the help of the Social Committee which provides refreshments and does set up and take down for the Cafes and many other events during the year. Unfortunately their Open House at cSpace had to be cancelled due to an extreme weather event but they were active, working quietly behind the scenes all year helping to create other successful events for CALL members. Thank you to Pattie Oxendale and her committee members for all your hard work.

It has been a very busy year for Ron Foyer and the Information Technology Committee (IT). In addition to all the work they continuously put in answering questions and posting information to the website in a very timely manner, they

were tasked with transitioning to a new version of Wild Apricot which is the web-based software we use to manage our membership, website, events and other activities. That went very smoothly thanks to many hours of behind the scenes work by the committee. They have also done research and provided recommendations on storage of electronic documents and email security for Board members and then implemented those recommendations. Stay tuned for possible new methods of distributing CALL presentations to members who cannot attend in person, something the IT team has been working on for several months. And we can't forget the IT team's contribution to every event that requires AV equipment which they set up and take down every time.

The Community and Public Relations Committee has been working hard all year managing membership enrolment as well as communication with the membership and working on finding volunteers for all the work that needs to be done during the year. Thank you very much to Meryl Arnott and Marika Kohut and your team for keeping things running smoothly during a very busy year.

The Finance Committee supported our Treasurer in creating several new policies relating to money management and our new charitable status as well as other accounting processes. The Governance Committee worked on updating the Directors' Handbook as well as the Bylaws as well as finding volunteers for the Board positions which needed filling. Both committees are critical in ensuring we meet the statutory requirements of CALL as a society. Thanks to Al Berti for chairing the Finance committee and Melvin Pasternak for chairing the Governance committee and to their committee members for their contributions this year.

Our Members at Large on the Board for the past year were Robert Scott who worked on facilities and did a great deal of work on the sound dampening installation at cSpace and Carla Pasternak who spent many hours working with Melvin on updating the Board of Directors Handbook and Bylaws. Thanks so much to both of you.

Uke Fest

I also want to thank Louise Domaar and her committee for all their hard work in putting together a successful Ukulele Festival in Calgary which involved the CALL ukulele group and several members of other CALL Committees as well as outside ukulele enthusiasts and netted funds for CALL music programs and other needs.

It has been a privilege to serve as President of CALL this past year. I want to say a sincere thank you to all the dedicated volunteers I have had the opportunity to work with during the past twelve months. We could not have a successful organization without your passion, talent and commitment. I have enjoyed working with you and truly appreciate your contributions. THANK YOU.

Barbara Murray CALL
President 2017 – 2018