

Okanagan Quality Life Society

Minutes of the 2023 Annual General Meeting

Date: May 9, 2023, 14:00 hours

Location: Army Navy Airforce Veterans Spitfire Unit #5
2500 46 Avenue, Vernon BC

Attendees: **Members of the Board:** Dave Connolly, Dale Dunlop, Norm Armstrong, Norm McKinlay, Corrie vanDyk, John Pettigrew

Special Guest: Past President, Ron Heuman

Captains: Wayne Cocking, Dan Cook, Blair Derry, Kerry Dutchak, Barry Eyres, John Friesen, Inge Friesen, Gerald Gustafson, Dave Horsham, Don Kreuger, Colette Laplante, David Lind, Marco Longley, Gary Morgan, Mike Pearson, Mike Remington, Bob Rinaldi, Lori Smart, Diane Spencer, Darrell Spencer, Peter Wright, Bob Young

Captain Candidates: Dave Dandell, Kathleen Elliman, Charmaine Frame, George Frame, Jennifer Gleadle, John Gleadle, Bruce Gustafson, Tish Little, Bill Lockhart, Brad Pinkowski, Dave Quinn, John Rithaler, Dean Sinclair, Michelle Sinclair, Marty VanKeulen

Call to Order

Meeting was called to order by President **Dave Connolly**.

Adoption of Agenda

Motion by **Dale Dunlop**.

Seconded by **Kerry Dutchak**.

Carried.

Adoption of Previous AGM minutes

Motion by **Bob Rinaldi**.

Seconded by **Marco Longley**.

Carried.

President's Report

President **Dave Connolly** welcomed the participants of the 2023 Annual General Meeting on this, *the 30th anniversary of the Okanagan Quality Life Society*. He made special mention of all the new captain candidates in attendance and welcomed them.

30th Anniversary

Dave introduced our honoured **Special Guest, Ron Heuman**, who was invited to help us celebrate our 30th anniversary.

Ron was involved at every level of OQLS – as president, secretary/treasurer, member of the board, fundraiser and captain of the boat – and most of these positions all at the same time!

He organized many events and fundraisers, guided us through tough negotiations with Transport Canada, and ensured that our society maintained a high and honoured profile in the community. In 2015 he was given a *Certificate of Recognition for Outstanding Contribution*.

Ron enthralled us with interesting historical facts and amusing anecdotes of our society's past - how it came to be, how it changed over the years, the key people involved, the evolution of the boats, etc. There were picnics, campouts, weddings and celebrations of life –wonderful stories.

Dave Connolly spoke about two other key players in our Society's history who unfortunately could not attend this meeting:

- **Marijon Florentinus**, a recreation manager and therapist who had dedicated 24 years of service to OQLS when she retired in 2018.
- **Patty Marshall**, who worked at Noric House back in the day. They used to take care home residents to campouts at Camp Hurlburt, giving them outings on a homemade boat – a platform set on empty oil drums, with fencing around and a tarp for a roof. It was around one their campfires that the idea was born to buy a real patio boat.
- Here is a link to an old article from [North/Valley News](#) about our beginnings.
- Our OQLS [Fast Facts](#) book has many interesting tidbits and photos about our society, our clients, our boats and supporters.

A Successful 2022 Season

Client Trip Study

- We had a great season in 2022, completing 197 trips, comparing very well to previous years. Because we knew that there were always cancellations affecting our trip numbers, we asked our captains to report all cancellation reasons to our Bookings Officer.
- A study of the resulting data showed that 103 trips were cancelled – about 30% of our capacity. Not all those trips could be rebooked.
- We know that there isn't enough time to rebook last-minute cancellations which are due to early and late-season inclement weather.
- However, we found that most cancellations during the hottest months of July and August were due to client staff shortages or too-high temperatures for some clients.
- This year, **Bookings Officer, Diane Spencer**, will send clients a reminder the week prior to our captains' scheduling meetings, asking them if

they foresee upcoming problems due to staff shortages, heat waves or air quality issues. That way, it may be possible for Diane to rebook as many trips as possible.

Words of Appreciation

Dave expressed his thanks to key organizers of our program:

- **Norm Armstrong, our Training Officer**, for getting our captains, caregiver crews, and boat back in operation every season. His new online caregiver/crew training course approach was so successful and popular last season that we will be doing it again this year.
- **Norm McKinlay, our Chief Captain**, for organizing captains and their teams and helping get the boat back into ship shape on the water. This year he and Norm Armstrong are launching a new **Mentoring Program**. Mentors will receive intensive training, and they in turn will train captains and provide ongoing mentorship to their teams throughout the season.
- **Mike Pearson, our Maintenance Officer**, and now Wednesday **Team Mentor** for his expertise in boat maintenance and repairs.
- **Dale Dunlop** for handling all the administrative activities, etc.
- **Diane Spencer, our Booking Officer**, for her amazing work handling all the client bookings, and maintaining and publishing the schedules.
- Board and **Client Liaison Committee** members **Chris Smith** and **Nicole Lacroix**, for providing insights from the clients' perspective. They helped us establish our COVID protocols which continue to be in place.
- **John Pettigrew, Fundraising Committee Chair** for his work in helping us seek grants and donations.

Treasurer's Report

Dale Dunlop presented the **2022 Year-End Financial Report** which is retained on file.

For their ongoing, generous support again this year, she expressed sincere appreciation to:

- *The Vernon Yacht Club* - who have been donating a mooring slip for our boat since 1993.
- *Army Navy Airforce Spitfire Unit #5* – who are providing us their wonderful facilities for our AGM and captains’ meetings this year.
- *Blue Heron Gas Bar* - who have provided us with a portion of our annual fuel needs for many years.
- *Coldstream Women’s Institute* – who, for the 9th year in a row, have donated to our Heaven Can Wait program.
- *Alpine BookWareHouse* – who have donated to our program again this year. Be sure to donate used books and buy them there too!

New Business

Client Liaison Committee

This year we have asked board member **Corrie vanDyk** to chair our Client Liaison Committee. We are hoping to add a couple more members from other client groups. One of them will be **Inge Friesen** representing Abbeyfield House.

Captain Inge is a web and graphic designer, who has been working on recruitment posters, handout rack cards, [our website](#), our [Facebook page](#), our new [Youtube channel](#).

Client Survey

We sent out our first annual survey to our client groups last month. The results gave us feedback on our clients’ level of satisfaction with our service and insights into their wants and needs. That data

will be studied and analysed by our Client Liaison Committee.

Names of survey respondents were entered into a draw for a free boat ride on Heaven Can Wait II. The winner of this draw was **Ashley Fessenden of Canterbury Court**.

Nominations

Incumbent Board Members

1. **Dave Connolly** – *President*
2. **Dale Dunlop** – *Secretary/Treasurer/Webmaster*
3. **Norm Armstrong** – *Director (Training Officer)*
4. **Norm McKinlay** – *Director (Chief Captain)*
5. **Corrie vanDyk** – *Director*
6. **Nicole Lacroix** – *Director (Client Liaison)*
7. **Chris Smith** – *Director (Client Liaison)*
8. **John Pettigrew** – *Director Fundraising*

There are no new board nominations this year.

Motion to maintain incumbent board members: **Colette Laplante**

Seconded by **Kerry Dutchak**.

Carried.

Dave Connolly presented the 2023 organization chart of the Okanagan Quality Life Society (see attached).

Adjournment

Let’s make sure we that what we do this year recognizes and celebrates our 30th anniversary!

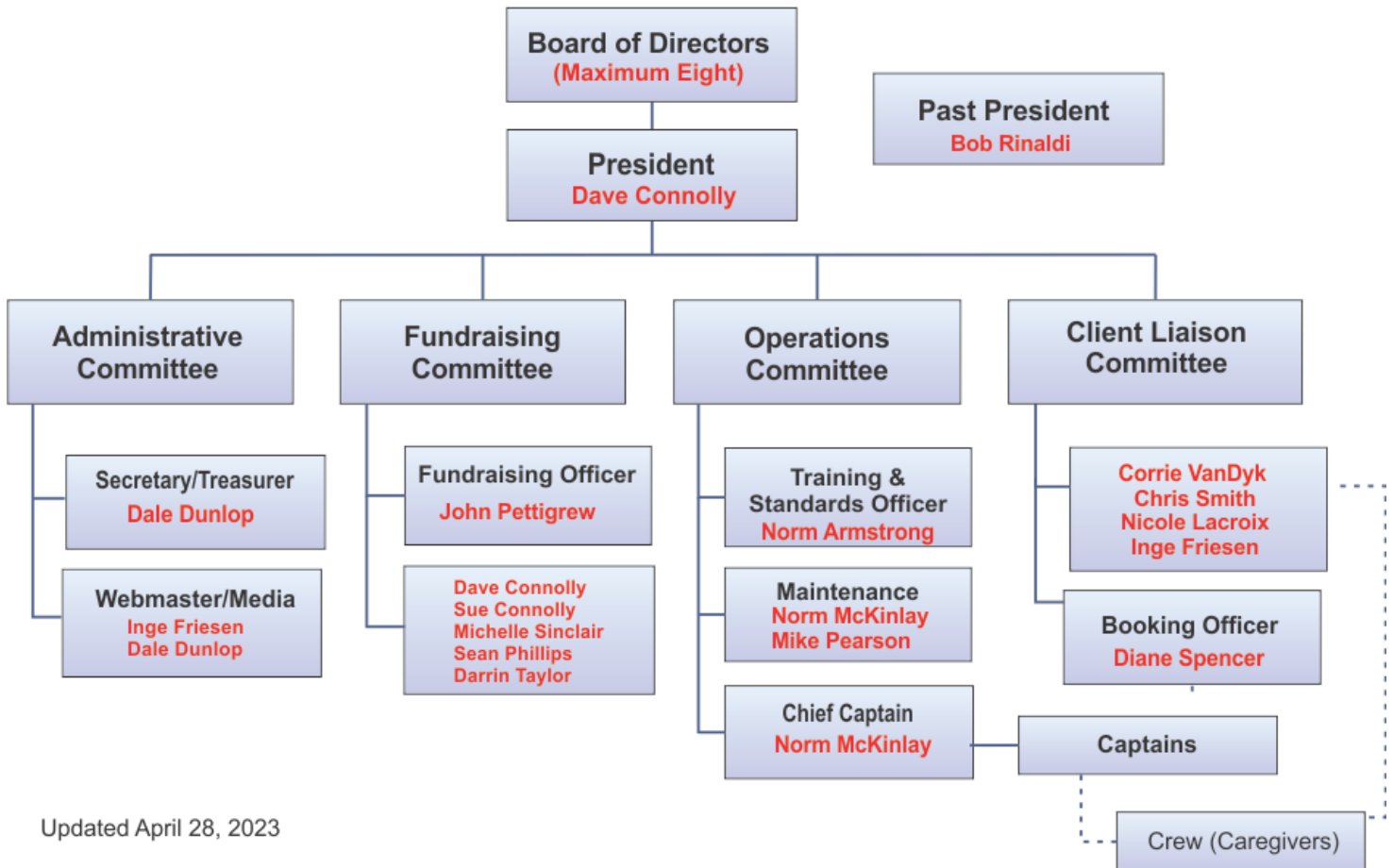
Motion to adjourn: **Dale Dunlop**

Seconded by: **Norm McKinlay**

Carried.



Okanagan Quality Life Society Board & Governance Structure



Updated April 28, 2023