



LASQUETI LAST RESORT SOCIETY
Minutes of Public General Meeting
Held at the Health Centre
February 8, 2020

DRAFT

1. Call to Order

Chairperson called the meeting to order at 11:10 AM.

2. Present

The following LLRS Board members were present: Victor Downard (chair), Tom Carter, Marilyn Darwin, Ron Abrahams (via phone), Frank Buffam (via phone)

Members of the public: Carly Papagiannis, Mick Hagedorn, Mary Jean Hagedorn, Susan Morrison, Eugenie Pelletier, Celia King, Brian Pitt, Peter Johnson, Laurence Fisher, Craig McFeely, Gwen Bigsby, Karl Darwin, Wendy Bartholomew, Ray Lipovsky

Recorder: Robin Jacobs

Regrets: Sandy Morrison, Tim Peterson, and Robert Wallace.

3. Agenda: The agenda was read by the chair, and accepted by general consent.

4. Approval of minutes from last meetings:

The minutes of the last general meeting in September 2019 were read by the chair.

MOVED (Karl): that we adopt the minutes as read.

CARRIED

5. Financial Report (ATTACHED)

Treasury report: Vic read the current bank balances and discussed the history and purpose of the business investor account: the money in this account comes largely from two significant donations, one of which was given with the stipulation it be used for building projects, and the other given with preference (but not written restriction) for building projects. The projected operating budget was passed around (ATTACHED); this forms the basis of the budget we present to qRD as part of the requirements of the tax requisition contract. The current projections show that we are operating as a “break even” organization. It is likely that will continue to be the case, although we can strive to gradually decrease our dependence on tax requisition funding.

Various amounts estimated in the budget were discussed; anyone wanting more information regarding any of the budget items please speak with the administrator for details.

MOVED (Ray): that we accept the budget and treasurer's report as given.

CARRIED

6. Building Committee report (Wendy B.)

Wendy reported that there are two local builders currently talking with the committee about the building of the duplex, as well as Selena Schroeder who has volunteered to offer her help as a building liaison. She has experience in "green building" techniques such as increasing a building's R-value which could be an asset to the project. Vic read a letter from Doane Grinnell to the public, regarding the building project (ATTACHED).

Suggestion: that all of the circulated materials presented to this meeting also be posted on the LLRS website. This was generally approved by those present.

Ray asked that anyone who has questions or comments on the construction plans to please speak with a member of the building committee.

7. Respite suite report (Gwen):

There are plans to purchase a 32 inch TV, a blu-ray disc player, a standing lamp, a bedside lamp, a transistor radio, pictures for the wall: suggestion for local artists to be asked to loan work for the respite suite. Upcoming residency may be as soon as 2 weeks. Curtains and bedspread may be handmade by volunteers.

8. Vic's open letter

Vic explained that he has been asked to be Interim President until the next AGM. He asked if everyone is in agreement with him filling this role. There were no dissents to this.

Vic passed around a letter which he has written detailing the Last Resort's history and plan for the future. (ATTACHED)

9. Public open discussion

The chair opened the meeting for feedback, questions, and statements. The following points were raised by individuals present. Each bullet point gives the opinion, suggestion, or statement made by one person present, with some individuals making more than one point.

- Susan Morrison read a statement regarding her experience of recent LLRS developments (ATTACHED).
- Discomfort was expressed with current accounting and budgeting procedures. There should be more context for the numbers given in the budget presented today, including past budget amounts and actual expenditures. Concern that there is not enough money to complete the duplex, and there may not be enough community support to raise money for completion. Dislike of the current status quo of board meetings and general meetings being separated. There should be more integration, with decisions made by and involving the general membership.

- Chair response: chairperson is in agreement that general meetings should be more regular and involve more decision making. We have the money to build the duplex, but then we will have to fundraise. This is an ongoing reality. Our experience has been that if you start to build something, people will give you money if you ask them. Our plan is to start building and start aggressively asking for money. We haven't done any meaningful fundraising for three years, and we need to push for that now.
- Suggestion: possible availability of a local registered accountant, could be investigated by the board.
- Discussion: the money in the "capital" fund: \$200K was given with the desire to build, though it was not an actual restriction, and it could technically be used for operating purposes only if necessary. \$50K is legally restricted for building purposes.
- When we built the JFC, people "came out of the woodwork" to complete the building, although there was a lot of uncertainty about the ability to complete the project. There is value in going forward with the intention to make something for the future.
- Karl: cutting maintenance hours was a bad idea when it happened. Recently, he has investigated the state of maintenance in the service building and observed some problems resulting from lack of testing and lack of knowledge about maintaining the boiler. Corrosion has been found in the boiler, resulting in high levels of iron in the boiler water. 2 days ago the boiler started leaking, possibly due to having untrained people running the boiler. Life expectancy of the boiler has likely been shortened. Karl will investigate the leak and hope to find the cause.
- Chair: \$6K has been spent on the generator problems. Trend Diesel believes that initially there was little wrong with the generator, but that initial attempts at repair caused larger problems.
- Should the problems with the generator have been published to the public, or to the membership? Suggestion: for a monthly update to be sent to the membership updating them on recent developments.
- What would improve the budget? Answer: inclusion of the actual amount of money spent 2 years ago on all categories, also year-to-date amounts spent for current year, and projected budgets for historical as well as current years.
- Amount from qRD is specifically for operation of the health centre. We need to demonstrate what we are spending and how it is attributed, in order to receive the tax money. Discussion about how we report to qRD and what they expect: administrator will re-examine the contract and try to answer some questions.

- Chair: re. maintenance hours: someone has to be here fairly frequently looking at things and monitoring the system. We are looking into insurance which would cover us in the event of an ecological-impact event such as an oil spill. People need to be looking at possible problems to catch them earlier, because if problems are not caught in a timely fashion insurance will not cover damage/clean-up.
- Question: are the underground pipes carrying hot water also compromised? No, they are plastic, so unaffected. Most likely problem is pinhole corrosion on welds. Karl has been investigating costs of replacement boilers, wood, propane, and oil. Approximately \$15K for a new wood boiler. When the new boiler chemicals which have been ordered arrive, the boiler tank will be drained and refilled. A lab test has been taken from the storage tank, it showed 74ppm nitrite. The contaminated water circulates through the heat exchanger, damaging the pumps and seals. The chemicals are not thought to be damaging to the environment, being similar to fertilizer.
- Administrator read a letter from Shawna Karras (ATTACHED).
- Clarification: according to our insurance broker, our Insurance premiums would not be reduced for switching to propane heat.
- Operating committee consisting of Peter, Bruce, and Shelley suggested hooking up a propane burner in the JFC building to connect to the existing circulating pipes, which would allow the building to be heated independently and avoid heat loss in the buried pipes. This would cut down on some of the diesel consumption to supply electricity to the boiler.
- Ray has a spare boiler in Parksville which he has in reserve for his own house. If there was a problem, this one is on a pallet and ready to move; he is offering it as an emergency measure if there was a failure of the JFC boiler.
- Wendy B., on behalf of the building committee, asked if anyone present is opposed to the building of the duplex. Peter: not opposed, just concerned about finances. Chair: initial talks with contractors indicate that our funding will be sufficient. Hope is to build a contingency fund from renting the duplex units.
- Is it necessary to have a paid maintenance employee 12 months per year? Chair: If we avert an expensive disaster by having a paid employee for \$50 per day, it will be well-spent. Intention of the original LLRS project included the hope of providing local employment.
- High maintenance bills in the past resulted from the lack of volunteers and lack of oversight.

- When maintenance employees resigned, no one on the board contacted them during their 2 weeks notice.
- In recent months, there has been no public call for volunteers.
- There should be a neutral person to whom employees can come with any problems. Currently Ron Abrahams has volunteered for that role. Should this be a role of a board member, or outside person?
- Lack of volunteers may reflect decreased public support. Decreased fundraising and volunteer-soliciting efforts on the part of LLRS may be acknowledgment of decreased public support.
- Many people in the community don't see how the LLRS can benefit them; perception that the LLRS is an insular group of people who are benefiting themselves
- Need to improve public perception that the centre is for the community
- Barriers for local practitioners to use the treatment rooms? Requirement to have \$2M liability insurance. This is available through professional associations.
- Before the health centre was built, there was a lack of stability for the nurse's office, teacherages were not reliable spaces for ongoing clinic
- Contracts for sharing services with qRD have cancellation clauses, so it is not set in stone that we will provide those services forever.
- Clarification needs to happen with Fire Hall and Recycling operations to fine-tune the agreements.

10. Adjournment

Chairperson adjourned the meeting at 12:52 PM

Minutes submitted by: Robin Jacobs

Adopted minutes accepted by: _____, Secretary

ATTACHMENTS:

1. **Financial report**
2. **2020 Budget projections**
3. **Letter from Doane Grinell**
4. **Letter from Victor Downard**
5. **Letter from Susan Morrison**
6. **Letter from Shawna Karras**

1. Financial Report

Operating Account balance: \$7,707.75

Nursing Account balance: \$5,581.77

Business Investor Account: \$242,473.15

Board resolution: for \$10,000 to be transferred from Business Investor Account to Operating Account for the provision of expenses relating to the building of the duplex.

2. 2020 Budget Projections:

LASQUETI LAST RESORT SOCIETY BUDGET JAN. 1 TO DEC. 31/20		
REVENUE		
ISLAND HEALTH CONTRACT	37,000	
HEALTH CENTRE USAGE	1,500	
COTTAGE RENTAL	7,800	
LIAS	1,200	
INTEREST REVENUE	1,500	
MEMBERSHIPS	200	
FUNDRAISING	2,500	
DONATIONS	4,000	
MERCHANDISE	1,500	
qRD sharing agreement (Recycling)	1,119	
qRD sharing agreement (Fire Hall)	688	
qRD TAX	42,500	
TOTAL REVENUE	101,507	

EXPENSES		
ACCOUNTING	1,500	
ADVERTISING & PROMOTION	200	
ADMINISTRATION	16,000	
BANK CHARGES	400	
FUNDRAISING EXPENSES	1,200	
INTERNET	600	
INSURANCE	7,800	
WAGES REC. GENERAL	5,000	
CLEANING WAGES	2,400	
OP. EXPENSES HEAT	7,800	
OP. EXP. POWER	3,800	
OP. EXP. WATER	3,200	
OP. EXP. FIREWOOD	1,000	
OP. EXP. GEN. MAINTENANCE	1,200	
OP. EXP. GROUNDS	1,000	
OP. EXP. DELIVERY/FREIGHT	1,200	
OP. EXP. FUEL & PROPANE	3,200	
MAINTENANCE SUPPLIES	4,000	
NURSE WAGES/BENEFITS/EXPENSES	37,000	
LEGAL EXPENSES	500	
OFFICE SUPPLIES/POSTAGE	1,400	
WORK SAFE	1,000	
TOTAL EXPENSES	101,400	
NET INCOME/LOSS	107	

3. Letter from Doane Grinnell:

Feb 8 2020

Hello to my community.

Unfortunately I'm unable to attend the meeting today so I've asked that this letter be read into the minutes.

While there are a number of topics I could address I will try to be short and focused.

I've been involved with our Health Center since it's beginnings. As a member....as a volunteer worker....and as a director for years only stepping down from that position at last year's AGM. In my years of involvement I've mostly focused on being part of the building process. I've been part of the building committee for years and I am confident that due process has been followed to get our Society to the point where we are nearly ready to build our next two residential units.

Just a short summary of how I see things.

From our inception the Last Resort has been clear that we have zoning for six small residences. Our existing services building and infrastructure will support two more cabins.

Once Barb Green's cabin was up and running we started planning for more cabins.

We have been given \$250,000 in donations for capital projects.

As our society has been planning for the next stage we have engaged with the interested community at every stage. We've had open information meetings and have surveyed the community formally and informally for years.

Our current plan for a fully wheelchair accessible duplex is the end product of these years of consultation and community engagement.

Sure we don't all agree but the clear majority of interested and involved community members agree that it's past time to go forward.

Sincerely

Doane Grinnell

4. Letter from Victor Downard:

The Lasqueti Last Resort Society and the Judith Fisher Centre

Where are we going and how are we going to get there?

History:

Almost a decade ago the Lasqueti Last Resort Society (LLRS) acquired land by donation and with fund raising, donations, volunteer labour and qRD hospital fund money built the health centre, a cottage and a service building. For almost five years now the society has operated the result as the Judith Fisher Centre. The naming was to honour the memory of the family who donated the land for the centre and several other public buildings on Lasqueti. In november 2018 the society asked the people of Lasqueti for tax dollars to help keep the centre operating.

The cottage has been almost continually occupied and runs very smoothly. The health centre started slowly and has seen steady growth in usage. The nursing hours have been increased and other services have started to be added. We have semi-regular doctor visits and tele-health is being used more often. Health care providers have been using the treatment rooms. Island health is much more receptive to requests for more services and local people are using the centre far more. It helps that it is always warm.

We have over the last year negotiated agreements with qRD to provide some heat and electricity to the fire hall and recycling centre. They are also using the centre's washrooms, shower and washer /dryer as needed. This helped to keep the cost of the recycling centre down and improved the relationship between the regional district and Lasqueti. An agreement with LIAS gives them stability and provides them with a long term plan. We are in negotiations with Island Health regarding their financial contribution towards their use of the facility.

What have we got now?

At the centre we have at present time a 2200 sq.ft. Health centre, a 650 sq.ft. cottage and a 900 sq. ft. 2 story service building and a beautiful garden. We also have a waste disposal system, a water treatment plant, a boiler heating system, and an electrical system. All of these systems are sized to run the existing buildings and five more 600 to 650 sq. ft. living spaces. The boiler is rated to heat up to 10,000 sq. ft. The water treatment plant has the capacity to supply all the planned buildings. The waste disposal system has worked perfectly and has the capacity for the future cottages. The electrical system can be sized up with more solar panels and storage.

What is the future?

As you can see from the attached and revenue and expense statement we are currently running at a break even situation. We are going to build a duplex that will be wheelchair accessible and is suitable for singles or a couple. We have \$240,000 in our savings account. Expected income is \$15,600 per year. When the duplex is built and occupied we will operate at a surplus. This will

allow us to build a contingency fund that will accumulate over time and allow us to replace equipment and repair buildings as needed. We can then assess what our next step will be. Options include: the health centre and three living spaces, more independent living units, or a multi- unit building with some level of care.

Financial Situation

We have no money at this time for any unexpected expenses such as equipment replacement or building repairs with out spending some of the capital fund.. For a few years the cost of this will be quite low as everything is still pretty new. Eventually we will start to have major expenses. Boiler \$15,000, Batteries \$30,000, Generator \$20,000, Inverters up to \$16,000. Then will come failed window units and a leaky roof. Pumps and controllers for our systems will have to be replaced. If we don't build the duplex and spend our savings on repairs and maintenance twenty or so years in the future our children will be cursing us for our lack of planning. We will also be going against the wishes of two major contributors.

When we have built the duplex we can start to put the income from it into a savings account and instead of a falling amount of money we will have a growing fund for the future. If we can fundraise to build more elder cottages the centre will be in an even better position. The space next to the existing cottage is designated for a building. All the services are in place. Hook up for septic, water, heat and electrical are already there. A small non-wheelchair accessible cottage could be built for just over \$100,000. That would add \$7500 to the centres yearly income. It would take a serious fund raising effort to raise that amount but we have done it before and can do it again. At that time the centre would earn more than enough money to pay its own way. Then the people of Lasqueti could elect to start lowering the tax share or continue to support the centre with tax dollars and save to build more elder cottages or other health related buildings.

The LLRS is not in a precarious financial situation as some people seem to think. We have sufficient funds to carry out our day to day operations and a large capital fund to build for the future.

5. Statement from Susan Morrison:

I came to the board with the expectation of helping to reconcile the split in the community due to the tax request. It became obvious after a few meetings that there was a problem with the amount of expenses that the society was paying out on a monthly basis. They were not working from a budget. I did some calculations based on their cheque book of out going expenses and the amount that would be available once the tax requisition became available as well as other sources of income. This calculation showed that their expenses were too high. I took this to the board and they decided to make several changes one being to limit the amount spent on maintenance to 1200/month. They also realized that volunteers were essential to the operation of the centre. 2 board members stepped up to do the yard work and 1 volunteered to build the railing around the service building. I then realized that the agreements with the RD had not been signed so I got them to the RD as quick as possible in order to start receiving the tax money that had already been collected. I contacted the health inspector who had the society testing the water on a weekly basis even though we were on a boil water advisory. This conversation resulted in a reduction of testing to one per month. I also met with representatives of IH in Parksville and started the process of getting more clinics and other professionals at the JFC.

I volunteered to do one shift a week at the JFC during the administrators holidays and time to deal with family matters in order to keep expenses down. I have also been working on policies that need to be updated or simply are missing from the organizations repertoire. During this time of being involved at the centre I became aware of the fact that the centre requires a large amount of electricity to run the boiler. The diesel generator must run most days for several hours in order to supply the amount of power necessary to heat the JFC and the elder cottage. This is yet another expense. The issues here are not insurmountable but need frank discussion with emotions left at the door. Everything that has been done here was done with the best intentions and many hours of time has been spent by many members of the community to realize the goal of a viable health centre on Lasqueti island. However some in the community have decided that it is more important to attack individuals rather than sit in a public forum and work through the issues in order to move the society and centre forward. This is a very sad situation.

6. Letter from Shawna Karras:

Dear Robin, I can't come to the meeting as we have to get ready to leave for a trip tomorrow, but would like to express some views. Perhaps you could read my letter.

I do hope the Health Centre, and the wonderful visions for it are able to continue to unfold. It sounds like it will have to be managed carefully and thoughtfully financially-speaking to be sustainable. I'm sorry I don't have the time to contribute, and I thank all the people past and present who have done this.

I read what Karl wrote, and I have talked to Susan Morrison to get her take on the situation, which was good to learn. One thing that I think I got was that Earnie wasn't suggesting replacing the whole wood heating system with propane, just having the propane as back-up for the Judith Fisher Centre for efficiency, and possibly, as a bonus, that it could help lower the high insurance costs. And that the present system, as well as many cords of firewood, requires lots of diesel for the generator, and that Daniel and Rob Linschchotsen have found the present system quite energy inefficient. I, of course, have no expertise in all of this, but would encourage open minds in finding the most efficient and ecological solution to this situation, even if it means letting go of what was once thought to be the ideal system. Also, apparently, this idea of the propane back-up system was already being encouraged by others involved at the time Earnie and Susan got involved. He didn't come up with the idea on his own.

I feel disappointed (and a little angry) that the accusatory dynamic that has happened around the people involved with the health centre has resulted in three dedicated people devoting a significant amount of time and energy to the project, feeling like it was too uncomfortable to continue. It sounds like Susan was doing good work making good progress with Island health, and trying to get clarity with budgeting, and policies, etc. I realize that others with differing views, at least on some issues, have put tons of time and great energy into the project. And that at least most of their intention in giving harsh criticism is because they have a differing view of how things will be successful. But I feel badly that Susan and Earnie have been portrayed like villains, and not acknowledged enough for what they were trying to do to help our community, whether one agrees with their approach or not. And now there are three less dedicated and competent people to help.

Anyways, I wish the best for the whole facility and project. I encourage clarity on the finances, good budgeting, and open-mindedness on looking for a way to proceed with the heating system. And to try to be kind and respectful with each other. And thanks to everyone involved for all you are doing and have done, and for caring so much about it all. You all give a lot.

Thank you,
Shawna