



**TWENTY VALLEY GOLF AND COUNTRY CLUB
BOARD OF DIRECTORS MEETING**

Wednesday, March 23, 2022
6:30pm

Attendance - Present = X

Board Members

x	Mark Hooper	x	Bill Lipsett	x	Azlan Bacchus
x	Mike Persia	x	Rob Dick	x	Sherry Christie
x	Sue Lavigne		Kyle Stephenson	x	Greg Judd
x	Trevor Low	x	Mike Baines		

Staff Members

x	Steve Muys	x	Lori Valente
x	Colleen Petrick		
x	Ron Kenesky		

MINUTES

1. Call to Order

The meeting was called to order by Mark Hooper at 6:32pm

2. Additions to Agenda

There were additions to the Agenda: Add-Ons and Covid were added to the Agenda

3. Approval of Agenda

Motion - To approve the Agenda. Moved by Mike P. Seconded by Sue L. Carried

4. Approval of Minutes

4.1 Motion to Accept

Motion - To accept the minutes of Board Meeting held February 15, 2022. Moved by Rob D. Seconded by Bill L. Carried

4.2 Errors or Omissions

There were no errors or omissions in respect to the minutes of February 15, 2022. The meeting continued.

4.3 Motion to Adopt

Motion - To adopt the minutes of Board Meeting. Moved by Azlan B. Seconded by Greg J. Carried

4.4 Action Items to Review

1	Update 2022 Member Add-On rates in Appendix A and update website	Completed
2	Update Member's Policy manual with the following: <ul style="list-style-type: none">● Policy 2.5 – Category Caps● Policy 3.5 – Couples discount● Policy 6.3 – League Administrator Tee times● Policy 8.2 – Pace of Play● Policy 11.4 – Music on Course and update website	Completed

5. Business Arising from the Minutes

None

6. Presidents Report

The Course is pretty saturated right now and we are all anxious to get back onto it. The course has weathered quite well according to Steve.

7. Committee Reports

7.1 Steering Committee/Long Range Planning

The Long-Range planning committee met in February. The next meeting is scheduled for early April. This first meeting was to allow new members of the committee, Denise Voronoff, Joel Davis and Dave Staples an opportunity to understand the committee.

Motion to approve the Steering Committee report. Moved by Mark H. Seconded by Sherry C. Carried.

7.2 House

Rob presented the House Report:

The course opening is tentatively Apr.9, with the clubhouse fully operational May1. 6 staff are returning, some new servers have been hired, but we are always interested in experienced good quality help.

3 (junior) kitchen staff have been hired, ad is placed on Indeed still looking to possibly add a senior or more experienced cook. (This is the challenge we knew we would face).

Kitchen staff will be in training after the 18th of Apr.

We are looking at new scheduling software for staff.

Programming pricing in POS will be a challenge.

We are in the process of equipment reviews and service requirements.

We have 4 quotes in for cleaning services, and in the process of checking references.

Colleen has created a clubhouse menu, getting food pricing from vendors, at which time the committee will review.

Both Molson & Labatt's have offered some very nice sponsorship incentives, (We will have to make a choice there), Colleen still to meet with wine & premium beer vendors, at which time committee will review as well.

Motion to approve the House report. Moved by Rob D. Seconded by Bill L. Carried.

Further comment – we could use some of our social media to get kitchen staff.

7.3 Pro Shop/Junior Golf

Greg presented the Pro Shop/Junior Golf Report:

Staff – Pro Shop & Back Shop staff are set for the 2022 season. Most are returning staff, but a couple of new faces will be joining the team. The Assistant Pro and Senior Back Shop staff are scheduled to begin a week or so before the golf course opens. The remainder of the staff will have various start dates once the golf course opens for the season. The Job Fair was surprisingly busy, and we received a lot of good resumes for back shop work. We hired 2 volunteers from the Job Fair. We are still in need of 4-5 volunteers for the season. Pro Shop Merchandise for the 2022 season is beginning to arrive. Manufacturers are warning about inventory shortages and delayed delivery dates, which is a concern. It's a wait and see approach to see what inventory arrives, what inventory has been back ordered, and what orders have been cancelled.

Some manufacturers are warning of 3-4 month wait times for custom golf club orders and possible golf ball shortages by mid-season are possible.

Pro Shop staff is set and ready to assign lockers and club storage stalls for members purchasing these services this season. The office has been informed of our capacity limits in these areas.

Ron recently completed 2 days of training with the Golf Genius scoring platform. He is certainly not an expert on the software yet but knows a lot more than when he began. Scorecard - Updated course yardages, the new tee combination (gold/blue) and changes to the current tee block set up discussed at the last meeting has been confirmed and will be added to the scorecard. A temporary version of the scorecard will be used to start the season until the golf course gets re-rated by the GAO. The GAO will be visiting us this spring for our re-rating of the course with a date still to be determined.

Tournaments – Currently receiving a lot of tournament inquiries. Many dates being inquired about are dates/times we do not have available like Saturday mornings. We will see an increase in tournament play this year and the return of shot-gun start tournaments.

<p>Motion to approve the Pro Shop report. Moved by Greg J. Seconded by Trevor L. Carried.</p>

7.3 Greens

Bill presented the Greens Report:

Course:

- The course looks like it is wintered well we've removed the tarps from the greens and we have taken down all the ropes from around the greens
- The course is extremely messy this spring and we have a lot of small branches and debris that have come down with the winter storms combined with the extremely wet fall where we were not able to get properly cleaned up. As conditions allow staff will be out starting the cleanup. I am planning to have our annual members clean-up day April 2nd I will send out communication as it gets closer, with a tentative target opening April 9th weather permitting.

Staff:

- I would like to welcome Hayden Moore to our team Hayden will be our Assistant Superintendent. He comes from the London area and will be starting April 4th I will be working with him to bring him up to speed on our operations
- I have most of my staff returning from last year and are just finishing filling a couple of openings

- Staff is starting back now as weather is improving and we start to prepare of course

Equipment:

- We are expecting our new turf capital equipment to arrive within the next week the new Golf carts have been delayed and I have been told mid-June for their arrival
- We've started reviewing the golf cart fleet and addressing any issues and working at preparing the turf equipment for the season

Projects:

- The steel irrigation Z pipe at the pump house has been replaced with new pipe and connected to fit to our irrigation system we still need to pour a concrete thrust block behind it then back fill.
- Tree work over the winter months has been challenging and we have attempted to remove the majority of the logs from the course however deep snow and then followed by wet conditions have made things challenging we did remove most of the of the logs however we still have some to clean up mainly in the 17 Tee area

Other:

- New computers and POS terminals have been installed for the most part. We still have one to complete in the pro shop and maintenance which should be completed prior to opening. There have been some technology challenges and has created some problems with monitors and printers' compatibility these issues have been addressed
- We are currently working on cleaning the carpets in the clubhouse area that has been opened last year this should be complete this week our hood cleaning in the kitchen has been completed and our annual fire inspection is to be done March 28th
- High winds have damaged some of the shingles on the clubhouse roof, repairs have been completed
- We have a couple of clubhouse equipment items that need some repairs. Golden Horseshoe will be in shortly to look at them.

Question posed:

Can the new assistant spray on the course? He is not yet licensed but training should be done asap so that he can share the load for spraying.

Motion to approve the Greens Report. Moved by Bill L. Seconded by Sue L. Carried.

7.4 Ladies President

Sherry presented the Ladies President's report:

The 18-hole ladies are in the process of completing the schedule of events for the coming season. The committee members are Sue Lavigne, Kathy Smeltzer and Jennifer Judd. The season is scheduled to begin on May 3rd, 2022. Information has been sent to the ladies with a request to register as soon as possible.

The Business Ladies league is also scheduled to begin on May 3rd, 2022. The committee members are Hailie O'Brien, Sue O'Brien, Karen Kenesky and Lauren Reimer. They have indicated that they will be full with a cap of 90 players.

The ladies will participate in match play this season.

The Ladies Invitational will be held on Tuesday, August 9th, 2022.

Motion to approve the Ladies President Report. Moved by Sherry C. Seconded by Rob D. Carried.

7.5 Marketing & Communications

Azlan presented the Marketing & Communications report:

Newsletter:

The first newsletter of the year will be sent out April 1. Please have your reports submitted to me by March 28.

Website:

I have started the process of accepting proposals for the website, with the help of Rob D. Once we have all proposals, and any questions answered, the proposals will be discussed at the committee level, before bringing a final recommendation to the board. There is not an exact timeline for this since we need all the information available before presenting.

Discussion and comments:

The updated policy manual link was not working on the website. Appendix A was working but the link is not working. Azlan will look into this and ensure it works.

The schedule for the newsletter is April, June, August and October this year. All chairs need to ensure Azlan has reports for his newsletter. The history project should also be updated and added to the newsletter.

Motion to approve the Marketing & Communications Report. Moved by Azlan B. Seconded by Sherry C. Carried.

7.6 Games & Handicap

Trevor advised that there is nothing new to report at this time.

7.7 Membership

Sherry presented the Membership report:

The new member waitlist has been exhausted and we have a total of 77 new members who have joined Twenty Valley for the upcoming season. I would like to extend a huge thank

you to Lori Valente and Sherry Towers who worked tirelessly contacting members, existing and new to establish the current membership list. All new members have received the new member information package.

Gold:

David Smith
Alan Swanson
Tracy Taub-Smith

Silver:

Derek Bodden
Bettina Bros
Dave Brownridge
Brian Cooke
Doug Gaulton
Stefan Gedja
Jenn Haslam
Brett Meadows
Lara Rowles
Susan Thomson
Rick White

Intermediate Silver:

Geoffrey Blain
Scotty Blain
Matthew Campbell
Andrew Ceolin
Addison DeTullio
Griffin Gillis
William Hudson
David Keen
Ted Kirkpatrick
Griffin Owen
Luca Riga-McLaren
Patrick Rodrigues
Warren Soutar
Dakota Welbourn
Mackenzie West

Bronze:

Michael Docherty
Denise Dupuis
Michael Hendrickse
Jim Nutt
Ryan Rasmussen

Weekday:

Pierre Alexander
James Buchanan
Luca D'Alesio
Kathleen Hewick
Jacquelin Hill
Robert Hill
Carol Kilmartin
Michael Kilmartin
Sharon Lill

John Meagher
Kevin Moore
Rick Morrison

Intermediate Student:

Steven Frketich
Isaac Humphrey
Lucas Pocobene
Anthony Vrbanac
Ben Wynperle

Junior:

Sam Boich
Dylan Breuls
Matthew Cormier
Robert Cormier
Elliott Jackson
Nolan Jackson
Nicholas Krieger
Matthew Mayic
Sullivan McDaniel
Lucas Whitnell
Cash Wiley

Associate:

Dino Cerino
John Czajka
Rex Holden
Bill VanLeeuwen

There are 6 spots remaining in Bronze, 6 spots remaining in Weekday and 9 spots remaining in Junior. The waiting list is now done.

Were there category switches into gold? Yes -Total is 175 now for gold including Intermediates.

**Motion to approve the new members of Twenty Valley Golf & Country Club.
Moved by Sherry C. seconded by Kyle S. Carried.**

We currently have 41 Associate members and think this would be a good time to cap and close the Associate category. Given the number of members, the tee sheet and golf course will be very busy.

Comments and discussion:

This is the right thing to do.

When we count the 41 does this include those from last year? It includes new members plus members from last year. There were some we did not hear back from. Cap of the Associates

should 30. We have not focused on Associates to be contacted for commitment for this year. It could happen that the Associates from last year who have not signed up yet may approach to join this year but it is full so we need to be prepared to handle that.

In response to a question – the Men’s league is full, but we need to ensure that full members are allowed into the men’s league before adding Associate members. There are 220 confirmed men’s league and 24 on the wait list now – we will be taking full members first and then Associates.

The Associates number should be 30, not 41 and we should allow it to whittle down to that level to comply with the new policy.

There are only 4 new Associates this year but we need to ensure it goes down over time. We had 53 Associate members last year. There are 14 that we have not heard from.

The motion should be that we will not take any new Associates. We will accept the ones who were here last year as Associates. When we revisit the caps later we can firm up the cap numbers.

Motion to close the Associate category to new Associate members for 2022 as of today. Moved by Sherry C. Seconded by Bill L. Carried.

Noted:

One name may be missing from the list – Lori will check records and advise – the person in question is not an Associate member but an Intermediate Silver member.

Sherry continued with the Membership numbers report:

Category	Number	Category	Number
Gold (160)	156	Intermediate (20)	20
Intermediate Gold (15)	19	Junior (50)	41
Silver (110)	94	Associate	41
Intermediate Silver (30)	46	Juvenile	29
Bronze (20)	14	Life/Honorary	1
Weekday (70)	64	Medical/Social	3
		Social	8

The Gold membership is full.

Silver is also full.

Bronze has 6 spots left

Weekday has 6 spots

Junior has 9 spots open.

Motion to approve the membership numbers report. Moved by Sherry C. Seconded by Azlan B. Carried.

Question with respect to Life Memberships – there should be 2, not one. Sherry will amend the report.

Additional Membership Matter:

A member did request an extension of his Medical/Social membership for a further year due to ongoing medical problems. Current policy is for one year but this is a special request. It was agreed that an extension due to circumstances is appropriate. The membership is paid in full so is meeting policy.

Move to approve the extension of the membership for another year. Moved by Sherry C. Seconded by Greg J. Carried with one abstaining.

Further question and discussion with respect to the Intermediate Silver caps – comments from the round table discussion were as follows:

It appears there were aged up Intermediate Silver – then it was capped at 30 in the policy. Last year we had 55 and 25 were aging up which was why the cap was established at 30. Now we are at 46. How did it get above the 30 cap?

It was because the combination was 140. Several people wanted Intermediate Gold and Student, so they were allowed to join the Intermediate Silver category instead of losing them as members. If these age out quickly then Silver will be dramatically over. The Intermediates should not go over the cap. Silver can only be over if they age out of Intermediate Silver but the overall cap of 140 does not change. We want room for Silvers to come and now we don't have it due to the total cap for both. Some Silver spots could be kept in the back pocket for walk-ins who want to join so leaving a few spots could mean we can offer those spots to new members.

Caps on Intermediates were established and now we are not following the policy.

Discussion on combining the two was not to maximize the membership in the group. It was to allow for ageing out and moves into the higher level.

Intermediates should not go over cap – it should be used only for aging out to restrict the number of discounted memberships available vs. full categories.

Suggestion was made that the cap is firm and we should follow the policy and that it is not too late to resolve this and bring it back to the policy level under section 2.5.

But the reason they ended up over the cap was because the understanding was that the Silver and Intermediate were totalled together.

We would now have to offer these excess ones a Silver spot and not the Intermediate one they are in.

It would not be easy to go back and change this but we have added another 77 members this year and have to be careful about being able to offer tee times to all these members. We have not followed the policy and can offer these members a Silver category. We will now have trouble getting back down to the 30 limit.

Motion to only accept the first 30 Intermediate Silvers and offer the other 17 over that limit spots in other categories. Moved by Bill L. Seconded by Trevor L. Majority approved the motion. Carried.

Intermediate members should be removed from the list of new members presented.

Business Listings:

Sherry will follow up with Bill. Nothing has been done yet on this issue and it will be followed up on.

Motion to accept the Membership Report. Moved by Sherry C. Seconded by Mike B. Carried.

7.8 HR & Health and Safety

Mike presented the HR & Health and Safety report:

Health & Safety

First Aid and CPR training is being done by the senior and frontline staff this will take place over the next couple of weeks, it is a blended program ½ online ½ onsite. Joint health and Safety Training for both Colleen and Ron have been completed. They have completed their certification levels one and two.

Human Resources

Our “Job Fair” was held on March 5th, and it was a great success. Not sure of the exact count, but we had about 30 applicants show up for interviews and I am not sure how many were hired. Thanks to Colleen, Steve and Ron and some of Colleen’s servers for being there and talking with all the people that were there. Also, thanks to Az for posting it on our website.

We (Mark and I) plan to meet with Roger Whitfield this Friday to discuss the Health Spending Account option before it gets offered to our Senior Managers. Hopefully we will be able to incorporate the new HSA option into the TV Operations Policy Manual at the April Board meeting.

On my behalf, Steve has worked on some rewording for the Employee Benefits section of the TV Operations Policy Manual and presented it to me to present to the HR Committee and the Board. The major goal to enhance our employee benefits/perks and make Twenty Valley a great place to work and for the employees to feel they are valued

and appreciated for their efforts. This will be brought to the Board at the next meeting once the HR committee has discussed and approved it.

Working on a Progressive Discipline policy for guests and members. It will be presented at the April board meeting.

Motion to accept the HR & Health & Safety Report. Moved by Mike P. Seconded by Mike B. Carried.

7.9 Finance

Sue presented the Finance reports:

Bank Balance Report

Date	Feb 2021	Jan 17/22	Feb 11/22	Mar 18/22
RBC Chequing Account	\$ 38,600	\$222,384	\$286,802	\$303,604
RBC Visa	\$ (5,650)	\$ (426)	\$ (12,062)	
RBC LOC	\$ 0	\$ 0	\$ 0	
FO LOC	\$(384,000)	\$ 0	\$ 0	\$ 0
RBC Small Bus Loan (CERB)	\$(40,000)	\$(40,000)	\$(40,000)	\$(40,000)
Cheques to Clear	\$ (9,000)	\$ (8708)	\$ (22,196)	\$ (9,033)
HST @ Month End	\$ (9,700)		\$ (21,427)	
Property Taxes Feb 28 th	\$ (9,700)		\$ (9,650)	
Net Cash Position	\$(419,450)	\$173,250	\$212,544)	\$254,571

The cash positions remain very positive. We will be meeting to ensure efficiency is maintained with cash balances. For example – we may be able to look at some financial instruments particularly for the CERB loan which is due the end of December next year, so we can look to put something in place out to that date. It can then come off this cash report but still be covered.

Additionally, there are some capital expenditures that are outstanding that were previously approved by the board but we are still awaiting delivery of that equipment so that has to come off of these cash numbers.

The Paid Members Report was reported:

Member

Category.	Pd Members Dec 31/21		Paid Members Jan 31/22.		Pd Members Feb 28/22	
	# Members	Total Dues	#Members	Total Dues	#Members	Total Dues
Gold	87	\$211,094	20	\$49,000	45	\$110,906
Silver	51	\$104,802	9	\$18,900	31	\$ 64,444
Bronze	3	\$ 4,974	2	\$ 3,950	6	\$ 11,850
Weekday	22	\$ 41,360	6	\$ 11,280	35	\$ 65,800
Intermed Gold	4	\$ 7,200	1	\$ 1,800	14	\$25,200
Intermed Silver	7	\$ 10,482	3	\$ 4,635	17	\$26,265
Intermed Student			5	\$ 6,250	12	\$15,000
Junior	3	\$ 1,275	21	\$ 8,925	16	\$ 6,800
Associate	10	\$ 3,250	23	\$ 7,475	6	\$ 1,950
Total Dues		\$ 384,437		\$ 112,215		\$328215

Discounts Applied	\$ (36,610)	\$ (1,160)	\$ (6,600)
Net Dues	\$347,827	\$111,055	\$321,615

Memberships as of the end of February total \$780,497. Keep in mind that this will not match the cash balances report since members use various options available to pay their accounts.

Beginning in May I will report actuals to budget figures to give us a financial scorecard as the season progresses.

Sue concluded her report.

The President then reported an issue he has been dealing with relating to the Men's Member/Guest from 2021. The loss from this event was just over \$8,800 in 2021. Correspondence was received requesting a review of the outstanding balance on the following basis:

Several sponsors did not pay what was committed (although some have now paid after the fact). In addition, the budget did not include additional costs to bring in a caterer for the dinner since the club was unable to provide the service. This resulted in a discrepancy to the budget for the meal(s) and it was considerably higher than expected. The room charge and gratuity should have been included in the caterer amount and the HST should not have been included.

The request was made to reduce the amount owed accordingly and pay it back over the next few years since it has been a profitable in the past.

Response:

The removal of the HST is not valid. We are required to charge it and it is a pass-through from the caterer.

They went to the caterer requesting a credit of \$2,000 from him. That invoice has already been paid. This is a problem since we need him in the future and need to maintain our good relationship with him. We do not agree to this credit being utilized and won't accept the credit.

They have recouped \$2,100 in sponsorships now paid although not all has been recouped. This means the total owed would be down to \$6,766.52 outstanding.

There is a lot more to running an event than plate service, hence the room rental charge. Although it is not really a room rental. It covers running an event in the dining room, including linen fees for a two-day event as well as the dishes for the dinner. No extra labour was charged and cleaners were only charged at 50%. No profit was made in this charge at all.

As an aside, the Ladies Invitational had no problems with their event other than the room charge which was a surprise but was covered off after the fact by the event.

The sponsors are not all members and are not necessarily playing in the club and the Pro Shop has never been involved in collecting the money from the sponsors in the past for this event. The committee was responsible for this and that was the assumption for this year. In addition, the committee has to set up and man the registration table – the expectation was that the pro shop was doing it but that has never been the case in the past. The pro shop had to be closed while this was handled.

How do we move forward from this? They do not have a plan going forward on how they are going to repay the balance owing. There is no committee as of right now for this year.

This year there will be no event unless they can assure the club there will not be any deficits that will then have to be dealt with.

Motion to not accept the proposal by the Men's Member/Guest committee to waive the HST or to support the committee's request of a \$2,000 credit from the caterer. Moved by Mike B. Seconded by Bill L. Carried.

Follow up with the committee to communicate the total amount owed and a plan to repay it. It is also recommended that the budget for any further event be reviewed by the Board. Also, how does it work this year for them to pay back the balance? In the past this has not been a board run or board sanctioned event and nor should it be. The Ladies are not board run. Even if approved by the Board that does not guarantee that the budget will be adhered to since even for 2021 it did show a profit which ended up to be a significant loss. There has to be one person in charge to oversee the whole event and the managers and pro shop have to be involved from the start
The President will follow up with the Member/Guest committee.

Motion to accept the Finance Report. Moved by Sue L. Seconded by Sherry C. Carried.

8.1 Add-Ons

Mark H introduced a discussion on the Add-ons. He received a note about the significant increase in rates for the add-ons. A comparison of rates elsewhere was done and during the board meeting the rates were reduced to current levels because of that. Have we sent the add-on rates to members? Can we include it in an email? There has been a problem doing that but will send out a PDF. What is the process for add-ons -Existing members from last year are being contacted first.

8.2 Covid

Recommendation: we are a public golf course and will follow the government policy relative to Covid protocols. Members can still wear masks if they chose to and the outside window will still be in use this year for check-ins for those that want to use it.

1. In Camera

Motion - To move to In-Camera. Moved by Bill L. Seconded by Greg J. Carried

1. Adjournment

Whereupon the meeting was adjourned at 9:15pm

