

**Shenkman Arts Centre**  
**Community Leadership Team (formerly Community Consultative Group)**  
**Meeting Notes 9**

Thursday, Sept 28, 2017 | 9:30 a.m.  
Emmy & Victor Abboud Music Studio, Shenkman Arts Centre

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**CLT Members Present:**

Caroline Obeid (Co-Chair), Victoria Steele (Co-Chair), Jasmine Brown, Kathi Langston, Mélanie Ouimet-Sarazin, Rosemary Swan, and Yasmina Proveyer

**Regrets:**

Pierrette Boisvert, Sylvie-Anne Groulx, Alexis Hebert, Julien Levesque, Caroline Matte, Natasha Mudrinic, Luc Ouelette and Robert Warren

**Program Committee Liaisons:**

Connie Cole, Joëlle Drouin, Jahn Fawcett, Anne Gutknecht, Dan Osterer, Delores MacAdam and Jolynn Sommervill

**Note Taker:**

Chantal Ducharme

**Legend:**

Community Leadership Team – CLT (*formerly Community Consultative Group*)

Implementation Teams (*formerly Program Committees*):

- Governance Team – GT (*formerly Governance and Planning Committee*)
- Marketing and Development Team – MAD (*formerly Communications, Audience Development and Corporate Partnerships Program Committee*)
- Programming and Community Partnerships Team – PCPT (*formerly Programming and Community Partnership Program Committee*)
- Building and Asset Development Team – BAD (*formerly Building and Asset Development Program Committee*)
- Volunteer Engagement Team – VET (*formerly Volunteer Program Committee*)

**1. Welcome**

**2. Official Opening of the Meeting**

Caroline officially opened the 9th meeting of the CLT.

**a. Approval of Minutes**

Minutes 8 of June 8, 2017, were approved, as presented.

**b. Approval of Agenda**

Agenda 9 of September 28, 2017, was approved, as presented.

**c. Other Business**

No items were added.

**3. Words from the Co-Chairs**

Caroline provided the following updates:

- New members: Julien Lévesque is a teacher with the Ottawa School of Theatre but also Communications and Operations Coordinator for Tara Luz Danse, and Caroline Matt, is the new Portfolio Manager, Cultural Funding, City of Ottawa.
- Business Member Representative Lianne Zitzelsberger has resigned, and the Governance Team is actively recruiting a new business member. Jasmine confirmed that she has a lead.
- The Ottawa Symphony Orchestra provided tickets to the October 1<sup>st</sup> presentation; it is a free open rehearsal as part of Culture Days.

#### 4. Progress Report from Implementations Teams

##### a) CLT Membership (GT)

Mélanie invited the CLT members to introduce themselves. Following the round table, she reminded members of the CLT's Terms of Reference and its mission to provide a timely implementation of the 2015-2020 Strategic Plan along with its sub-teams. She recapped the importance of our Code of Conduct; due diligence, conflict of interest, and attendance to meetings

##### New Diversity Team (DT)

Caroline apprised the members of the new Diversity Team comprised of herself, Luc Ouelette and Yasmina Proveyer of the CLT. She summarized her findings of her one-on-one meetings with various members of the community to address increased inclusion at the Shenkman Arts Centre.

She reviewed the Draft Action Plan for Increased Inclusion highlighting the steps already taken, and the goal of the Action Plan Objectives for Year 1 to 3 (2017 to 2020).

Jahn summarized a few accessibility issues when working with the NAC's Republic of Inclusion and the Matinée Cafés.

Following discussion, Caroline will share the **City's Handbook with the respect to Equity and Inclusion, the City's AODA Training requirements and the Diversity Team interview results.**

**Action – Caroline to provide the above-mentioned information regarding Equity and Diversity.**

##### b) Programming and Community Partnerships Team (PCPT)

Jolynn highlighted the Summer Series, a weekly 30-minute lunchtime performance on Thursdays during the summer for campers; and the Older Adult Matinée Café events in July and August, also planning fall workshops.

Mélanie provided an update about the Little Free Book Library that is part of creating some ambience in the building when children come in either to attend programs, or simply an opportunity to sit and read.

Anne summarized her meeting findings with the SAC Bookings Unit regarding client experience and the issues as new or returning clients.

Yasmina summarized the issues surrounding the Artist-In-Residence project, and hopes to launch it at the November 4 Artpreneur conference.

The team discussed several ideas with respect to increasing the Centre's visibility and access, i.e. Open Doors.

##### c) Building and Asset Development Team (BAD)

Jahn gave the following highlights:

- Progress around a creative Crosswalk
- Support from Councillor Monette in regards to a lit LRT multi-pathway to the Centre
- Reviewing the expansion of seating for Harold Shenkman Hall – developing a business case
- Reviewing a Harold Shenkman Hall fee structure for a 250-seat set-up with pipe and drape
- Conducting a Box Office Fee review

The team discussed several comments regarding the rental fee structure, grant possibilities and equitable access for everyone.

##### d) Volunteer Engagement Team (VET)

Connie provided an update with respect to the activities of the VE Team over the summer period:

- She worked with volunteers in support of some events and artist research.
- Currently developing other opportunities.
- Researching Insurance requirements.
- Determined reward system, procedure for scheduling and protocol for supervision.
- Developing an intake form. To be released in a few weeks.
- Determining a schedule around peak times to engage volunteers and clarifying their role.
- Completed French version of information manual. Need volunteer to create the English version.

**e) Marketing and Development Team (MAD)**

Delores provided the following highlights:

- Working with Joelle regarding the Outreach Kiosks which is to be presented at the next MAD meeting
- A meeting is scheduled with Partners to review the model of promotion for the Centre
- Analytics Report is ongoing
- Developing a Marketing Strategy for Recreation and Culture

She offered that Wendy Royer is working on a Customer Service standard for the City that can be shared. She also mentioned a new video campaign to highlight rentals of facilities.

**f) Governance Team (GT)**

Victoria provided an update regarding the Governance Team workplan that consisted of finding financial and human resources as well as doing advocacy in support of the implementation team action plans. She also inquired as to what remained as barriers to completing the workplans other than what was listed. Nothing was added.

**5. Review and Approval of the 2016-2017 Annual Report**

Caroline provided a brief overview of the modified annual report as requested at the last meeting, and indicated that marketing had produced the new designed version.

Following discussion, the team requested further changes as follows:

- Please number the pages
- Under Committee Member Team Listings:
  - Marketing and Audience Development Team; add Chantal Ducharme, Arts Centre Program Analyst, Shenkman Arts Centre,
  - Volunteer Engagement Team; add Virginie Thoroude, Ottawa School of Theatre, and
  - Building and Asset Development Team; correct Kathi Langston, Artistic Director, Ottawa Theatre School to Ottawa School of Theatre.

***The 2016-2017 Annual Report (Final), was approved, as amended.***

**6. Review and Approval of the 15-month work plan**

Caroline requested that the team quickly review the 2017-2018 15-month work plan that was updated as per the input provided at the last meeting of June 8, 2017.

***The Shenkman Arts Centre Strategic Plan – 15-month priority actions (2017-18), was approved, as presented.***

**7. Next Steps**

Victoria requested that the teams meet in the next few months to keep working on their respective action plans.

She also invited the team to attend AOE's fundraising – ARTinis, on Thursday, October 26, 2017.

**8. Next Meeting:**

Thursdays at 9:30 a.m.

- January 25, 2018
- April 5, 2018
- June 7, 2018

**9. Adjournment**

Caroline and Victoria invited team members to take a short break, and come back for lunch around Noon.

The meeting was adjourned at 11:35 a.m.