



Report to: General Committee

Report Date: September 8, 2008

SUBJECT: Older Adult Services Update
PREPARED BY: Lori Wells, Programs Manager

RECOMMENDATION:

THAT the report entitled "Older Adult Services" update be received as information;

AND THAT the revised 'Older Adults /Seniors Clubs Facility Use' policy be approved;

AND THAT Council authorize staff to investigate the options of relocating the Milliken on the Move Seniors Club to Armadale Community Centre and report back to Council.

AND FURTHER THAT staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of the report as follows:

1. To update Council on the status of the Older Adult Groups in Markham including governance and operations.
2. To provide information on the current Recreation Older Adult Strategic plan.
3. To seek Council approval on the revised Older Adults/Seniors Clubs Facility Use policy.
4. To seek Council authorization to investigate options of relocating the Milliken on the Move Seniors Club to Armadale Community Centre.

BACKGROUND:

At the 2008 Budget Sub- committee Council requested staff to report on the current governance and operations of Senior Clubs in Markham.

The Town of Markham's population of over 50 has grown from 56,680 in 2001 to 79,100 in 2006 an increase of 40% (Source: Statistics Canada 2006 Census), and it is predicted by 2011 the Older Adult population will be approximately 92,840 persons which is an increase of 17%. Overall, based on the 2006 census data the older adult population makes up 30% of our residents.

The Older Adult population is the fastest growing demographic in Markham. The Older Adults in general are healthier, living longer and are far more active, therefore, we have increased demand for facility space to accommodate their activities. The older adults also directly reflect our increasingly diverse population.

It should be noted that this report will only cover programming and services delivered by Recreation Services pertaining to Older Adults. Both the Libraries and Culture have

active involvement in the provision of leisure opportunities for Older Adults. Through the development of the Parks, Recreation, Culture, Libraries and Open Spaces Master Plan, it is anticipated that more cross functional opportunities will emerge.

Clubs/Groups

The growth in the Older Adult Clubs and Groups in Markham has been substantial since 1999. In 1999 there were six senior clubs/groups utilizing Town of Markham Recreation facilities. Two of the groups were directly supported by staff and operated within Recreation Services – the Older Adults in Action located in Markham Village at 22 Water Street and the Golden 50's (which have now merged as part of the Thornhill Seniors Club) located at the Thornhill Community Centre.

Currently, in the Town of Markham there are eleven Senior Clubs/Groups that Recreation Services are directly involved with or are aware of. The eleven clubs/groups service a total of 2,590 seniors. The town contributes \$336,594.00 to the operations of Angus Glen Drop In; Markham Older Adults in Action, Thornhill Seniors Club and Milliken on the Move (staffing, facilities, equipment and supplies, administration) and recovers through membership fees and activity fees a total of \$139,663.00. Overall, the Town subsidizes 58% of the programming costs to the amount of \$190,181.00 for the clubs/groups. The Town also provides Older Adult Groups a subsidized rental rate for use of the Town of Markham Facilities (see Appendix A.)

Older Adults/Seniors Clubs Facility Use Policy

Prior to 2000, there were six senior club/groups that utilized Town of Markham Recreation facilities with each group having a different arrangement with the Town. In 2000, the Older Adults/Seniors Clubs Facility Use Policy was approved. However, over the past eight years the senior population has grown and changed, therefore there is a need to reflect the changes in the existing policy to reflect the current use of facilities by Older Adult/Seniors Clubs. Staff solicited input from the Senior Clubs/Groups and the proposed changes reflect the feedback received from the Seniors. The table below outlines the proposed changes.

The purpose of the policy is to provide a framework for staff to assist the Senior groups and provide guidelines for club development. See Appendix A, for examples of the model types which are in place. All three models are used depending on the groups' level of development.

Existing Older Adult/Seniors Clubs Facility Use Policy	Proposed Older Adult/Seniors Clubs Facility Use Policy
Purpose: In the Town of Markham, there are six Older Adult /Senior Groups, which utilize various community centres. Each group has a different arrangement with the Town. This policy was developed so that a standard approach can be used when dealing with the various senior groups.	Purpose: The purpose of the policy is to provide a standardize approach when dealing with the various senior clubs/groups who use town facilities and provide services for residents over the age of 55 years.

Existing Older Adult/Seniors Clubs Facility Use Policy	Proposed Older Adult/Seniors Clubs Facility Use Policy
<p>Model 1 – The Club Model The Club Model is the operating model that would be for established groups in the community with a membership of 250 members and have dedicated facility space.</p>	<p>Model 1 – The Club Model The Club Model is the operating model that would be for established groups in the community with a membership of 250 and are using existing facility space in Town of Markham community centres. Within the first two years of club development the following must be established.</p> <ul style="list-style-type: none"> • Club Constitution and By-laws • Develop a Board of Directors – which will be comprised of a President, Vice-President, Treasurer, Secretary, Membership Director and five Directors at large. The Board's composition must maintain the 75% resident and 25% non-resident. • Insurance – Directors' insurance must be purchased by the Club
<p>Rates Groups with an annual membership of 250 or more will be required to pay a minimum annual membership fee of \$20.00.</p>	<p>Rates Groups with a membership of 250 will be required to pay an annual membership fee according to the Council approved fee schedule for Older Adults. The fees collected are based on the annual membership lists submitted by April 30 based on the previous fiscal year.</p>
<p>Model 2 - Drop – In Program Model The Drop-In Model is for groups who have less than 250 members and do not have dedicated facility space. The model would accommodate new and existing groups.</p>	<p>Model 2 - Drop – In Program Model The Drop- In Model is for groups who have less than 250 members and have been provided space in a town facility. The model would accommodate new and existing groups.</p>
<p>Membership Lists Groups will need to submit an annual membership /residency list by January 31 of each year.</p>	<p>Membership Lists Groups will need to submit an annual membership /residency list by April 30 of each year</p>
<p>Rates The groups would fall under the Hall and Meeting room Rate subsidy (see PO 07.03). The groups would be responsible for a minimum of 10% of the total rental rates and fees for the use of facilities, if it were financially feasible. If it were not financially feasible, staff would be required to negotiate an annual donation for the facility from the club if they cannot contribute the 10% of rental costs and report to Council and recommend to Council the proposed club rate.</p>	<p>Rates</p> <ul style="list-style-type: none"> • Membership fees are established and collected by the Town of Markham. • Facility space is provided by the Town at no cost. • Program Instructors are provided by the Town of Markham. • Activity and Program fees are established and collected by the Town. • Equipment and Supplies are provided by the Town.
	<p>New – Model 3 – Closed Older Adult/Senior Groups</p>

Existing Older Adult/Seniors Clubs Facility Use Policy	Proposed Older Adult/Seniors Clubs Facility Use Policy
	<p>Closed Older Adult/Senior Groups rent town facilities to service a select group and membership is not open to the general public.</p> <p>Membership Lists Groups will need to submit an annual membership/residency list by April 30 of each year</p> <p>Rates The groups would fall under the Hall and Meeting room Rate subsidy (see PO 07.03). The groups would be responsible for a minimum of 10% of the total rental rates and fees for the use of facilities, if it were financially feasible. If it were not financially feasible, staff would be required to negotiate an annual donation for the facility from the club if they cannot contribute the 10% of rental costs and report to Council and recommend to Council the proposed club rate.</p> <p>The group establishes program fees.</p> <p>Prime time rentals for social functions are limited to twice a year and the groups must pay the CSG rate which is a 30% discount.</p>

OPTIONS/ DISCUSSION:

The revisions to the existing policy reflect the current practices and facility agreements with the Thornhill Seniors, Older Adults in Action Senior clubs, and in particular the Milliken on the Move Group. The Milliken on the Move group have grown substantially and have over 350 members with a waitlist of 80 and based on the existing policy they should have designated space. With facility space at a premium staff needs to evaluate the following options to meet the increasing demand from the Older Adult population.

1. Relocate or terminate the lease agreement with the Montessori School at Armadale Community Centre who currently occupy daytime space. The total revenue generated from the lease in 2007 was \$34,055.00 and the potential loss revenue will be taken into consideration when investigating the options.
2. Review the feasibility of expanding Armadale Community Centre or Milliken Mills Community Centre to provide dedicated space for Seniors within the facility component of the Recreation, Culture, Library, Parks and Community Safety Master Plan.

Staff are seeking authorization to investigate the options further.

The change in the membership list submission date from January 31 to April 30 was requested by the Senior Clubs and is reflected in their existing agreements with the Town.

Older Adult Service Strategic Plan

Staff completed a three year strategic plan in 2005 for the period 2006 to 2009. The plan identified that early retirement, an aging population and diversity in the community would have a major impact in the older adult services. The plan established recommendations on how to expand the current service models and proactively establish new programs in consultation with the community.

There were seven key recommendations that were developed in the plan which resulted from research that included the review of trends documentation, Older Adult focus groups, surveys and staff input. The following are the seven recommendations:

1. **Interclub Memberships:** Research the feasibility of establishing a reciprocal membership system to allow participation in more than one club.
2. **Future Senior Centres:** Strategically plan for adequate and cost effective space to meet the increasing demand for older adult recreation services.
3. **Financial Contributions to the Town of Markham:** Establish an affordable fee schedule to help offset Senior Centre operating costs.
4. **Memberships and Program Fees:** Assist the Clubs to establish affordable activity and membership fees that will ensure financial stability for the Clubs.
5. **Non-traditional Program Times and Formats:** Develop a mechanism to accommodate non-traditional older adult times for the “young seniors”, semi-retirees and culturally diverse activities.
6. **Older Adult Service Model:** Review and update the Older Adult Service Model to reflect the change to older adult services.
7. **Staffing Model for Older Adult Programs:** Develop a staff support system that will meet the unique needs of older adult services (see Appendix C) for the status on the recommendations.)

OPTIONS/ DISCUSSION:

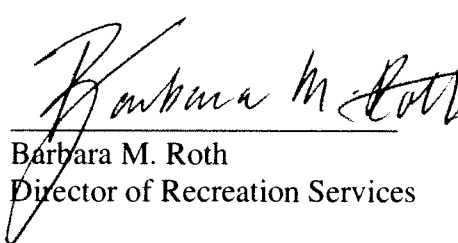
The Strategic Plan provides a framework upon which to plan for ongoing and future provisions of services/facilities for seniors. Staff are in the process of developing a framework for the next three years, 2009 – 2012, and held a focus group on

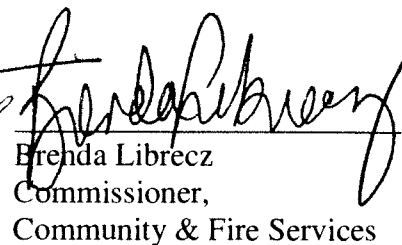
March 28, 2008 with a cross section of Older Adults from across the Town to begin the information gathering phase.

FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)

There are no financial implications based on the proposed changes to the Older Adult/Senior Clubs Facility Use Policy. As noted earlier in the report the subsidy level will remain unchanged.

**RECOMMENDED
BY:**


Barbara M. Roth
Director of Recreation Services


Brenda Librecz
Commissioner,
Community & Fire Services

ATTACHMENTS:

Appendix A - Markham Older Adult / Senior Groups - Subsidy

Appendix B - Revised Older Adults/Seniors Clubs Facility Use Policy

Appendix C – Recreation Service Strategy Model

Markham Older Adult/Senior Groups - Subsidy

APPENDIX A

Name of group Budgeted Subsidized Groups	Location	Model Type	Program hrs/week	Club Fees	# of Members	Total Club Fees Budget Contribution	2008 Budget Expenditures	2008 Budget Revenues	Net	Subsidy %	Staff Involvement
Markham Seniors Club	Senior activity centre Water street	Club	59.5	\$23.00	1000	\$23,000.00	\$232,997.00	\$93,538.00	\$139,459.00	59%	Direct
Thornhill Seniors Club	7755 Bayview	Club	55	\$23.00	805	\$18,515.00	\$92,097.00	\$38,000.00	\$54,097.00	59%	Direct
Angus Glen Group	Angus Glen community centre	Drop in	64	\$0.00	0	\$0.00	\$8,125.00	\$11,500.00 collected from drop in fees from participants in programs	-\$3,375.00	-30%	Direct
Milken on the Move Club	Milken community centre	Drop in (in process of becoming a Club)	40	\$24.00	360	\$8,640.00	Costs included in the Mkm Senior centre Budget				Direct
Totals							\$336,594.00	\$139,663.00	\$190,181.00	58%	
Rental subsidized groups											
Chata - Chinese Seniors group	Armada Community centre	Closed	4.5				25.50	25.50	Armada Rentals	30%	Aware
Tamil group	Armada community centre - meeting room Gymnasium	Closed	5	\$0.00	50	\$56.00	\$39.00	\$5.60	\$1,454.24 \$1,098.00 Armada Rentals	90%	Aware
Arndt Italian Group	Angus Glen & Warden house	Closed	18	\$0.00	80	\$36.50	\$25.50	\$3.60	\$328.44 Warden House Rentals	90%	Liaison
Viva Italian Group	Armada community Centre Unionville TrainStn.	Closed	3	\$0.00	75	\$56.00	\$39.00	\$5.60	\$890.44 Armada Rentals \$561.60 Unionville Train Stn. Rentals	90%	Liaison
Markham Italian Group	Lamplight Room	Closed	4	\$0.00	90	\$55.00	\$46.00	\$8.50	\$1,352.00 Crosby Hall Rentals	90%	Aware
Community Groups in Schools											
Sri Lanka Seniors Group	Middlefield Collegiate	Not Applicable / School Facility	3	\$0.00	50	\$0.00		\$0.00	\$0.00		Aware
Punjabi Seniors Group	Parkland Public School	Not Applicable / School Facility	20	\$0.00	30	\$0.00		\$0.00	\$0.00		Aware

Note: Milken On The Move Club town contribution does not include staff support and administration costs. These costs are recovered through the Thornhill Seniors Club and Markham Seniors Club Budget

* All Budgets identified are direct costs only and does not include administrative allocations or corporate wide costs.

APPENDIX B

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL		PO 05.01
SECTION: FACILITIES	REVISED	DATE: 2008 05 26
SUBJECT: Older Adults/Seniors Clubs Facility Use		PAGE: 1 of 2

POLICY STATEMENT:

Facility access and rental rates for older adults/senior clubs will be determined using consistent definitions and guidelines.

PURPOSE:

The purpose of the policy is to provide a standardized approach when dealing with the various seniors /groups who use town facilities and provide for services residents over the age of 55.

PROCESS:

Model One – The Club Model

The Club Model is the operating model that would be for established groups in the community with a membership of 250 and are using existing facility space in a Markham Community Centre. Within the first two years of club development the following must be established.

- **Club Constitution and By-laws**
- **Develop a Board of Directors** –composed of a President, Vice President, Treasurer, Secretary, Membership Director and five Directors at large. The Board composition must maintain the 75% resident and 25% non-resident.
- **Insurance** – Directors' insurance must be purchased by the Club.
- **Not-for-profit Status**
The group must obtain not-for-profit status.
- **Markham Residents**
The group must consist of a minimum of 75% Markham residents.
- **Membership List**
Groups will need to submit an annual membership/residency list by April 30 of each year.
- **Rates**
Clubs with a membership of 250 or more will be required to pay an annual membership fee according to the Council approved fee schedule for Older Adults. The fees collected are based on the annual membership lists submitted by April 30 based on the previous fiscal year of September 1 to August 31.

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL		PO 05.01
SECTION: FACILITIES	REVISED	DATE: 2008 05 26
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- **Operational Agreement**

Groups must enter into an operational agreement with the Town of Markham, clearly defining Town and club authority, responsibilities, degree of exclusive facility use, cost sharing and governance.

Model 2 – Drop-In Program Model

The drop-in program model is for groups who have less than 250 members and have been provided space in a town facility. The model would accommodate new and existing groups. The groups would be required to provide the following:

- **Markham Residents**

The group must consist of a minimum of 75% Markham residents.

- **Membership List**

Groups will need to submit an annual membership/residency list by April 30 of each year

- **Rates**

Membership fees are established and collected by the Town
 Facility space is provided by the Town at no cost;
 Instructors are provided by the Town at no cost;
 Activity and Program fees are established and collected by the Town;
 Equipment and Supplies are provided by the Town.

Model 3 – Closed Older Adult/Senior Groups

Closed Older Adult/Senior Groups rent town facilities to service a select group and membership is not open to the general public.

- **Rates**

The groups would fall under the Hall and Meeting Room rate subsidy (see PO 07.03). The groups would be responsible for a minimum of 10% of the total rental rates and fees for the use of facilities, if it were financially feasible. If it were not financially feasible, staff would be required to negotiate an annual donation for the facility from the club if they cannot contribute the 10% of rental costs and report to Council and recommend to Council the proposed club rate.

- The group establishes program fees.

- Prime time rentals for social functions are limited to twice a year and the groups must pay the CSG rate which is a 40% discount of the Private rental rate.

Recreation Service Strategy Model

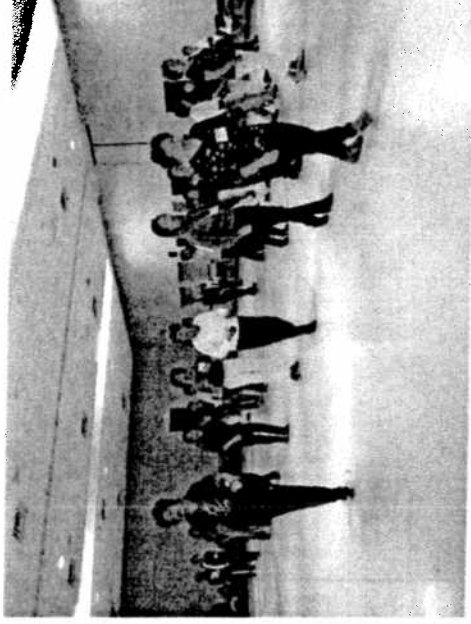
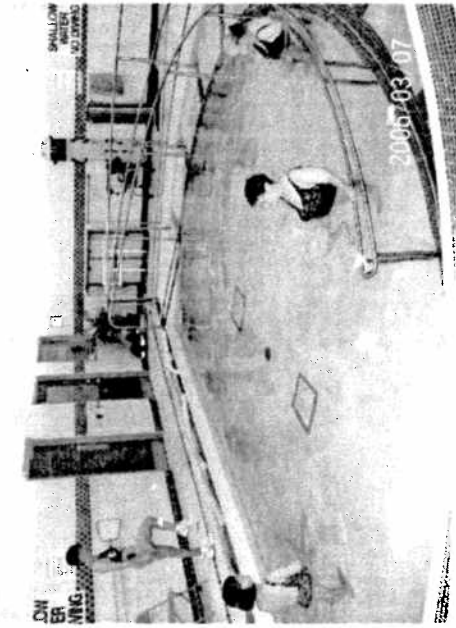
Appendix C

Service Area: Older Adult Services Strategic Plan 2006-2009 Update
Coordinator:

Activity	Objectives	Activities	Timeline	Status
1. Interclub Memberships: research the feasibility of establishing a reciprocal membership system to allow participation in more than one club.	<ul style="list-style-type: none"> Establish a fee structure that would allow each club to have members join one club or more than one club to be implemented in September 2006. Negotiate with the Unionville Heritage Centre to participate in the reciprocal membership system to be implemented in September 2006. 	<ul style="list-style-type: none"> The reciprocal memberships will be negotiated and agreed to by the Town of Markham Clubs. Approximately 10 to 15% of members will be affected. Unionville Heritage Centre will be a participant in the Reciprocal Membership system 	<ul style="list-style-type: none"> Interclub activities available as of September 2006 Yanji dance, table tennis, wellness exercise, Tai Chi at MOTM Badminton and line dance at TSC Crafts, shuffleboard, current events, ballroom dance at OALA Bingo, Euchre, Bid Euchre, and Tai chi at Heritage Centre April 2007 - Interclub Dinner Dance - 350 members attended June 2008 - Interclub BBQ at Heritage Centre 	Ongoing
2. Future Senior Centres: Strategically plan for adequate and cost effective space to meet the increasing demand for older adult recreation services.	<ul style="list-style-type: none"> Additional program times are needed to accommodate current growth for Miliken for January 2006. The Miliken Mills Older Adult Club will be financially self sustaining with a membership of 200 by December 2006. Additional program times will be incorporated into the facility schedule to accommodate current growth for Angus Glen Older Adult Activities by September - 2006 The Angus Glen Older Adult Programs will recover instructor and material costs and contribute \$8,000 per year to operating budget by December 2006. Negotiate additional space in Phase 3 for the Thornhill Seniors Club. The Thornhill Seniors Club provides input into the Phase 3 planning by December 2005 Complete a feasibility study and funding options for expansion of the Markham Seniors Activity Centre by March 2006. Review of dedicated space for Miliken on the Move as their membership increases to over 300 - September 2008 	<ul style="list-style-type: none"> Miliken on the Move will have one additional day for programs in the Miliken Community. Miliken on the Move Older Adults will have three to four full day programs and activities operating in a location in the Miliken Community The dedicated space for older adults will be 100% utilized during week day times and 80% utilized in the evening and weekends. Older adults programs will be accommodated in the shared use areas of the Angus Glen Community Centre. The Older Adult Programs will recover instructor and material costs. The Thornhill Seniors Club will offer new activities and programs in the Phase 3 facility space on a share use or exclusive basis. The Older Adults in Action could accommodate over 1800 to 2000 members. 	<ul style="list-style-type: none"> September 2008 - MOTM membership has grown from 25 to 360 members with 90 people on the wait list. MOTM has 60 hours of program time and space = 6 days per week - Summer space is available for MOTM at OALA, Miliken Mills, and Armadale January 2008 - Bridge program has increased to 2 days per week The badminton program has received additional 2 hours April 2008 - working on acquiring summer badminton space Angus Glen Older Adult programs contributes \$18,000 per year to the Town February 2008 - TSC has installed a games room that includes 3 billiard tables, bumper pool table, and shuffleboard table Feasibility Study funding request was not submitted for 2007 Capital budget and will like not come to fruition. April 2008 - reviewing dedicated space requirements for MOTM 	<p>Ongoing</p> <p>Completed Feb. 08</p>

Recommendations	Strategies	Performance Measures	Progress to Date	Status
3. Financial Contributions to the Town of Markham: Establish an affordable fee schedule to help offset Senior Centre operating costs.	<ul style="list-style-type: none"> Provide statistical income data to Club Boards every three years beginning in January 2006. In 2008 complete a study of older adult income levels to prepare a report to recommend affordable fees to be paid to the Town. 	<ul style="list-style-type: none"> All Older Adult Clubs and groups will have established a strategic annual fund raising policy and will generate the equivalent of 10% of their operating expenses. Annual contributions to the Town increase due to increased memberships that are affordable to the older adults who participate in the activities and programs. 	<ul style="list-style-type: none"> May 2006 - completed a survey of Older Adult income levels 	Completed
4. Non-Traditional Program Times and Formats: Develop a mechanism to accommodate non-traditional older adult times for "young seniors", semi-retirees and culturally diverse activities.	<ul style="list-style-type: none"> Establish regular planning sessions for general recreation and older adult programs for each program session on an annual basis with quarterly reviews. Establish a formula to allocate program space to older adult programs for daytime evening and weekends based on need for space. 	<ul style="list-style-type: none"> A balanced program will be offered that accommodates older adult traditional and non-traditional programs. Older adult programs will be offered during non-traditional times in concert with other Recreation Services. 	<ul style="list-style-type: none"> An initial draft of recommendations for the facility policy has been completed. It will be reviewed in 2007 Angus Glen has 5 programs in non traditional times. The TSC is running evening programs three times per week - OALA is running Mah Jong MOTM operate on Sundays and there are 4 scheduled interclub bridge tournaments being held at OALA - April 2008 Yuanji Dance have been introduced at Angus Glen 	Ongoing
5. Older Adult Service Model: Review and update the Older Adult Service Model to reflect the change to older adult services.	<ul style="list-style-type: none"> Review the current model and make the necessary changes to remain consistent with Town policies and procedures bi-annually or when a new procedure is required. 	<ul style="list-style-type: none"> The Older Adult Service Model will be readily applied to current and new older adult groups requesting facility space or staff support for their Club or activities. 	<ul style="list-style-type: none"> March 2008 - we are currently reviewing and will be changing the Older Adult Model 	To be completed by June 2008
6. Staffing Model for Older Adult Programs: Develop a staff support system that will meet the unique needs of older adult services.	<ul style="list-style-type: none"> Develop a service level model for the allocation of full time and/or part time staff or older adult services. Provide training to Program and Facility staff concerning older adult services and trends. 	<ul style="list-style-type: none"> Staff will be able to facilitate growth working with the Club Boards of Directors. Staff will meet Town Operating and Capital budget allocations. Staff will provide support and leadership for older adult programs. The Seniors Coordinator will work with Program, Aquatics and Facility staff maintaining a positive working relationship. 	<ul style="list-style-type: none"> The Recreation Supervisor is a full time position with town wide responsibilities Staff support and deployment needs to be implemented to accommodate growth at MOTM and Angus Glen There is a need for a 24 hour contract recreation supervisor to be located at the MOTM 6 days per week 	To be completed September 2008

Older Adults/Seniors Presentation



Purpose

1. To update council on the current status of the Older Adult Groups in Markham including governance and operations.
2. To provide information on the current Recreation Older Adult Strategic plan.
3. To seek Council approval on the revised Older Adults/Seniors Clubs Facility Use policy.
4. To see Council authorization to investigate options of relocating the Milliken on the Move Seniors Club to Armadale Community Centre.

Demographics

- ▣ The Town of Markham's population over 50 has grown from 56,680 in 2001 to 79,100 in 2006 an increase of 40% (Source: Statistics Canada 2006 Census)
- ▣ predicted by 2011 the Older Adult population will be approximately 92,840 persons which is an increase of 17%.
- ▣ Overall, based on the 2006 census data the older adult population makes up 30% of our residents
- ▣ Source: (Statistics Canada 2006 Census)

Demographics per Area

Year	Markham	Unionville	Markham Village	Thornhill	Milliken
2001	58,680	15,390 26%	10,160 17%	16,230 28%	16,910 29%
2006	76,100	21,160 28%	14,680 19%	18,950 25%	21,290 28%
2011	92,840	26,830 29%	19,230 21%	20,960 23%	25,820 28%

Current Older Adult/Senior Groups

- The growth in the Older Adult Clubs and Groups in Markham has been substantial since 1999. In 1999 there were two Older Adult Clubs operating within the Recreation Services Department.
- - the Older Adults in Action located in Markham Village at 22 Water Street
- the Golden 50's (which have now merged as part of the Thornhill Seniors Club) located at the Thornhill Community Centre.
- Currently, in the Town of Markham there are eleven Senior Clubs/Groups that Recreation Services are directly involved with or are aware of. The eleven clubs/groups service a total of 2,590 seniors

Older Adult Club Descriptions

Club/Group	Established	Model Type	Membership	Location
Older Adults in Action	1989	Club	1000 + Members	Markham Seniors Activity Centre
Milliken on the Move	1999	Drop in	360+ Members	Milliken Mills Community Centre
Thornhill Seniors Club	2003	Club	805+ Members	Thornhill Seniors Centre
Angus Glen	2004	Drop in	75 Participants per week	Angus Glen Community Centre

Older Adult Club Descriptions

Club/Group	Established	Model Type	Membership	Location
Chats Group	2000	Closed	50	Armadale Community Centre
Tamil Group	2007	Closed	50	Armadale Community Centre
Amici Italian Group	2004	Closed	80	Angus Glen & Warden House
Viva Italian Group	2006	Closed	75	Armadale Community Centre

Older Adult Club Descriptions

Club / Group	Established	Model Type	Membership	Location
Markham Italian Group		Closed	90	Crosby
Sri Lanka Seniors Group		Not Applicable	50	Middlefield Collegiate
Punjab Seniors Group		Not Applicable	30	Parkland Public School

Financial Contribution

- The eleven clubs/groups service a total of 2,590 seniors
- the town contributes \$336,594 to the four operations Angus Glen, Older Adults in Action, Thornhill Seniors Club and the Milliken on the Move, (staffing, facilities, equipment and supplies, administration) and recovers through membership fees, and activity fees a total of \$139,663.00
- Overall, we subsidize the four areas in the amount of \$190,181.00 or 58% and we provide subsidize rental rates to other groups for the use of Town Markham facilities (see Appendix A.)

Older Adult/Seniors Facility Use Policy

- **Existing Model 1 – The Club Model**
- The Club Model is the operating model that would be for established groups in the community with a membership of 250 and are using existing facility space in Town of Markham community centres. Within the first two years of club development the following must be established.

- **Model 1 – The Club Model**
- The Club Model is the operating model that would be for established groups in the community with a membership of 250 and are using existing facility space in Town of Markham community centres. Within the first two years of club development the following must be established.
- Club Constitution and By-laws
- Develop a Board of Directors – which will be comprised of a President, Vice-President, Treasurer, Secretary, Membership Director and five Directors at large. The Board's composition must maintain the 75% resident and 25% non-resident.
- Insurance – Directors' insurance must be purchased by the Club

Older Adult/Seniors Facility Use Policy

- **Model 2 - Drop - In Program Model**
- The Drop-In Model is for groups who have less than 250 members and do not have dedicated facility space. The model would accommodate new and existing groups.
- **Model 2 - Drop - In Program Model**
- The Drop-In Model is for groups who have less than 250 members and have been provided space in a town facility. The model would accommodate new and existing groups

Older Adult/Seniors Facility Use Policy

□ **New – Model 3 – Closed Older Adult/Senior Groups**

- Closed Older Adult/Senior Groups rent town facilities to service a select group and membership is not open to the general public.

□ **Rates**

- The groups would fall under the Hall and Meeting room Rate subsidy (see PO 07.03). The groups would be responsible for a minimum of 10% of the total rental rates and fees for the use of facilities, if it were financially feasible. If it were not financially feasible, staff would be required to negotiate an annual donation for the facility from the club if they cannot contribute the 10% of rental costs and report to Council and recommend to Council the proposed club rate. The group establishes program fees. Prime time rentals for social functions are limited to twice a year and the groups must pay the CSG rate which is a 30% discount.

Why revise the policy.....

- The revisions to the existing policy reflect the current practices and facility agreements with the Thornhill Seniors and Older Adults in Action Senior clubs, in particular the Milliken on the Move Group.
- The Milliken on the Move group over 360 members with a waitlist of 80 and based on the existing policy they should have designated space.
 1. Relocate or terminate the lease agreement with the Montessori School at Armadale Community Centre who currently occupy daytime space.
 2. Review the feasibility of expanding Armadale Community Centre or Milliken Mills Community Centre to provide dedicated space for Seniors within the facility component of the Recreation, Culture, Library , Parks and Community Safety Master Plan.

Older Adult Service Strategic Plan

Recommendations

1. **Interclub Memberships:** Research the feasibility of establishing a reciprocal membership system to allow participation in more than one club.
2. **Future Seniors Centres:** Strategically plan for adequate and cost effective space to meet the increasing demand for older adult recreation services.
3. **Financial Contributions to the Town of Markham:** Establish an affordable fee schedule to help offset Senior Centre operating costs.
4. **Memberships and Program Fees:** Assist the Clubs to establish affordable activity and membership fees that will ensure financial stability for the Clubs.

Older Adult Service Strategic Plan

Recommendations

5. **Non-traditional Program Times and Formats:** Develop a mechanism to accommodate non-traditional older adult times for "young seniors", semi-retirees and culturally diverse activities.
6. **Older Adult Service Model:** Review and update the Older Adult Service Model to reflect the change to older adult services.
7. **Staffing Model for Older Adult Programs:** Develop a staff support system that will meet the unique needs of older adult services.

Conclusion

- Staff will be updating the plan and addressing demand for space, and need to participate year round .
- There is a desire for a wide ranges of programs to accommodate physical ability, time preferences and cultural interests.
- The staff are looking forward to the challenge of maintaining the excellent customer levels Markham provides to older adults.



THANK YOU

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 07.03
SECTION: HALLS	DATE: 2006 06 27
SUBJECT: Hall and Meeting Room Rate Subsidy	PAGE: 1 of 8

PURPOSE

The purpose is to provide a subsidy policy for the use of halls and meeting rooms. The subsidy will offer financial assistance to Community Service Groups (CSG).

BACKGROUND

There are currently 320 community service groups who have received CSG designation from the Town. The Community Service Group status allows these groups to use Town facilities at the reduced CSG rental rates and fees. The CSG rate represents a 30% discount from the Commercial rate. However, there are service groups which do not have the financial resources to pay rental rates and fees even at the discounted CSG level. This subsidy policy is to accommodate these groups.

PROCESS

Definition

- Subsidy requests from Community Service groups that have received Community Service group status are to be submitted to the Director, Recreation and Culture Services and approved by Finance Committee.

Eligibility

- Only groups that have received Town of Markham Community Service Group (CSG) designation can apply for the subsidy.
- Groups must be non-profit organizations that are based in the Town of Markham.
- Groups must adhere to the 75% Town residency rule for memberships.
- Subsidies will be awarded for the express purpose of financial assistance for rental fees at Town of Markham facilities.
- Organizations applying for assistance must demonstrate extreme financial need and should indicate the impact that will take place if the subsidy is not approved.
- Only organizations with extremely limited financial resources and funding deficiencies, who are able to demonstrate that they are unable to raise sufficient revenue to pay the fees without jeopardizing their ability to operate, will be considered for subsidies.

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 07.03
SECTION: HALLS	DATE: 2006 06 27
SUBJECT: Hall and Meeting Room Rate Subsidy	PAGE: 2 of 8

Subsidy Criteria

- Location and revenue generating needs of the community centre will be taken into consideration when allocating space for subsidy groups.
- Funding will be considered on an annual basis with the intent to share limited funds with a broad number of groups rather than a limited number of repeat groups.
- Subsidies will be restricted to "not-for-profit" groups.
- Assistance is restricted to organizations with Boards of Directors or Executive Committees. Subsidies will not be provided to individuals.
- The applicant organization must have an active volunteer Board of Directors/Executive Committee and hold regular meetings.
- Organizations will be encouraged to look at alternative means of offsetting facility costs (other than subsidies) when planning activities on an annual basis.
- Existing subsidies previously approved by Council will be reviewed annually by Recreation staff for approval provided all criteria remain consistent from the previous year.
- Recommendations will be made by the Recreation Services Department to Council for new subsidy applications only.
- Groups will not receive financial assistance should the annual subsidy total for all groups exceed the cap amount. Recreation staff would then submit applications to Council for approval.
- Financial assistance by a subsidy will not exceed 90% of the rental fees except youth groups with limited revenue. Groups are responsible for a minimum 10% of the total rental rates and fees for use of facilities.

Qualification Process

Groups that are eligible to apply for a subsidy must provide the following documents to qualify for a subsidy:

- The subsidy program will be administered at the discretion of the Town, based on the utilization of each facility.
- Information on all other financial assistance received by group in last year.
- A detailed list of all members including name, address, postal code and phone number.
- A detailed financial statement for a full year previous to the calendar year for which the subsidy is being applied. Further financial documentation may be required at the discretion of the Director, Recreation and Culture Services.
- A detailed operating budget for the current year.
- A business plan for the group or association.

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 07.03
SECTION: HALLS	DATE: 2006 06 27
SUBJECT: Hall and Meeting Room Rate Subsidy	PAGE: 3 of 8

- A detailed outline of the services provided by the group and the direct benefits they provide for the community.
- A history of the group.
- A detailed description of the purpose for the subsidy application.
- A description of the fund-raising program.

Application Process

The process by which groups and associations will apply for a subsidy is as follows:

- Complete a Subsidy Application Form (Appendix 2) and include the documents required for qualification.
- All applications must be submitted to the Director, Recreation and Culture Services no later than October 31st of the calendar year. Recreation Services Facility Co-ordinators will screen the applicants and make recommendations for the Finance Committee based on the criteria outlined on the rating sheet.
- Groups can apply for one (1) subsidy in a calendar year.
- Applications will be reviewed to ensure that they meet all criteria for eligibility and that all documents for qualification are included. Refer to Appendix 3, Subsidy Rating Sheet. Recommendations will be made in a report for Council's consideration.
- Subsidies approved by Council will be issued by an internal journal procedure whereby the appropriate facility will receive funds for rental fees.
- The maximum amount of funds to be made available for such subsidies will be established in the budget approval process.

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 07.03
SECTION: HALLS	DATE: 2006 06 27
SUBJECT: Hall and Meeting Room Rate Subsidy	PAGE: 4 of 8

SUBSIDY APPLICATION FORM

APPENDIX 2

Town of Markham, Recreation Services Department Subsidy Application Form
This form is to be completed by the organization making the application for the subsidy.

Date of Application:

Name of Group

Contact

Mailing Address

Home Phone:

Business Phone:

Group Information

Community Service Group?	Yes	No
Non - Profit Organization?	Yes	No
Membership 75% Town Residents?	Yes	No
Membership list submitted with application?	Yes	No
Group/Association Based in Markham?	Yes	No
Financial Statement Included?	Yes	No
Current Year Operating Budget Included?	Yes	No
Business Plan Included?	Yes	No

Subsidy Information

Amount of Subsidy Applying For

Amount of Contribution From Organization

Have you received a subsidy this calendar year Yes No

If yes Amount of Subsidy Received From?

**RECREATION SERVICES DEPARTMENT
POLICIES AND PROCEDURES MANUAL**

PO 07.03

SECTION: HALLS**DATE:**

2006 06 27

SUBJECT: Hall and Meeting Room Rate Subsidy**PAGE:** 5 of 8

Purpose For Subsidy (briefly describe function)

Facility Booked

Date of Function

Fund-Raising Information

Does your group actively fund raise?

Yes

No

If yes, briefly describe fund-raising activities.

**RECREATION SERVICES DEPARTMENT
POLICIES AND PROCEDURES MANUAL**

PO 07.03

SECTION: HALLS

DATE:
2006 06 27

SUBJECT: Hall and Meeting Room Rate Subsidy

PAGE: 6 of 8

Background Information

Briefly describe history of group

Service Information

Briefly outline the services providing direct benefit to the community by your group

Signature _____ Date _____

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 07.03
SECTION: HALLS	DATE: 2006 06 27
SUBJECT: Hall and Meeting Room Rate Subsidy	PAGE: 7 of 8

Subsidy Rating Sheet

APPENDIX 3

Town of Markham, Recreation Services Department

Subsidy Rating Sheet

This sheet will be completed by staff in order to process the subsidy application.

Name of Organization

Date of Application

Amount of Subsidy Applied For

Purpose of Subsidy

SECTION A Qualification

This section is used to verify that each applicant has met the qualifying criteria and is eligible for a subsidy. The applicant must meet all of the criteria listed below or the application is rejected and the subsidy denied.

Town of Markham Community Service Group?

Yes No

Non - Profit Organization?

Yes No

Organization meets 75% residency rule?

Yes No

Membership list submitted with application?

Yes No

Organization has Board of Directors/Executive Committee?

Yes No

Financial statement submitted?

Yes No

Operating budget submitted?

Yes No

Business plan included?

Yes No

Organization provides services of direct benefit to community?

Yes No

SECTION B Eligibility

Organization holds regular meetings? Frequency?

Yes No

Is group capable of contributing minimum 10%?

Yes No

Organization has received assistance in past?

Yes No

Does the organization receive other financial assistance?

Yes No

Has the organization demonstrated limited financial resources?

Yes No

Does the organization actively fund raise?

Yes No

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 07.03
SECTION: HALLS	DATE: 2006 06 27
SUBJECT: Hall and Meeting Room Rate Subsidy	PAGE: 8 of 8

SECTION C Ratings (1-poor/low 3-average/medium 5-excellent/high)

This section is used to rate the application based on the criteria listed below. Applicants must achieve an overall rating of a minimum 75% to receive consideration for rate subsidies. Note that each of the criteria have been weighted with a 1=5% of total a 2=10% of total and a 3=15% of total.

	Ratings	Weight	Sub-total
Membership (Minimum 75%) Town of Markham residency	1 2 3 4 5		3
Financial statement of organization	1 2 3 4 5		1
Operating budget of organization	1 2 3 4 5		1
Business plan of organization	1 2 3 4 5		1
Quality of services provided by organization	1 2 3 4 5		2
Direct benefit to community of services provided	1 2 3 4 5		2
Fund raising program of organization	1 2 3 4 5		1
Financial contribution of group to other purposes	1 2 3 4 5		1
Purpose rate subsidy to be used for	1 2 3 4 5		1
Rate the subsidy level being requested	1 2 3 4 5		2
Group subsidized in past? Yes No Amount	1 2 3 4 5		2
Financial status of group, limited funding resources	1 2 3 4 5		3

Total

/100

Applicants must successfully meet all criteria outlined in Section A and achieve an overall rating of 75% or higher in Section B to receive a recommendation for subsidy assistance.

Date **Rating Committee Members**

Comments

Recommendation

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 05.01
SECTION: FACILITIES	DATE: 2002 06 05
SUBJECT: Older Adults/Seniors Clubs Facility Use	PAGE: 1 of 2

POLICY STATEMENT:

Hall rental rates for older adults/senior clubs will be determined using consistent definitions and guidelines.

PURPOSE:

In the Town of Markham, there are six older adult/senior clubs, which utilize various community centres. Each group has a different arrangement with the Town. This policy was developed so that a standard approach can be used when dealing with the various seniors groups.

PROCESS:

Model One – The Club Model

The Club Model is the operating model that would be for groups who are established in the community with a membership of 250 and have dedicated facility space.

- **Not-for-profit Status**

The group must obtain not-for-profit status.

- **Markham Residents**

The group must consist of a minimum of 75% Markham residents.

- **Membership List**

Groups will need to submit an annual membership/residency list by January 31 of each year.

- **Rates**

Groups with an annual membership of 250 or more will be required to pay a minimum annual membership fee of \$20 per member.

- **Operational Agreement**

Groups must enter into an operational agreement with the Town of Markham, clearly defining Town and club authority, responsibilities, degree of exclusive facility use, cost sharing and governance.

RECREATION SERVICES DEPARTMENT POLICIES AND PROCEDURES MANUAL	PO 05.01
SECTION: FACILITIES	DATE: 2002 06 05
SUBJECT: Older Adults/Seniors Clubs Facility Use	PAGE: 2 of 2

Model 2 – Drop-In Program Model

The drop-in program model is for groups who have less than 250 members and do not have dedicated facility space. The model would accommodate new and existing groups. The groups would be required to provide the following:

- **Markham Residents**
The group must consist of a minimum of 75% Markham residents.
- **Membership List**
Groups will need to submit an annual membership/residency list by January 31 of each year.
- **Rates**
The groups would fall under the Hall and Meeting Room rate subsidy (see PO 07.03). The groups would be responsible for a minimum of 10% of the total rental rates and fees for the use of facilities, if it were financially feasible. If it were not financially feasible, staff would be required to negotiate an annual donation for the facility from the club if they cannot contribute the 10% of rental costs and report to Council and recommend to Council the proposed club rate.