

Leaders of Recreation Facility Operations

2022 ANNUAL REPORT

Recreation Facilities Association of British Columbia

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TABLE OF CONTENTS

About RFABC Page 3 Critical Beliefs Page 4 Membership Page 5 Education Page 6 Instructors, Board, Staff Page 8 President Report Page 9 President Elect Report Page 13 Past President Report Page 15 Secretary Report Page 16 Treasurer & ED Report Page 17 Education and Technical Director Page 18 Membership & Marketing Manager Page 20 Facility Program Director Page 21 Associate Director Page 22 Vancouver Island Zone Page 23 Lower Mainland Zone Page 25 Thompson Okanagan Zone Page 26 Cariboo Zone Page 26 Skeena Bulkley Zone Page 27 North Zone Page 28 2022 Annual General Meeting Minutes Page 29 2022 Financial Statements Page 32



ABOUT RFABC

Established in 1948, The Recreation Facilities Association of BC (RFABC) is a member driven not-for-profit association that trains over 800 recreation facility operators each year. The objective of the RFABC is to provide excellence in training and professional development for individuals involved in the operation of recreation facilities.

RFABC is managed by a volunteer Board of Directors who represent the membership on recreation industry issues.

Each year the RFABC provides training in arenas, aquatics, and building services. In addition, the association provides networking opportunities such as an annual conference, zone meetings, sub committees, and other educational based opportunities.



The mission of the RFABC is to promote safe and efficient operation of recreation facilities through the provision of educational opportunities, networking, training, and advocacy for the recreation sector.

VISION

RFABC is a leading resource for the recreation sector in British Columbia.



CRITICAL BELIEFS

We believe that our stewardship of recreation facility infrastructure is essential to the quality of the recreation experience and contributes to healthy communities.

We are committed to outcomes and are accountable for the quality of the programs and services delivered.

We believe that collaboration is a productive approach to achieving our mission.

We base our decisions on accurate data and research for the best interest of the members and stakeholders.

We communicate with integrity and transparency.

We respect diversity of people and their views and we encourage networking and goodwill.



RFABC MEMBERSHIP

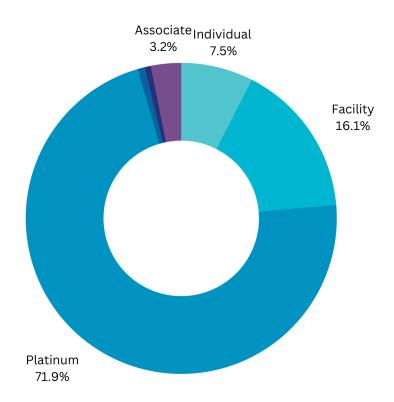
Building a career network starts with an RFABC Membership! that provides access to a wealth of resources that will last a lifetime. RFABC courses, connections and conversations are some of the many membership benefits that lead the the way in industry education, advocacy and communication. Members can be found at all levels of an organization and in all aspects of recreation facility operations.

Year 2022

The RFABC Membership for 2022 was strong, however, we are still seeing gaps in smaller communities and remote locations like the North. We offer 6 different types of memberships to meet your operational needs and budget requirements. We are evaluating membership engagement and assessing membership value to serve you better.



- The latest information and communication from regulatory agencies
- Networking with leaders in the recreation sector
- E-News and social media
- Access to RFAM
- Facility to Facility quarterly publication
- Discounted Member rates for all Association activities, courses and/or events
- Free job postings & classified ads



2022 Membership Breakdown

- Facility (up to 12): 189
- Platinum (unlimited): 843
- Associate: 37
- Student: 9
- Retired: 7

Total members for 2022 was 1172 compared just over 1200 last year.

RFABC EDUCATION

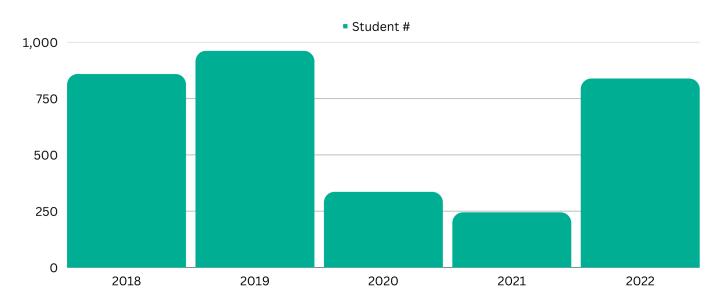
The RFABC is dedicated to excellence in education and ensures all information taught is up-to-date and relevant. Excellence in education also means the RFABC strives to ensure all courses exceed industry standards and competitive offerings.

In addition, RFABC instructors are passionate about the recreation industry and have extensive first-hand experience and training. We are actively recruiting instructors, so if you are interested, please visit our <u>course page</u> for more information or email info@rfabc.com.

RFABC also recognizes the barriers for people to receive RFABC training such as geography, weather conditions, staff capacity, and increasing costs on tight operational budgets. We will continue to explore both online courses and strategies to host courses in more remote locations. If you are interested in hosting a course, please fill out the <u>course host request form</u>.

Although RFABC was greatly impacted by the pandemic, we are excited to report an increase of offerings similar to the 2019 year. During the 2022 year, the RFABC hosted **75 courses** and trained **839 students**.

RFABC Student History



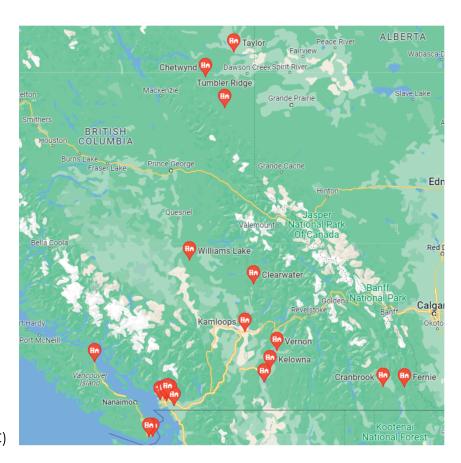
RFABC EDUCATION

RFABC Course Reach

As of 2022, RFABC had been dedicated to offering training in recreation in British Columbia for 74 years! We're good at it. It's what we do. In 2022, we expanded our service to more online and remote offerings. Ten different types of courses with one offered as far north as Taylor, BC.

Courses Offered in 2022:

- Pool Operator Level 1 (PO1)
- Pool Operator Level 2 (PO2)
- Building Service Worker Level 1 (BSW1)
- Building Service Worker Level 2 (BSW2)
- Arena Ice Maker (AIM)
- Refrigeration Safety Awareness (RSA)
- Ice Facility Operator (IFO)
- Refrigeration Operator (RO)
- Chlorine Safe Handling for Pools (CSH)
- Recreational Ice Skating Instructor (RISIC)



RFABC Course History

Courses	2018		2019		2020 (Covid Year)		2021 (Covid Year)		2022	
	Course #	Student #	Course #	Student #	Course #	Student #	Course #	Student #	Course #	Student #
BSW1	12	144	16	192	9	118	7	72	9	102
BSW2	n/a	n/a	n/a	n/a	n/a	n/a	1	5	2	14
IFO	12	150	8	96	5	56	7	84	8	82
RO	5	50	3	33	3	23	1	14	2	15
RSA	14	168	10	141	3	20	4	25	8	83
PO1	17	238	24	288	7	71	9	100	27	357
PO2	9	102	10	120	5	40	5	44	13	135
RISIC	2	16	5	41	n/a	n/a	n/a	n/a	2	15
CSH	n/a	n/a	3	31	1	7	0	0	3	30
AIM	n/a	n/a	1	19	0	0	0	0	1	6
TOTAL	71	868	80	961	33	335	34	344	75	839

2022 INSTRUCTORS & BOARD

Instructors

Aaron Denniger Andrew Smeaton Chris Patterson Corrinne Garrett Darsey Harford Dave Levington Gary Paterson Geoff Chesterton Jayson Murray Josh Beaulac Kevin Zalba Marg Kovacs Mark Uvacik Mauro Satori Mike Bryson Robert Baker Robin Langille Ron Aubrey

Ron Dietrich
Ryan Graham
Shawn Fengler
Stacey Paterson
Stephen Hebden
Stephen McLain
Wendy Hansen
Trevor Shaw
Art Sutherland

Staff

Executive Director: Dwayne Kalynchuk

Manager, Business & Education: Koreen Gurak, then Gary Paterson

Manager, Marketing & Communications:

Don Chow, then Shawntel Dickinson

Board of Directors

Associate Director:

President: Carol Sheridan
President Elect: Jenna Stevens
Past President: Terry Welsh
Secretary: Sheena Boyles
Treasurer: Ron Aubrey
Education & Technical: Ron Dietrich
Membership & Marketing: Jamie Rennie
Facility Program: Shawn Fengler

Vancouver Island Zone:
Lower Mainland Zone:
Thompson Okanagan Zone:
Cariboo Zone:
Skeena Bulkley Zone:
North Zone:
Kootenay Zone:
John Marcella
Darrin Legge
Mike Fetterer
Stacey Mirand
Tamara Gillis
Bob Corbett
Vacant

Larry Robinson/Ian Welle
John Marcellus
Darrin Legge
: Mike Fetterer
Stacey Miranda
Tamara Gillis
Bob Corbett
Vacant



President - Carol Sheridan



Welcome to the 2023 Annual General Meeting of the Recreation Facilities Association of British Columbia (RFABC), a vibrant provincial recreation association that has been hard at work for 75 years. Originally known as the British Columbia Arena, Auditorium and Stadium Association, the RFABC was formed in 1948 to bring people together who shared a common interest in improving the operation of recreation facilities throughout the province. Today our focus is on the provision of recreation services with a holistic perspective from all departments and levels of operation to reach that common outcome of maximizing the number of people who experience the benefits of recreation in our facilities and in our communities. After 75 years we continue to use a "from the bottom up" approach to build resilient individuals and teams through opportunities for connecting and learning.

The mission of the RFABC is to promote safe and efficient operation of recreation facilities through the provision of educational opportunities, networking, training, and advocacy for the recreation sector. This is reflected in our strategic priorities of Membership Value & Engagement, Education & Professional Development, Communications, Governance and Advocacy & Partnerships. I'm pleased to report on my personal involvement with these priorities this past year as well as some of the activities the RFABC Staff and Board undertook in these key areas of focus.

MEMBERSHIP VALUE & ENGAGEMENT

At the RFABC November Board meeting there was a renewed commitment to build a diverse, inclusive membership. A recent opportunity to attend a BCRPA panel presentation on Equity, Diversity and Inclusion (EDI) provided the following takeaways: EDI work is important and necessary in our communities, EDI work is a marathon not a sprint, and that it takes commitment and leadership to make EDI a priority within an organization. The RFABC staff and Board will attend a workshop on Accessibility & Inclusion in the Workplace in June as a starting place to developing and sharing resources and learning opportunities with the membership.

Engaging with other members from around the province through zone meetings, webinars and annual conference brings great value to being a part of the RFABC. I had the pleasure of serving on the 2023 Penticton conference committee along with Committee Chair Keith Holloway and a very strong group of committee members with a diverse work portfolio and from all over the province. Huge kudos to the RFABC staff team and the Conference Planning Committee on pulling together our strongest and most well-attended event ever! The RFABC is committed to building and sustaining relationships that create value for Members, a couple examples of this include the strong connections we provide to our Associate members who offer supplies, systems and solutions to help build and operate your facilities efficiently and complimentary access to RFAM (Recreation Facility Asset Management Software) from Marmak.

President - Carol Sheridan Continued ...



EDUCATION & PROFESSIONAL DEVELOPMENT

The RFABC is recognized as a leader for the Recreation sector in technical training opportunities and programs. Our Education Team led by Ron Dietrich, Education& Technical Director, supported in 2022 by Gary Paterson, Education & Business Manager, and our committed and knowledgeable group of instructors remain at the heart of the RFABC. These individuals are working hard to deliver a full complement of courses, while also working to develop new offerings in response to the training needs of the sector. We are grateful to have such a dedicated group provide their time and ongoing support to all of us. Courses offered in 2022 included Pool Operations 1 & 2, Building Service Worker 1 & 2, Chlorine Handling, Refrigeration Safety Awareness, Ice Facility Operator and Refrigeration Operator certificate program. Arena Ice Maker and Recreational Ice-Skating Instructor courses are being offering this spring and summer. A top focus for the RFABC in the coming months is to continue to recruit and train new instructors to increase the reach of training opportunities within BC.

We continue to develop partnerships for delivery of technical and professional development opportunities. I had the pleasure of meeting with Alberta Association of Recreation Facility Personnel (AARFP) Executive members, Past President Terry Welsh and Education & Technical Director Ron Dietrich to discuss current and future course offerings and the potential for collaboration. On February 9th of this year, I had the opportunity to speak to Yue-Ching Cheng's Langara College Recreation Studies students about the RFABC (who we are, what we do), the upcoming conference in Penticton and the opportunities recreation facility operations as a career path. The RFABC has been a supporter of the Leisure Development Course (LDC) coordinated by Chris Nelson for many years, and in an exciting turn of events and to ensure this high-level learning opportunity continues, our organization has entered into an agreement that would see the RFABC assume the responsibility for the administration and delivery of the LDC moving forward.

It is an RFABC priority to provide mentorship and networking opportunities for Members. I very much enjoyed attending the Skeena Bulkley, Cariboo and North Zone meetings in the fall and spring, the Lower Mainland Zone "hybrid" meeting in October and the Thompson/ Okanagan Zone Meeting in November. The Island Zone meetings, held more regularly, were extremely well organized and attended throughout the year. Thank you to Zone Directors Tamara, Bob, Stacey, Darrin, Mike and the John/Joshua duo for setting up/chairing these important meetings and to the staff and board members who attended them. There is always good discussion and we learn a lot from each other. Facility Program Director Shawn Fengler facilitated break out discussions with Programmers during Zone meetings and also organized a successful in-person meeting for Programmers in Burnaby last month. Thank you to Marketing & Membership Director Jamie Rennie for developing a new Membership Task Force and holding two meetings this past year to gain input on how we can better serve, attract and retain members of the RFABC

President - Carol Sheridan Continued ...



The 2023 RFABC Work Plan calls for 2 new task forces to be struck to tackle Advocacy and to provide more support to the Education Team. Participating on a task force is a direct way to have input and influence on the priorities of the RFABC and we will be actively seeking this meaningful engagement with our members. Finally, it's no secret that our favourite opportunity for networking and mentorship is at the annual conference, where we gather for education, time to connect with new and old friends and a chance to gather tips and best practices from each other.

COMMUNICATIONS

It is an RFABC goal to foster timely and relevant engagement with the Membership through effective communication. Last summer we said thank you and farewell to Don Chow, and in September welcomed new Communications & Marketing Manager, Shawntel Dickinson, to the RFABC team. It has been an absolute pleasure to have Shawntel's passion and energy guiding communications and development of marketing tools over the past 6 months. The RFABC invested in the development and launch of a new website in September of 2022 https://rfabc.com that was completed using input from staff, members and the Board by graphic design firm The Update Company. We believe this new website will better serve our members, associates and partners in search of training, jobs, resources and connection for many years to come. Some of the other methods we used this year to communicate with our members include the quarterly F2F magazine and regular e-newsletters.

GOVERNANCE

The RFABC staff team lead by Dwayne Kalynchuk, Executive Director and including Gary Paterson (Education & Business) and Shawntel Dickinson (Communications & Marketing) with the knowledge and support of Treasurer Ron Aubrey are working hard to ensure that the RFABC is efficient, viable, and positioned for growth. The staff have also been assisting the RFABC Board of Directors through detailed reports, monthly meetings and a regular review of strategic goals and priorities to ensure that Board governance and direction is transparent, accountable, and reflects our core values and guiding beliefs. I would like to offer my sincere gratitude to the RFABC Executive Terry Welsh, Jenna Stevens, Sheena Boyles and Ron Aubrey and Board members Ron Dietrich, Jamie Rennie, Shawn Fengler, Larry Robinson, Ian Welle, Bob Corbett, Tamara Gillis, Stacey Miranda, Mike Fetterer, Darrin Legge and John Marcellus for all their time and efforts to serve this organization over the past year.

ADVOCACY & PARTNERSHIPS

The RFABC strives to be a strong advocate on behalf of our Members, Allied Partners, and Stakeholders. Last November I attended a Recreation Foundation Administrators Virtual Workshop where the panel discussion focused on how to best inform new Councils on how recreation services work, how decisions are made and priorities set, and the overall context of providing public recreation services in the 2022 context.

President - Carol Sheridan Continued ...



I enjoyed representing the RFABC at the Recreation Foundation Leadership Summit in Harrison Hot Springs Jan 11-13, 2023 and was provided an opportunity to briefly address delegates and have some in depth conversations with senior managers and BCRPA board members over the 2 days. It remains a priority to develop partnerships that strengthen RFABC and benefit the Recreation Sector. We have and will continue to focus on strengthening our relationships with BCRPA, AARFP, and other allied sector partners. President-Elect Jenna Stevens and I met with Donnie Rosa (outgoing President BCRPA) and Elizabeth Ayers (incoming President BCRPA) in February for an introduction and a preliminary discussion about a new Memorandum of Understanding between the organizations. Both parties are committed to working together on this document with the ultimate goal of having an agreement in place and a mechanism for implementing some of the actions in 2023. Past President Terry Welsh and Education Director Ron Dietrich remain at the table with TSBC as part of an advisory group to review programs and regulations prior to roll out and are working hard to communicate the challenges faced by our members while promoting their mission of maintaining a safe workplace.

Lastly I'd like to say thank you to YOU – our members - who work everyday to make sure that our recreation infrastructure is safe, clean and inviting. Who ensure the ice is at just the right thickness, that the pool is balanced and circulating properly, and that the sport fields are lined and ready to go. The people who schedule and support user groups, set up for programs and events, the people who recruit and mentor new and young workers and those who directly manage technical operations and service levels. We are stronger because of you and we will continue to be stronger by working together.

Happy 75th RFABC!

Carol Sheridan, RFABC President



President Elect - Jenna Stevens



Hello Lovely RFABC Members!

Thank you for taking the time to read our annual reports, we look forward to collaborating with you and supporting your industry needs!

As a member myself for the better part of 13 years, with roughly 6 years of involvement with conference planning, and my 2nd year officially on the Board...I am thrilled to see the progression of our Association. The following are a few areas in which I feel we have shown the most growth and development, in no specific order.

- A focus on the inclusion of programming staff for the functional industry work groups (arena/aquatics).
- Further to number 1, the continued growth in the programming area- thanks to courage and commitment of Shawn Fengler- Programming Director.
- A commitment to improved collaboration and partnerships with regulatory bodies and other stakeholders (i.e. TSBC, BCRPA).
- The creation and growth of a professional, organized new website. Shout out to past staff, Koreen Gurak and continued improvements with current staff.
- The increase of focus on high and consistent standards of communications and marketing. Kudos to the great addition of Shawntel Dickinson!
- The addition of multiple special committees (advisory teams/ task forces) in focused, functional areas to promote both growth and consistency (namely membership, technical and education).
- A strong desire to think outside the box, challenge norms and willingness to take on new challenges- under our excellent leadership of Carol Sheridan.
- A refreshed and motivated strategic work plan with Terry Welsh, our past president at the helm.
- Concise and detailed job responsibilities to provide direction and organization of the Association- again thanks to the wonderful Terry Welsh.
- A shift in direction with course offerings, initially driven by pandemic needs. Online offerings have been quite popular and have altered the way in which we do business.

President Elect
Jenna Stevens Continued ...



- The addition of new, knowledgeable instructors. We have been fortunate enough to gain some great additions to the educational team. Also, thankful to maintain those amazing ones we already have committed.
- Further to the above education items, in essence the evolution of the educational area. This area is a huge, logistical part of the Association- with an amazing leader, Education and Technical Director- Ron Dietrich (kudos to the knowledgeable and past director Ron Aubrey as well).
- A focused commitment to Equality, Diversity and Inclusion both in our offerings, business practices and Association values.

Speaking specifically to the past year- it has seen many changes, challenges and successes for the RFABC. Work transitions and industry post pandemic recovery have been placed a dire strain in engagement for our committed volunteers, industry and members alike. This has created significant challenges in launching and propelling the progression of initiatives. However, I have been lucky enough to be under the wings of Carol Sheridan- President, Terry Welsh- Past President and the amazing staff- Dwayne Kalynchuk, Shawntel Dickinson, and Gary Paterson which have been outstanding in remaining driven and concentrated on the Associations' goals and work plans.

Furthermore, I am thankful personally for their guidance and leadership while I gain more knowledge about the proper processes, responsibilities and the strategic direction of the Association.

A few notes specifically regarding my involvement during the past year, here are some specific involvements:

- Board meetings (One missed)
- Executive Meetings (One missed)
- Membership Task Force (all held)
- Education Task Force (all held)
- Conference Meetings (supportive role, peripherally involved)
- Zone Director Meetings (2)
- Zone Meetings (Multiple, as available)

Lastly, a massive thanks to the amazing, dedicated conference committee, with the leadership from Keith Holloway and Shawntel Dickinson. I certainly know how large of an undertaking the conference planning is! Look forward to making the 2023/24 year a memorable one for the Association!

Warmly,

Jenna Stevens, RFABC President Elect

Past President - Terry Welsh



Greetings to our fellow RFABC Members.

2022 was finally the year we emerged from the pandemic and the opportunity to reengage at a personal level at our conference felt, oh so good. This year, we are celebrating RFABC's 75th Anniversary and what a proud history our organization has.

Our Conference Committee led by Keith Holloway have done a superb job in organizing our conference for this very special celebration of RFABC's 75th!

As the current RFABC Past President, the conference duties I'm charged with are to honour our past presidents and to manage the 2023 RFABC Awards process. We have great representation from the RFABC Past Presidents at this year's conference, and I encourage all to take a minute to engage with and make welcome the leadership of our organization from past years. We have a full complement of awards for 2023, and a new award initiative that we are very pleased to announce is the creation of a Climate Action Award, graciously sponsored by Polar Engineering.

We look forward to the opportunity to welcome and celebrate with you at the conference!

Well, we certainly have had quite the ride over the past few years. As I moved into the Past President's role and looked back at the trials and also the opportunities, we dealt with over the past two years, I remain amazed at the resilience of RFABC and our sector in the face of the pandemic's challenges. RFABC emerged stronger and even more relevant to our sector, our membership numbers surged, and our educational and networking offerings grew. We were responsive and innovative in dealing with these challenges.

Our Executive and Board reviewed and revised our 2022 to 2024 Strategic Plan and subsequently created a revised version of our Annual Work Plan that aligns directly with the goals of our strategic plan. We have continued to grow and strengthen our relationship with the regulatory agencies, Technical Safety BC and WorkSafe BC. I was deeply involved on two TSBC committees, the Refrigeration Advisory Group and along with Ron Dietrich, our Education & Technical Director, on the Ammonia Risk Prevention Working Group. The ongoing relationships with TSBC and WorkSafe afford us opportunity for input and dialogue on interpretation and certification issues as forwarded by RFABC Members that affect our sector. There also opportunities to develop beneficial education services in a collaborative manner with the regulatory agencies. Kudos to both TSBC and WorkSafe BC for their collaborative approach to our sector.

Working with the various Board Directors, the position responsibilities were updated to reflect the ongoing development and growth of RFABC. Continued to promote a strong focus on strengthening our collaborative relationship with the Alberta Association of Recreation Facility Personnel. Attended the excellent AARFP Conference in Red Deer on behalf of RFABC and we hosted AARFP at our conference.

Past President Terry Welsh Continued ...



I'd like to close with my sincere appreciation to our Staff, Dwayne, Shawntel, and Gary for all their dedication, commitment, and awesome efforts on behalf of RFABC. To our Education Team, your innovation, dedication, and willingness to serve is invaluable and greatly appreciated. To the Board, your ongoing commitment, dedication, passion, and support of RFABC is highly valued and instrumental to RFABC's success. And finally, to all of you who serve so diligently in your communities, keep up the great work!

Respectfully submitted,

Terry Welsh, RFABC Past President

Secretary - Sheena Boyles

Hello RFABC Members,



My name is Sheena Boyles, and I am the Administration and Facility Booking Coordinator for South Cowichan Recreation within the Cowichan Valley Regional District on Vancouver Island. I have worked for the CVRD for 30+ years in a number of rolls but the majority in Recreation. My family and I have always resided in the Cowichan Valley and enjoy working on our hobby farm and other outdoor activities, we have a couple of children and 2 grandchildren which keep us entertained and busy.

My roll within the RFABC is secretary for the Board, Executive and Island Zone advisory member/co-secretary.

For the past year, I have been working closely with the Executive Director and President to organize, schedule, and provide notice of all Board and Executive meetings. I have also prepared agendas in consultation with the President and Executive Director and distributed them for all meetings. In addition, I have attended all meetings and took minutes.

Sincerely,

Sheena Boyles, RFABC Secretary

Treasurer- Ron Aubrey Executive Director - Dwayne Kalynchuk



Greetings Members,

The 2022 year was a success with course revenues exceeding the budget by 7%. Conference revenue was 30% below projections however conference costs were likewise (34% below budget) as attendance did not meet projections with 100 delegates and 21 speakers. The other 2 categories in the revenue, membership and advertising revenue, were also slightly below budget. Overall revenue was up over 2021 as an in-person conference was back on the calendar as compared to an online conference in 2021. Course revenue increased by 14% over 2021 due to higher course enrollment with our online offerings.

On the expenditure side, courses, conference, and publishing costs were lower than projected in the budget. Wages and benefits were higher due to vacancies in 2021 and staff overlap in 2022 due to departures and new hirings. The increase in professional fees from 2021 to 2022 was due to the retention of a consultant to revamp our website. This was the first major change to our web presence from when the former site was developed in 2014. The project was budgeted for \$25000 plus tax and the final costs were slightly higher with a couple of additional refinements which we needed. The funding for the project was cash-on-hand and thus the reason for the yearend deficit. Apart from this, 2022 finances were within budget.

Our reserve investment of \$100,000 has resulted in a return of 10 percent over the last two-year period. While the monthly value does fluctuate with the market, the principle continues to be secure with amble diversification and excellent annual return. We still have our \$30,000 loan on the books which was secured during the pandemic but anticipate repayment later this year.

Respectfully,

Ron Aubrey, RFABC Treasurer

Dwayne Kalynchuk, RFABC Executive Director



Education & Technical Director Ron Dietrich



Greetings Members,

This year we embraced the Leisure Development Studies course first developed by Chris Nelson and a staple for education and recreation for students. Chris is still involved to ensure his program continues in the fashion it was first developed, and we hope to honor his legacy by providing the course for decades to come. Several of our members have taken this course and everyone is an advocate. Those who have graduated recognize it is one of Canada's unique education opportunities. The Leisure Development Course (LDC) provides park, recreation, culture and community development personnel with innovative leadership, and professional development training. Presented by a diverse faculty, students are provided with knowledge and innovative tools to improve their personal and professional learning. Flexibility of the core curriculum allows the student to enter at the year of their convenience. Successful graduates have the option to apply for post-secondary credits through other educational institutions.

Course delivery and development has been a challenge in the past two years. Our instructors give of their free time to help the RFABC move forward. We provide support, but they make the magic happen. The last few years has been a challenge as COVID left many of us short of staff in our workplace. Our instructors had less time for instruction and were spending more time worrying about their own work and personal needs. The good news is we continued to move forward. We had several new instructors hired on and trained along with existing instructors taking on new challenges in new course delivery. The online RSA, although delayed, is still moving forward as video footage is contracted. Our expectation is to have the course delivered midway through this year.

Our involvement in TSBC (Technical Safety BC)has been strengthened by our participation in stakeholder engagements. Both Terry Welsh and I are enjoying information sharing of a caliber we haven't seen in our time with the RFABC. We are working on strengthening our relationship. We feel that we are being heard, so we are sharing our needs and challenges and they are reciprocating.

Our instructor procedures have been reviewed and the code of conduct portion rewritten. I expect it to be adopted by the board as we become more inclusive and more attentive to the changing needs of our staff and students. Thanks to Gary Paterson, we have also standardized more of our procedures for course delivery and helped put the finishing touches on our Arena Ice Making manual.



Education & Technical Director Ron Dietrich Continued ...



I want to thank all instructors for their commitment, their professionalism. Without their dedication, we would cease to function. Because of their diligence, we thrive and provide the training that all our facilities need. I will continue to serve them and the membership so we can grow and provide more for our members. Our development for this year will be to have a parks stream relevant and ready for delivery as well as workshops with distributors to capitalize on the latest trends in our industry.

Thank you,

Ron Dietrich, RFABC Education & Technical Director

LEISURE DEVELOPMENT **COURSE** June 7-11, 2023

VANCE CREEK HOTEL, SILVER STAR MOUNTAIN

This is a 3-year certificate program with a different track of courses EACH year. Students will complete 4 days of training & correspondence assignments EACH year.



2023 (YEAR ONE TRACK) COURSES

- Community Programming & Special Events
 - Developing & Using Motivational Skills
 - Outcome Based Management
 - Marketing Your Agency



eaders of Recreation Facility Operations

INFO: WWW.RFABC.COM









Membership & Marketing Manager Jamie Rennie



Dear Membership,

Late in the summer of 2002 I took on the task of starting up a sub-committee to look at ways of attracting new individuals to our industry and to the RFABC. I had over 40 members respond with interest, of which I narrowed it down to a working group of 9 members including some from our Board. The following was used to generate discussion:

- How can we increase the awareness of the RFABC in your zone?
- How can we get more active participation from members?
- How can we increase the RFABC membership in your zone?
- Are there HR departments in communities that we need to reach out to?
- If so, what do they need to know about the RFABC?

Our first meeting was November 15th, and we followed up with another meeting on November 29th. Shawntel compiled the notes and summarized them into the following categories;

- Membership
- Communication
- Career Planning/Training
- Alliances
- Conferences
- Engagement
- Benefits

This project has stalled since the New Year, and I would like to stay on to assist the incoming Membership/Marketing Director tie up any loose ends.

Assisted the Zone Chair with the October 19th Lower Mainland Zone Meeting in Port Coquitlam. This was our first Hybrid Zone Meeting.

Regular attendance at RFABC Board Meetings and 2023 Conference Committee Meetings

The association continues to grow through the strong leadership, dedicated individuals and staff, all of which share common goals.

Sincerely,

Jamie Rennie, Membership and Marketing Director

Facility Program Director Shawn Fengler



Hello Members,

Over the past year as the Facility Program Director, I've had the opportunity to network and advocate for a passionate and dedicated group of programmers. It's been a pleasure to work with and learn from the RFABC Board and its membership, as I supported, networked, and reconnected to meet and grow the needs of programmers.

For over 20 years, I've worked for the City of Port Coquitlam and my role as the Recreation Arena Specialist enables me to see and hear first-hand the needs of fellow programmers. Through informal day-to-day email communication as well as formal meetings, we've created a strong community of lower mainland programmers that are comfortable asking questions and sharing experiences. Virtual and in-person meetings, as well as RFABC Conferences, have permitted me to meet and reconnect with programmers from different zones, with the ongoing goal to foster connectivity and participation across the Province.

2022 to 2023 Facility Program Director report accomplishments:

- Strived to build connections throughout all zones
- Worked with RFABC Lower Mainland Zone Director to host meetings and programmers breakout sessions
- Created and distributed programmers agendas and minutes from zone and conference F2F sessions
- Attended zone, Board and conference planning meetings
- Hosted in-person lower mainland programmers meeting
- Updated the programmers contact list with roles and regions
- Collaborated to develop industry best practices with vision to share as resources on RFABC website
- Facilitated group discounted purchases
- Advocated for programmers interested in offering the Recreational Ice Skating Instructors Course
- Provided monthly board reports
- Contributed to policy amendments for special RFABC committees

Kind regards,

Shawn Fengler, RFABC Facility Program Director



Associate Directors Larry Robinson & Ian Welle



Hello Members.

Larry Robinson from Kendrick Equipment and Ian Well from Polar Engineering were your Associate Directors in 2022.

Both are valued members of the RFABC Board as they connect the Association with companies providing products and services to the recreation industry. These are the RFABC Associate Members. We had 37 Associate Members in 2022, and gained valuable insights from Larry and Ian on how we can serve this aspect of the industry better.

Both Directors participated in the in-person board meeting in November, contributed to the 2023 work plan priorities, and attended as exhibitors at the 2022 trade show. In addition, Kendrick Equipment was a sponsor, raised money for the Associate Scholarship, and hosted a hospitality room at Conference. Ian was a speaker, and sponsored a new award (Polar Climate Action).

Ian will no longer be able to stay on, but Larry is willing to continue for another year. If any Associate Members are interested in helping Larry, please email info@rfabc.com.

Respectfully on behalf of,

Larry Robinson & Ian Welle, RFABC Associate Directors



Vancouver Island Zone
John Marcellus



Hello RFABC Members and Friends,

The Island Zone has been busy since fall of 2022, and there is a sense of "renewed energy" amongst the members since we have been able to return to in-person meetings. I had been acting as interim Zone Director and at our September meeting in Westshore, I was elected to the position. I seem to have somewhat come full circle from my director days prior to being on the executive as of 2016.

The Island Zone has traditionally scheduled meetings in locations around Vancouver Island that are conveniently accessible for members so that they have an opportunity to attend at their local facility should travel and time required be a challenge. We do not expect everyone to attend every meeting, but this philosophy has been very effective and has resulted in strong attendances at our meetings.

We established a schedule for hosting meeting in 2022/23 at the following locations:

September 29, 2022 Westshore Recreation Centre -Victoria
 October 27, 2022 Fuller Lake Arena -North Cowichan

• December 1, 2022 Oceanside Place- Parksville

January 19, 2023 Virtual-On line
 March 2, 2023 Oak Bay – Victoria

May 25, 2023 Westshore Recreation Centre -Victoria

The December meeting was unfortunately cancelled due to weather conditions and subsequently the January meeting was held at Oceanside Place. The virtual online meeting was rescheduled to coincide with the March meeting at Oak Bay.

Many thanks to our associate members that sponsored the meetings and provided presentations to the members. This included Polar Engineering, CIMCO Refrigeration, Island Cleaning Supplies, Kendrick Equipment and Commercial Aquatics.

One of the unique characteristics for our zone involves the development of an advisory group which has existed since the 2017 conference in Parksville. The 2022/23 group consists of Joshua Beaulac, Sheena Boyles, Jim Wiecker and John Marcellus. The group meets prior to each zone meeting and discusses the agenda, topics and future items that have been presented for discussion. They are also involved as the award selection committee for our <u>Island Zone</u> Education Grant.



Vancouver Island Zone
John Marcellus continued ...



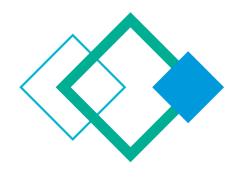
Prior to the pandemic we had been in the process of establishing an education grant/award that recognized the significant contributions and service from the Island Zone members and their commitment to support education. Terms of Reference were developed, and it was exciting that at our October meeting a motion was passed unanimously to proceed with the RFABC Island Zone Education Grant. The grant is available to a resident of the Island Zone working in the recreation industry or a student wanting to work in the industry. The grant is a financial award of \$500 towards RFABC courses or conferences and was made possible with financial assistance from the Island Zone members, a donation from Aubrey Enterprises and funding provided by the association. This year we received applications from 15 individuals and the successful recipient will be announced at our May zone meeting.

Future planning will involve the potential return to a mini education forum which the Zone has traditionally hosted in past years but was placed on hold during the pandemic. I met with students enrolled in Recreation studies at Vancouver Island and while fielding many questions promoted the benefits that the RFABC can provide as they move into their careers. This is an opportunity that we will continue to explore and support.

In summary, it has been a rewarding year but busy. Unfortunately, I will be missing the conference in Penticton as I will be advocating and supporting some initiatives that require my energy and focus. However, Joshua will be acting for me as Zone Director, and he looks forward to the awesome and well-planned event. My compliments to the committee, staff and the board for their efforts!

Respectfully Submitted,

John Marcellus, Vancouver Island Zone Director





Lower Mainland Zone Darrin Legge



Greetings Everyone,

Another busy year in recreation! We all play a huge roll in our communities and recreation field. My name is Darrin Legge, and I work for the City of Langley as the Building Maintenance Supervisor. I have been in Langley since 2011, and have watched our recreation department grow. With a background in arenas, swimming pools, and facilities, the RFABC is the perfect place to find information and help form our great network of professionals in the industry.

I was very excited to join the Board of Directors as the Lower Mainland Zone Director. Taking over from our now President Elect, Jenna. Following our conference, Jenna ran our next zoom meeting in June 2022 with a great turn out, and a presentation by Amanda Moffat from Commercial Aquatics.

With the opening of in-person meetings, we had our 2nd zone meeting in October where we tried a hybrid version. Port Coquitlam was our host at their new Port Coquitlam Recreation Centre. There were a few difficulties for the people who joined us online; however, we had a great in-person turn out. Keith Holloway, RFABC Conference Chair, did a presentation of the 2023 conference, and our guest speaker was from Canadian Mental Health Association. Lunch was provided, break-out sessions between operating and programmers were conducted, and then we ended with a facility tour. A big thank you to Shawn Fengler for all the work she as put into the programming as this was a big part of this zone meeting.

I attended our in-person Board Meeting at Langara College in November where we had a full day of discussions. Lots of new ideas from social media to new programs that we want to move forward with.

Jamie Rennie and I tried to bring back the lower mainland Christmas lunch that was done many years ago, but unfortunately we thought of this too late and could not pull it off. However, it is on our agenda for 2023 so look you can look forward to this coming back in December 2023.

The Lower Mainland Zone Directors position is up for election this year, and I hope to run again (with my employer's permission). We also had a meeting in March with the other zone directors and the President Elect.

The big take-away was to provide zone meetings dates in advance for the entire year. This will help us all in planning and hopefully increase attendance at our meetings.

Looking forward to our conference in Penticton, see you all there!

Sincerely,

Darrin Legge, Lower Mainland Zone Director.



Thompson Okanagan Zone Mike Fetterer



To the RFABC Membership,

Hello everyone. We made it through another 2022 year, and I have enjoyed sitting on the Board as your Thompson Okanagan Board Rep. Here is a re-cap of the past year:

- Attended the 2022 RFABC Conference held in Tigh-Na-Mara and moderated sessions
- Assisted with organization of the golf tournament.
- Zone meeting on Jun 23rd: 14 attended, discussed conference, web page updates, info for the F2F, patrons up or down, and clean BC grants.
- Zone meeting on Nov. 10th: 14 attended, discussed ice allocation policies and RFABC Board updates.
- Attended the in-person RFABC meeting at Langara College, and most virtual meetings
- Part of the 2023 conference committee, organized the golf tournament and will be a moderator again.

Warm Regards.

Mike Fetterer, RFABC Thompson Okanagan Zone Director

Cariboo Zone - Stacey Miranda

Hello RFABC Members.

I am Stacey Miranda, Director of Community Services for the City of Williams Lake and your RFABC Cariboo Zone Representative. I love Northern BC and have lived and worked in many communities. I am very lucky to have a fantastic network of friends and colleagues. The past year includes:

- October 18, 2022 Zone Meeting with the North/Cariboo/Skeena-Bulkley Valley
- Member engagement & shared RFABC Brochure, conference and trade show discussions
- September 2022: shared aquatic discussions regarding the swim lesson transition
- July 21, 2022 Board Meeting, June 21, 2022 Zone Meeting with North/Cariboo/Skeena-Bulkley Valley
- Discussion of returning to pre-pandemic numbers in programs and facilities
- TSBC inspection visits & Electric Ice Resurfacer
- Williams Lake hosted a RSA Course & sent 3 employees to the RFABC Conference

Thank-you for the opportunity to serve on the RFABC Board. I will be not be staying on in this role, and I am excited to announce the Brandy Links will be taking over. Please take the time to introduce yourself to Brandy and let her know what is needed in the Cariboo Zone.

Stacey Miranda, Cariboo Zone Director

Skeena Bulkey Zone Tamara Gillis



Hello from the Skeena-Bulkley Zone in the beautiful, North-west BC.

It has been a pleasure to be a part of the RFABC over the last 1.5 years. I am getting more acquainted with the Association and the role of Zone Director. I have enjoyed connecting with fellow zone directors, RFABC Board members and staff and my colleagues. We held several Zone meetings, combined with the North and Cariboo zones. All our meetings in the last year have been virtual.

- Feb 10, 2022
- June 21, 2022
- October 18, 2022
- RFABC involvement:
- Regularly attended RFABC monthly board meetings
- Attended RFABC Conference in May 2022
- Attended in-person strategic priorities meeting in Nov. 2022 (after several attempts!)
- Goals for 2023/2024
- Hold seasonal zone meetings
- · Re-establish regular check-ins with my zone members
- · Get a better picture of what is happening in each community, directors and staffing transactions and retirement, new facilities, major renovations, and retrofits
- · Get more grant money for our zone!
- Plan an in-person zone meeting, likely in the Fall of 2023

I look forward to the next year as your RFABC Zone Director,

Tamara Gillis, RFABC Skeena Bulkley Zone Director



North Zone - Bob Corbett

No report Submitted

Kootenay - Vacant

Position is vacant. If you live in the Kootenay Zone, and are interested in joining the RFABC, click here for Association information or contact info@rfabc.com.



2022 AGM MINUTES



Annual General Meeting May 11th, 2022 12:00 pm In Person Meeting – at 2022 Conference - Parksville

Call to order 12:12 pm by Terry Welsh

Opening Remarks

- Opening remarks & welcome by Terry Welsh
- Introductions of past presidents Denis Leclerc, Jim Weicker, Ernie Mansueti, Ron Aubrey, John Marcellus

Approval of Agenda

Moved by Ron Aubrey, seconded by Ron Dietrich that the Agenda of the May 11, 2022 Annual General Meeting of the Recreation Facilities Association of British Columbia be approved.

MOTION APPROVED

Adoption of the AGM Minutes from May 12th, 2021

Moved by Carol Sheridan; seconded by Ron Dietrich that the Minutes of the May 12, 2021 Annual General Meeting of the Recreation Facilities Association of British Columbia be approved.

MOTION APPROVED

President's Report – Terry Welsh

Terry Welsh presented his report (included in the 2022 AGM package) and highlighted several items:

- Firstly, a huge welcome to all as this is our first in-person meeting since 2019. We acknowledge how hard we have all worked through 2020-present as our society gets back to some kind of normalcy. The Recreation sector has done very well and is an integral part of every community as we get people back to their recreation endeavors and sports that they count on. Thank you to all who worked together to share knowledge, communicate plans and collaborate as a whole.
- Due to the Pandemic we were forced to rethink our service delivery which led our association to develop several highly successful online educational offerings for Pool Operator 1 & 2, Joint Occupational Health & Safety Fundamentals, host several F2F webinars which were well attended. Additionally, our Zone meetings were hosted virtually which kept members in contact with each other.
- Strengthened our relationships with BCRPA, AARFP and other allied sector partners.
- Our Education team has again out done themselves with the number and quality of programs and courses they have instructed.
- Our staff have successfully guided us through these challenging times and we are very appreciative of their ability to tackle the financial challenges
- Our membership is now over 1,200
- Congratulations to the Conference Committee for their hard work to bring this conference to fruition
- Thanks to Ron Aubrey for his continued financial support
- Acknowledgement and welcome to Shawntel Dickinson & Sonia Dodd who are joining us from our sister association in Alberta.

2022 AGM MINUTES CONTINUED ...



Leaders of Recreation Facility Operations

Education Report – Ron Dietrich

Ron Dietrich reported on the education activities for 2021-22 (included in the AGM 2022 package). Highlights include:

- Our online courses were extremely successful. A huge thank you Corrine Garrett who
 drove our online content and who was named as the instructor of the year.
- Kim Meadows joined our team of instructors and we are now offering a new education stream for safety in the workplace. Including occupational Health & Safety operations & Supervisors and their Responsibilities.
- Another new stream was the Learn to Skate course produced by Cyndi Lathrop.
- Courses in development include the RSA and Zamboni Safety Operation
- The association continues to work closely with TSBC and they have included us in their advisory groups for Amusement Rides regulations and the Ammonia Risk Prevention
- We are extremely grateful for the instructors who have and continue to give so much of their time and expertise in the delivery of our programs
- There are many more courses in the development stages such as: Parks & Turf management, Zamboni Operation & Ice Maintenance, Chief Operating engineer Ice Management.

Finance Report - Dwayne Kalynchuk

Presented by Dwayne Kalynchuk. (included in the AGM 2022 package).

Moved by Carol Sheridan, seconded by Bob Corbett that the Financial Report be accepted as submitted.

MOTION APPROVED

Moved by Carol Sheridan, seconded by Bob Corbett to approve the use of Checks and Balances Accounting for accounting serves for 2022.

MOTION APPROVED

New Business

No new business items.

Elections presided by Carol Sheridan

Three positions up for Election: President Elect (2-year term), the Education and Technical Director (2-year term), and the Secretary (2-year term). A high-level overview of each of the positions was given prior to nominations.

- President Elect Jenna Stevens was nominated by Keith Holloway; seconded by Shawn Fengler. Call for further nominations. No other nominations received. Acclaimed.
- Education and Technical Director Ron Dietrich was nominated by Ron Aubrey; seconded by John Marcellus. Call for further nominations. No other nominations received. Acclaimed.
- Secretary Sheena Boyles was nominated by Jenna Stevens; seconded by Koreen Gurak. Call for further nominations. No other nominations received. Acclaimed.

On behalf of the Membership, Board and Staff a huge thank you was extended to the outgoing Directors, Erica McDonald and Ron Aubrey for their hard work and dedication during their term.

2022 AGM MINUTES CONTINUED ...



Approval of Life Memberships – presided by John Marcellus

Life membership nomination highlighting personal and career accomplishments put forward for Chris Nelson

Mike Creedon was also acknowledged as receiving a life membership last year

Moved by John Marcellus, seconded by Denis Leclerc that Chris Nelson receive a Life Membership for his outstanding contributions to the RFABC.

MOTION CARRIED

2022 Awards - presided by John Marcellus

Harry Atkinson Memorial Trophy

This trophy honors, Harry Atkinson, the seventh RFABC President. This award recognizes a staff member currently employed in front line or career entry level positions in a maintenance capacity within a public or private recreation facility (e.g. pool, arena, fitness center, Community Theater). RFABC Membership not required.

Award winner – Don Carter – Salmon Arm Recreation

Gerry Morgan Award

This award honors Gerry Morgan (a Past President, a Secretary Treasurer, and former Award of Merit recipient) for his contribution to the Association. The contribution of an individual, non-member, community, or organization outside the membership of the Recreation Facilities Association of British Columbia. RFABC Membership not required.

Award winner – Jarod Kope – Via Sport BC

Dave Dauphinee Memorial Trophy

This trophy honors Dave Dauphinee, the first president of the RFABC. The award recognizes an outstanding member of the Association for their dedication and achievement in the community of their facility. Willingness to assist their fellow members throughout the Association, service to the Association, dedication to their zone. RFABC Members only.

Award winner – Wade Loukes, City of Prince George

Aubrey Associates' Award

This award was created in 2016 by Ron Aubrey who was the President of the Association from 2002-2003 and also a long serving Education Chairman of the Association. The award recognizes an associate for their outstanding contribution to the Association by an Associate Member during the year.

Award winner - Ian Welle, Polar Engineering

Bob Muir Memorial Trophy

This award is presented to the member of the Association who has made an outstanding contribution to the Association during the year. The applicants have demonstrated dedication to the Association through assisting with growth, and partnerships. RFABC Members only. The President of the Association will select the recipient. Recipient chosen by President Terry Welsh:

2022 AGM MINUTES CONTINUED ...



Award winner - Jenna Stevens, City of Port Moody

John Bate Award of Merit

This Award recognizes an individual who has demonstrated a strong commitment towards supporting the association in the recreation field which includes their dedication to support members and facilities in community development and customer service.

Award winner - Ron Booth, City of New Westminster

Bill Woycik Outstanding Facility Award

This memorial award honors W.E. "Bill" Woycik, a Past President of the RFABC. This award is awarded to one outstanding recreation, sport or leisure facility in the province each year that is relatively new or newly renovated facility demonstrating efficiencies in operation, energy consumption and preventative maintenance. RFABC Members only

Award winner - Masich Place Stadium, City of Prince George

New Business Arising

There was no new business.

From Terry Walsh, outgoing President

. Thanks to staff and fellow executive members and the Board

Passing of the gavel to Carol Sheridan

Presentation of past presidents' gavel - Terry Welsh

Ribbon to John Marcellus

From Carol Sheridan, New president

- Thank you for the opportunity to lead and work with all of you and I am very much looking forward to next four years
- We have a lot of exciting items that are being worked on such as the Website which will be a great change and wealth of information for the members

Closing remarks were made by President Terry Welsh – Next year will mark our 75th year in we are looking forward to hosting you in Penticton

Adjournment

Moved by Terry Welsh, seconded by Jim Weicker that the 2022 RFABC AGM be adjourned.

Adjourned at 1:00 pm.

MOTION CARRIED

2022 FINANCIAL STATEMENTS



RECREATION FACILITIES ASSOCIATION OF BC

Financial Statements December 31, 2022

Contents				
financial Statements				
Statement of Financial Position	33			
Statement of Income and Expenditure	34			
Statement of Cash Flows	35			



2022 FINANCIAL STATEMENTS



CONTINUED ...

Recreation Facilities Association of BC

Statement of Financial Position
As of December 31, 2022

	2022	2021
ASSETS		
Current Assets		
Cash	\$101,195	\$145,281
Investments	110,703	106,997
Total Current Assets	224,983	252,278
TOTAL ASSETS	\$224,983	\$252,278
LIABILITIES AND SHAREHOLDER'S EQUITY		
Current Payables and Accrued Liabilities		
Accounts Payable	\$30,000	\$30,000
Withholding Taxes Payable		
Total Current Liabilities	30,000	30,000
Shareholder's Equity	194,983	222,278
Unrestricted		
	194,983	222,278



2022 FINANCIAL STATEMENTS



CONTINUED ...

Recreation Facilities Association of BC

Statement of Financial Position As of December 31, 2022

AS OF December 51, 2022	2022	2021
REVENUE		
Sales	\$517,311	\$384,085
Other Income	+	*
	517,311	\$384,085
DIRECT COSTS AND CONFERENCE COSTS		
Facilities, Course & Other Direct Costs	150,878	157,229
Newsletter, F2F, Calendar	17,853	18,588
Conference Costs	81,225	6,895
	249,956	182,712
GROSS PROFIT	267,355	201,373
EXPENSES		
Advertising & Promotion	3,000	2,663
Bank Charges & accounting	11,525	12,203
Credit Card fees	15,582	8,732
Insurance	1,520	1,487
Business fees, licences, & misc.	5,656	2,309
Office Expenses	18,411	9,219
Telephone	3,234	3,378
Travel Expenses	6,687	3,728
Wages & Benefits	181,940	111,154
Professional Fees	28,719	11,552
Website, Internet & Office	6,570	5,400
Supplies Expenses	2,165	1,402
Meetings Expense	9,641	5,426
TOTAL EXPENSES	294,650	317,445
EXCESS (DEFICIT) OF REVENUE OVER EXPENDITURE	\$(27,295)	\$24,987
NET ASSETS, BEGINNING OF YEAR	227,291	213,906
NET ASSETS, END OF YEAR	\$199,996	\$227,291
		3

Recreation Facilities Association of BC

2022 FINANCIAL **STATEMENTS**



CONTINUED ...

Statement of Finar	ncial Position
As of December 31	2022

As of December 31, 2022		
	2022	2021
CASH FLOW FROM OPERATING ACTIVITIES		
Excess (deficit) of Revenue over expenditures	\$(27,295)	\$24,987
Net changes in non-cash working capital. Working balances related to operations.		
INCREASE (DECREASE) IN CASH AND CASH		
EQUIVALENTS DURING THE YEAR	\$(27,295)	\$24,987
CASH AND CASH EQUIVALENTS, BEGINNING OF THE YEAR	AR <u>252,278</u>	227,291
CASH AND CASH EQUIVALENTS, END OF YEAR	\$224,983	\$252,278
REPRESENTED BY:		
Cash	\$123,693	\$145,281
Term deposits and savings account	101,195	\$106,997
	\$224,983	\$252,278



THANK YOU



Our vision at RFABC is to be a leading resource for the recreation sector in British Columbia.

We love hearing from your members. Please contact us if wish to be more involved, learn more about the Association, or have any feedback to help us serve you, our members, better.



Contact Us

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