



## 2018 Annual Report

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The Shaw Guild is a large group of volunteers who support and promote the Shaw Festival. They are involved in many activities including greeting patrons, taking tickets, leading backstage tours, beautifying the theatre gardens, running successful fundraising events, and building awareness and engagement for the Shaw. They donate more than 13,000 volunteer hours each year.

**[www.shawguild.ca](http://www.shawguild.ca)**

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## Agenda

1. Call to Order
2. Welcome and Introduction of Head Table, Guests and Keynote Speaker
3. Presentation to the Shaw Cricket Team – Martin Happer
4. Keynote Speaker – Tim Carroll, Artistic Director, Shaw Festival
5. Approval of the AGM
6. Approval of the Minutes of November 26, 2017 Annual General Meeting
7. President's Report – Julian Rance
8. Treasurer's Report – Donna Bertram
9. Tabling of Reports:
  - Past President – Arlene Carson
  - Vice President – Laurie Harley
  - Activities Chair – Annie Holcomb
  - Communications Chair – Tina Morris
  - Docent Acting Chair – Arlene Carson
  - Fundraising Chair – Franca Moss
  - Greeting Chair – Marg Mather
  - Hosting Chair – Greg Fedoryn
  - Membership Chair – Lindsay Thomson
  - Shaw Gardens Chair – Paddy Parr
10. Approval of Reports
11. Election of Officers and Chairs – Arlene Carson
12. Introduction of Executive Members
13. New Business
14. Motion of Closure

Note: Questions will be entertained at the AGM following the tabling of reports. The AGM Reports will be available on the website [www.shawguild.ca](http://www.shawguild.ca)

## MINUTES OF SHAW GUILD ANNUAL MEETING: NOVEMBER 26, 2017, 1:00PM

Rehearsal Hall #1, Shaw Festival Production Centre, NOTL.

### 1. **Call to Order:**

Laurie Harley, Vice President, called the meeting to order at 1:05 p.m. She had been asked to Chair the Meeting in place of the President, Julian Rance who was unwell.

### 2. **Introduction of Head Table and Guests:**

Laurie Harley introduced the head table: Shaw Guild: Arlene Carson, Past President; Donna Bertram, Treasurer; Julian Rance, President; Marilyn Rickard, Secretary. Shaw Festival: Natalie Ackers, Producer; Janet Hanna, Executive Assistant, Martin Happer, Captain Shaw Cricket Team

### 3. **Presentation of cheque to Martin Happer, Captain Shaw Cricket Team.**

### 4. **Keynote Speaker – Natalie Ackers, Producer, Shaw Festival.**

### 5. **Long Service Member Recognition:**

Laurie Harley recognized and thanked Guild Members for many years of dedicated volunteer service in support of The Shaw. Jane Calver, (Membership) presented the pins.

#### **The members with 20 Years of service honoured were:**

Mary Zuberec, Ann Nelson, Bea Behrends, Jane Hanna.

#### **25 Years of Service honoured were:**

Margaret Matyus, Elsie Kubow

#### **30 Years of Service honoured were:**

Yvonne Playle, Joanne and Bill Forsyth

#### **Honourary Lifetime Members are:**

Anne Andres, Felicitas Mandeville and Christopher Newton.

### 6. **Approval of the Agenda:**

**Motion:** *"That the Agenda, as presented, be approved."*

Moved by Paddy Parr, Seconded by Suzanne Hebert **Carried**

### 7. **Approval of the Minutes of the November 20, 2016 Annual General Meeting:**

**Motion:** *"That the Minutes of the November 20, 2016 Annual General Meeting, as distributed, be approved."*

Moved by Franca Moss, Seconded by Peter Gill. **Carried**

### 8. **President's Remarks:**

Laurie Harley, Vice President, read the President's report, as shown on Page 8 of the Annual Report of the Shaw Guild for 2017. Laurie added that the Guild had donated \$29,273.00 to the Shaw this year.

New Government guidelines mandate that all volunteers must complete AODA training, including Phase II IASR, in order to work with the public. All volunteers should ensure that they are up to date with this training.

A new software program will be piloted in 2018, with the goal of full implementation in 2019, to compliment Hosting/Greeting scheduling practices. This tool is successfully being used by The Performing Arts Centre in St. Catharines.

The Shaw Guild will be focusing on Strategic Planning initiatives during the next year.

Laurie Harley thanked Jen Clarke (Communications) and Jane Calver (Membership) for their hard work while volunteering on the EC Board.

#### 9. **Treasurer's Report:**

Donna Bertram, Treasurer, reviewed pages 9 & 10 of the Shaw Guild Annual Report 2017.

Donna Bertram thanked Bridgman & Durksen, Chartered Accountants for generously giving their time and services to prepare this report so expeditiously.

**Motion:** *"That the compiled financial statements for the fiscal year 2017 be adopted as presented."*

Moved by Mary Garret, Seconded by Carol Reid. **Carried**

#### 10. **Tabling of Reports:**

Review of Pages 11 to 17 of the Annual Report of the Shaw Guild for 2017.

#### 11. **Approval of Reports:**

**Motion:** *"That the Reports of the Executive Committee, as tabled, be accepted."*

Moved by Sheila Hill, Seconded by Peter Gill. **Carried**

#### 12. **Election of Officers and Executive Committee Members:**

The Nominating Committee was comprised of Arlene Carson, Past President; Julian Rance, President; Keith Mills, Elaine Evans and Alan Walker: Guild Members.

Arlene Carson read the names of the Officers and Executive Committee Members as shown on page 18 of the Annual Report of the Shaw Guild for 2017.

**Motion:** *"That the slate of Executive Committee members, as presented, be approved."*

Moved by Margaret Fairman, Seconded by Kate Verweij. **Carried**

#### 13. **Introduction of the New Executive Members:**

The new Executive Members were introduced.

Communications Chair:	Tina Morris (1 <sup>st</sup> Term) (Absent)
Hosting Chair:	Penny Augustine
Membership Chair:	Lindsay Thomson (1 <sup>st</sup> Term)
Shaw Theatre Gardens Chair:	Paddy Parr (2 <sup>nd</sup> Term)

#### 14. **New Business:**

No New Business items were tabled.

#### 15. **Motion for Closure:**

At 2:00 pm Laurie Harley, Vice President, asked for a motion to adjourn the meeting.

**Motion:** *"That the Shaw Guild 2017 Annual General Meeting be adjourned."*

Moved by Margaret Mather, Seconded by Paddy Parr. **Carried**

## Shaw Guild Service Awards for 2018

*Presented at Members' Day, October 22, 2018*

### **20 YEARS OF SERVICE:**

Jennifer Gardiner  
Janice Gore  
Sally Harmer  
Lorraine Horton  
Robert Horton  
Lucy Nietresta  
Mora Richmond  
Pamela Ward  
Jean Wesley  
Violi Whitmee

### **25 YEARS OF SERVICE:**

Carol Reid

### **50 YEARS OF SERVICE:**

Felicitas Mandeville

## President's Report

Julian Rance

### Highlights:

- Continued with the five-year Strategic Planning Process for the Guild that was initiated last year
- Maintained and enhanced relationships with Shaw Festival Executive and Artistic Management and Shaw Festival staff both permanent and seasonal.

### Report:

The Shaw Guild has had a very successful year in all areas. **This year the Garden Tour netted over \$26,000.** \$25,000 of this has been given to the Shaw Festival to support "A Christmas Carol" and the use of the balance has yet to be determined. The Guild gains much publicity in Shaw promotional material as a result of this donation.

**The Shaw Guild Endowment Fund interest is \$10,629** this year. The use for these funds has yet to be determined by the Guild and the Festival. The Guild supported the annual Shaw/Stratford cricket match and twenty-three members of the Friends of Stratford joined us. The event was well attended by Guild members and over \$1,100 was raised to support the team. Unfortunately, we lost this year but next year will be different, hopefully.

The Guild also **donated \$2,500 to the Boxill Doherty Fund** which supports staff and company members who have emergency financial needs.

The new volunteer scheduling system, My Volunteer Page, will go live for next season. Over the last few years our membership numbers have been in steady decline and our present number of members, 350, is about 15% below our high point of 411.

**Please encourage your friends to join us.** It's a wonderful volunteering opportunity and a lot of fun.

## Treasurer's Report

Donna Bertram

### Highlights

The Shaw Guild had a good year in fiscal 2018 and will be heading into fiscal 2019 in a strong financial position.

- Total Revenue \$44,897. less Total Expenses (not including the Donations by Shaw Guild) \$15,799. equals \$29,098. Total Revenue over Expenses.
- Net Assets (Cash on Hand) at fiscal year-end are \$27,611.
- Performance:
  - Total Revenue Plan was \$48,275. while Total Revenue Actual is \$44,897.
  - Total Expenses Plan was \$23,555. while Total Expenses Actual is \$15,799.
  - Total Excess Revenue Plan was \$24,720. while Total Excess Revenue Actual is \$29,098.

### Donations by Shaw Guild-Total \$28,630.

\$25,000. to A Christmas Carol (Garden Tour Proceeds).

\$1,130. to the Shaw Cricket Team.

\$2,500. to the Boxill Doherty Fund.

### Additional Funds supporting Shaw Festival

\$10,629. from Endowment Fund interest (off Balance Sheet).

\$3,361. directed to the Shaw Gardens.

\$2,093. directed to Student Workshops.

### Corporate Community Grants to Shaw Festival via Shaw Guild Members

\$500. from Royal Bank directed to the Shaw Gardens.

\$2,000. from IBM directed to the Continue the Conversation program.



## Reports from Chairs and Officers

### Past President: Arlene Carson

#### Highlights:

- **33 new members** attended Orientation
- 2019 Election Slate of Candidates
- Strategic Plan

#### Report:

As Past President responsible for Orientation of new members, I had the pleasure of welcoming new members to the Guild. I chaired the Nominating Committee and worked with Julian Rance, Laurie Harley, Elaine Evans, John Mather and Keith Mills.

The committee was tasked with finding **new candidates for 3 executive positions and 3 chair positions for the 2019 elections slate**. As part of the Strategic Planning I worked with Donna Bertram and Marg Mather to update the executive and convener roles and responsibilities and edit the executive handbook.

### Vice President: Laurie Harley

#### Highlights:

- Successful pilot of My Volunteer Page (MVP) – a new software tool to make it easier for members to see and sign up for volunteer opportunities
- Launch of a five-year Guild Strategic Planning process
- Two new volunteer opportunities in 2018 to engage members in supporting the Shaw

#### Report:

2018 was a year for the record books! We saw the launch of a **Strategic Planning process** to guide the Guild's direction over the next five years and ensure our priorities are aligned with those of the Shaw Festival. We **tackled outdated**

**scheduling processes**, looking for a way to move from reliance on paper, to a more effective solution that would engage members in scheduling their volunteer shifts. The result is a new software tool called “My Volunteer Page (MVP)”. After a successful pilot in 2018, training and implementation will begin with the 2019 season.

And finally, in addition to the outstanding patron services the Guild provides on a regular basis, members had the **opportunity to assist in two unique programs** offered by the Shaw this year – as facilitators for the Escape Room, a puzzle-solving adventure for patrons on the grounds of the Festival Theatre – and as extras in the production of *Far Away*, directed by Diana Donnelly in the 2018 Directors Project. Feedback suggests members found their commitment of additional time well worth it. As one volunteer commented, it was “fabulous fun”!

### **Activities: Annie Holcomb, Chair**

2018 was another busy year for the Activities Team!

We launched the season in March, at the Scene Shop with Tim Carroll, Artistic Director & Judith Bowden, Set & Costume Designer of *Grand Hotel*, armed with a maquette of the set and costume illustrations dazzled us. We welcomed a new season at the Spring Preview Luncheon and Show & Tell with a nod to Magician's Nephew, enjoyed the dress rehearsal of “*Grand Hotel*” in May, the warmth of summer and friendship at the Summer Celebration, Cricket at NOTL in August attended by Guild Members, Cast Members and Friends of both Stratford and Shaw. Set changeover in September. We closed the Activities calendar in October with Tim Jennings and Diana Donnelly as our guest speakers at Members' Day.

Activities Committee: Annie Holcomb (Chair), Linda Baines, Dianne & Kent Chisholm, Briar Collins, Laurie Harley, Patti Knipe, Alice Rance.

## Communications: Tina Morris, Chair

2018 has been a busy year for the Shaw Guild. Many e-blasts went out to Guild members informing them of important announcements along with the many activities coordinated by Annie Holcomb.

The Guild's prime fundraiser - the garden tour - was a success! Along with other event material such as brochures and posters, we produced an informative 24-page garden tour booklet that was much appreciated by patrons, sponsors and homeowners alike. A must repeat for 2019's garden tour. It was my pleasure working with Franca and her team.

Midway through the year Sue Henry joined the Communications team where she put her talents to work. She took over the responsibility of the newsletters, a time-consuming venture. Our paperless newsletters come out five times a year electronically and are accessible to Guild members in the archive section on our website.

Thanks goes to photographer, René Bertschi whose photos enhance our messages.

It was my pleasure to be part of the Guild Executive Committee, a group of people, dedicated to helping ensure the success of the Shaw Festival Theatre. Cheryl Morris will be assuming the chair position for the rest of this term.

## Docent: Arlene Carson, Acting Chair

### Highlights:

- New backstage tour for Magician's Nephew
- 217 tours conducted with 4,100 patrons
- Total of 2548 hours of volunteer time

### Report:

As Acting Chair, I auditioned and took on **four new docents** for the 2018 season, bringing the number of active docents to 31. The "Docents in training" have spent

the season learning the different tours and working with the Shaw Education Department and our Docent team.

At the request of Education, Elaine Evans and I **developed an interactive tour** to enrich *The Magician's Nephew* experience for patrons. We created a family friendly tour highlighting the magic of the production through games, mask, improvisation, and choral work. The Docent team also worked to revamp our tours to accommodate patrons with special needs. The **Docent team conducted 217 tours** for Public, Private, Student and Adult **groups totaling 4,100 patrons** this season.

During the past several seasons, the Education Department of the Shaw Festival has taken on more of the responsibilities previously handled by the Docent Chair. As a result, the Shaw Guild Executive Committee plans to dissolve the position of Docent Chair in 2019 and replace it with a Docent Convener. The Convener will continue to schedule tours for Education and report on Docent activities to the Executive Committee.

## **Fundraising: Franca Moss, Chair**

### **Highlights:**

The 13th annual Shaw Guild Garden Tour, held on June 9, 2018, was a resounding success, with more than one thousand visitors in attendance.

- Number of tickets sold at \$25.00 = **968**
- Number of Shaw Guild Members who volunteered on day of tour = **125**
- Gross Garden Tour Revenue = **\$29,595.50**
- Garden Tour Expenses = **\$3,523.21**
- Net Garden Tour Revenue = **\$26,072.29**
- Payment to Shaw Festival for "A Christmas Carol" = **\$25,000.00**
- Total number of Volunteer Hours = **1,722**

### **Report:**

The Garden Tour is currently the major annual fundraiser for the Shaw Guild. This year's eight beautiful residential gardens were centrally located in the Old Town of Niagara-on-the-Lake. In addition to numerous Garden and Contributing Sponsors,

financial support at the Platinum Sponsorship level was generously received from Mori Gardens. Invaluable volunteer efforts were made by Shaw Guild members, Shaw Festival Staff and the Master Gardeners of Niagara.

Special thanks to the following lead Coordinators:

- Garden Managers: Peggy Bell, Anne-Louise Branscombe, Laurie Harley, Christine Lancaster, Paul Madeley, Jean O'Malley, Paddy Parr
- Shaw Festival Staff: Janet Hanna, Liaison contact.
- Steering Committee Members who accomplished year- round planning: Franca Moss (Chair), Peggy Bell, Rene Bertschi, Jane Calver, Dianne Chisholm, Cairine Coulis-Brown, Penny Curran, Cheryl Penman, Tina Morris, Kit Thompson

As per the Shaw Guild's commitment, **a payment of \$25,000.00 has been donated to the Shaw Festival** in support of the production, "A Christmas Carol ". Meanwhile, planning has already begun for next year's **14th annual Garden Tour to be held on Saturday, June 8, 2019.**

## Greeting: Marg Mather, Chair

### Highlights:

- **74 Greeters, 1273 volunteer hours**
- Hot! Hot! Greeters survived the summer of 2018!
- Two Greeters at all Matinee and some Evening performances at the Festival Theatre, including:
- All 104 concurrent performances at the Festival and Jackie Maxwell Studio Theatres
- All Openings and Final Performances at the Festival Theatre.

### Report:

A word about our special volunteers who, this Season, greeted patrons always with a smile even in 40C heat, "worked" extra shifts and said "Sure" when asked to cover cancellations. You all did a wonderful job ensuring that our guests felt welcomed to the Shaw Festival by chatting with them, answering their questions and sometimes by

just saying "Hi". On their behalf, we say "Thank you!" Also, Dianne Chisholm has our gratitude for covering Greeting in our absence.

The Shaw staff are an amazing, dedicated group of folks. Janet Hanna, Chuck Mewett, and the Front of House Staff, Muriel, Susan and Julia, were all so helpful to us, answered our questions, and were always available to us. Thank you. To Julianna and Greg, thanks for making us look good at our Greeters' Meetings.

A big change for Greeting this Season was **the number of concurrent performances** at the Festival and Jackie Maxwell Studio Theatres. **Last year**, we Greeted at **43 coinciding performances** and **this year** that number increased to **104 performances**. A very busy but rewarding time, seeing the lobbies empty at Curtain with all patrons seated in the right theatre!

Hurrah Greeters!

## Hosting: Greg Fedoryn, Chair

### Highlights:

- A complete update on all Hosting support written materials including the Hosting Handbook
- Recruitment of **22 new Guild Hosts** this year and **4 new Host Captains**
- Implementation of 2 Information and Training sessions for all Host members in the early Season and the implementation of a Training and Orientation session including a tour of all Shaw Theatre facilities for new Guild Hosts

### Report:

For the 2018 season, a concerted effort was made by the Host Chair and all 18 Host Captains to **provide a more equitable allocation of Host assignments** across the whole Host Guild membership, with the annual target of an average of 5 Host assignments per active Guild Host member. To keep Guild Host membership fully informed of Host activities and matters of interest, a **monthly online newsletter** Host Communique was launched by the Host Chair.

Host Volunteer hours to October 4, 2018 amount to **1,667** hours covering **827** Host assignments.

## **Membership: Lindsay Thomson, Chair**

### **Highlights:**

- 2018 Members - 352
- New members - 31
- Membership Drive and Contest implementation
- AODA / IASR – approximately 150 members completed this mandatory workshop
- 5year Strategic Plan – identify areas for improvement and implement a strategy regarding community outreach and Shaw Guild community exposure.
- My Volunteer Page (MVP) – Administrator

### **Report:**

This year has been a transition period for Membership. As we will be moving over to Volunteer self-management, some challenges have presented themselves for renewal and registration of new members. The contest/**membership drive** has resulted in the **renewal of almost 100 memberships** and automatic entrance into the A Christmas Carol draw for 2 Tickets to the opening celebration.

AODA/IASR - Most of our members are now compliant. Going forward this mandatory certificate will be necessary to volunteer for the 2019 season.

## **Shaw Theatre Gardens: Paddy Parr, Chair**

### **Highlights:**

- Ongoing development and enhancement of the Gallery Garden behind the Royal George Theatre
- Creation of an outdoor crew 'lounge' for company members working in the Jackie Maxwell Studio Theatre

- A substantial hydrangea garden made possible through a generous donation

**Report:**

Season 2018 presented many challenges for 28 active gardeners. The biggest obstacle was the weather! Clearly evident was the rule that it rained EVERY TUESDAY, resulting in 7 lost days. This apparent “sabotage” by Mother Nature had a negative effect on our potential volunteer hours in the gardens, but we still managed a healthy total in **excess of 1,200 recorded hours**. Team Leader Peggy Bell had a busy season multi-tasking, to provide job-lists for two separate teams at the George and the Festival. Dividing up the garden teams in no way hampered our camaraderie as we always gathered for coffee and cookies at break!

One highlight of our season was the recent removal and relocation of numerous very large hydrangea plants to the Gallery Garden at the George. A local gardener felt the plants had outgrown their front-yard feature bed, and donated them to The Shaw. We dispatched a team of stalwarts, and swiftly relocated them across town.

**A generous gesture resulted in a win-win for all!**

As the leaves turn we finish our season “putting the gardens to bed” for the winter, and look forward to the “first blush of spring” in five short months.



## Election of Officers and Chairs

In accordance with Article XIII of the Shaw Guild By-Laws, the Nominating Committee included the following Shaw Guild members:

- Arlene Carson, Past President and Chair of the Nominating Committee.
- Julian Rance, President (ex officio), Laurie Harley, Vice President
- Elaine Evans, John Mather, and Keith Mills, Shaw Guild Members in good standing.

In accordance with Article VII of the Shaw Guild By-Laws, the following Guild members have been nominated to serve for a two-year term, ending in November, 2020\*.

### **Officers:**

President – Laurie Harley  
 Past President – Julian Rance  
 Vice President – Alan Walker  
 Secretary – Mary Mizen  
 Treasurer – Joe Allevato

### **Chairs of Standing Committees:**

Activities Chair – Brenda Weafer  
 Communications Chair – Cheryl Morris  
 Fundraising Chair – Cheryl Penman  
 Greeting Chair – Marg Mather  
 Hosting Chair – Greg Fedoryn (\* in second year of 2-year term)  
 Membership Chair – Lindsay Thomson  
 Shaw Theatre Gardens – Paddy Parr