

SHAW GUILD

2019 Annual Report

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 13,500 volunteer hours each year.

www.shawguild.ca

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Agenda

Shaw Guild Annual General Meeting
Sunday, November 24, 2019
Rehearsal Hall 3

1. Call to Order
2. Welcome and Introduction of Head Table and Guests
3. Keynote Speaker – Tim Carroll, Shaw Festival Artistic Director
4. Approval of the AGM Agenda
5. Approval of the Minutes of November 25, 2018
6. President's Report – Laurie Harley
7. Treasurer's Report – Joe Allevato
8. Tabling of Reports:
 - a. Vice President – Alan Walker
 - b. Activities Chair – Brenda Weafer
 - c. Communications Chair – Cheryl Morris
 - d. Docent Convener – Arlene Carson
 - e. Fundraising Chair – Suzanne Hebert
 - f. Greeting Chair – Marg Mather
 - g. Hosting Chair – Greg Fedoryn
 - h. Membership Chair – Susan MacDonald
 - i. Shaw Gardens Chair – Paddy Parr
9. Approval of Reports
10. Election of Officers and Chairs – Julian Rance
11. Introduction of Executive Members
12. New Business – MVP changes
13. 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

MINUTES OF SHAW GUILD ANNUAL MEETING: NOVEMBER 25, 2018, 1:00PM

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

1. Call to Order

President, Julian Rance, called the meeting to order at 1:05 pm.

2. Welcome and Introduction of Head Table, Guests and Keynote Speaker

Shaw Guild: Arlene Carson, Past President & Acting Docent Chair, Donna Bertram, Treasurer, Laurie Harley, Vice President

Shaw Festival: Tim Carroll, Artistic Director, Janet Hanna, Executive Assistant, Julian Mainprize, Cricket Team

3. Presentation to Julian Mainprize, Shaw Cricket Team

4. Remarks from Tim Carroll, Artistic Director

Julian Rance introduced Tim Carroll, Artistic Director, Shaw Festival. Tim Carroll (TC)'s comments focused on two highlights from the 2019 season line-up – *Man and Superman with Don Juan in Hell* – an epic event including a special luncheon and *The Horse and His Boy* – a continuation of the Narnia series of family programming in the Festival Theatre. He reported that ticket sales for *Man and Superman* were going well and over half of those purchased to date included a meal. This trend supported the strategy of encouraging patrons to come for a longer stay in Niagara on the Lake, rather than facing QEW traffic to attend one show. For *The Horse and His Boy*, TC emphasized the challenge of family programming where success is having a large number of seats occupied by children, which in turn means fewer adult ticket sales and less revenue. But whatever the challenges, he reiterated family programming is here to stay as the most precious thing we can give young people is the gift of experience. Following his remarks, TC answered questions from the floor.

5. Approval of the Agenda

Motion: ***“That the agenda, as presented, be approved”***

Moved by: Franca Moss; seconded by Annie Holcomb

Carried

6. Approval of the Minutes of November 26, 2017 Annual General Meeting

Motion: ***“That the minutes of the 2017 Annual General Meeting be approved”***

Moved by: Suzanne Hebert; seconded by Rob Carson

Carried

7. President's Report

Julian Rance thanked members of the Executive Committee for their support and presented his report (page 7 of the Annual Report of the Shaw Guild 2018).

He encouraged Guild members to contribute to holiday charity initiatives organized by Shaw Festival staff. A donation box was available at the meeting.

8. Treasurer's Report

Donna Bertram thanked Bridgman & Durksen, Chartered Accountants for generously giving of their time and services to prepare their report so expeditiously. She presented her report highlighting Revenue, Expenses, Performance to Budget, and Donations to The Shaw Festival.

Motion: ***“That the compiled financial statements for fiscal year 2018 be adopted as presented”***

Moved by: Peggy Bell; seconded by Carol Reid

Carried

9. Tabling of Reports

Review of pages 9 to 16 of the Annual Report of the Shaw Guild for 2018.

10. Approval of Reports

Motion: ***“That the reports of the Executive Committee, as tabled, be accepted”***

Moved by: John Mather; seconded by Peter Gill

Carried

11. Election of Officers and Chairs

The Nominating Committee was comprised of Arlene Carson, Past President, Julian Rance, President, Laurie Harley, Vice President, Elaine Evans, John Mather and Keith Mills, Guild Members

Arlene Carson read the names of the Officers and Executive Committee Members as shown on page 17 of the Annual Report of the Shaw Guild for 2018.

Motion: ***“That the Executive Committee members, as presented, be approved”***

Moved by: Franca Moss; seconded by Peggy Bell

Carried

12. New Business

No new business items were tabled.

13. Motion of Closure

Motion: ***“That the Shaw Guild 2018 Annual General Meeting be adjourned”***

Moved by: Rob Carson; seconded by John Mather

Carried

Meeting was adjourned at 1:40 pm

Shaw Guild Service Awards for 2019

Presented at Members' Day, November 2, 2019

35 YEARS OF SERVICE:

Margie Enns

25 YEARS OF SERVICE:

Peggy Bell

20 YEARS OF SERVICE:

John Convey
Sonia Johnson

Maureen Dalglish
Pat Lamb

Luba Fraser
Marguerite Luczay

Warren Fraser

10+ YEARS OF SERVICE:

2000

Rollice Blake
Nancy Ployart

Mary Joselin
Brenda Trauttmansdorff

Peter Joselin

Lenore Morrison

2001

Suzanne Hebert

Caroline Kindness

Janet Tucker

2002

Emily Charnetski

William Charnetski

Judy Gill

Peter Gill

2003

Liz Abraham
James Thornton

Larry Kostoff
Mary Thornton

Vija Kostoff

Deborah Paine

2004

David Andres
Dena Broeders
Joan Hill
Peter Manning

Pippa Barwell
Myrtle Burton
Dave Hunter
Jeanette Murdoch

Peter Barwell
Margaret Fairman
Christine Lancaster
Pauline Speers

Ann Louise Branscombe
Marry Garratt
Janis Manning
Terry Tucker

2005

George Gillespie
Franca Moss
Lys Urquizo

Marie Gillespie
Lois Murray

Margaret Griffiths
Linda Murray

Arthur Moss
Katherine Stefaniuk

2006

Arlene Carson
Alan Mills

Jim Clemens
Gail Santsche

Micki Clemens

Glenna Collins

2007

Betty Andres
Judy Fox
Eric Seppala
Jo Wrona

Pat Barnes
Mike Fox
Mary Ann Seppala

Marion Barwell
John Hunter
Wendy Szymiski

Jan Ellis
Pat Mills
Kate Verweij

2008

Barb Babij
Marie LaPointe
Alice Rance

Terry Babij
Michel LaPointe
Marlene Walther

Alan Bown
Barbara Legg

Derek Collins
Christa Livett

2009

Rob Carson
Charmian Entine
Marg Mather
Bonnie Powell

Carolyn Cohen
Elaine Evans
Keith Mills
Helen Self

Noreen Crowley
Charlotte Lewis
Brian Parr

Vicky Downes
John Mather
Paddy Parr

President's Report

Laurie Harley

Annual reports offer a time for us to take stock of our collective efforts and achievements. As you'll read in the reports from the Executive Committee, **2019 was an extraordinary year by any measure.** The people around the boardroom table responded to change and challenges by delivering amazing results. They championed the transition to our new volunteer management system (MVP) and put the web-based tool to work scheduling **1,146 shifts for hosting, greeting, events and backstage tours.** Our **356 volunteers donated a record number of 13,528 hours** and our **total financial contribution to The Shaw Festival,** including revenue from the Garden Tour, endowment fund distribution, community grants, along with support for the gardens and student workshops **totaled \$42,024.** We're proud to report that Garden Tour proceeds were directed again this year to sponsor *A Christmas Carol* at the Royal George Theatre.

In 2019, **we welcomed 52 new members** to the Guild bringing fresh ideas and adding a wide range of experiences to our talented team. Two "newbies" have already stepped forward to take on leadership roles: **Kim Mustill** has accepted a new Convener position as Lead MVP Administrator and **Roy Ayers** has taken over the role of organizing Playing This Week.

There were also new faces on the Executive Committee. Our thanks to **Susan MacDonald** who assumed the Membership Chair role in May and to **Suzanne Hebert** who joined in September to lead the Fundraising efforts in 2020. Watch for another change coming in 2020: **the Docent Convener position will revert back to Docent Chair.** To ensure the contributions of our 32 Docents are highlighted, we've asked Arlene Carson to submit a Docent Convener report for inclusion in this 2019 Annual Report.

On a personal note, with one year under my belt as President, there are **two achievements that stand out for me: one was finding ways to build a closer connection between Guild members and the Shaw, and the second was making sure members felt their contributions were valued and recognized.** You told us these were important factors in keeping you engaged and enriching your volunteer experience and they form key elements of the Guild's strategic plan. Whether it was the Drop-In Reception in April

for National Volunteer Week, attending the Shaw Company Day in May, watching the Wandelprobe rehearsal for *Brigadoon*, launching *Poems in the Trees*, winning tickets to the Director/Designer Series or taking advantage of the offer for *Man and Superman* tickets, there were many new opportunities to learn and interact with the Shaw. Add to that list a revamped Web Site and monthly Newsletters featuring unique volunteer stories, and I see progress towards our strategic goals. **You'll have an opportunity next year to give us your assessment of that progress and that's the feedback that matters most!**

No review of 2019 would be complete without saying **"thank you" to so many people:** Tim Carroll (TC), Tim Jennings, Janet Hanna, Shaw Staff and the Shaw Board of Directors for helping to make my transition from Vice President to President so easy, to every member of the amazing Executive Committee for your dedication and patience, and finally **to our 356 Shaw Ambassadors who give so freely of their time and talents to support The Shaw Festival.**

2020 – here we come!!

Treasurer's Report

Joe Allevato

Highlights:

- Total Revenue \$39,845 less Total Expenses of \$39,693 equals \$152.
- Net Assets are \$23,748.
- Performance:
 - Total Revenue Plan was \$37,452, while Total Revenue Actual is \$39,845
 - Total Expenses Plan was \$41,106, while Total Expenses Actual is \$39,693
 - Total Excess Revenue Plan was (\$3,654), while Total Excess Revenue Actual is \$152

Donations to Shaw Festival:

\$25,000. to A Christmas Carol (includes proceeds from the 2019 Garden Tour).

Corporate Community Grants to the Shaw Festival via Shaw Guild Members total \$3,000:

- Grant from Royal Bank for Shaw Gardens \$500
- Grant from Honda Go for Shaw Gardens \$500
- Grant from IBM for Shaw Guild Members Recognition \$2,000

\$10,728. from Shaw Guild Endowment Fund distribution directed to support the Music Internship Program at the Shaw Festival.

\$1,846 directed to the Shaw Gardens and \$1,450 to Student Workshops.

Report:

Revenue:

- Membership revenues increased by \$116 over last year.
- Volunteering revenue increased significantly, by \$2,820, over the \$8,000 budgeted.

- Fundraising revenues decreased due to poor Garden Tour ticket sales directly related to cold wet spring weather.

Expenses:

- Total overall expenses prior to donations were kept less than planned due to reduced revenue.
- Membership & Administration expenses included website maintenance fees paid three years in advance.
- Volunteering revenues exceeded Volunteering expenses.
- Membership revenue did not offset Membership and Administration expenses but was covered with Hosting and Greeting sit in revenues. Membership fees will remain unchanged for 2020.

Change in Net Assets:

- Revenue exceeded expenses by \$152.
- Net assets at the start of the year were \$23,596 and we ended the fiscal year with net assets of \$23,748.
- The Shaw Guild is heading into the next year with prepaid membership fees of \$2,580 and Garden Tour prepaid revenue of \$5,600.

Reports from Chairs and Officers

Vice President: Alan Walker

Highlights:

- Assisted Membership Chair in the review of Guild Membership orientation process, with a particular emphasis on updating the AODA component
- Assisted Membership Chair in organizing New Member focused welcome sessions now known as “Coffee and Comments” sessions
- Assisted Past President to align relevant Guild processes with the Shaw Festival's Valuing Inclusion Policies
- Participated in Committee work – The Nominating Committee, The Shaw Guild Endowment Committee, Shaw Festival's Town Preview Funding Program Committee, which distributes preview revenues within the community.

Report:

As well as regular EC work, my year was primarily focused on new Member processes, as outlined above. In addition, as an early proponent of the use of Volunteer self-management software, I assisted Hosts and Hosting Captains, in the use of MVP as it was rolled out in 2019. I continued to be a Host, and stand-in Host Captain, in 2019, and enjoyed first hand, the enthusiasm of our patrons on what was a memorable season.

Playing This Week

Report:

The “Playing This Week” team had a busy season. Starting in the spring, a dozen energetic volunteers delivered approximately 12,500 Shaw Booklets to merchants on Queen Street. Every Monday, there was also a delivery of a Playing This Week flyer and Cultural Newsletter to local hotels and inns.

Our thanks to Roy Ayers, Tom Catcher, Paul Cimolai, Mary Garratt, Heather Doyle, Laurie Harley, Doug Harley, Gail Kendall, Marlene Masales, Helen Self, and Janet Tan.

Activities: Brenda Weafer, Chair

Highlights:

- Several new events for Members: Secret Theatre and Wandelprobe
- Registration for events conducted through MVP
- New advantages provided for members through tickets to events and shows

Report:

The season began with a different opportunity for Guild Members to get “up close and personal” with new Company members in February at our first event, Newbie Secret Theatre. This event was also the trial run for having members register through MVP. As with all change, it was a learning process, but worked very well overall. The Activities Team now uses this method for all our events.

The Scene Shop visit was next in March and was attended by about 60 people. The Spring Luncheon with Show & Tell with its Brigadoon theme was also well attended. Participants enjoyed the presentation by Tim Carroll and Sarah Phillips. Wandelprobe in April was the first time Guild Members had been invited to see the musical rehearsal where the orchestra, cast and sound crew rehearse together for the first time on stage.

This was followed by the Summer Celebration, which was a very pleasant evening put together with a theme of the Glass Menagerie as its inspiration. The Cricket Match at the end of August was a lower-key affair for us this year as it was hosted by Stratford, but 16 Guild members did have an excellent day supporting the Shaw Team and being treated very well by the Friends of the Festival in Stratford. Next was the Props and Costume Warehouse Tour in September, which has been traditionally held every second year.

Communications: Cheryl Morris, Chair

Highlights:

- Newsletter became a more regular means of communications with Guild Members.
- Revamped Shaw Guild website provides easier access to Guild information.
- Helped to implement and manage MVP, as well as hands-on training sessions.

Report:

We changed the frequency of the Guild newsletters to monthly distribution versus quarterly as in past years, in order to provide more timely content to members, and to reduce the number of eblasts during the year.

I was a member of a small team focused on member recognition and appreciation. We implemented the 10-year service pin, as well as “Spotlighting” members who go above and beyond their usual responsibilities as Guild volunteers.

As a member of the Strategic Planning team, I am proud that we made excellent progress in the goals related to communications and improvement of processes. More work to do, but survey results and other feedback have shown we're on the right path.

On a personal note, I am thrilled with how Guild Members have embraced and supported the transition to MVP. Thank you! Over to Kim Mustill now, who takes the lead in administering and managing the tool.

Docent: Arlene Carson, Docent Convener

The Docent team numbers 32 this season, including 5 new docents-in-training.

By the end of the season, which extends into December to accommodate the holiday productions, Docents will have conducted 165 tours for more than 2,500 patrons.

In addition to conducting tours, the Docents have been Facilitators for the Continuing the Conversation program, and assisted with workshops for the Education Department. New this year are tours for Guild members on the first Monday of every month and regular monthly tours for Friends of the Shaw.

Fundraising: Suzanne Hebert, Chair**Highlights of 2019 Garden Tour:**

- Number of tickets sold: 553
- Gross Garden tour revenue: \$22,052
- Garden tour expenses: \$4,775
- **Net Garden Tour Revenue: \$17,277**

Report:

The Garden Tour is currently the major annual fundraiser for the Shaw Guild. In 2019, the Tour was held on Saturday June 8, with seven beautiful residential gardens 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 provided by Mori Gardens. Invaluable volunteer efforts were made by Shaw Guild Members, Shaw Festival Staff and the Master Gardeners of Niagara.

A first-time event *Sip, Savour and Stroll* was held on Friday evening, June 7. Thirty-six patrons enjoyed an evening of music, wine and nibbles in two marvelous gardens.

The profits of the Shaw Guild Garden Tour go to support The Shaw Festival for *A Christmas Carol*.

Meanwhile, plans are well underway for our 2020 Garden Tour, which marks its 15th anniversary. It will be held on Saturday June 13, with the (renamed) *Sense, Savour & Stroll* event on Friday, June 12.

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

- Ongoing development and enhancement of the Gallery Garden behind the Royal George Theatre
- Enhancing the Festival Theatre experience through the "POEMS IN THE TREES" project
- Through the creative efforts of our Guild gardening team, working closely with Shaw staff, a tasteful screen was designed and built by volunteer Bob Buchanan to hide HVAC equipment behind the Royal George theatre. Deconstructed "roadside-rescued" greenhouse pallets were used!

Report:

Season 2019 presented a few challenges for 28 active gardeners. The biggest obstacle was not surprisingly, the weather! While not as disastrous as 2018 when it seemed to rain EVERY TUESDAY, we still lost 4 days this season. In spite of Mother Nature's drowning efforts, we managed a record-breaking total of 1,464 recorded hours. Once again,

Team Leader Peggy Bell had a busy season dividing up the garden teams between the Festival and Royal George gardens.

One highlight of our season was turning TC's "vision into reality" through the "Poems in The Trees" project. Patrons have been invited to wander through the gardens to read and enjoy the twenty-five "nature poems" submitted by Company members, which have been dotted throughout the property in "treasure hunt" fashion. Supporting this Shaw initiative enabled us to showcase our weekly "green thumb" efforts in the Festival gardens!

Much effort continues to develop and beautify the Gallery Garden behind the Royal George. A sore point has always been the unsightly, (albeit necessary), giant HVAC unit at the entranceway. Through the creative efforts of our Guild gardening team, working closely with Shaw staff, a tasteful screen was created using deconstructed greenhouse pallets!

Once again, 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.

Greeting: Marg Mather, Chair

Highlights:

- 82 Active Greeters, 188 Performances, 513 Assignments
- What a humid summer AND September!
- Superman - a new experience!
- 2 to 3 Greeters at all Festival Matinees and the majority of Evenings including 123 concurrent performances at Festival/Jackie Maxwell Studio Theatres, and all Opening and Final Performances at the Festival Theatre

Report:

John and I (we are a team!) saw big changes for Greeting this Season. Over the last years, the number of concurrent performances at the Festival/Jackie Maxwell Studio Theatres increased from 43 in 2017 to 123 in 2019 for which we scheduled additional Greeters.

Greeters had the pleasure of being part of a Shaw very special event - Man and Superman, "working" morning and lunch shifts, engaging with Patrons and learning about their experiences.

And of course, our entry into using our new scheduling tool, MVP. Thanks to all Greeters for attending training classes and becoming familiar with our new technology.

We enjoyed welcoming Patrons to all Opening Performances at the Festival Theatre and saying Adieu for the Final Performances. Volunteers always had a smile, ensuring that everyone felt welcome to the Shaw Festival and yes, at the correct Theatre!

The Shaw staff is an amazing, dedicated group of folks, always helpful, answering questions and giving us their valuable time. Thank you.

This has been an especially busy but rewarding year and we're looking forward to another first, Greeting at the Festival Theatre during the Holiday Season and then the 2020 Season!

Thanks for the memories, Greeters!

Hosting: Greg Fedoryn, Chair

Highlights:

- Exceptional dedication from Host Volunteers and Captains in embracing the full implementation of the MVP booking platform in 2019 and enabling this initiative to be highly successful in its first year of operation.
- 201 Volunteers on the Guild Hosting roster in 2019, including 22 new Host Volunteers met all the challenges presented to them this year.
- For the Shaw regular season running from Wednesday April 10 to Friday October 18, 2019, Host Captains Scheduled 419 separate Host time slots for Shaw Theatre productions, and booked assignments for 837 Hosts.

Report:

2019 was a truly challenging year for all Shaw Host Volunteers. The full implementation of the MVP booking platform required extensive training, process invention, and ongoing process adaptation. In 2019 Hosting moved from a former largely manual booking

process, driven by direct telephone calling, to a new on-line Volunteer sign up process, with Host Captain oversight for Host final assignment selection. The completion of the revised 2019 Host Handbook and the new Host Captain Process Guide posed unique challenges, given the need to adapt our processes to fully function within the MVP platform, while also meeting the special needs of Shaw Hosting.

Thanks goes out to Host Captain Susan Henry for all her efforts in assisting me in the completion of the noted Host manuals, taking on the direct booking of three Hosting Periods, assisting in the training Host Captains, and publishing the Host Communique. Thank you, Host Volunteers, for a great 2019. We can all be proud of what we have accomplished together. We look forward to 2020. Enjoy yourself at the Shaw.

Membership: Susan MacDonald, Chair

Highlights:

- 2019 members: 356
- New members: 52
- Volunteer hours: 13,528

Report:

The Membership Chair role changed hands in 2019 from Lindsay Thomson to Susan MacDonald. Under Lindsay's stewardship and coordination, MVP was successfully launched and integrated into sign-up and assignment procedures for Guild volunteer activities. It was a learning curve for members and committee chairs, but overall response has been positive. At present, over 93 percent of members have registered on MVP. In 2020, all members — both active and inactive volunteers — will be recorded on MVP, and it will become the principal source of membership information for the Guild.

Nine members celebrated milestone service anniversaries for 20 and 25 years this year, and 100 members now have 10+ years with the Guild. A special thank you to these long-standing members for their dedication and enthusiasm.

My Volunteer Page (MVP) Report: Cheryl Morris & Kim Mustill

The implementation of MVP started in April 2018 when a group of forty Guild volunteers agreed to test out the tool by participating in a pilot. They were not invited based on their computer skills; in fact, we wanted people from a cross section of Guild membership

years, experiences and skills. We found a great group of people to help us try to “break” the system, and their feedback set us on our way to a very successful introduction and use of MVP. More than 250 members attended hands-on training. Many learned the tool on their own. Just those facts alone show how dedicated and positive Shaw Guild members are!

One of the really great things about MVP is that the more we use it, the more ways we discover to expand its function, to improve what we do. Yes, it could be tricky setting up your profile for the first time, and it's not always obvious where to look for opportunities and schedules (if you have filters set!), but at the end of its first year of use we can say we came through with flying colours! THANKS to all of you for supporting this very important Guild's initiative.

We will ask you on occasion for feedback and suggestions on how we can improve the system, and we will try to implement as many good ideas as we can. We are now planning for some behind-the-scenes system tweaks, as well as refresher training sessions for the 2020 season, so stay tuned!

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:

- Julian Rance – Past President & Chair of Nominating Committee
- Laurie Harley – President
- Alan Walker – Vice President
- Arlene Carson, Peter Gill, John Mather – 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 second year of 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
 Greeting Chair – Marg Mather
 Shaw Theatre Gardens – Paddy Parr

The following Guild members are nominated to serve for a term of two years, ending in November 2021.

Chairs of Standing Committees:

Fundraising Chair – Suzanne Hebert
 Membership Chair – Susan MacDonald
 Hosting Chair – Greg Fedoryn
 Docent Chair – Arlene Carson

Biographies

Susan MacDonald and her husband Doug moved to Niagara-on-the-Lake in 2014 as they began to wind down the public relations company they had co-founded in Toronto in 1990. Over the years, Susan had designed and implemented programs for national and multi-national organizations that ranged from corporate awareness campaigns, executive and employee communications to media relations, promotions and event management.

She joined the Guild in 2016 and started volunteering with the Garden Tour and Greeting. At the end of the 2016 season, Susan became a docent. She's convinced a career in public relations was ideal preparation for backstage tours! During the past three years, she's taken on new volunteer opportunities: facilitating Continue the Conversation after-show discussions and helping at workshops before the productions of *The Magician's Nephew* and *The Horse and His Boy*. She was named interim Membership Chair for the Guild earlier this year.

In addition to her public relations background, Susan pursued a sideline as a Pilates and yoga instructor 15 years ago. She has taught in a number of studios and fitness facilities and continues to enable core strength for clients at a Pilates studio in St. Catharines.

Susan is an avid traveler, an aspiring gardener and — because she's a Montreal native who wants to speak French effortlessly — a determined participant in the weekly French group at the Niagara-on-the-Lake Community Centre.

Suzanne Hebert moved to Niagara-on-the-Lake from Montreal, in the summer of 2001, after retiring from an international career as Vice-President for two engineering firms: Lavalin and Tecsalt. Over the years, she developed, negotiated and managed projects all over the world, initially in Africa, and then in Asia, Eastern Europe and the Caribbean.

Soon after moving to NOTL, she joined The Shaw Guild, and found herself on the Executive Committee, first as Communications Chair. She created the Docents program in 2004, and remains a Docent to this day, conducting backstage tours and facilitating after-show chats.

Suzanne was President of The Shaw Guild in 2007 and 2008.

Suzanne also volunteers for Music Niagara, the Niagara Historical Society and Museum and Polo Niagara.

Suzanne has a Masters in Political Science from the University of Montreal.

THE SHAW GUILD
FINANCIAL STATEMENTS
YEAR ENDED OCTOBER 31, 2019
(UNAUDITED - SEE NOTICE TO READER)

NOTICE TO READER

On the basis of information provided by management, we have compiled the statement of financial position of The Shaw Guild as at October 31, 2019 and the statements of changes in net assets, revenues and expenditures and cash flows for the year then ended.

We have not performed an audit or a review engagement in respect of these financial statements and, accordingly, we express no assurance thereon.

Readers are cautioned that these statements may not be appropriate for their purposes.

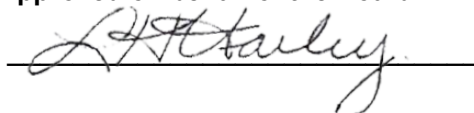
St. Catharines, Ontario
November 8, 2019

**CHARTERED PROFESSIONAL ACCOUNTANTS
PROFESSIONAL CORPORATION**
Authorized to practise public accounting by
the Chartered Professional Accountants of
Ontario

THE SHAW GUILD
STATEMENT OF FINANCIAL POSITION
OCTOBER 31, 2019
(UNAUDITED - SEE NOTICE TO READER)

	2019	2018
ASSETS		
CURRENT		
Cash	\$ 31,527	\$ 27,611
Prepaid expenses	401	-
	\$ 31,928	\$ 27,611
LIABILITIES AND NET ASSETS		
CURRENT		
Prepaid membership fees	\$ 2,580	\$ 4,015
Prepaid garden tour sponsors	5,600	-
	8,180	4,015
GENERAL FUND	23,748	23,596
	\$ 31,928	\$ 27,611

Approved on behalf of the Board

 Director

THE SHAW GUILD
STATEMENT OF CHANGES IN NET ASSETS
YEAR ENDED OCTOBER 31, 2019
(UNAUDITED - SEE NOTICE TO READER)

	<u>2019</u>		<u>2018</u>
NET ASSETS - beginning of year	\$ 23,596	\$	23,129
Excess of revenue over expenses	<u>152</u>		<u>467</u>
NET ASSETS - end of year	\$ 23,748	\$	23,596

THE SHAW GUILD
STATEMENT OF REVENUES AND EXPENDITURES
YEAR ENDED OCTOBER 31, 2019
(UNAUDITED - SEE NOTICE TO READER)

	2019	2018
REVENUE		
Fundraising	\$ 22,052	\$ 29,596
Hosting/Volunteering	10,820	8,460
Membership	6,935	6,819
Interest	38	22
	39,845	44,897
EXPENSES		
Donations - Shaw Festival	25,000	28,630
Membership and administration	5,843	4,914
Fundraising	4,775	4,610
Hosting/Volunteering	4,075	6,276
	39,693	44,430
EXCESS OF REVENUE OVER EXPENSES	\$ 152	\$ 467

THE SHAW GUILD
STATEMENT OF CASH FLOWS
YEAR ENDED OCTOBER 31, 2019
(UNAUDITED - SEE NOTICE TO READER)

	2019	2018
OPERATING ACTIVITIES		
Excess of revenue over expenses	\$ 152	\$ 467
Changes in non-cash working capital:		
Prepaid expenses	(401)	-
Prepaid membership fees	(1,435)	4,015
Prepaid garden tour sponsors	5,600	-
	3,764	4,015
INCREASE IN CASH	3,916	4,482
CASH- beginning of year	27,611	23,129
CASH - end of year	\$ 31,527	\$ 27,611