

Board meeting minutes
Board of Directors
Resource Opportunities Centre (ROC)
 Sept. 28, 2023
 6 p.m.

PARTICIPANTS				
Co-Chairs		Kelly Gaudet, Jodi Tanner		
Participants	Board		Derek Minney	
		Allison Lawlor, secretary	Erin Callan	Tyson Langille
	Staff	Jessica McCarron Programs and Events Manager	DC Boudreau, Manager – Admin and Community Engagement	Andy Conrad, HRM
Ex-officio member		Councillor Patty Cuttell		
Regrets		Zac De Guerre, treasurer; Lynn Kazamel- Boudreau; Denis Huck, vice chair		
Purpose		August board meeting; first full board meeting with new board		
Order	Agenda Item	Discussion		Responsibility for Action / Follow-up
1.	Call to Order			
2.	<ul style="list-style-type: none"> • Grant MacDonald of Governing Good to meeting • Approve and second minutes from ROC board meeting in August. • DC and Jessica deliver operations report and discussion follows. See report below. 	<p>-We researched a different room rental platform to use. There is a fee associated with using the fee. There is money within Red Cross grant that could cover the cost of the platform. Right now, we are using Google platform, it doesn't provide good real-time info. We want to move to Skeeda platform- comes with 25 available spaces</p>		Post minutes to ROC website

		<p>(could also be used not just for rooms but also to rent snowshoes, not just room rentals). Could add payment online if wanted. This integrates into Google Workspace, maybe we keep it we don't want the Xplor program we will get from HRM.</p> <p>We can do monthly \$162 a month or commit to one year which is \$1,820. HRM software soft launch is spring 2024. Idea to commit for Oct. 1. Even if we have HRM software by Oct. 2 2024 then we could integrate.</p> <p>Board member asks if we need to get three quotes? If over \$1,000 we need to two quotes. Over \$5,000 we need to get three quotes.</p> <p>Booking system is an important element of the business here.</p> <p>Motion: Moving to go with Skeedda on a monthly basis and then vote on it after the HRM Explore program is implemented and get more quotes if we decide to keep Skeedda.</p> <p>Moved.</p> <p>-Switching to SunLife for health coverage from ManuLife.</p> <p>-Work request went in to fix the electronic sign outside the building.</p>	
3.	Update from Andy Conrad	<p>Signed FOA agreement will be given to HRM.</p> <p>PRCC Capital account - The cheque PRCC provided last night will be deposited in HRM Capital account #2904. The total balance available for future project will be \$ 107, 054.05. This is not the new Integration Fund account (\$325,000) and it is not connected to the annual Capital budget for State of Good Repair - Community Facilities. Andy's understanding is 2904 will be available to PRCC at your discretion,</p>	<p>Staff to work on contents insurance for HRM and will send to Andy.</p> <p>Staff and board will work on a request for regular capital budget items but then also put a list together of other items you want.</p> <p>DC and Jessica will meet with project manager at HRM to see what our options for what we</p>

	<p>originally intended for a Skate Park (but not necessarily limited to that purpose).</p> <p>2/ Xplor Registration software – Based on what HRM staff have seen to date, it is believed that the software has the capability to send notices to a select batch of clients, ie to the folks registered for a class if that class is cancelled, or the evenings classes if you close facility early, etc. DC and Jessica will be invited to a timeline/functions/launch update meeting in October.</p> <p>3/ Roadside Sign power – The request to install a new breaker was assigned to Brightside Electrical, to be completed between Sept 21-29.</p> <p>We are looking at dates now to have a meeting with Jessica, DC and the HRM project manager in charge of the Capital funds – both the Integration funds and the Fitness centre equipment project. We will firm up some of the process questions to allow the fitness centre project to proceed now and allow the Integration fund spending to start (if you decide to).</p> <p>-fitness centre equipment from HRM. It is not common to lease instead of buying so HRM is looking into it. It is possible to lease. The option to lease is the best practise by other sports facilities in HRM. The list of equipment that we want will have to go to HRM’s project manager and they will have to put together a RFP. When ROC gets the gym equipment, we will be responsible for the equipment/ doing maintenance.</p> <p>What happens at the end of the lease for the gym equipment? Leasing is an option if that is what you want to do. DC has given Andy a list of equipment and HRM will now take it and discuss with</p>	<p>might be able to do with the money.</p>
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4.	ROC Action Plan update	<p>-At our AGM we stated that the action plan would be completed this fall. DC will continue to work on action plan and a progress report and report at each board meeting.</p>	<p>Have a draft of action plan by October 2023 board meeting.</p> <p>Do pulse checks with community in November.</p> <p>Final plan to be done December 2023. Goal to implement the action plan in January 2024.</p>
5.	Finance Committee Update	<p>- Deficit in month of August. (we saw a drop in revenues at that time last year too).</p> <p>Summer camp revenue was down about \$14,000. Staff costs were up. Summer student grants haven't been allocated yet so that should help.</p> <p>Increase in cost for maintenance and supplies.</p> <p>Last year, budget was due for HRM on Nov. 30. Expect it to be due at same time this year.</p> <p>-Financial update is attached to minutes</p>	
6.	HR Committee Update	<p>Worked on job descriptions for managers. Working on goal setting and tracking job performance.</p> <p>Will talk about updating employee handbook next.</p>	
7.	Communications Committee Update	<p>Gmail has a template for newsletters for external communications. Internally sending updates to staff and also printing off so more staff will read.</p> <p>Texting app- Jason provided a few sites. The one that looks the most promising is \$79 a month (US).</p>	<p>Jason will send info re website redevelopment and his concerns.</p> <p>Require updated quotes on consultants' services for rebranding/ website redevelopment.</p>

		Texting is a good idea- but look more into it. No decision right now. Communications committee will update this idea.	
8.	Operations Committee Update	<p>Denis met with DC and Jessica when she returned.</p> <p>Working on updating holiday schedule</p> <p>Holiday schedule will come in January 2024. But starting to make some small shifts in staying open on holidays. A shift to stay open during the holidays where in the past haven't been open.</p> <p>Saturday Sept. 30 will be open 8 a.m. to 6 p.m.</p> <p>Monday Oct. 2 8 a.m. to 6 p.m. will be open (shorter hours)</p> <p>Thanksgiving not sure if open have to see about staffing</p> <p>Remembrance Day will be open</p> <p>Board suggestion to put bios of instructors on the PRCC website</p>	Continue working on updating holiday schedule.

9.	<p>Board governance coaching</p> <p>Grant MacDonald of Governing Good</p>	<p>Board votes and approves for co-chairs and managers to meet initially with Grant.</p> <p>Grant suggests four meetings a year with chair or co-chairs and two senior managers. Encourage staff and co-chairs to make changes, action learning approach. You change something and then bring it to the board. Ex. the new manager's report- how do we make it better, bring it to the board. It is a workplan.</p> <p>Ex. create a board work calendar. What will the plan for the year or 18 months? What needs to be on it and what needs to be changed?</p>	<p>Grant to meet with co-chairs and managers in late November.</p> <p>Put staff report on agenda in October so board members can discuss it.</p> <p>Put board calendar on agenda for October meeting.</p> <p>-board member to follow up with Councillor Cuttell's office about the \$500 she agreed to give for board governance coaching.</p>
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		<p>Board calendar You're not wedded to it, things change. Have agendas tied to board calendar.</p> <p>Having a work plan for the board, every meeting would be focused on the workplan. Focus on big things. No updates or only a few at a board meeting.</p> <p>Grant suggests moving board away from being operationally focused and into strategically focused. Take operational items off the board meeting.</p> <p>Board member suggests that we would need to vote if we wanted to become a more governance focused board.</p> <p>The challenge all boards have with being less operational, you have to all be saying to each other at a board meeting, "I think we are being too operational here" . You need to say it out loud.</p> <p>Staff have a role in coaching the board and saying we can handle this on certain issues.</p> <p>Create more policies and give staff more authority and board stays focused on its work.</p> <p>Action plan- have some operational goals (the operational piece still belongs with staff) Plan reflects what community wants but staff driving it but board has a large piece in it.</p> <p>What are we trying to achieve with the website rebranding? How does this serve the community? Then the implementation of the rebranding is operational.</p> <p>Chair's role to move the agenda along.</p>	
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		<p>What should the meetings look like between co-chairs and managers? They should be less operational.</p> <p>Board positions- we should update them.</p> <p>Could have an additional coaching session - Jessica and DC could work with Grant to talk about job descriptions (that meeting would be outside the four sessions)</p> <p>Board committees</p> <p>Could be better to be focused on events and less on operations.</p> <p>Create a policy on in-camera sessions for board. When you use them and when you don't.</p>	
10.	New Business	None	
11.	Adjourn		
12.	In camera		

Next ROC BOD meeting to be held on Thurs. Oct. 26 at 6 p.m. at the PRCC.

Board Report

Provided by Dustin (DC) Boudreau – Senior Manager & Jessica McCarron - Manager of Operations and Programs

Month: September 2023

1. Significant Issues:

- a. Internal: Staff are adjusting to changes in roles and responsibilities as Jessica transitions back into her role as Manager of Operations and Programs.
- b. Finances: Increased costs associated with required purchases are impacting monthly budget expectations.
- c. External: Through a community engagement perspective, we have come a long way in building relationships with organizations, businesses, and community members as a whole. We heard through our external community survey in February 2023, that the community is looking for more events and opportunities to socialize at the centre. Through this, we began organizing small revenue based events during the summer (magic shows for example), and no cost community events. Our fall program schedule consists of regular monthly events that are a mix

between revenue based (dances) and community based (socials and movies). What we have seen over the past 3 months is not an expected attendance/participation that we would have thought/planned would happen. We will have to brainstorm more ideas to engage community members through communication and consultation to increase participation numbers for our events. At this time we continue to hold our breath for higher registrations or ticket sales and make decisions to cancel an event on short notice due to low expected numbers.

2. Compliance Update:

- a. Our next JOHS meeting is scheduled for September 27 - During this meeting the team will review with our Head Custodian work that has been done over the summer related to fire & safety plans.
- b. Alcohol & Gaming Division (AGD) has been notified of upcoming events requiring the use of our Special Premises Liquor License.
- c. Policies and procedures regarding bar events and alcohol service are being reviewed and updated as needed. We have a responsibility to our members, insurance, license and morals to ensure everyone's safety during an alcohol event.

3. Progress on Goals/Strategic Plan Implementation:

- a. Programming: Fall season has new recreation programs offered. Jessica is reviewing the fall schedule and identifying areas of opportunity for additional programming to be added.
- b. Communication: Committee meetings ongoing - developed a plan to streamline external communications through templates and regular meaningful messaging. Facebook posts scheduled every Friday focused on programs being offered and events. Facebook template in development. Internal communication template created - communication about all happenings at the centre go to all staff.
- c. Operations: Jessica & DC met with Denis as an introductory meeting. Denis will work with Jessica to set up a regular meeting cadence for the Operations Committee.
- d. Governance: Grant MacDonald will continue to work with management and Board to enhance performance. Allison created a Board meeting calendar to streamline Board meetings with a focus on specific areas needing attention.

4. Organizational Performance Dashboard:

- a. The Community Summer Party was a huge success. Through popcorn and face painting we raised over \$300 in small donations. Community businesses along the Prospect Road donated products and gift certificates for a raffle basket valued at over \$400.
- b. Most fall schedule recreation programs at this time are planned to go forward with at least the minimum required registrations.
- c. Social media channels (Facebook and Instagram) statistics continue to increase with reach, posts, responses, and comments.

5. Items of Information:

- a. Group health insurance renewed September 1st with Manulife at 10% less per benefit than previous year. HRCore - PRCC's insurance broker presented management with a quote from Sunlife at 20% less than previous year benefits with Manulife (10% less than current Manulife

2023-24 quote). Staff were presented with the differences between benefits of both providers. Major relevant differences are as follows:

Manulife	Sunlife
Para-Health \$1000 per practitioner	Para-Health \$750 per practitioner
Brand Name Medications	Generic brand name medication mandatory - doctor can prescribe not substitutions to get brand name prescription.
Eye exams covered	No eye exams - broker is working with provider to have this included
No Tele-Health	Tele-Health included in plan

Confirmation of eye exams included will determine which group health benefits provider PRCC will contract with.

6. Matters requiring board approval:

- a. The team is investigating an option for a different/new facility booking platform that will help us bridge the gap until HRM’s system is onboarded. We will be meeting with the company and doing a demo on Thursday, September 21 before deciding if it suits all of our needs. The new software hopes to provide a clearer picture of room availability, provide reports on unpaid room rentals, offer trend information/areas available for growth and eventually self-service bookings. There will be a monthly fee associated with the platform which will be determined at the meeting. Pending price and if the team agrees on the platform, this could require board approval.