

Minutes
Board of Directors
Resource Opportunities Centre (ROC)
April 27, 2023
6:30 p.m.

PARTICIPANTS				
Chair		Marley MacDonald		
Participants	Board	Derek Minney, vice-chair	Allison Lawlor, Secretary	Brad Knight, Treasurer
		Lynn Kazamel- Boudreau Erin Callan-Wareham	Zac De Guerre	Jodi Tanner Tyson Langille
	Staff	Dustin (DC) Boudreau Manager – Admin and Community Engagement		
Regrets		Councillor Patty Cuttell	Andy Conrad, HRM	Kelly Gaudet
Ex-officio member		Councillor Patty Cuttell		
Purpose:		April board meeting; operational update		

Order	Agenda Item	Discussion	Responsibility for Action / Follow-up
1.	Call to Order	<ul style="list-style-type: none"> • chair calls the meeting to order • Asks if there are any questions re the consent agenda that was circulated earlier. Some discussion around before and after school program weather closure policy and decision to follow HRCE school closures due to storms. • Board member has suggestion to post updates on the PRCC website throughout the day when there is a storm closure. • Board member raises concerns about “Members Tolerance Policy” and suggests the word “tolerance” be removed and replaced with a different, more inclusive word. 	<p style="text-align: center;">-</p> <p>-board member to contact staff with suggestions for new wording for policy document.</p>

2.	Approve minutes from BOD meeting in March	-vote to approve minutes; minutes are passed	-Post approved minutes on ROC website
3.	Welcome two new board members Jodi Tanner and Tyson Langille	-Tyson has a background in business/ financial planning. -Jodi has a background in HR policy.	
4.	ROC AGM	Date set for Wed. June 14 at 7 p.m. at the PRCC	- Book Multi-purpose room. -post date on ROC website and do further planning and communication as date gets closer.
5.	ROC action plan	Notes from ROC action planning sessions circulated to the board. -postpone further discussion	-Hold a third action planning session outside of regular ROC board meeting. Meeting to be held on Thurs. May 18 at 6:30 p.m. at the PRCC. All board members welcome/ encouraged to attend.
6.	Update from ROC Manager – Admin	***See report below.	

	and Community Engagement		
7.	Finance Committee update	<p>In May, committee will start looking more closely at profit margins and opportunities for growth.</p> <ul style="list-style-type: none"> -continue to work with bookkeeper to clean up the books and streamline processes for greater efficiencies. -discovered that several invoices weren't sent for some rentals so working through those to get payment. -expect to have year-end numbers by the end of May. 	-

8.	Communications Committee Update	<p>Decision to have an external expert talk to communications committee about how to best develop an effective communications strategy.</p> <ul style="list-style-type: none"> -Discussion to restart external newsletter to community possibly in September and start with the goal of having three newsletters a year. -Internal newsletter, started by new manager, is a success. -Praise given to manager for increasing social media posts and updating PRCC website. 	<p>-Filling out stakeholder document staff created in Google Docs.</p> <p>-set date for communications strategy meeting with communications expert (board member to do this).</p>
9.	HR Committee Update	No update	
10.	Registry of Joint Stocks	-has been updated with the board member info.	-letter needs to be sent by ROC board chair to change the recognized agent.

11.	Summer programming	<p>-On May 13, registration will open. Opening of registration coincides with free community BBQ being held on May 13 at 1 p.m. at the PRCC. Organized by staff, the BBQ is for people who have taken part in community garbage cleanups.</p> <p>-staff trying to diversify programming. Ex. basketball program for those who are female identified.</p> <p>-summer camp registration is open.</p>	-
12.	ROC to apply for Community Health Board wellness grant	<p>-grant application is for the Prospect Communities Farmers' Market to expand its food coupon program.</p> <p>-the ROC received a wellness grant in 2019. A final report wasn't submitted by staff. It now needs to be completed. Staff and board member will try to track down information on how the grant money was spent.</p>	<p>Board member to complete application for May 1 deadline.</p> <p>-board member to submit final grant report to Community Health Board.</p>
13.	Early Years Grant from Community Health Board	<p>-grant was awarded to PRCC/ ROC to start an early years program for new parents and babies/ toddlers. The person who was lined up to run the program was contacted recently by staff. She told staff that the program dates/ times hadn't been confirmed or communicated with her. Because they weren't communicated with her, she may no longer be available to run the program.</p>	<p>-Staff will work to find a solution to hopefully get the program running soon. If someone can't be found to run the program, staff will go back to the community health board to see whether the grant money can be used for another program.</p> <p>-a grant tracking form needs to be established for the ROC/ PRCC to ensure that final reports are submitted to granting agencies and to track when grants are received, when they end etc.</p>
14.	Room bookings/ rentals at PRCC	<p>-See management monthly report below for more details.</p> <p>-discussion around it being a priority for new manager and board to improve booking system/ process.</p>	<p>-Staff continue to work to improve the booking system/ booking process.</p>

		<p>-board members give congratulations on the improvements made so far.</p> <p>-front desk staff can now access all rental agreements.</p> <p>-bookings now has a dedicated calendar on PRCC website.</p> <p>-photos of all rooms at PRCC are now on PRCC website, along with dimensions and prices.</p> <p>-community booking requests will be responded to within a day or two.</p> <p>-board member suggests eventually moving to a system where community members can book online themselves (ex. Calendly)</p>	
15.	In camera		

Next ROC board meeting to be held at the PRCC on Thurs. May 25, at 6:30 p.m.

Management Monthly Report

Month: April
Submitted by DC

Operations

- Hiring
 - Increased staff capacity by three
 - 1 evening Custodian
 - 1 After School Program Leader
 - 1 After School Program Leader Casual
 - Interviews have taken place for casual Front Desk positions - waiting on references to confirm and offer.
 - Summer Camp Leaders - a few current staff will be transitioning over to work the summer camps., and some returning from last year.
 - Offered Summer Camp Coordinator position to a recent hire for After School Program.
- Staff Capacity Building
 - Team leads have taken on more responsibilities as per their job descriptions. Staff are feeling empowered to speak up and have input, are offering to assist, take initiative, and working more collaboratively.
- Collaborative Team Leads Meeting
 - Apr 4, 2023 was our first Collaborative Team Lead meeting between Child Care, Custodian, and Front Desk Leads and Senior Manager. Please see the consent agenda for minutes of meeting.
- Outdoor Sign

- Ongoing work being on for REC sign on the street. Jason has been working with the company to correct and make sure that it is operational on our end - new network interface required.
- Increase WIFI capacity
 - Public Libraries will do the work to extend wires to the gym for a WIFI access point - this will be done at the same time as wiring is completed for the Book Kiosk. PRCC will cover cost of materials for WIFI access point materials.

Administrative

- Website Updates
 - Staff member has been working hard on updating the website with removing of old information and making the page more user friendly. Jason will provide Senior Manager with some training for the purpose of the current website interface.
 - Program Calendar now on website - this is linked to a specific Google Calendar that the Senior Manager can edit at any time which will reflect on the website.
- Rental/Bookings
 - Steps completed as we move toward a more responsive and user friendly rental/booking request process
 - An email account was created solely for requests (booking@prospectcommunities.com).
 - A Google Calendar created and rentals/bookings have begun to be populated into - not only are we adding new rentals into the calendar, we also have to take all the current rentals that are booked and transfer from the Google Sheet over to the Google Calendar.
 - A Google Form was created for rental requests - a notification provided at the end of the form prior to submitting lets requesters know we will respond between Monday-Friday in a timely manner. Unless a rental is required within 7 days where they can contact the Senior Manager directly.
 - Rental agreements/contracts folder has been shared with Front Desk staff - they can now view any agreement/rental, print, sign, and collect payment.
 - Front Desk staff have access to all rental fees associated with each room and special add on fees.
 - Front Desk staff have access to the online Google Rental Request Form so they can fill and submit on behalf of a community member who is calling for a rental request.
 - Next step, once the calendar is fully populated, Front Desk (and other immediate staff) will be able to view available dates, and times, for each room to answer questions.
- Administrative Duties
 - We have been building a backlog of administrative duties that need to be completed - filing and record keeping.
 - There is a possibility to hire someone part-time that can support management in relation to basic administrative tasks. Currently management is focussing on supporting staff with capacity building and have been involved with on the ground work as Team Leads learn new responsibilities.

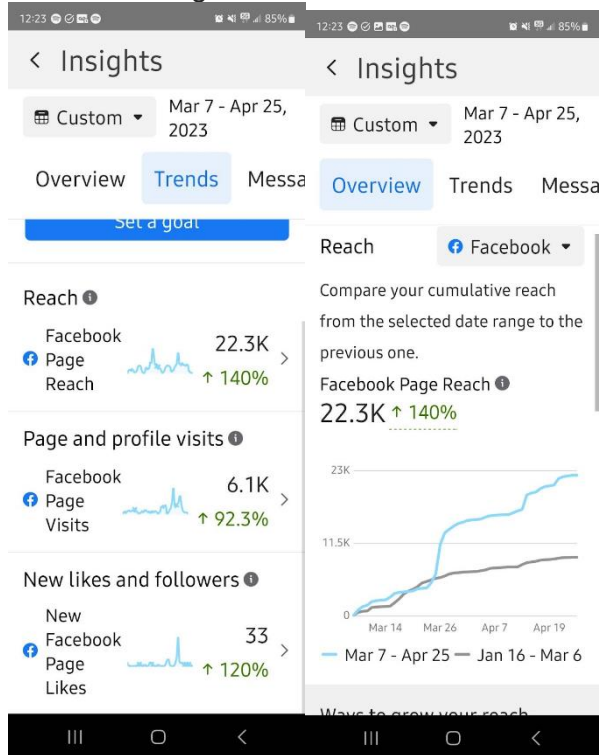
Community Engagement

- Planning a FREE Community Barbeque
 - PRCC has registered as a drop off location for the Great Nova Scotia Pick Me Up.
 - Community members will be provided with a FREE barbeque at 1:00pm on May 13.

- On the day of the barbeque we will open registrations for Summer Programs
 - Planning an open house and use of bouncy castles.
- Easter Egg Hunt
 - An estimated 350 individuals attended the East Egg Hunt planned by Board Member -Derek
- Community Advisory Council
 - Tuesday, Apr 25, 2023 we held the first Community Advisory Council meeting. Please see consent agenda for minutes.

Communications

- Continuing social media communications
 - Social media posts are scheduled for the week that relate to what we are currently offering. Single posts done as immediate notices
 - Facebook Insights as of March 7



- PRCC Email Distribution List
 - An opportunity for community to sign up through Google Forms to be on an email distribution list. Currently 300 emails.
- Internal Information Display
 - We now have two information displays in the Centre. One above the bank and photocopier, another on the front desk in direct view of members and parents. Information is updated regularly by the Senior Manager to reflect current and future opportunities at the PRCC.

Finances

- End of Fiscal 2022/2023
 - Senior Manager and Bookkeeper with Finance Committee have been making adjustments and rectifying accounts

- Senior Manager and Bookkeeper have begun steps to create a monthly allowance breakdown for expenses, and monthly revenue goals. We will be able to track each month where we are at within our budget per allotted expending for certain areas.

Programs/Events

- Canceling/Postponing Programs
 - Registration numbers are low for many of our programs. Despite our best efforts in promoting the programs through social media, we had to postpone a few programs for a week in an effort to push registration in collaboration with the instructors. After a week of no registrations, the instructors and I have decided to cancel programs.
 - When a program is canceled with registrations, we notify those registered and post on social media. When there are no registrations, the program is canceled and removed from the calendar.
 - Members began dropping in for programs that were canceled
 - We are now requesting members to pre-register for a program if they wish to drop-in. This helps us as well with making sure we are not over capacity for a program.
 - \$95.00 Punch Cards
 - Punch cards for 10 drop-in sessions were sold at time of Spring registration. We have stopped selling these.
 - Individuals who purchased the cards dont register into programs - which causes confusion if a class is cancelled because of no registrations. For the ones that purchased, they know now to pre-register for programs they will be attending.
- Summer Programs
 - Summer programs will be more diversified. Registration will open on May 13 in conjunction with community BBQ.
- Summer Camps
 - Summer camp registration opened on Apr 19, 2023 to the community. We first provided full-time sign up and will be opening part-time sign up early May.
 - Summer camps are being planned by age groups this Summer. Age groups create programs that are more developmentally appropriate as per the Canadian Standard of Child Care Programs (HIGHFIVE). We are aiming to provide Summer Camp availability to youth - this is not something done in previous years and is responsive to the community survey submissions.
 - Previously parents had the opportunity to drop off early and pick up later. We are striving to provide this again and are seeking part-time staff to cover early morning and late afternoon.
 - Summer camp staff are being hired at 35 hours per week. These hours allow for staff to start the day and end the day with the same kids without having a turn over in the middle of the day to reduce confusion and increase efficiency.
- Specialty Summer Camps
 - Working with recreation partners, we are able to provide additional summer camps separate from our regular camps. These camps will run the a week in July and August for 3-4 hours each day. Currently we have a basketball skills camp, a judo camp, science camp, we are aiming for a tech camp, art camp, and healthy cooking/eating camp.
- Rolling Programs/New Programs/Drop-In Programs
 - Our partnership capacity is increasing with new relationships. This is allowing us to create try-it one night programs to engage interest before creating an ongoing program.
 - We are working with Nova Scotia Health to do a pop-up Covid-19 testing and vaccine clinic in May.
 - Local female basketball players requested an opportunity to support other females who want to learn and/or play with other females - a drop-in was created for May 3rd.

- Farmer's Market
 - In Person Pop-Ups. There will be a few in person pop-ups between June and October at the PRCC. There will be some new vendors as well.