

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

PARTICIPANTS				
Chair		Marley MacDonald		
Participants	Board	Allison Lawlor, Secretary	Zac De Guerre	Erin Callan-Wareham
		Lynn Kazamel- Boudreau	Kelly Gaudet	
	Staff	Andy Conrad, HRM	Jessica McCarron, Program and Events Manager	Dustin (DC) Boudreau Manager – Admin and Community Engagement
Regrets		Councillor Patty Cuttell	Derek Minney, vice- chair	Brad Knight, Treasurer
Ex-officio member		Councillor Patty Cuttell		
Purpose:		March 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 idea of a consent agenda. The idea is to move items off the regular board meeting agenda, have them dealt with beforehand to save time at the board meeting. Board meetings have been lasting more than two hours so an effort is being made to shorten them. There is a still some confusion with some board members around the concept. 	-Details around consent agenda to be worked out and communicated to board members and staff before April board meeting.
2.	Approve minutes from BOD meeting in February	-vote to approve minutes; minutes are passed One member asks for a change to #5 under Fitness Centre at PRCC- to now read: “Staff will give a free pass to the fitness centre if a	-Post approved minutes on ROC website

		class is cancelled and a participant has shown up to the centre”.	
3.	Welcome to Dustin (DC) Boudreau new Manager – Admin and Community Engagement and new board memeber Erin Callan-Wareham	-Chair welcomes DC and Erin. It is the first ROC board meeting both have attended in their new roles. -DC started in his new role in March. He provided the board with his three-month and six-month goals.	
4.	Spring programming	-Registration started March 30. At the February board meeting, a goal had been set to release programming before March Break. Discussion around why this didn't happen.	-Need to develop a programming policy for what happens when there are storm or instructor cancellations. Should participants be given a refund, should the class be extended a week or two to make up the missed classes, should participants be given a punch-card pass for drop-in classes or passes to the fitness centre to compensate for cancelled classes? -goal to release summer programming by mid-May.
5.	ROC action plan	Notes from ROC action planning session on March 23 with Jasmine Du, HRM community planner, circulated to the board. -postpone further discussion	-Hold a second action planning session outside of regular ROC board meeting. Meeting to be held on Thurs. April 20 at 6:30 p.m. at the PRCC.

6.	Update from ROC Program and Events Manager and Manager – Admin and Community Engagement	***See report below.	
7.	Finance committee update	<p>In May, committee will start looking more closely at profit margins and opportunities for growth.</p> <p>-staff member asks to put a hold on increasing fees for programming. Asks for a six-month hold.</p> <p>Board votes to delay a three-per cent increase to fees for programs, rentals and fitness memberships. The increase to fees was to happen on April 1. The motion is unanimously passed.</p> <p>-Board agrees that fees for summer camps and before and after school program will be increased because there is enough time to properly communicate changes with participants.</p>	-Need to communicate upcoming programming fee increases to the community. There should be clear communication and plenty of warning, so the community is well informed.

8.	Communications committee	<p>A motion is made to create a board communications committee. It is unanimously passed.</p> <p>Three board members put their names forward to be on the committee.</p>	-Begin to fill out stakeholder document staff created in Google Docs.
9.	HR Committee	<p>HR committee to meet regarding goal-based performance appraisals</p> <p>New staff member to get performance appraisal at end of position probation on June 5, 2023.</p>	

		<p>One staff member to go on maternity leave in early April. Appraisal to be done upon their return.</p> <p>The last performance appraisals for ROC staff and management were in 2016.</p> <p>-Need to look into all confidential files, including employee files, and upload if required to keep, then shred hard copies.</p>	
10.	HRM update from Andy	<p>-HRM Legend software is being discontinued.</p> <p>-HRM in process of hiring consultants to review new planned software</p> <p>-new, proposed FOA has been circulated to board members and staff for consideration. A lawyer has looked at it pro bono and expressed no concerns.</p> <p>-Clause regarding membership software in the FOA will not change - when HRM is ready to implement across the board, PRCC will be mandated to use HRM system.</p> <p>-Will HRM branding on software cause confusion with community?</p> <p>-Members able to register for programs at other locations.</p> <p>-Remaining conversations regarding FOA have been moved to April board meeting.</p> <p>- Andy will be first on agenda at April board meeting.</p> <p>-Directors insurance - policy as is but HRM is taking over cost of insurance.</p>	<p>-Chair to contact chair of Prospect Road Recreation Association to clarify and define "Business Plan" in relation to potential senior manager position grant.</p> <p>-Senior manager will contact St. Margarets Bay Rec to inquire about membership software being used (this is the software that HRM is moving to) - will ask questions.</p> <p>-Andy will connect ROC with an HRM IT to answer questions ROC-PRCC have in regard to new system</p> <p>-ROC will consolidate all questions and send to Andy before April board meeting.</p>

Next ROC board meeting to be held at the PRCC on Thurs. April 27, at 6:30 p.m.

Management Monthly Report

Month: March 2023

Operations

SM-

- Covid barrier removed from front desk. Staff and members have expressed happiness with this - “it is more welcoming, easier to speak with members”.
- Improved payroll process- each staff member has their own time in/out document they are responsible for. Payroll process time and confusion decreased. Staff report they are happy with new time documents - some adjustments made to document from staff suggestions.
- Working on a dedicated space/cart for Child and Preschool Program Team Lead. Time lost due to back and forth from homebase to admin storage location. Movement of multiple heavy binders and supplies increase risk of injury.
- Communication efficiency improved between front desk, program staff, and custodian. During camp or in-service days there is time lost for program staff seeking custodian. Provided walkie talkie to custodian with dedicated channel, front desk as well. No need for walkies on quiet days.
- Booking system/process to be reviewed ASAP.

MOP-

- Fitness Centre:
 - The parts have been ordered to fix the elliptical that has been out of order as approved at our last board meeting. Once the parts arrive our Head Custodian will coordinate the repair with our service provider
 - HRM has contracted a company to remove the two broken treadmills. As of March 28 they had not been removed; Andy followed up with the contractor to push the project forward.
- We navigated several storm-related closures this month that changed end-dates for programming & canceled rentals. Our snow removal contractor has been very accommodating and timely during the large storms which has aided in getting us reopened efficiently.
- Work continues to remedy the issue with the electronic road sign. At present the power has been restored to the sign with the exception of the letter board. There is a new part that is needed to repair the communication issues with the letter board, which has been ordered by the company. We are hopeful that once the part arrives we will then be able to communicate with the sign and update date/time/messaging once again.
- Farmers Market - sales remain within our average. We have been experiencing some technical challenges with the website that our Market Coordinator has had to adjust and fix.
- There are a few minor building issues outstanding with Building Maintenance that our Head Custodian continues to monitor.

- We have received preliminary confirmation that we will receive a Book Kiosk (vending-machine style machine that will allow the community to borrow books with their library card) from the Halifax Public Libraries. The next step is to confirm the IT infrastructure on site will support the installation and once confirmed library staff will start configuring a machine for us. We are hopeful that the project will be complete and the kiosk will be on site by the end of June. There will be a launch event co-planned with the library team once the kiosk is in place. We are hopeful that this will also include an outdoor library book return slot (pending the availability of a box).

Administrative

SM-

- Front desk organization - created dedicated folders and storage for each department/lead/management. Confidential documents were being left on desk or misplaced.
- Front desk log book - non-relevant information being posted to all front desk staff daily. Staff now can provide information across shifts - improved communications.
- Front desk staff asking for more responsibilities, like able to answer booking questions and tentatively book rooms for members.
- Team Leads and SM starting (April) monthly collaboration meetings
- Team Leads and SM starting bi-weekly meetings

Community Engagement

SM-

- March Break Camp volunteers - Team Lead organizing the camps mentioned planning the camp can be difficult due to staffing. We were able to get four youth volunteers to sign up within days of the camp starting - some volunteers signed up in the middle of the camp. Staff greatly appreciated the help.
- External community survey results themed - provided to Board members. Able to provide internal recommendations if needed.
- Internal staff survey completed - overview of responses provided to Board members. Staff have been thanked personally for providing their suggestions and thoughts. Individual staff who were recognized by their colleagues have been told they are appreciated. Krista, Iain, Jason, Ron Shanks, Ron Kline.
- Youth and Communities Advisory Councils beginning - interest from a few members and youth. Hoping for the first meetings by the end of April.
- **Five Bridges Wilderness Heritage Trust Board would like us to host an art exhibit from a photo contest they did - meeting on Monday**

Communications

SM-

- Increased social media presence and posts. Overall satisfaction and positive engagement.
- Facebook integrated into website
- Jason and DC will be going over the website to bring everything up to date

- Working to provide an online view of a program calendar and booking space availability.
- Issue No.1 for internal newsletter sent out.
- **Summer programs/camp information to be sent out by the end of April.**

Finances

SM-

- Ongoing review of QuickBooks and financials. Will work with finance committee member to improve my accounting skills.
- Bookkeeper working with finance committee member to close 2023 fiscal and prepare for new fiscal.
 - Some adjustments to accounts
 - Creating new classes for increased understanding of where revenue is coming in from specifically and expense bleeding.
- Community Health Board Wellness Funds applied for - \$5000.00 to support youth initiatives. Will advise when notified - possible summer or September before we know.

MOP-

- Summer Job Grants - we have received preliminary confirmation from the provincial summer grant program (SKILL) for 2 positions - a Day Camp Program Instructor and Inclusion Support Instructor (Day Camp). We expect to receive confirmation from our Canada Summer Jobs grant application in early-mid April.
- Lots of work has been done bringing SM up to date on financial practices, systems, budgets, and processes, including adding SM to various accounts and platforms.
- **Applied for funds from the Prospect Road Recreation Association to be able to continue the Youth Sport Drop In program for a full year (until March 2024).**

Programs/Events

SM-

- Summer programs/camp will be fully planned by end of April
- Looking into more options for Fitness Centre members - access to gym/studio when not booked or programs running.

MOP-

- March Break Day Camps were very successful. We hosted upwards of 40 children each day while continuing our regular programming & Preschool program. Our team worked hard to provide a fun, engaging week of daily themes and theme related activities.
- Our Family Science Night hosted in partnership with Mad Science was very well received by the participating families. The children and parents alike enjoyed the interactive presentation. This has opened opportunities for additional partnerships with Mad Science which will include 2 - half day workshops in the Spring and a week-long summer camp at the end of July (more details to come!)
- Our partnership with the Prospect Slammers Pickleball Group on programs/events related to increasing beginner participation in the sport has come to an end. The group hosted another free drop in on March 5 and we hosted a fun day tournament and luncheon on March 19. The group has had great success attracting new participants to the sport and has seen over 250 different people participate/try the sport since the Fall.

- Home Alone & Babysitting Basics courses for youth were well received over March Break and additional opportunities for this important training will be coming again in the Spring.
- ***Spring programs have Sprung! Registration will open on March 30 and programs will begin between April 11 to May 4*** (depending on instructor availability and the conclusion of some Winter programs). We've had several programs extended into April due to instructor illness & weather closures in February/March, which has delayed our Spring session start dates. Highlights include the return of Supported Chair Yoga & Line Dancing, the addition of new fitness classes & earlier time slots / 10 class punch cards (often requested by members) and a new age group for taekwondo (younger, as requested by hopeful participants).
- Our on-going programs (such as Sit & Knit, walking group, pickleball, washer toss, etc) will continue into the Spring. Our bi-weekly Lunch & Learn continues to grow and participants have enjoyed the menus; some participants are beginning to volunteer with the program as well.
- Internal registration will begin for B&A/Preschool 2023/24 by the end of this week and public registration (for remaining spaces) will open May 1st.
- Mark your calendars - an outdoor Easter Egg Hunt is scheduled for Saturday, April 8 at 10:30am. If you would like to help the day-of the event please let Derek know. At Derek's request we have kept his involvement in organizing/sponsoring the event confidential but have acknowledged to the community that it is being hosted by community volunteers.

Feel Goods and Looking Forward

SM-

- I have been at the Centre most morning between 8 and 8:30am. A few members were in to access computers to print important documents needed for morning meetings. Being available at those times I was able to assist- one of those members gifted a starbucks card as a thank you.
- **STAFF GET TOGETHER:** We will be closing in the evening of June 30th to have a staff event. The event will be for all staff members, Board members, and hired summer staff. Details will be sent out next week.