

## Minutes from the ROC board meeting on Aug. 22, 2024

- Ongoing community feedback form related to the PRCC
  - REC, childcare, rentals, bookings, general (cleanliness, front desk)
  - We need to acknowledge all the feedback we receive - most prefer not to provide a means of communication
  - One way we can respond is by the temperature, each room is a different temperature, some rooms are cold (too cold) it's controlled by HRM off site.
  - We have gone to HRM several times, and we are submitting the data back to HRM - it's ongoing
  - We communicated that out by way of Facebook
  - Programs - a few program responses...we align our communications and registrations with HRM. Price alignment with HRM as well.
- Managers' Report:
  - Xplor is a registrations software that is being rolled out to all HRM facilities - we have never been connected to HRM software previously. Winter 2024 there would be training and rollout HRM registrations software - Spring 2025 we should have been using it for registration. The HRM has had to delay those timelines so those timelines will be pushed out. PRCC will be at the tail end of the rollout process, so hopefully Fall 2025.
  - Family Trivia - Aug 25
  - Friday Feast returns - Sept 6
  - Mom Market Sept 7
  - Summer send-off Community Party = Sept 15
  - Funny Fundraiser Comedy night in support of new audio equipment for the PRCC - Oct 18
  - Farmers Markets are in person every Wednesday night from 4:30 - 7:00 until October 23
  - Trivia Night returns
- Finance Committee Update:
  - They've done some clean up (nothing wrong, but slotted in odd places)
  - Looking to figure out how much money each program is making (Summer programs were highlighted)
  - We are operating at a loss - we have further income streams that we have lined up to make up for that
  - We were about at this point as well this time last year.
  - We got roughly 20k in grant money to pay for salaries over the summer
- Communications Committee:
  - Website - we were given funds from the Red Cross and some of that money went to a site refresh. We went with a company called Creative Curve. They were waiting on information from us. We gave them the info, then there was a halt in communication. DC reached out to find out the status, the person who had the account was leaving, and the new person was given no handoff. We are at the

point where we are given a new mockup, we've given them a round of feedback, and we are expecting a launch in Sept.

- Newsletter - The Prospective (the print copy) is looking to get back up and running - Goodwood to West Dover. Supposed to be community driven, local interests. For the time being, it became a digital version only. Over the last 3 mos, there has been a lot of work done to get communications out and back to community groups, etc. There is still big interest in creating a print version to reach folks who are not online frequently. They are looking at a cost-sharing model.
- Integration Funds:
  - Thank you, Andy, for coming.
  - The integrations funds have been handed to a project manager, and we are lucky in that we will be in constant communication
  - They have been here to review the outdoor pavilion designs (simple, big deck with a roof and supports).
  - They are connecting with designer to design the project
  - Will not require big changes to the building
  - We have no cost estimates at this point
  - Disc golf is being considered but we're reviewing what we can do on the land
  - Tyson with DC drove the updates to the playground over the summer
    - HRM assess playgrounds every 15 years, we are 2 years away from that point
    - The use of additional funds from Otter Lake was not approved for a new playground as it is going to be replaced.
- Action Plan
  - Finance Committee - with the group as a whole, we are doing a lot better than where we were when we started - Kelly and her bookmaking team is looking at all the ways we can drill down and understand financing better. Also new policies in place to be sure we can provide better accuracy.
  - Workforce Engagement - not a lot of action put in through the summer. That is changing as the staff are being involved in steering professional development (supports and training for dealing with children with different behavioural challenges etc.)
  - Working on draft policies for Communications, HR, Operations committee, Fundraising committee
  - We need to think more about how we can create inclusive space for everyone, and how we can relay to families the need to disclose if kids require additional supports so we can better prepare. Having said that, we do not have the staff at this time. Communications are ongoing with other organisations to understand how to fill gaps.
- PRRA
  - We've been submitting grants with the help of Patty Cuttell. PRRA proposal for ROC to take over maintenance of contracts. Our plan is to make an application for 1/3 of the 130k available

- There is also a scenario where we don't have to submit a grant at all
- There are challenges all around, including Patty Cuttell not being our Councillor after October, and the board changing Tuesday
- PRRA also wants to offload park maintenance - no decisions made today
- Food Safety: New business:
  - There are a few issues that, although the kitchen passed inspection, presents some concerns - Tyson thinks we should be proactive and bring it back up to speed. We should consider putting a policy in place
  - There are some issues around the storage of things in the electrical spaces (Jessica notes that we do follow procedure)
  - We could also be not capitalising on a revenue stream
    - The motion to create a sub-committee around food safety for the purposes of delivering recommendations, comprised of at least one PRCC staff member, and community volunteers with experience in food safety and delivery. The policy document is designed to be ongoing. - That motion was passed.

ROC Board Agenda (delivered by DC Boudreau):

**RESOURCE OPPORTUNITIES CENTRE – COMMUNITY DEVELOPMENT ASSOCIATION SERVING PROSPECT ROAD AREA**

**Board of Directors Meeting**  
August 22, 2024

<b>Time</b>	<b>Agenda Item</b>	<b>Who</b>
6:00 to 6:15	<ul style="list-style-type: none"> <li>● <b>Call to order</b></li> <li>● <b>Approve Agenda</b></li> <li>● <b>Approve prior meeting minutes</b></li> <li>● <b>Approve Consent Agenda</b></li> </ul>	Chair
6:15 to 6:20	<ul style="list-style-type: none"> <li>● <b>Community Feedback</b></li> </ul>	DC Highlights for Board meeting - August 22. <ul style="list-style-type: none"> <li>● Important to acknowledge and develop actions to the responses - either personally if they</li> </ul>

		<p>provided contact, or broad.</p> <ul style="list-style-type: none"><li>● Temperature - a few responses. Work has started regarding the differences and the fluctuations in temperatures between spaces. The staff and kiddos are suffering through this everyday. The problem is that our temperature is controlled by HRM at a location off site. HRM has asked us to track temperatures in each space via a digital thermometer located around the Centre. The hope is that they will give us the ability to adjust the temperatures in each area, slightly to keep it comfortable for everyone throughout the day. One of the Jammers identified themselves in a temperature concern response - I called the lead organizer for the Jammers and provided details and the plan moving forward.</li><li>● Most responses are items to think about moving forward, not items that require immediate attention to improve or correct something. Programs and programming had a few responses suggesting aligning information distribution</li></ul>
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		<p>and registration timeline with HRM so members know what is happening at the Centre before registering for HRM programs, and to align prices to be more cost effective for members such as comparing to HRM. Fall programs have gone out weeks before HRM registration opened.</p>
<p>6:20 -6:35</p>	<ul style="list-style-type: none"> <li>● <b>Discussion/ questions arising from managers' reports</b></li> <li>● (programming)</li> <li>●</li> <li>●</li> </ul>	<p>Jessica, DC</p>
<p>6:35-6:45</p>	<ul style="list-style-type: none"> <li>● <b>Finance Committee Update</b></li> </ul>	<p>Chair Finance Committee</p>
<p>6:45-7:00</p>	<ul style="list-style-type: none"> <li>● <b>Communications Committee Update</b></li> <li>● Update on website redevelopment.</li> <li>● Community newsletter for fall</li> </ul>	<p>DC -  Website: Website Progress: Creative Curve had a turnover in staff with no transition of the current in production projects handed over to new account leader. The IT Coordinator and Senior Manager are working with a new account lead - we had to start from scratch. Currently in the second phase of mock-ups with feedback provided for the next phase.</p> <p>Newsletter: Communication efforts: June and July/summer newsletters. Social media posts. Mass email to distribution list. Group email to our businesses along the Prospect Road list. Individual personal email follow ups to each business. Administrative assistant did a third reach out to businesses and organizations. Zero ad purchases/interest. Three online article submissions. Includes an article for the Prospect Farmers Market.</p>

		<p>Two email submissions. A total of 5 articles with some photos. Plan to do a simple edition of The Prospective in the format of our regular newsletter - but as a separate special edition.</p>
7:00-7:15	<ul style="list-style-type: none"> <li>● <b>Integration fund update</b></li> </ul>	<p>DC.</p> <p>Funds and support assigned to a project manager. Meeting held at the Centre to discuss pavilion, playground, and disc golf.</p> <p>Pavilion is a simple project that can be completed by the end of this construction season. A drawing sent to project manager - 20/80 deck with a 15 overhang slanted roof 12 feet high (above multi and dance studio windows). Project manager connecting with a designer to meet with me to create a final design to be tendered for construction. Expected cost to be \$50,000.</p> <p>Disc golf (3 cage, nine hole course) will need environmentalist from HRM to be involved and assess area - drainage field and marsh land. The purpose of disc golf by HRM is to encourage movement and walking - exploring parts of publicly used land in ways not used before.</p> <p>Playground - (Andy to discuss if present). HRM Parks needs to be involved and will have final say. Project manager for integration funds to still be connected, but oversight will be through Parks. Confusion among project manager, Parks, Andy, and myself about using the integration funds for a new playground - purpose of funds is to do something for the community that other centres wouldnt normally get funding for. Our playground is maintained by HRM, and will be up for an assessment to replace in two years. Originally Andy had said the funds can be used for a new playground - now it seems it may not be.</p> <p>As of this moment, the pavilion is a go. We may need to brainstorm more ideas to spend approximately \$400,000.</p> <p>Previous ideas such as multi use field, splash pad, swimming pool, building</p>

		add on, etc. are not possible with the amount of funding - as well as HRM not willing to take on insurance, maintenance, or related services associated.
7:15-7:35	<ul style="list-style-type: none"> <li>● <b>Action plan update and next steps / commitments</b></li> </ul>	<p>Chair/ managers</p> <p>-workforce engagement: staff being involved in steering professional development that is meaningful and purposeful to them, and that they feel is important to effectively do their jobs and service the community.</p> <p>-financial efficiency: as mentioned in the finance update, our contracted bookkeeper had to backtrack and do an audit of previous months as accuracy was not aligning. This provided an opportunity to ensure things are correct early in our fiscal year.</p> <p>The finance team has been developing policies to ensure more effective and efficient processes, such as cash flow, accounts receivables and payables, as well as clear policies relating to when and how mileage can be claimed along with making sure staff understand overtime/flex time.</p> <p>Policies - each committee has draft policies and procedures in development to structure some daily operations such as communication and HR. Recently an inclusivity policy was approved that communicates the PRCC is a safe and welcoming space for everyone.</p>
7:35-7:45	<ul style="list-style-type: none"> <li>● <b>Zac to debrief the group on his meeting with PRRA and Councillor Cuttell</b></li> </ul>	Zac
7:45-8:00	<ul style="list-style-type: none"> <li>● <b>PRRA proposal for ROC to takeover maintenance contracts (see attached two documents)</b></li> </ul>	<p>Chair</p> <p>DC - PRRA will have a major change over in Board members at AGM on Tuesday. I suggest waiting until the new Board is formed and inquire if they want to continue to pass on the field maintenance.</p>
8:00 – 8:10	<ul style="list-style-type: none"> <li>● <b>New Business</b></li> </ul> <p>Food Safety committee (Tyson)</p>	
8:10	<ul style="list-style-type: none"> <li>● <b>Adjourn Meeting</b></li> </ul>	Chair

8:10

- **In camera**