

Minutes
Board of Directors
Resource Opportunities Centre (ROC)
May 25, 2023
6:30 p.m.

PARTICIPANTS				
Chair		Marley MacDonald		
Participants	Board	Derek Minney, vice-chair	Allison Lawlor, Secretary	Brad Knight, Treasurer
		Lynn Kazamel- Boudreau	Zac De Guerre Kelly Gaudet	Jodi Tanner Tyson Langille
	Staff	Dustin (DC) Boudreau Manager – Admin and Community Engagement	Andy Conrad, HRM	
Regrets		Erin Callan-Wareham		
Ex-officio member		Councillor Patty Cuttell		
Purpose:		May 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. Chair welcomes community member Denis Huck. He is attending the meeting because he is considering joining the ROC board. 	
2.	Approve minutes from BOD meeting in April	-vote to approve minutes; minutes are passed	-Post approved April minutes on ROC website
3.	Update from Andy Conrad	-discussion around Facility Operating Agreement (FOA) between HRM and the ROC.	-ROC board of directors pass a motion to approve the FOA that HRM put forward to the ROC.

			<p>All board of directors present vote in favour.</p> <p>-Andy will let HRM staff and council know. Once the FOA goes back to HRM it will take HRM about three months to pass the FOA.</p> <p>-Andy to reach out to DC and Jason at the PRCC to start training Jason on HRM's new booking software. The software is not yet available for the PRCC but training can start for some staff.</p>
4.	Update from ROC Manager – Admin and Community Engagement	<p>***See report below.</p> <p>-DC is moving to making progress with the goals he set for himself and is moving to his nine-month and 12-month goals.</p> <p>-there is some follow up after the fire department audit that was done on May 24. It was not an official fire inspection. Some updates will need to be made before being able to pass a fire inspection.</p> <p>-HRM has approved \$125,000 for new gym equipment at the PRCC. The money will be spent to upgrade the workout room.</p> <p>-Discussion around after-school program during the CUPE strike. Is there any flexibility in extending the hours?</p>	<p>- Andy will follow up with DC about some items that came up during the fire department walk through at the PRCC.</p> <p>-Andy mentions that community centres in HRM usually give local fire departments keys to the centres.</p> <p>-DC will put together a form/survey to get input from community users. Ask them what equipment they want. The survey will be posted on social media and also available at the PRCC.</p> <p>-DC will look into the possibility of extending the hours of the after-school program by a</p>

			<p>couple of hours for current students.</p> <p>-board decides that the PRCC will not provide full-day camps or refunds during the CUPE strike.</p>
5.	Communications Committee Update	<p>Three board members met in May with Mark Boudreau, a communications expert to learn how to best develop an effective communications strategy.</p> <p>-discussion around need to streamline information going out to the board. Some board members are feeling overwhelmed by the volume of information and communications.</p>	<p>-committee will develop a template for external communications. Will present to ROC board when ready.</p> <p>-DC will create a board email distribution list.</p> <p>-after the AGM and once new board committees are in place, smaller email distribution lists will be created to further streamline communications.</p>
6.	Finance Committee update	<p>-a draft end of year closing is presented to the board. (NOTE: the final approved year end closing is below). An adjustment is made.</p> <p>-Discussion around the possibility of revisiting the idea of HRM funding a management position within the ROC, if needed. It will be an ongoing conversation. Andy agrees to revisit this idea.</p> <p>-discussion around providing a credit card for ROC manager.</p> <p>-discussion around hiring a part-time administration person for the spring/ summer to help manager with administrative tasks. She will work three days a week. One of her jobs</p>	<p>-A vote is held to approve the year end, March 31, 2023. It is approved by the board.</p> <p>-Put on September 2023 ROC board meeting agenda: ROC board and Andy to ask HRM staff about the funds (\$325,000) that are being held in reserve by HRM.</p> <p>-Andy will provide DC with a contract/ list of HRM guidelines for credit card use.</p>

		<p>will be looking into funding/ grant opportunities.</p> <p>-the Prospect Road Recreation Association has approved funding for the part-time, contract position.</p>	<p>-Motion is put forward to approve an ROC credit card for the ROC manager with a limit of \$2,500. A vote is held and all agree to pass the motion.</p> <p>-A motion is put forward asking if the ROC board will approve spending \$6,000 to hire a part-time administrative position. A vote is held and all board members agree.</p>
7.	HR Committee Update	<p>-the part-time bookkeeper, who was on contract with the ROC, resigned. Her last day will be June 11. Members of the HR committee spoke with her.</p> <p>-Members of the HR committee know of a couple of people they can ask to see whether they would be interested in the position. Looking at offering a new bookkeeper two days a week. Part of their work will be to further streamline and digitize the ROC's bookkeeping.</p> <p>-Discussion around third-party contracts. DC is working on developing them.</p> <p>-Will further look into volunteer kitchen manager position.</p>	<p>-Will contact two bookkeepers with good reputations to see whether they are interested in working for the ROC.</p> <p>-A meeting with a couple of board members will be arranged with the volunteer kitchen manager.</p>

8.	ROC Three-year Action plan	<p>A meeting was held in May to further develop the action plan. Several board members attended.</p> <p>-developed themes and goals that can be presented at the ROC AGM (see below for more details).</p>	
9.	ROC AGM	<p>-in ROC bylaws it doesn't state that the board executive needs to be decided at the AGM.</p>	<p>AGM to be held on Wed. June 14 at 7 p.m. at the PRCC.</p> <p>-secretary and chair need to complete AGM report. ROC managers need to complete their reports and send to secretary to include in report.</p>

			<p>Include a thank you page in the AGM report- thanking partners, granting bodies, companies which have donated.</p> <p>-board members should email the board secretary to say whether they intend to remain on the board and whether they are interested in a particular position on the board.</p>
10.			

The ROC AGM will be held on June 14 at 7 p.m. at the PRCC.

Management Monthly Report

Month: May

Operations

- Fire Department Training - The fire department did a walkthrough/training for their staff. This was treated like an inspection. We were provided with a list of items that need to be corrected in order to pass an inspection. See document that was sent out.
- We are creating a process for volunteers and contractors (fitness instructors and private services) - this will include an agreement, expectations, and required forms (CRC, CAR).
- External sign is continuing to work.

- Anyone who comes to the centre to do centre work (volunteers, meetings, staff, and contractors - fitness providers) will be required to wear a tag that identifies them as someone who is working in the centre. Krista has made it mandatory for her staff to be identified.

Administrative

- Policies and Procedures
 - New policies have been created through conversations with team leads.
 - Bomb threat - something that was in place many years ago but not updated
 - Fire safety plan - staff was unaware of procedures during a fire or drill. Fire plan update was 2017. This includes a fire evacuation procedure.
 - Hold and Secure - many times we have kids run off and hide or are high rate. This follows the HRCE policy to stop and keep kids/members where they are at the time to locate the kiddo.
 - Lockdown procedure. Following the HRCE policy, if needed to lock down the building.
 - Active Shooter - This is a policy that would state what we would do and lead into the lockdown procedure.
 - We should put in place a Food Purchasing policy stating what we will not buy for food. Previous reimbursement forms have indicated a lot of chocolate and candy was purchased to provide to our B+A kids.
 - Pulled all employee files, organized into new folders and created a list of what is required or outdated in each file.
 - Created space to place volunteer files - previously there were no files for volunteers.
 - Created a space for third party contractor files - previously there were no files or agreements for third party contractors.

Community Engagement

- Community BBQ on May 13 - Propane provided by Irving. BBQs covered by grant provided by Councillor Patty Cuttell. Food donated by Dylan's No Frills, and Superstore. Purchased \$40-\$50 and raised \$69.00 from donations.
- Community Clean Up - May 13th community picked up garbage bags and gloves from the Centre to clean up their communities and drop garbage off at the Centre. We did not track the number of people who participated, but our garbage bins were over capacity at the end of the weekend.
- Community Advisory Council (CAC)- there has been no in person meeting this month. CAC has been in regular contact with each other through Google Chats.
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- Garden Club is up and running consisting of volunteers. They have been updating the garden beds. We have a grant of \$2,200 carried over for a few years. This is being spent currently for new supplies. We have also received donations from various businesses in the form of lumber, soil, plants, seeds.

Applications will go out to community on Monday May 29. In a time of food insecurity and inflation, we want to offer the beds at no cost (it doesn't cost much for us to help maintain public garden beds. We will give priority to those who want to grow food for others or the centre or need to grow for themselves to assist with rising food costs. The PRCC will use two garden boxes to teach kids and grow food for the centre.

- Have been meeting with local businesses. Getting donations. Staff are also taking part in dropping off donation letters - they are feeling appreciative in being involved.

Communications

- Continuing social media communications
 - Social media posts are scheduled for the week that relate to what we are currently offering - have not planned weekly posts. Moving forward with support from staff, this will be done starting May 29.
- Email distribution list
 - 301 members.
 - Emails are sent to inform on upcoming events, and relevant information. We try not to send emails that are not relevant to many. This is for high level items only.
 - Updated PRCC community board down hallway with important information.
 - Changed PRCC News board by front desk to allow space for community and organizations to post what they are doing.
 - Two outdoor information boards put up outside the main entrance of the PRCC.
 - Board workshop held on Tuesday May 23 in regard to beginning a communication strategy.

Finances

- T-shirts for staff. Currently have a bulk supply of shirts for staff but no sizes that fit any staff. It is possible that shirts were ordered last year as a large order. We are doing a shirt run that will be size specific to each staff. We will have samples of sizes for staff to try on and we will order two shirts per staff.
- Now selling canteen food (chips, gum, bars) behind the front desk. Started on Tuesday and we have a profit already. Planning to offer healthy options during next food run.

Programs/Events

- PRCC 13th Anniversary - Jun 10, 2023
 - PRCC sponsoring the day with \$4,000
 - Started with a Food Truck Jamboree between 4pm-8pm.
 - Added a community flea and craft market between 4pm-8pm.
 - Library Book Kiosk will have grand opening at 4pm
 - Movie night (outdoors or indoors depending on weather) at 9:30pm

- Possibility to have turn key fireworks package at the end of movie
 - Throughout the day there will be FREE activities and programs
- Summer Programs
 - Opened on May 13th.
- Summer Camps
 - Opened on April 19th - closed May 12
 - 118 registrations - possible to open registrations to fill spaces. We are confirming all the registrations currently.
- People are engaging and appreciative of Special Summer Programs.
- Library Kiosk will be opening on June 10th during the 13th anniversary. Space being worked on to be welcoming and comfortable.

Resource Opportunities Centre

Balance Sheet

As at March 31

2023

2022

Assets

Cash	\$ 148,035	\$ 134,997
Accounts receivable	14,298	36,689
Inventory	297	297
HST receivable	9,126	11,954
	<u>171,757</u>	<u>183,938</u>

Capital Assets	16,480	15,379
Accumulated Amortization	- 12,657	- 11,592
	<u>3,822</u>	<u>3,787</u>

Total Assets

\$ 175,579	\$ 187,724
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Liabilities

Accounts payable	\$ 19,438	\$ 31,362
Gift certificates	1,250	1,234
	<u>20,688</u>	<u>32,596</u>

Deferred revenues	55,006	77,569
	<u>55,006</u>	<u>77,569</u>

Total Liabilities

75,694	110,165
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Fund balances

Accumulated surplus	77,560	44,708
Surplus (deficit) current year	22,325	32,852
	<u>99,885</u>	<u>77,560</u>

Total Liabilities and Equity

\$ 175,579	\$ 187,724
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Resource Opportunities Centre

Statement of operations

For the year ended March 31

	Budget	2023	2022
Revenues			
Facility Rentals & Bar Sales	\$ 55,000	\$ 43,786	\$ 14,154
Programming and Childcare	598,100	529,642	299,265
HRM Contributions	117,810	118,000	112,200
Other Grant Income	48,051	70,819	42,382
Miscellaneous	5,000	5,324	6,610
CEWS			92,403
	<u>823,961</u>	<u>767,571</u>	<u>567,012</u>
Expenditures			
Wages and benefits	419,159	355,729	264,416
Instructor costs	241,358	154,648	93,135
Professional development	7,100	2,023	478
Grant expenses	-	29,076	10,880
Farmer's Market	40,500	31,430	41,651
Events, Bar and Kitchen costs	12,500	16,779	13,400
Fitness Centre	4,000	2,825	1,036
Program Supplies	3,000	6,309	2,776
<i>Total Direct Costs</i>	<u>727,618</u>	<u>598,819</u>	<u>427,773</u>
Cleaning, Supplies, Waste Removal	10,500	12,862	7,797
Landscaping and snow removal	13,500	13,450	9,412
Insurance	-	-	4,327
Repairs and Maintenance	3,000	2,803	266
Telephone and Internet	4,750	3,794	3,621
Utilities	60,000	62,734	55,679
<i>Total Facilities Expenses</i>	<u>91,750</u>	<u>95,643</u>	<u>81,103</u>
Bank charges, fees, interest	12,500	12,062	5,102
Office expenses	5,000	10,967	7,109
Professional fees	21,300	26,690	12,147
Technology	-	-	-
	<u>858,168</u>	<u>744,181</u>	<u>533,234</u>
Excess of (expenditures over revenues) revenues over expenditures	-\$ 34,207	\$ 23,390	\$ 33,779
Amortization of capital assets		1,065	927
Excess of (expenditures over revenues) revenues over expenditures after other items	-\$ 34,207	\$ 22,325	\$ 32,852

ROC Action Plan Themes and Goals – May 2023

- The Resource Opportunities Centre Board of Directors has committed to developing a **3-year Action Plan** to guide its focus and efforts for the operations of the Prospect Road Community Centre and broader ROC initiatives. The *Action Plan* is informed through survey feedback received from just over 350 respondents from the Prospect and Area communities, the Prospect Road Community Centre staff, and the Resource

Opportunities Centre Board of Directors. The surveys were thematically reported to the ROC Board and reviewed in partnership with HRM Community Planners; four main themes were identified: *Programming, Communication, Operations and Governance*.

- The Action Plan will be implemented over the next three years, June 2023 to June 2026. As next steps, the assigned Board sub-committees will each prepare a strategy to address the key actions outlined within each theme. The full action plan will be published in Fall of 2023.
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Theme	Goal	Strategic Actions	Owner
Programming	Increase Registration	Diverse program offerings Advertising and Promotion Registration Process Efficiency Assessment	ROC Board of Directors
Communication	Improve Communication	Frequency and Clarity Diverse Channels Transparency and Accountability	ROC Communications Sub-Committee
Operations	Enhance Operational Efficiencies	Rentals and Bookings Efficiency and financial assessment Workforce Engagement	ROC Finance Sub-Committee
Governance	Operate with Responsibility and Transparency	Board oversight and committees Policies and best practices Code of Conduct	ROC HR Sub-Committee

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