

Minutes
Board of Directors
Resource Opportunities Centre (ROC)
Feb. 27, 2025
6 p.m.

| PARTICIPANTS | | | | |
|--------------------------|--------------|---------------------------------|-----------------|--------------------------|
| Chair | | Jodi Tanner | | |
| Participant s | Board | Allison Lawlor, Secretary | Tyson Langille | Zac De Guerre, treasurer |
| | | Lynn Kazamel- Boudreau | Mahbubur Rahman | Lisa Vaughn, |
| | Staff | Dustin (DC) Boudreau Manager | | |
| Regrets | | Denis Huck, vice-chair | | |
| Ex-officio member | | Coun. Nancy Hartling | | |
| Purpose: | | February board meeting | | |

| Order | Agenda Item | Discussion | Responsibility for Action / Follow-up |
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| 1. | Call to Order | Chair calls the meeting to order | |
| 2. | Approve meeting agenda | Request to add board recruitment and board planning to the agenda and immediate action plan regarding new management structure. <u>Agenda Approved</u> | |
| 3. | Approve consent agenda: -meeting minutes from January -manager's report for January | Amend January manager's report to say who wrote the report. | Secretary to ask for minutes to be posted to ROC website |
| 4. | Managers' report | This report was prepared by DC No parent with a child in childcare has withdrawn their child as of the end of February. Chair will give Andy Conrad at HRM an update. Need to find more childcare workers, a board members suggest going to NSCC childcare | |

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| | | program also connect with guidance counsellor at Halifax West. Also see Manager's report at the end of minutes | |
| 5. | Operations Update | DC will meet every Tuesday at 10 a.m. with Denis. | |
| 6. | Finance committee update | <p>Finance committee met. Close to breaking even. Have close to \$13,000 in gym revenue. It is a big increase.</p> <p>Will open up registration for summer camp in March, will move that earlier. It was supposed to be in April.</p> <p>Will put the notice on the computer screens in the PRCC so people coming in the centre can see. DC will also announce it in the March newsletter and online.</p> | |
| 7. | Communications committee update | No update | |
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| 8. | HR Committee update | Will come up with a plan for DC going forward | |

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| 9. | Discussion around pricing for PRCC programming | <p>Could we create different pricing packages? Take a look at what we're offering. In the spring will have a fitness centre promotion.</p> <p>Look at tacking on fitness classes to fitness centre memberships. Could be introduced in September.</p> <p>DC will think more about it.</p> | In March newsletter will put a call out for new instructors. Always looking for new instructors. |
| 10. | Field Maintenance Contract | Reviewing HRM contract and needs to be signed by March 20. PRRA will give \$2,500 for administration. PRRA would like the PRCC to note monthly from May to October how the money is being sent. | |

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| 10. | Action Plan Update | <p>Need to refocus on the plan. For March meeting will provide an update on Action Plan. Before the March board meeting will hold a meeting to discuss how to move forward. Lisa, Tyson, Denis and Allison offer to help..</p> | |
| 11. | ROC Board recruitment | <p>Zac will be leaving the board (will need a new treasurer) Tyson will stay Jodi will stay Lisa will stay Muhubar will stay Allison will stay Lynn will be leaving Denis plans to stay</p> <p>Potentially looking for three people.</p> | |

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| 12. | Annual General Meeting | <p>At AGM on May 28</p> <p>Suggestions: Do milestone recognition Do staff recognition Do volunteer recognition</p> | |
| 11. | New Business | <p>Added: A unanimous board vote was taken at the January board meeting to restructure to one management position for the PRCC.</p> <p>Have a new Kitchen log for the PRCC, now left overs are logged as well as fridge temperatures and maintenance. Put stickers on the items in the fridge.</p> <p>Kitchen policy is in there.</p> | |
| 12. | In camera session held | | |

Meeting is adjourned.

Next ROC board meeting to be held at the PRCC on March 27, 2025 at 6 p.m.

Manager's report for February:

February Managers Report

Board Report Provided by Dustin (DC) Boudreau – Senior Manager

1. Significant Issues: a. Winter weather has caused some operational disruptions in the past couple of weeks. The team has been great to work to keep the facility open when safe to do so. The freeze/thaw has caused an ice-dam on the roof causing a leak in the front female washroom. The washroom is currently out of order due to the leak. HRM is monitoring it and has applied salt to the roof to help melt the area. The washroom will be out of order until the leak can be stopped and any necessary repairs can be completed (weather dependent). Note: This is as of Friday, Feb 21 - situation evolves daily. b. One of two heat pumps have stopped working which is causing temperature drops in a few areas of the Centre - which included the conference room. HRM provided indoor space heaters to assist while the process for repairs or a replacement happen. c. Newly purchased kid's recreation program equipment that was being kept in the equipment room within the gym has been damaged, resulting in equipment being stored in Manager's office, and since moved to a separate storage

room. 2. Compliance Update: - HRM Risk & Insurance requested information for our upcoming insurance renewal (June). All information has been submitted and HRM will forward us the policy docs once the policy renews in the Spring. - Our weekly 50/50 draw license has been renewed for another year. - The Registry of Joint Stocks has been updated & renewed for another year. - Staff First Aid and CPR training to be provided on February 22 by Senior Manager 3. Progress on Goals/Strategic Plan Implementation: a. Programs, Services and Events: Increase registration by offering meaningful programs, events, and services while responding to changing community needs. i. Diversify Program Offerings ii. Registration Process iii. Community Engagement Notes: a) Winter programs are continuing with ongoing programs and the start of programs that are divided into two blocks. b) Hearing great feedback from parents about the new set up of blocks as it has allowed for less commitment and lower costs. c) Registration for most programs are either full or have high participation. d) Drop-ins for recreation programs and open gym have significantly increased. e) Spring Program information went out to the community 8 weeks in advance of start date, with registrations now open - 6 weeks before start dates. f) We continue to get feedback from parents for kid's recreation programs that programs have improved, and hearing the appreciation for direct communication for reminders, updates, schedules, and program plans. b. Communications: Increase meaningful engagement and transparent communication by establishing strategic communication practices, specifically geared towards serving the interests of key stakeholders and aligning with the ROC's operational objectives. i. Frequency and Clarity ii. Diverse Channels iii. Transparency and Accountability Notes: a) Monthly newsletter continues to be sent during the first week of the month. b) Timely communication has improved for many areas of our services to the community - we continue to recognize areas of improvement and make note to put together plans to better those areas. c) The mindset of "we do what we say, and we say what we do" has shifted how we think about communication and accountability with enhanced messaging to community and ownership over mistakes we make. For example: when a program had a block 1 and block 2 collide on the same day due to a weather rescheduling of block 1 - miscommunication happened to some parents. We followed up directly with parents and explained what happened, owned the mishap, and committed to doing better. c. Operations: Enhance operational efficiencies within the ROC and PRCC by researching new and innovative ways, and reviewing internal processes. i. Rentals and Bookings ii. Efficiency and Financial Assessment iii. Workforce Engagement Notes: a) Rentals and bookings continue to do better with more front desk staff responsibilities. b) We have received a few very positive and appreciative feedback from rentals. Finances are becoming more efficient and better controls in place. c) Front Desk Staff meeting scheduled, and the first Youth Recreation Staff meeting scheduled - we are gathering input from staff through a Google Form prior to both meetings to ensure all questions, concerns, and suggestions are addressed at the meeting in a safe way. d) We are excited to share that one of our Youth Recreation Staff who provide our kid's programs has taken on through their own initiative to enhance the programs they provide. The staff members have provided numerous volunteer hours on their own to create lesson plans, full program plans, a recreation binder, and awards for kids in the program. The commitment to the Centre and the kids has not gone unnoticed, and recognition to the staff for their work has been made through dedicated paid admin hours (3/week) and increased responsibilities - it is amazing to see a youth so passionate about the services they provide to the community and the eagerness to learn more and continue to grow. d. Governance: Operate with responsibility and transparency i. Board oversight and Board committees ii. Policies and Best Practices iii. Code of Conduct Notes: a) Shifted approaches to directly communicating community commitments publicly to onboarding commitments internally first. b) Team Leads have been provided all internal (PRCC) and Board policies for review in early January - deadline for reviewing and updates are February 21. Internal policies to be updated through collaborative approach with Team Leads, and feedback for Board policies will be provided to adjust as needed. 4. Items of Information: a. Upcoming Dates: i. Trivia Nights - Wednesdays from 7-9pm; doors open at 6:30pm. ii. Neon 90's Adult Dance - March 22, 2025 - Tickets over 50% sold! iii. All upcoming dates / events can be found on our year calendar: <https://prospectcommunities.com/about/calendar/> b. Grant Applications: i. ParticipACTION application has been submitted for funds to help purchase more equipment

and engage more folks in the Open-Gym programs during Recreation Month (June). c. Policy Transparency: i. With current policies in place, being reviewed and updated, all staff who are responsible for ensuring policies are followed are fully informed - suggestion to add a Policy section to Board report would enhance transparency when and if a policy is not followed specifically and provide reasoning. This will better help the Board and community to understand when and if minor adjustments to a policy are made at a given time.