

**DRAFT Minutes
Board of Directors
Resource Opportunities Centre (ROC)
April 24, 2025, 6 p.m.**

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

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. No questions 	-
2.	Approve minutes from BOD meeting in March	-vote to approve minutes; minutes are passed	-Post approved minutes on ROC website
3.	Welcome Kyle Gillis	-Kyle has a background in finances and is interested in joining the ROC board.	

4.	ROC Manager's report	<p>Didn't get summer camp grant from federal government</p> <p>DC presents the idea to hire two co-ordinators to trade off. They will start in May to start planning.</p> <p>Chair suggests having weekly targets to see where everything is at in summer camps so that we don't get to the end of the summer and have any surprises.</p> <p>Board approves the hiring of two part-time camp co-ordinators.</p>	
5.	Mowing Contract with HRM	<p>Will sign the one-year contract with HRM. Will make adjustment on the name of the contract so says ROC.</p> <p>Dedicated staff person three hours a week to cover booking software and do inspections get the money to the contractor.</p> <p>Board approves the contract.</p> <p>ROC pays the contractor. HRM gives the ROC the money.</p>	
6.	Operations Committee Update	<p>Denis meeting with DC every Tuesday in a mentorship role.</p> <p>Stress need to make budgets - important to stay in line with the budget and not run into a deficit.</p> <p>Will talk with the HRM building services people about painting part of the interior of the PRCC.</p> <p>Would like to look into HRM funding per capita for PRCC compared to other recreation centres of its size.</p>	

7.	Finance Committee update	<p>Looking for a new board member with finance experience.</p> <p>Didn't meet in April.</p> <p>In May will meet with the bookkeeper and will get ready for the AGM.</p> <p>Looking at a small surplus for 2025 about \$1,000.</p> <p>Two full-time employees at PRCC were told they will get a 4 per cent wage increase. But the board didn't approve the increase and this affects the budget by about \$3,600.</p> <p>Certain positions have a cap, so we need to look at that.</p> <p>Motion to approve the 4 per cent increase to the two leads. The motion is passed by the board.</p> <p>Board discussion follows that this procedure should be improved. There should be better communication with board and manager and staff re/ wage increases.</p>	-

8.	New blinds for gym at PRCC	<p>Councillor asked what is happening about the blinds. They haven't been purchased or installed in the gym. Community members asked for them, councillor provided funding.</p> <p>Zac suggests that we use some money from the capital funds because the price has gone up for the blinds. Three new quotes for blinds need to be found to compare pricing.</p> <p>When can the HRM come to put up the councillor's banner? DC will talk to correct people at HRM to pin down a date.</p>	Action needs to be taken on blinds and banner in the gym.
9.	HR Committee Update	<p>DC will review the job description again and then get back to the chair and then the board will vote on the job description.</p> <p>Plan for the board to reevaluate the job description in six months after if / when the job description is approved.</p>	DC will review the job description again and then get back to the chair and then the

		<p>DC's suggestion to add a part-time administrative assistant for 15 hours a week. Reevaluate the need/ how many hours in the fall.</p> <p>Motion to support a new admin position to the end of 2026 fiscal year. Board passes the motion, Approved.</p>	board will vote on the job description.
10.	New ROC board recruitment	<p>- Need to Advertise the AGM date and time- May 28 at 6:30 p.m. at PRCC. And also put a post about openings for new board members. Need to put forward a name 30 days before the AGM to be voted onto the board.</p> <p>15 members max on the board.</p>	
11.	Prospect Slammers	<p>-They have invited the ROC board to attend a Sunday afternoon game/ lesson as a team building and get to know you session.</p> <p>Suggestion to hold it on a Sunday in June.</p>	-
12.		-	
13.		-	
14.			
15.	In camera	A session is held	

Next ROC board meeting to be held at the PRCC on May 22 at 6 p.m.

Board Report

Provided by Dustin (DC) Boudreau – Senior Manager

Month: April 2025

1. Significant Issues: a. Transition in leadership following the departure of the Co-Manager created both operational and emotional challenges among staff. b. Childcare payment issues that were discovered in March have continued to propose issues. c. Increased workload due to operating as sole manager during a period of organizational change and financial review. d. General staff burnout and stress have been noted and are being addressed through new expectations, communication strategies, and operational clarity. e. Bar Float/Sales discrepancies continue - review of process and documents completed with bookkeeper. It was determined that the process is confusing and does lead to possible errors in reporting - ongoing for many months. A deeper test of the cash register function informed us of possible system errors. A new cash register will be required moving forward to help with accuracy of alcohol sales. f. March monthly financials not completed for scheduled Finance Committee meeting on April 21 - a result of increased workload on Senior Manager and inability to finalize the various requirements from bookkeeper to complete. 2. Compliance Update: a. New cancellation and payment policies implemented for camps and PD Days to increase financial accountability. 3. Progress on Goals/Strategic Plan Implementation: Please see attachment for high level progress and areas needing to be worked on in the "Action Plan". 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. iii. Notes: Registration Process (See Items of Information) Community Engagement a. Increased focus on youth and family programming, including Friday Feasts, and the return of Baby Playtime. b. Planning has begun for a new youth program in collaboration with SchoolsPlus and modeled after the successful BUILD Program. c. PD Day Camps continue to run at capacity with waitlists. Registration opens internally to parents 4 weeks in advance - remaining spaces open to the community 2 weeks in advance. Currently, we are always planning for 30 children. Decided that a min of 5 need to be on a waitlist to schedule an additional staff member to accommodate. d. Adjustments to start/end times regarding Friday Feast to better align with school pick-up and working parent schedules. e. Due to low/no registration for Monthly Dodgeball and Monthly Soccer Baseball programs - we decided to change one to a fun movie night. Two registrations resulted in cancelling the event. f. Launched a more organized Summer Camp registration with two-tiered forms: Full Week and Single Day. g. Clear email communications provided to parents to confirm enrollment and outline next steps. h. B&A School and Preschool Registration for current families was opened with clear deadlines, eligibility criteria, and communication to manage expectations and reduce administrative overload. i. j. Community interest remains strong; timely communication and creative programs are key to sustained engagement. Emphasis placed on fun, accessible events with low-barrier pricing. 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. ii. iii. Notes: Frequency and Clarity Diverse Channels Transparency and Accountability a. Consistent updates across social platforms, especially Facebook, used to promote events, registration, and centre updates. b. Key messaging clarified for events, payment deadlines, and childcare registration. c. Website updated to include forms and policy clarifications. d. Parents and renters are being better informed about fees, deadlines, and changes, particularly regarding childcare and rentals. e. Publicly acknowledged financial review underway to assess processes and stabilize income. Staff are working towards clearer internal and external messaging while juggling large workloads. f. More structured templates and timelines are being introduced to reduce last-minute strain. g. There was no April newsletter - this was due to the increased workload on staff at the end of March and into April h. Updated booking forms and rental agreements now include detailed information about add-ons, cancellation, and event requirements. i. Ongoing communication with renters improved to reduce confusion and staff time. 4. s being required. 5. Role clarity and internal training will be key moving forward. a. Operations: Enhance operational efficiencies within the ROC and PRCC by researching new and innovative ways, and reviewing internal processes. i. Rentals and

Bookings ii. iii. Notes: Efficiency and Financial Assessment Workforce Engagement a. Financial audit of childcare fees led to identification of discrepancies; new flat-fee vs. prorated comparison tool in use. b. Transitioning to better tracking systems and clearer internal forms for departments like Kitchen, Liquor, and Maintenance. c. New forms created for Childcare such as Payment Information, Cancellation Forms, Request to Change current agreement, etc. d. Rebuilding trust and clarifying expectations following transition. e. Ongoing weekly Team Lead meetings to address structure, transparency, and accountability. Most decisions are brought to the table to be discussed as a group and find solutions. f. Intent-to-Return letters developed for Childcare Staff ahead of summer completed. g. Staff support remains a priority, but increased accountability i

b. Governance: Operate with responsibility and transparency i. Board oversight and Board committees ii. iii. Notes: Policies and Best Practices Code of Conduct a. Discussion to change Communications Committee to a Fund Development Committee - possible with the transition that the Communications Committee will be needed for sometime to come. b. Governance practices are being aligned with day-to-day operations more closely, with increased reporting and documentation in place. c. No Finance Committee Meeting held in April - scheduled for Monday April 21. A reminder email was sent with replies to some committee members unable to attend. Decided to push meeting - due to schedules of committee members, meeting to be held in early May.

6. Organizational Performance Dashboard: a. Summer Camp i. Original plan as in previous years to accommodate up to 80 children a day. This is due to the spaces we have. ii. iii. iv. v. Summer Camp registration was announced prior to opening date via our regular channels multiple times. Summer Camp opens to the community as a whole at the same time - versus Childcare Before and After Program opening to current enrolled parents for next year. An increase in summer camp requests this year resulted in a large number of requests unable to be accommodated. Team Leads and Senior Manager had a meeting to discuss how we could accommodate more children, and what the possible operations constraints may be. 1. It was decided amongst the team that we will dedicate the back half of the gym as a summer camp space for our youngest children (Preschool, Preprimary, Primary) which will allow for an additional 20 registrations. The youngest age group had the highest number of summer camp requests. 2. We will need to cover part of the gym floor to prevent damage from food and water during snack and lunch times. 3. Our recreational programs and rentals throughout the summer will be restricted to the front half of the gym during the week (mon to fri) to decrease custodial time for daily teardown and set up. Tables and space will be set up Sunday evening for camp, and cleaned up on Friday afternoon. With an increase in registrations, we will need to increase staffing. 1. We were not approved for as many grants that cover summer camp positions as we were in the past. 2. Based off previous years learnings and staff feedback, we will need: a. 2 Summer Camp Coordinators i. 1 University Student ii. 1 High School Student b. 2 Inclusion Support Workers c. 18 Summer Camp Staff - 1/10 ratio with 30 children in Dance Studio, 30 children in Multi-purpose Room, 40 children in the Back Half of Gym. Shifts are 6:45am to 1:00pm and 12:00pm to 6:15pm. 3. Summer Camp Coordinators will begin in May at 2-3 days a week for 4-6 hours a day to begin planning out summer camp, communicating with parents, interviewing staff, and organizing registrations. 4. Following the Inclusion Support Worker funded position criteria, this position will start in June and work closely with both coordinators to plan support for children who need 1 on 1 assistance. 5. All staff will take training relating to summer camp, autism campers, etc. 6. Daily transition and debrief will be held amongst staff and coordinators to discuss and plan which will result in continued improvement and decrease staff burn out. 7. Both coordinators will not fall into ratio, but will be active in the groups and supporting staff with breaks and additional needs as requested. 7. Items of Information: a. Upcoming Dates: i. ii. iii. April 30 PD Day May 1: New family registration opens for B&A and Preschool May 10: Mothers Day Brunch in partnership with The Mom Market iv. May 17: Family Chocolate Bar Bingo v. May 24: PRCC Recreation Fair b. Grant Applications: i. ii. iii. Provincial Summer Student Grant Approval: 1. 1 Inclusion Support Worker 2. 1 Summer Camp Staff Federal Summer Student Grant Approval 1. 2 Summer Camp Staff a. Previous years we were approved for funding to cover a Summer Camp Coordinator and sometimes a Summer Administrative Assistant. Prospect Road Recreation Association 1. Original application was sent back with information to provide more specific details on a program - the

yearly PRRA funding used to go to general operations. The new application requested \$15,000 to support a youth program from September to December. c. Integration Funds Progress: i. Pavilion Final designs approved - no changes to prior Board discussion with exception to extend the cement pad to be in line with current pad at hill side exit. Going to tender soon. ii. Disc Golf is waiting for the grounds to thaw and dry before brush cutting with machines.