Board members in attendance: Rachel, Collin, Karen, Veronica, Vince, Shelly

Others in attendance: Josh, Kerry

Note taker: Veronica

Facilitator: Rachel

Time keeper: Collin

Minutes

* Check ins + preferred pronouns + firestarter (5 min)
* WC updates
  + Store (10 minutes)
    - No updates
  + Café (10 minutes)
    - New menu released this week. A few new items included. Prices will be raised on a few items (soup & granola).
    - Looking into new table tops for the café and new chairs. Question: are you looking for more creative table tops? Answer: No, looking for something simple.
    - Communication between café and store is difficult. Looking into new phone system.
    - Paul is looking into upgrading internet. New option will be much faster but isn’t much more expensive. Question: If we have better wifi, will people stay longer? Answer: Looking into signage to ask people not to sit too long.
    - Customer issue: Service animal; Gina looked into it and you can ask the customer if it is a service animal (not support animal). If the service animal is a disturbance you can ask the owner to take the animal out. Question: Has anyone reached out to the owner. Answer: Yes, that day it was addressed. More follow ups may come. Clarification: the customer that had the issue had a support animal.
    - Question: To Josh, how is it going? Answer: Feeling good, taking more responsibilities and feels it’s a great fit. Question: How is staff morale? Answer: Seem happy, bummed because of lower tips recently.
    - Vince received a call from a customer about one dog attacking another dog in front of the coop. We will follow up with the workers collective about what exact action has been taken.
    - Customer that has caused multiple disturbances has been asked to leave the coop indefinitely. Question: Has the volunteers been made aware? Answer: No, but the WC has and should be relaying the message. Volunteers are not responsible for kicking people out. Recommendation: keep a book with pictures of people that aren’t allowed in the coop, especially if the person threatens personal safety. **Action item:** Karen will follow up with Ousia about a new log/book.
* Committee updates
  + Finance (20 minutes)
    - Review of August Balance sheet
    - Review of Jan-Aug Profit & Loss
    - Review of a 4 year graph of sales & income
    - Vince will continue to give financial reports so we can watch the figures month to month
    - Suggests that we look at our business model closer, survey our members, look into different catering options. Volunteer suggests that the store is too small which is why sales are down.
    - Update on participation in cohousing opportunity
      * Center street vacant lot
      * Co-Housing not affiliated with us.
      * Possibility for our Coop to open a store/restaurant in the building. $200/sq ft estimated. We would be buying the space, not renting.
      * May be a good opportunity for us, board will need to discuss if we want to do this.
      * Land is contaminated that will delay development.
      * Question: How else can we participate to learn more info? Answer: Attend architect meetings, **Action item:** Vince will update us with days and times. Question: What is the board’s role moving forward. Answer: We will need to prepare a proposal, possible loan.
      * Suggestion: plan a meeting specify related to this topic. Question: Can the developers offer us a presentation? Answer: Yes.
  + Building Maintenance (10 minutes)
    - Todd Currie, Technology Concepts will install the security cameras; four exterior, two interior. He will need access to the office and deck for cable installation. The interior cables will run along the ceiling behind the coolers. Grocery back stock will need to be moved or shifted to allow easy access.
    - Below is a rough breakdown of the quote:
      * Cameras: $ 540.00
      * 8 -CH TV-I HD Video Recorder: 375.00
      * 9 Path 12 volt DC Power supply: 55.00
      * Cabling, installation supplies 400.00
      * Labor 700.00
      * Note: We need a monitor to view the recorded video.
    - A down payment was paid to Todd Currie in amount of $1200.00
    - **Question: Is this a shared expense between the building owners and the business?** Landlord suggests half and half. Business is typically required to have it but we have a waiver. Suggestion: we should approve the expense at the board before we spend the money.
    - **Consensus:** Board voted that the coop will split cost 50/50 with building owners. Vince abstained from the vote since he is a building owner.
  + Communications (5 minutes)
    - The committee met with two new members Julia and Lauren, both have experience in marketing and public relations. Lauren will look at our social media and website; Julia will continue with the newsletter.
    - Question: When will our website will be updated. Answer: **Action item:** Karen will follow up. Question: Reese (worker) does graphic design, maybe we should ask her how she may help. Karen- is working on making sure everyone who wants to get the newsletter is getting it.
    - 16th anniversary - we opened on November 3, 2001. Celebration: In store sampling event with local vendors; one day sale on everything.
    - Ousia is having a volunteer party on November 3.
    - New Co-op Brochure: Allison, newish member of communication committee is working on a new version of the brochure. Most content will stay the same, some changes regarding the cafe menu will change; up to date photos.
  + HR Committee (10 minutes)
    - Rachel completed exit interview with Jordan. Overall positive and insightful. Offered suggestions for hiring process and store.
    - Rachel & Colin completed Ousia’s 3 month review. Everyone on the same page of what’s working and what can be improved. Ousia will work up goals to present to the WC.
    - Plan to conduct Chris’s exit interview
    - Question: Where are we at with pay structure? Answer: HR & WC need to meet to hammer out details.
    - Question: Has HR considered asking other board members for help? Answer: HC is working through the manual & interviews pretty timely.
    - Will be setting schedule of annual reviews.
    - Reminder that the workers are welcome to go to HR with any issues.
  + Membership (10 minutes)
    - Working on getting out new info and teach volunteers. Trying to cut down errors and concern forms.
    - Question: have we discussed switching out POS system, discounts not given for special days? **Action item:** Karen will pass concern to Paula & Shelly.
    - Member discount problems are still being worked on. CoPos hasn’t been super helpful but we are trying to work it out.
* Other (40 minutes)
  + Review and update procedure for non-board/WC members to attend and propose board meeting agenda items
    - Member need to present agenda items 2 weeks before meeting.
    - We have a form for proposals but it may need to be re-worked.
    - Member sent an email asking for clarification of structure of board and coop. In reviewing this information it seems our info is out of date. Karen will find updated info, edit, and will email to board before posting.
  + Retreat planning - determine location
    - Options presented.
    - Will continue planning with Wellspring for Dec. 1-3 **Action item**: Veronica
    - We will invite WC managers as well.
  + Preferred modes of communication
    - Discussion of agenda item of preferred pronouns.
    - Discussion of where board members prefer to be contacted.
  + Retreat Topics
    - **Action item:** Rachel to compile list and send out to board for review before the next meeting.

Next meeting: Thursday, November 2 from 6:30-8:30 pm at the River Revitalization Foundation