Board members in attendance: Collin, Karen, Alyssa, Debbie, Vince, Rachel, Shellbelle

Others in attendance: Scott, Paula, Sara, Ousia

Note taker: Rachel

Facilitator: Collin

Time keeper: Belles

Minutes

* Check ins + preferred pronouns + firestarter (5 minutes)
* Review facilitation style + hand signals (5 minutes)
* WC updates
* Store Report (5 minutes)

**Paula:**

* + - January has two Holidays for the Co-op, New Year’s Day and MLK Day.
    - Sales for New Year’s Day were about even with last year for the overall business, but about 200.00 down in the Cafe for the same day in 2018.
    - Sales Trends: The first three weeks in January indicate average sales about 250.00 lower than last year for the same period.
    - Inventory was completed and numbers were provided for year-end reports a few days after completion. The spreadsheet created, by Wendy in September, has helped calculate inventory value more efficiently.
    - The Annual Spaghetti Dinner was another success. The attendance was a little higher than last year, we served at least 153 people, including paying customers and volunteers. Revenue from ticket sales was $993.00 and after expenses, not including any labor, we made about $450.00.
    - This is a strong annual event that reflects positively on the Co-op and our community. It could not happen without the support from volunteers, staff, members, and board members!

**Sara:**

* + - I am getting a little more comfortable at the co-op. Shelly and I still have some budget training to do, etc. I will catch up with her as our schedules allow.
    - The freezer seems to be working well after the recent fix. I am also trying to get the kitchen’s hood cleaning completed. The first appointment was canceled due to weather concerns. They will try again Thursday morning.
    - I had a great time working the door at the Spaghetti Dinner!
    - I gave the cafe some samples of local organic CBD oil to try out for smoothies, or baked goods, or ? I can’t wait to see what they come up with!
      * Alyssa: Has been talking with café about how to cook with it since there are some things to consider: diluting method, dosage, purchasing, etc.
      * Scott: Not sure if staff in the café is aware it’s available.
      * Sara: Will reach out to café again to let them know it’s there for use.
  + Café (5 minutes)

**Victor:**

* + - Sales - the cafe’s business has noticeably decreased over the past month, with less people out and about walking around the neighborhood due to the weather. With that in mind, Seb and myself have already taken steps to adjust prep, so as to decrease waste, as well trying to drive sales with new specials, different soup ideas, grab n go items etc.
    - Labor - Seb and myself will be meeting with Collin on Sunday to speak more in depth on this and to work on a solid plan. Labor has been reigned in tremendously since Seb has taken over the schedule. We plan to focus on extra training for cafe staff, in order to cut down on the need for multiple staff members during slow periods. Seb has already began training cafe closers on pre-close strategies.
    - Staff - At the most recent cafe Meeting we spoke on the importance of waste logging, as well as being aware of things we could use to boost sales (ex: store has tons of tomatoes, make a creative tomato soup or special etc). Also Megan, who was hired on for a bakery role, has been let go. I will forward the termination letter/info to Hr, and anyone else who would like to see it.
    - Spaghetti Dinner - The dinner went well, Seb was in charge of the food and everything turned out amazing. We also had much less left over than last year, and were able to use much of the leftover ingredients, even to make a soup!
    - Volunteer coverage overall has been pretty good, especially considering the weather. Other than sales, things have been going pretty well. Let me know if you guys have any questions, thanks!

**Sebasteon:**

* + - I'm glad the spaghetti dinner was a success! Food prep on Friday went very smoothly thanks to Ousia finding volunteers for me! I will be unable to attend the meeting. Currently I am the only cafe staff with the availability to close in Thursday evenings. I hope this changes soon so I can be able to join you, until then I will look forward to reading the minutes!
      * Debbie: It would be great to have one of the managers attend the board meeting since both don’t have close. Would like to be able to talk directly to managers.
  + Volunteer Coordinator (5 minutes)
    - See below
* Committee updates
  + Finance (5 minutes)
    - See below, also see emailed report for spreadsheets
      * Collin: I would like to project sales numbers to match last year to make more realistic labor expectations.
      * Rachel: Do the newly projected budget numbers take into account the early closing hours through March?
      * Collin: No since that is only a couple months. The budget can change as needed, so would prefer to keep it projected as the same as last year to keep labor percentage goals reasonable.
      * Vince: Doesn’t think we should go back to the old hours until we get control of the labor costs. Agrees that we should project labor sales the same as last year since it shows us making a profit with labor cost at 40% of sales.
      * Karen: How have labor cost percentages been lately?
      * Collin: December was around 54% again, January numbers are not finalized yet. Can we approve the budget by next meeting?
      * Rachel: How about you send it by email and we can approve there.
      * Group: Agree.
      * Vince: Are gross sales for store and café for 2018 being used in the 2019 budget with labor cost adjusted to the new goal?
      * Collin: Correct.
      * Ousia: Can you send it to the WC, too?
      * Collin: Yes. Will send out budget with 2018 numbers and adjusted labor costs to board and WC.
      * Vince: The board will be approving the budget, but not the structural changes that need to be implemented in order to meet the budget numbers. That will be the job of the WC to work with those necessary to do so.
      * Collin: At the meeting with the café staff on Sunday at 5:30pm, will use budget that uses the 2018 numbers as a sales goal.
      * Karen: Do we know if we’re saving on payroll based on the early closing hours?
      * Collin: Not sure, will talk to the café managers about trying to figure this out. There might be other trends discovered that impact how they schedule staff in the future.
  + Building Maintenance (5 minutes)
    - Vince: There was a smell, a short in a light fixture. Fixed!
    - Debbie: Did the malfunctioning cameras get fixed?
    - Paula: Discovered that it had something unplugged, so easy fix.
    - Debbie: Can someone add in checking the cameras on a regular basis to their list of things to do?
    - Ousia: Will add it to the WC meeting to figure out.
  + Communications (5 minutes)
    - The Communications Committee had a hard time finding a time to meet that worked for everyone. However, Karen and Debbie did meet with Resse on January 23rd. They discussed Resse's thoughts on what she could contribute to the website and social media. We discussed that a single point of contact for both platforms may be the best way to go. Resse would need to be given permission to spend some of her time working on those things regularly. Debbie urged Resse to create a few options for the workers collective and board to consider in her role moving forward. It was also made clear that the HR committee is in the process of thinking through a job description regarding marketing.
    - We have a new volunteer doing our monthly newsletter. Her name is Tommasina. Paula has sent out requests for content:
    - Waste awareness week, introducing new inventory coordinator, chili cook off...She is also interested in any ideas.
      * Alyssa: Waste awareness week went really well. Was tough to get people interested in learning about new waste management practices, but did get to spread knowledge and hopefully plant some seeds.
    - Paula brought up a good point that we should start thinking about a call for new board candidates. We will have three open spots at the GMM. She suggested that we may want a blurb about what it is to be a board member in the newsletter or elsewhere. We also need to do some level of marketing for the bylaws happy hours.
    - Alyssa sent her thoughts, unable to meet. She's interested in helping to create a recurring sustainability article! Yay! Hannah has it in her head as well. Update on Instagram including being aware of the audience when posting stories.
      * Vince: Requested content for the Currents. Put in Veronica’s letter and a chili cook-off advertisement.
      * Debbie: Resse knows that HR is waiting for her proposal to create a position.
      * Karen: Communications committee should also talk to her about the position. Also, if anyone would want to be a point person for pulling together monthly communications committee updates then get her the material, she’d appreciate it.
      * Rachel: Can share tips with everyone about how she manages information when there are a lot of moving pieces.
  + HR Committee (10 minutes)
    - See below
      * Karen: Should Resse have a report or be included in these proposals? She also mentioned that she would only like to receive information from one board member since she receives a lot of emails.
      * Rachel: Did not include since wasn’t sure if it would be appropriate as we’re still figuring out who will be managing the website.
      * Vince: The website shows incorrect information in some areas. Examples: Says 5 payments of $20 for membership when it should be 6, and hours are wrong.
      * Rachel: If anyone finds things that need to be edited on the website, send to Karen to send to Resse.
      * Ousia: Would be good to have email/communication practices in writing to have a standard. Will bring up at WC meeting to group [per proposal in HR report below].
      * Rachel: HR will take the lead on responding to Resse about her proposal.
      * Karen: Resse mentioned that she could do some stuff from home. Because of issues in the past we would want to be very clear about what work is being done outside of the co op.
      * Debbie: Would WC reports fall under something that should be reported to HR if not done on time?
      * Rachel: We’re in a transition period of beginning to ask for regular reports again, so give it a few months to get the gears turning. After a few months, begin to report timeliness issues to HR. For any issues with WC/staff, report to HR and they will funnel information to the appropriate WC managers. If any issues with volunteers, then report to Ousia.
  + Membership (5 minutes)
    - No major problems with the data entry side of the increase in membership fee.
    - Membership Volunteers are keeping in contact. Will figure a meeting for GMM preparation tasks.
    - I changed the email address in Veronica’s letter for members to send new or updated email addresses to membership@riverwestcoop.org from Communications@rwcoop.com which bounced back when I tested it.
  + Volunteer Liaisons (5 minutes)
    - Alyssa: A lot going on with sustainability. Café seems to be doing well.
    - Shellbelle: Everything seems great in the store.
    - Rachel: Does volunteering on a committee count towards the volunteer discount?
    - Ousia: Yes. If new members join a committee, let Ousia know to make sure she has their information.
    - Alyssa: Might need a new phone for the café since you can’t turn it off unless you plug it into the wall.
    - Ousia: Will add to WC meeting agenda.
  + Bylaws Ad Hoc (5 minutes)
    - The bylaws committee met on January 4th. We planned 2 happy hours & a special membership meeting to propose changes to the bylaws. Dates are listed below.
      * Debbie: Will have some of the working document put together by the GMM.
      * Shellbelle: Did we give that human their membership fee back?
      * Rachel: Yes, we normally do since the bylaws say that we will and it happens so rarely we haven’t pursued changes there yet.
      * Debbie: Won’t address it during this round of bylaws edits, but have it on the list to consider for next year’s changes.
  + Sustainability Committee (5 minutes)
    - I'm just finishing up the last of the training for Waste Awareness Week. I reached about 80% of active volunteers and most of the staff. If any of you still need training, please let me know. I hope that people start to use this knowledge and extend this awareness into our daily lives.
    - Waste Bingo is in full swing, please send me pictures of you doing the activities. Due to the crazy weather, I'm extending the deadline to the end of February. Watch this space.
    - In other news, there are now 400 Boomerang Bags! Most of these are 'in circulation' around the neighbourhood. I'll be posting up again about returns soon.
    - Projects in process - bulk bins for snacks and sweets, cafe plastic reduction, signage, unnecessary delivery packaging, plans for selling straws/beeswax wraps and produce bags in store (again), Riverwest currents article/Co-op newsletter article.
      * Alyssa: Dog waste in the compost bin is an issue.
      * Vince: They lock it at RRF to avoid that issue.
  + Exploratory Committee (5 minutes)
    - Debbie: Tough to find a meeting time.
    - Alyssa: Did have a successful meeting to generate ideas, create a template of the business and what types of standards to bring forward into any new endeavors.
    - Vince: Not looking into any new spaces anymore. Waiting for group to be ready to move forward.
    - Alyssa: Good to focus on the current space, while generating a more complete idea of how we’d like to move forward.
    - Debbie: Also talked about how things fell through before and came up with more of a plan including: where we’re at, what we need, what the community needs. Would rather be idea-based than a specific place-based.
    - Alyssa: Late night vegan restaurant with snacks. What does community want?
    - Debbie: Will set a meeting soon. Will attend a WC meeting to discuss.
* Other
  + February, March, April Board Meetings (10 minutes)
    - Thursday, February 21: 6:30-8:30pm
    - Tuesday, March 19: 6:30-8:30pm
    - Tuesday, April 16: 6:30-8:30pm
  + Report template update – see below (5 minutes)
    - Rachel: Will send out over email for comments.
    - Karen: What does the board expect to hear from the WC members? WC members could also share what they think is important.
    - Debbie: Would be better to come up with customized reports for each department.
    - Rachel: Will ask board members to send over what they want to see from each department, then department heads can come up with a draft report template that meets these needs and what they think is important.
  + Up & Coming Food Co-Op Conference [www.upandcoming.coop](http://www.upandcoming.coop/). (10 minutes)
    - Debbie: Interested in going.
    - Paula: Happening in town. Would be good to attend.
    - Rachel: Folks interested should send a proposal to the board to attend.
    - Ousia: Was nice to have representation from both groups (WC/board) to attend the other conference.
    - Anyone interested in going should send a proposal to the board/WC.
  + GMM Agenda Planning (10 minutes)
    - Karen: Discussion questions. This is a big time for us to try and figure out what’s going on with our sales. We aren’t always able to use/follow up on the questions asked.
    - Ousia: Will meet with Karen.
    - Alyssa: Do a live stream of the event.
    - Ousia: People could FB messenger in questions.
    - Debbie: Could use discussion questions to pursue exploratory committee ideas and generate new ones.
    - Rachel: Will send out what we had from past years to the group.
    - Karen: We could put the questions out before the meeting.
    - Collin: Would be good to allow people to reflect on questions and have time to come up with responses.
    - Shellbelle: Use big paper for committee sign-up.
    - Rachel: Do we have anyone interested in being the point person?
    - Shellbelle: We should add snack master.
    - Alyssa: Will be the point person.
    - Collin to send Alyssa necessary documents for board candidates.
    - Rachel to ask Veronica about next steps in GMM planning.
  + Storefront table transition (5 minutes)
    - Ran out of time, tabled until the next meeting (ba dum dum…)
  + Announcements: (5 minutes)
    - GMM scheduled for Sunday, April 7th 2019
    - Workers Collective meeting: Every Wednesday 9am @ the Co-Op
    - Bylaws Happy Hour: Thursday, March 7th, 6-8pm, Public House
    - Bylaws Happy Hour: Thursday, May 2nd, 6-8pm, Public House
    - Bylaws Special Membership Meeting: TBD

Next meeting: **Thursday, February 21: 6:30-8:30pm** at the River Revitalization Foundation

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**Board Meeting Report**

Department/Committee

Finance Committee

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Contact Name

Collin LaVallee

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Preferred Email Contact

CollinL@riverwestcoop.org

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Next Committee Meeting Date

2/17/19 @4pm

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Updates: (example: weekly labor, weekly sales, staffing notes, inventory notes, general notes)

• The café lost $46,343 for the year and the store made $19,652, putting us at a loss of $26,690 for the year.

• Met on 1/20 to discuss 2018 numbers and 2019 budget.

Upcoming Events/Happenings

• Budgeting meetings with the WC. I am waiting for a response from Victor and Sebasteon for a meeting date/time. I will also reach out to the rest of the WC this week to set other meetings to review budgeting.

• Our accountant, Brian, will be raising his accounting fees by $50/month to make up for increased payroll processing fees. I am in favor of staying with Brian and paying the additional fees.

• Our insurance provider/advisor contacted Paula regarding the Workers Comp audit they did for October 2017-October 2018. Payroll increased during that time and they wanted to know if it was out of the ordinary. If yes, then we can stick with current premium, otherwise there would be an increase. The FC agreed that labor costs have been unusually high and so we should stick with the current premium and decrease labor costs (as we have discussed.)

Proposal

• That an initial meeting/meetings take place to create a process to monitor the budget, followed by monthly check-ins and reports to the Finance Committee.

**Board Meeting Report**

Department/Committee

Human Resources Committee

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Contact Name

Rachel Messenger

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preferred Email Contact

RachelM@riverwestcoop.org

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Next Committee Meeting Date

N/A we converse via email since there are only two of us.

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Updates: (example: weekly labor, weekly sales, staffing notes, inventory notes, general notes)

• Almost done with Paula's review--there was a delay due to the holidays and vacations. Hoping to complete in early February.

• Sara's weekly emails have been a good insight to how she's doing and where she's at in the training process.

Upcoming Events/Happenings

• Ousia's annual review will take place after Paula’s.

• Need to conduct orientation with Seb.

Proposal

• WC managers check email at least once a day and respond to board/committee emails in a timely manner (within 48 hours?). If Resse is going to be managing updates to the website (events, board/WC minutes), then request that she has a regular email check/respond schedule. If not, then it needs to be figured out soon who will do so in order to meet the board decision to post updates on the website as one of three main communication avenues.

**Board Meeting Report**

Department/Committee:

Volunteer Coordinator

Contact Name:

Ousia Whitaker-DeVault

Preferred Email Contact:

Ousia@riverwestcoop.org

Next Committee Meeting Date:

N/A

Updates: (example: weekly labor, weekly sales, staffing notes, inventory notes, general notes)

Volunteer operations were handled smoothly during my vacation.

The spaghetti dinner was a success, thanks to good preparation by staff and lots of great volunteer support.

Bowling is wrapping up (there will be two more weeks).

Upcoming Events/Happenings

I hope to start a newsletter segment that alternately highlights volunteers, staff, and members.



**Board Meeting Report**

Department/Committee

Reporting on activities for the month & year of: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Name

Preferred Email Contact

Next Committee Meeting Date

Updates: (example: weekly labor, weekly sales, staffing notes, inventory notes, general notes, budget check in/status)

Upcoming Events/Happenings