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

Others in attendance: Paula, Rhiannon, Ousia

Note taker: Rachel

Facilitator: Collin

Time keeper: Alyssa

Agenda

* Check ins + preferred pronouns + firestarter (5 minutes)
* Review facilitation style + hand signals (5 minutes)
* WC updates
  + Store (5 minutes)
    - The news of Shelly leaving her position at the Co-op came as a huge surprise. She has been immensely important to the leadership and the growth of the Co-op for the past 17 years! Her knowledge will be missed by workers and her service to our members/customers will be missed on a daily basis. We are faced with immediate challenges and have new opportunities. Thanks to Sebasteon O, Wendy M, and Resse, who offered to help cover important shifts during this transition. And, thanks to the Board for approving their help. Shelly continues to do the ordering and accounts payable/payroll in her off time. She worked two weekends and comes in after work. We recognise this is not sustainable for anyone. Ousia and I offered to help with placing orders and in anyway possible. The Inventory Coordinator position will be posted after finalizing the job description, last updated in 2010. Interview questions specific to the position need to be created; we asked Shelly to assist. The Accounts Payable portion of her job has been removed and is now considered a separate position. Shelly offered to continue with these responsibilities for the short term. We are working to create a document to describe the General Management responsibilities for all current and future co-managers at the Co-op. The list is extensive and ranges from keeping operating licenses up to date, to purchasing stamps, ordering equipment repairs, doing bank deposits, and much more. Other than that, business as usual!
  + Café (5 minutes)
    - Hope all is well. This is my 1st solo report (woohoo!). Over the past month as many of you know the cafe has seen many changes. The new hire that Gina mentioned in last month’s report (Leah) has been doing awesome so far, she's picked up everything very quickly.
    - Business has been fairly up & down and unpredictable as of late. Gina set me up very well before leaving so things haven't been as difficult as they could've been, but it continues to be a struggle to find volunteer help in the cafe, especially on nights/weekends. I raised the idea of hiring a dishwasher in the past WC meeting and after seeing some of you all's thought's I realize it may not be the route to go, I understand volunteering is the one of the amazing things that sets us apart and makes the co-op & cafe great.
    - I still feel as though the cafe relies too heavily on the use of volunteers, and that it does hurt us at times. With a schedule that fluctuates so often, and not very many cafe employees with open availability to come in and help out, it puts a real strain on the cafe when there is no volunteer help for an entire afternoon/evening, or day sometimes. I realize finding volunteer help isn't the easiest task, I just dread the thought of us losing quality/customer service due to being stretched thin at times.
    - I also plan on having a cafe meeting within the next week or two, so that everyone can be on the same page. I am open to all suggestions and welcome the help, lol even if one of you want to come to help out :). Aside from that, Gina's schedule/planner has helped me stay on top of things in the cafe and I feel like it's been going great! I hope to hear from you all soon. If there are any questions, feel free to contact me.
      * Veronica: Could we use 25-30 volunteers in the store if we hired dishwashers instead?
      * Ousia: Not everyone who volunteers in the café would want to volunteer in the store. There are also not 25-30 open spots in the store.
      * Debbie: There would likely be a lot of fall off if no more dishwashing duty as volunteer.
      * Collin: We should discuss this later in greater depth, not enough time now.
      * Ousia: Have to consider carefully since will change our entire culture if we change the volunteer dynamic.
  + Volunteer Coordinator (5 minutes)
  + Transitions:

Since the last board meeting, some major changes have occurred in the store, most notable being Shelly's beginning her transition out of the Inventory Coordinator role. We have been adjusting to her absence in the store during the week, and have reached out to existing and previous employees (Sebasteon, Resse, and Wendy) to help us with coverage during the week. Paula and I are working to pick up some of the tasks that we are able to accomplish on week days, such as taking over some of the smaller orders.

* + Hiring:

Victor and I are still looking for candidates for the Evening manager position. Applicants have not been promising, but we want to hold out for the best possible candidate. As of today, we've started a fliering campaign, using a beautiful flier that Resse created.

* Rachel: Also try jobsthatserve.org and craigslist.com
  + Paula and I will form the search committee for the Inventory Coordinator position. We have collaboratively re-worked the job description, and hope to post this week.
  + Volunteers:

During the three weeks that Gina was out of the country, I've been working to cover volunteer shifts in both the store and the cafe, which has been challenging, especially since I haven't worked closely with all of the cafe volunteers as consistently as the store people. Because she will only be continuing that role until the end of the month, I have been having new cafe volunteers just continue to contact me, so as not to confuse them too much. Once we hire for that position, I will introduce them to the new person.

* + September is here, and I have an influx of many service learning students, mostly from Marquette. Learning from last year, I aim to be more structured with my approach with service learners this year, limiting my orientation options (within reason) and assigning a short required reading and writing prompt at the beginning and end of the semester. I hope that this will help the students to more intentionally process their experience here in Riverwest and at the co-op.
  + Phone:

I have unfortunately lost my co-op phone, and have been responding to texts only from the computer. I should probably get a replacement device. How should we go about this?

* Vince: Get least expensive phone, co-op will purchase.
  + Fun Stuff:

Despite the rain, the Labor Day potluck was a lot of fun! Thanks for everybody who came out.

Volleyball has been going great; we have a wonderful team of volunteers and staff (me). Tonight's game will be at 9pm, and our last game will be October 18th. I've spoken with Lynn about doing Monday night bowling again at the Falcon, which will likely start the first week of November. There's been some talk of a basketball team/pickup group, so talk to Mark and Leah from the cafe if you are interested in that. Sports are fun!

* Committee updates
  + Finance (5 minutes)
    - Collin - July: Café did better, store did worse.
    - Committee met on August 26, Collin is going over budget numbers in depth to assess projections vs reality
    - Next potential finance committee meeting on September 30 in the afternoon
      * Ousia: Do you want me to recruit volunteers for this committee?
      * Collin: Not at this time, would be better once we get more established.
  + Building Maintenance (5 minutes)
    - Vince - Potential future project: Regular maintenance of the AC and furnace filters once we get the new managers hired and settled in.
    - Alyssa: Basement door no longer locks.
      * Ousia: Could be humidity.
      * Vince: Will call locksmith to see what’s going on.
    - Alyssa: Dog dish outside the water bowl doesn’t drain
      * Vince will contact person who put it together to resolve the issue.
    - Shellbelle: Wants to move the volunteer coat rack. Vince will help.
  + Communications (5 minutes)
* Five Wednesdays last month. Communications Committee meets the 4th Wed not the last. Paula and Lauren met.

1. Jess made an awesome poster to hang below the mirror outside the bathroom, highlighting reasons to volunteer.

* Veronica: Suggests putting these flyers out along with the job flyers.
* Ousia: Could include this with her flyering. Resse coming up with a general volunteer flyer.

2. Collin put the survey results in a spread sheet. Anyone interested in checking it out? Hopefully CommCom will discuss next meeting`

* Collin: Some good information in the survey results. Will share with everyone. Asked Ousia if she had the names of people interested in volunteering.
* Ousia: No, would like to have that shared with her.

3. Do we want to: Review retreat topic and directives of increasing sales and specifically relating to Comm Com. Reevaluate the goals set.

* Paula: We will need to find something to do to increase sales.
* Alyssa: Will we rediscuss the reorganization of the co-op floor.
* WC, CommCom, Board, FinanceCom - what roles do they play?
  + HR Committee (5 minutes)
    - Collin met with Shelly to do the exit interview.
    - Rachel sent out Victor’s 3 month review. Paula’s annual review to follow soon.
  + Membership (5 minutes)

**\*\*** **looking for board input**.

         I met with the WC on these items 3 items 9/12:

1. **Reducing mistakes and lack of info when** **signing up and renewing memberships**:

   -Since cashiers don't necessarily have to handle a membership often and people learn and retain info in different ways, wc and membcom working on a variety tactics:

  - Katie Jesse - training sessions. Will share her talking points with the store staff, includes understanding the extra effort our voluteers enterying data have to go through when they don't have all the information needed.

  - As Ousia has been doing, she, Resse and Paula will make a more concentrated effort to catch volunteers at the register with the most important issues, #1 filling out forms (instances of signing up with no payment.)

\*\* - Still **brainstorming effective visual tools** at the register - **seeking input from volunteer liason cashiers.**

* Rachel: Could we revise the form to include requirements and rules?
* Collin: Could do it like they do at the RWPH to have a staff member verify the form/payment.
* Ousia: Likes the bell idea to celebrate memberships, not call a manager over.

 2. **Increase in lifetime membership to $120**requires **new programming:**

  - Relies on Ken who took a long time to (mostly) fix our last membership programming issue

\*\* - If there is delay, what would it look like to postpone the change to $120?

Other potential solution - a**newer POS system**. Resse is researching if any can fit our needs (including membership)

* Ousia: Paula told the current POS system representative that we are considering switching and they are now motivated to work with us to resolve issues.

  - Also hoping to include less glitches, instructions for cashier, maybe to directly sign up and straight into the system

**3. \*\*Decisions on claims of lifetime membership.**Who should make the final call on whether we accept someone's claim to having a lifetime membership that is not substantiated by our records? Membership? Happens more than you would think. Who should be involved in setting those parameters and steps to take?

* Rachel: We need to find a good POS system since there have been issues for a very long time. Not worth paying a company that doesn’t work for us. Not concerned about absorbing costs when there are disputes over lifetime memberships
* Vince: Should have an annual meeting about maintaining files. Details should be discussed later.
* Collin: Membership discounts are down this year.
  + Volunteer Liaisons (5 minutes)
    - Alyssa: Would be nice to have a training manual since there are times when a volunteer is not sure how to resolve an issue using the POS system.
    - Amanda: Would like to have pamphlets about membership/volunteering available at the register to share with shoppers.
    - Shellbelle: Have two silent alarms, one on each side for safety precautions.
      * Paula: Need to order new doorbell.
  + Bylaws Ad Hoc (5 minutes)
    - We met on Wednesday, September 5th
    - Vince, Debbie, Courtney, and Veronica were in attendance. Karen sent a report
    - We discussed a game plan as to how we want to review the bylaws.
    - The consensus was to start at the beginning and go through them using committee member’s notes.
    - We start to review the bylaws and have a working document with proposed changes & updates.
    - We agreed that we should distinguish between grammar/punctuation edits and substantial changes.
    - The substantial changes will be brought to the board and, if agreed upon, brought to the GMM.
    - Our next meeting is scheduled for Thursday, Oct. 4th at 7pm. All are welcome
  + Sustainability Committee (5 minutes)
    - We had a great event last month - 15 bags of trash and recycling were picked up from the neighbourhood by 10 enthusiastic locals. I have attached a photo below. This month we are doing the same: https://www.facebook.com/events/877323289138461/?notif\_t=plan\_user\_joined&notif\_id=1536710680782841 We want to hold this regularly so whether we have a monthly pickup plus another event is something to discuss. Please promote this event amongst members.
    - Regarding the waste and recycling issues we are having, we're after some thoughts from the board on the best way to approach this. We first thought a training would be good, and that we could give that to ALL volunteers and staff. Everyone needs to ideally be using the bins correctly but it seems the bins also need to be checked before emptying every time. What is Tom's role here?
    - Are we talking about mostly a volunteer problem or are some staff not 100% certain on what goes in each bin? If so, let's start with a staff training. It would take me or someone in the committee about 30 minutes (we need staff on board before we can encourage best practice from volunteers). If staff are hunky dory, we can make up a training sheet for volunteers to read. Please let us know your thoughts in the minutes. Thanks!
    - Thirdly, the Bayview Bash. As some of you know, I will be away very soon, heading to Aus/NZ from this Friday the 14th to October the 21st. I won't have time to organise anything for the Bash, but Emily Breffle is interested in organising a group of 10 to help sort on the day. I have put Rachel in contact with her. There was talk about some signage and promotion, what does this look like? Please let us know what you're after.
    - I have cc'd Chris Doyle, also on the committee. He will be available to contact for updates whilst I'm away and can rally the crew for anything that you need this month.
* Other
  + - Board Retreat Topics & Agenda Planning (15 minutes)
      * Alyssa: Reorganizing the co-op floor.
      * Veronica: Is going to categorize all the suggestions into main categories to narrow it down and include everything. Encourages everyone to continue to send ideas if you have them. Requests WC to let her know if they plan on coming at the same time so we can maximize the shared time.
      * Ideas:
        + Paula - Needs of co-op - structure, qualities, culture. How to manage roles/responsibilities of WC managers, staff, volunteers.
        + Collin - Need to have good facilitators who are prepared with clear goals.
        + Debbie - Update on bylaws committee projects.
        + Collin - Review board members duties and update bylaws.
        + Karen - How will we move forward with these ideas?
        + Veronica - Going to take all ideas and put them into different categories. Will ask someone well-suited to lead a discussion.
    - Staff & WC discussion related to Shelly’s departure (15 minutes)
      * Paula: Feeling calm about the transition. Everyone is doing what they have to do.
      * Ousia: Nice to work alongside calm staff. Things are good temporarily.
    - Wage Increases (10 minutes)
      * Ousia: If increase one person’s wages, then would need to increase everybody’s wages. Would increase retention.
      * Veronica: Who decides wages?
      * Paula: WC and board.
      * Vince: We are working off budget. Not sure what the implications will be of continuing to pay Shelly part-time and also increasing all wages. Encourages that we increase wages.
      * Collin: Offered to crunch numbers. Thinks we should have had a formal job offer with terms outlined for temporary employees.
      * Karen: We have a lot of money in the bank and would like to invest in our employees.
      * Shellbelle: Meals we’re feeding employees--is that a part of wages/benefits? Should be considered. Amanda: Factored in at about $10-12 per shift.
      * Rachel: Does the board need to vote on this? Suggestions heard so far: $15 starting wage with the probationary wage abolished, but still have probationary period for review/employment consideration.
      * Debbie: Thinks we should also consider benefits.
      * Collin: Thinks we should discuss benefits at the retreat and focus more on the immediate need for wage increase.
      * Debbie: It would factor in to her decision whether benefits are offered or not.
      * Veronica: Who decides how much people get paid?
      * Paula: Board voted on the starting wages in the past.
      * Veronica: Would need information presented formally for the board to take a vote.
      * Ousia: Collin and her will work on coming up with a proposal together.
      * Veronica: Are people looking into benefits?
      * Debbie: Can help Ousia.
      * Alyssa: Are there any organizations can help us out?
      * Collin: The wages have not been increased, so what they currently are is what they will continue to be during the hiring process until the proposal is put forth. Is there someone who could spearhead an ad hoc benefits committee?
      * Vince: If someone wants a hire wage, consider offering that.
      * Rachel: Agrees, we should consider negotiations and involve board as necessary.
    - Volunteer Liaison availability for committees (5 minutes)
      * Karen: States in bylaws that all members need to be on a committee. Should we follow this?
      * Alyssa/Debbie: Tough to meet during current communications committee time.
      * Debbie: We should encourage people to join committees but not require them to.
      * Alyssa: Should talk to the membership about this change.
  + Membership & Communication committee leadership change (5 minutes)
    - Karen would like to step down from the chair of the communications committee. Would be willing to co-chair.
  + Board member committee participation (5 minutes)
    - Scheduling: (5 minutes)
      * Future Board Meetings:
        + October 25th from 6-8pm
  + Compost trash receptacle (10 minutes)
    - Rachel volunteering at Bay View Bash with Kompost Kids this Saturday from 5-7pm
  + Announcements: (5 minutes)
    - Neighborhood trash pickup on Saturday, September 22 from 11am-1pm
    - GMM scheduled for Sunday, April 7th 2019
    - Board Retreat – Nov. 10-11th
    - Bylaws Ad Hoc: Thursday, Oct. 4th 7pm @ Debbie’s House
    - Workers Collective meeting: Every Wednesday 9am @ the Co-Op
    - Communications Committee – 4th Wednesday each month 6:30pm @ the Co-Op

Next meeting: **October 25 from 6-8pm** at the River Revitalization Foundation