

Board Members in Attendance: Debbie, Wendy, Alex, Jeannie, Rhiannon, Vince, Karen

Others in Attendance: Sara, Shannon, Morgan, Annica

Note Taker: Wendy

Facilitator: Debbie

Time Keeper: Rhiannon

Minutes

- Check Ins + Pronouns + Firestarter (5 minutes)
- Review Facilitation Style + Hand Signals + Zoom Specific Info (5 minutes)
- Schedule October Board Meeting (5 minutes)
 - Monday the 26th
- All Reports (10 minutes) ***Note: we will not spend much time on reports this month. No summaries, only questions and updates since the reports were written***
 - Store - Sara will be making a document that will be asking for board help . Wendy expressed concern about not having managers and Sara said she is feeling good about it as they have hired other staff. Hired Ousia, Nick Baran, and there is a third person - **an email from Annica is coming.**
 - Karen asked about suggestion box fulfillment and Sara said the WC goes over suggestions with her.
 - Café
 - Morgan and Sara have been doing all the leg work to get a new stove, and Boelter is the best to go, price, delivery, take away the old one, and quickest delivery
 - Stuck to a 36in
 - Pointed out the amount of uptick in deli items
 - Correction to report for actual labor hours
 - Vince clarified that the stove is a capital expense not a cafe budget item.
 - Volunteer Coordinator
 - Finance Committee
 - Karen wants to see more info about hours worked
 - We have made our way through 50K of the 60K in covid grants
 - Human Resources
 - Communications
 - Active comcom members have outreach experience and want to go towards the education
 - Membership - 2 new volunteers checking out to help - Karen needs to update us on the issue with membership cards - wendy asked karen to send an update - note: see previous weeks wc notes for info.
 - Sustainability
 - Volunteer Liaisons
- Update on Restructuring Meeting (Rachel/Morgan) (5 minutes)
 - Doodle is filled out - understands that scheduling in advance is hard and morgan and rachel are doing the best to meet everyones needs- let them know if something comes up o Rachel said a few people have asked where the restructuring has come from and asked management what has been said to staff. Morgan said she has talked to them
 - Rachel is saying that over communication is a good thing right now and to make sure it is on agendas to keep people thinking of it
 - RW co-op restructuring Ideas spreadsheet - fill out if you have an idea - there is also room for questions and feedback - please use it will help create the agenda,. Also the idea pool tab.
 - October 3rd is the deadline for feedback into the document

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 09.28.20 5:00pm – VIA Zoom

- o https://docs.google.com/spreadsheets/d/1_7_3ydvZ3U0a3dH27jiBsia5Vo5_p4D_7NYk6JK9_OY/edit?usp=sharing
- o Karen expressed that we might want to look into a pro facilitator

- Steps Towards “Normalizing” Store & Café (20 minutes) changed to 15 minutes
 - o Want to make sure that info that is going public is correct.
 - there was a comment on FB stating that we are looking a year out and Morgan would rather have us say longer than shorter.
 - Vince wants to make sure there is one message, and that it should be loose as we don't know what happens- maybe we should allow Morgan to come up with that.
 - Karen says we just state the obvious - we don't know what will happen.
 - Wendy stated that we have too small of a space to actually have people eat inside and that until we are able to be back to normal we only have room for one table
 - Debbie would like to see a plan of what the stages are or goals, even without a timeline.
 - Rhinannon asked for clarification on if timelines are public or internal
 - Debbie said that timelines would be internal.
 - Morgan- are we talking phases or a tagline
 - Debbie just wants more clarification
 - Rachel- she talked about dial up or dial back plan, to make sure we have the steps and questions in place
 -
 - o Are we saying a timeframe for when seating will be available?
 -
 - o Store open hours - Vince would like to see the store open more hours to be able to increase sales by having open hours 9-7. Rhinannon agrees that we could move forward but wanted to make sure that we are able to pay those wages (as we are at 15\$ an hour) Vince and Rhinannon are both concerned that we don't know if it will help. Sara says that there is not a lot of business on Sat/Sun from 9-10.
 - o Café hours of carry out
 - o Café offerings
- Request for Raises (led by Sara & Morgan) (10 minutes)
 - o Currently (?) – automatic raises twice per year; first raise given after 90 days - Morgan feels like she has taken on a lot more and that other staff is paid the same. Sara feels like her wages have never matched her work
 - o Alex asked if there was a proposal
 - o Morgan said she understands that in the past it has been take on what you can and her and Sara work a lot of hours.
 - o Debbie asked how many hours that managers work a week
 - Alex said they are scheduled 30ish
 - Morgan said there is more work than can get in 30
 - Morgan worked 11 hours a day when scheduled 6 so adds to 42 hours a week
 - Sara has not been tracking all her hours that she has been doing from home.
 - Rachel spoke to that it is a red flag that people can not fulfill their job in their scheduled hours. She wanted to say that if we are going to give a raise now that we should also look at giving merit based wages instead of automatic raises.
 - Karen would like job descriptions to match the hours needed.
 - Wendy wanted to say we need to make sure that we have enough managers hired to do the work.
 - that other staff that is making higher wages do to longevity.

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- Morgan just wants to make sure that she is being compensated fairly for her work load now and that it can be revisited upon WC restructuring and workload restructuring.
 - o Debbie said she is ok with a temporary increase and doesnt think we should have automatic raises, but have merit based raises. And if we are talking about raising wages for management do tot he merit of work that it needs to change across the staff. o Vince agrees with debbie as far as moving forward.
 - o Karen says how do we decided about morgans hours.
 - debbie said that down to 30 was a WC decision and They can go back up to 40 without.
 - o Wendy asked for the actual raise request
 - o Sara and Morgan are asking for a 4\$ an hour raise - they are being paid \$14 at home/\$16 in store. are asking \$18 at home/ \$20 in store.
 - o Debbie asked for an **official proposal with what hours will actually be worked- They will have a proposal to us by Wednesday.**
 - o Vince wanted to point out we don't have a treasurer - Wendy said that we still have to actually look at the numbers in order to make this decision.
 - o Merit based increases moving forward?
- Break (end by 6:10!!!) (2nd half will be board- focused; everyone is free to stay) ●

Follow Up on Requests from WC for Board Help (10 minutes)Starting at 6:40

- o Customer Survey (CommComm) - completed
 - o Community Contacts List (**Wendy**)
 - o Social Media (Mitch, Karen, CommComm)- striking
 - o Produce Labels (**Debbie**)- made 100 produce labels - she is gonna get on it.
 - o Monday/Thursday In-Store Help (Wendy)
 - need to keep checking on this. Wendy keeps dropping the ball. Striking it and will come back to it if it needs
 - o Update Website (**Jeannie, Vince**)
 - jeannie is taking point - meeting with Annica on Friday. Asked staff to audit the website to look at what needs changes.
 - o Ubuntu (**Wendy, Debbie**)- Wendy and debbie will meet and report next month
- 2020 GMM Planning (10 minutes) we are not doing it on the 4th
 - o nov/Dec - 4 votes
 - o option is to do a recorded one - 7 votes
 - o roll 2019/2020 - 8 votes
 - o online platform of Q&A - push out report -
 - o Wendy wants a 2019 precored- push the annual report in posts on FB
 - o Rhiannon - thinks we should do a prerecorded and touch on 2020.
 - o Debbie agrees and stated that we need to be better of letting people know about our board member situation. we should not roll 19/20 together.
 - o Debbie will talk to Liz about pushing the report and communicating with members and take on coordinating the recording and reporting.
 - Board Retreat Planning (10 minutes)
 - o Make the retreat shorter because of all the special meetings
 - push into late nov/early december
 - o Focus on budget and an additional topic or two?

DEBBIE will post a proposal by next board meeting

KAREN wanted to state that the board retreat does not have to be on president's shoulders

Debbie reiterated that when she tries to delegate that people don't take it on.

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- Board Roles & Call for Candidates (10 minutes)
 - Board roles for President, Vice President, Secretary, Treasurer
 - Wendy through her hat in for treasurer if someone takes on secretary
 - Rhinanon would consider secretary
 - tabled to next meeting
 - **Wendy** will call a finance meeting this month
 -
 - Call for new board members
 - Let candidates know that we are restructuring and extra time commitment is needed
 - We need candidates

SOMEONE needs to take on recruitment

- Board Rules / Goal Setting (10 minutes)

Tabled to retreat

- Updated / New Committees (Building & Maintenance; Education Committee) (tabled for???) ●

Follow Up on Retreat Action Items (tabled for???)

Next meeting: **TBD**

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