

## Management Team Meeting

**Date:** 25<sup>th</sup> January 2018  
**Time:** 12:30 – 03:30 p.m.  
**Location:** 291 McLean Street

**Attendance:**

Team Member	REGRETS	Team Member	REGRETS
Ian Lamont – Community Services (CR)		Lona Croissant – Thrift Store	
Michael Winter – Community Services (PH)		Patricia Roed – Human Resource/Finance	
Karen Floor – Administrative Assistant		Violet Hopkins – Corps Officer	
Keith Hopkins – Corps Officer			

Minutes

Item	Presented by	Comment/Action to be Taken	Target Date	Complete
<b>Standing Items</b>				
1. Devotion	Michael	The Rugged Road - Endurance		
2. Team Check in		The team checked in		
3. Safety/Serious Incident/Feedback	Group	<p>Lona reported on a situation that transpired at the Main Thrift Store parking lot – lady who was obviously under the influence.</p> <ul style="list-style-type: none"> <li>- Police were called for her safety and safety of the public as she was positioned to drive a vehicle.</li> <li>- Lady did enter the thrift store looking for a washroom – no washrooms are open to the public</li> <li>- Lady proceeded to adjacent store and used the washroom to use drugs</li> </ul>		
4. Employee Relations	Training	<p><b><u>Non-Violent Training</u></b>            Patricia reported that Non-Violent training is re-scheduled for January 2018 –will give staff more notice.</p> <p><b><u>Update 25 January 2018:</u></b></p> <ul style="list-style-type: none"> <li>- January training was cancelled</li> <li>- Scheduling is the main challenge – looking at options</li> <li>- 12 employees that need training</li> <li>- Needs to be completed before March</li> </ul>	<p>Jan. 2018            Mar. 2018</p>	
5. Monthly Finance Report		<p><b>Discussion around budget was free flowing, but several points were highlighted, including:</b></p> <ul style="list-style-type: none"> <li>- December sheets have received and will be distributed in the coming days.</li> <li>- The importance for each supervisor to review monthly sheets, identify questions and follow up with Patricia for answers.</li> </ul>		

		<ul style="list-style-type: none"> <li>- Spending should always be weighed against the bottom line and adjusted accordingly to ensure spending does not exceed budget.</li> <li>- Supervisors were encouraged to follow up with and book a meeting with Keith if they have questions.</li> <li>- Keith noted that month-to-month budget sheets have huge variances regarding interfund transfer – email in draft but will be sent to RAC in the coming days.</li> </ul>		
6. Ministry Updates	Group	<p><b>Ian – Shelter</b></p> <ul style="list-style-type: none"> <li>- Working through a return to work strategy for an employee.</li> <li>- New employee is being orientated, but more team members are required. Hiring Casuals – impacted by EWR response shelter <ul style="list-style-type: none"> <li>a. Keith suggested leaving the job posting open.</li> </ul> </li> <li>- Provided an overview of a situation with a challenging client – banned from Gold River – suicidal - debrief conducted with shelter team</li> <li>- Issues with clients throwing needles in adjacent property - solutions: <ul style="list-style-type: none"> <li>a. Screwing the blinds shut</li> <li>b. Alarms on windows</li> </ul> </li> <li>- Three video cameras have been repaired</li> </ul> <p><b>Ian - Lighthouse</b></p> <ul style="list-style-type: none"> <li>• Housekeeping – ongoing - donations etc. – partnering with thrift store</li> <li>• Two seating lunches continues to work well, but during bad weather opening earlier</li> <li>• Issues with washrooms and users breaking into needle containers – solutions being considered: <ul style="list-style-type: none"> <li>c. Changing washroom layout</li> <li>d. Gender neutral</li> <li>e. Tampering with sharps container – looking for new design</li> </ul> </li> </ul> <p><b>Ian - Second Stage House</b></p> <p>OCCM <b>Strategic plan (Goal No 18)</b> addresses many ongoing issues:</p> <ul style="list-style-type: none"> <li>- The external siding, windows door and siding are need of replacement.</li> <li>- There are several fence panels that have been damaged (reason unknown).</li> <li>- It was noted that shelter and second stage house need a deep cleaning, above and beyond the regular cleaning.</li> <li>- <b>Update 29<sup>th</sup> June 2017</b> <ul style="list-style-type: none"> <li>- Ian reported that an inspector attended on behalf of BC Housing and completed an inspection. Ian committed to attaining a report.</li> <li>- Keith noted that that BC Housing hired a new “Non-Profit Portfolio” manager who will visiting the unit on August 19<sup>th</sup>. This will be an ideal to formulate a plan</li> </ul> </li> <li>- <b>Update 28<sup>th</sup> September 2017</b> <ul style="list-style-type: none"> <li>• BC Housing Rep attended but their focus was on the main shelter – a second visit to be scheduled.</li> </ul> </li> </ul>		

		<ul style="list-style-type: none"> <li>- <b>Update 16<sup>th</sup> October 2017</b> No update – Keith was absent</li> <li>- <b>Update 30<sup>th</sup> October 2017</b></li> <li>- Fence repairs completed since last meeting which included several new sections of fence.</li> <li>- <b>BC Housing has committed to repairing the roof and interior hallways in fiscal 2018-2019</b></li> </ul> <p><b>Michael Winter – Port Hardy</b></p> <ul style="list-style-type: none"> <li>- The focus in the coming months will be to identify and relocate the main operation to a new location – <b>Strategic Goal no 19</b></li> <li>-</li> <li>- Keith visited on June 14<sup>th</sup> and the team narrowed the choices to two options.</li> <li>- Michael met with the landlord for an initial meeting and provided a detail summary.</li> <li>- Keith will be traveling for a second meeting during the first week in July.</li> <li>- <b>Update: 28<sup>th</sup> September 2017</b> <ul style="list-style-type: none"> <li>• Regarding <b>SP Goal 19</b> It was reported that a new location has been identified and MU and DHQ will be moving ahead to purchase! More details to follow.</li> <li>• The team is preparing to move the shelter back to the main location for the winter.</li> <li>•</li> </ul> </li> <li>- <b>Update 16<sup>th</sup> October 2017</b> No update – Keith was absent</li> <li>- <b>Update 30<sup>th</sup> November 2017</b> <ul style="list-style-type: none"> <li>- New purchase proceeding on schedule and date to have restriction lifted remains as Dec 01<sup>st</sup>.</li> <li>- Cost will be higher than originally planned, but DHQ and THQ.</li> </ul> </li> </ul> <p><b>Update 19 January 2018:</b></p> <p>New property was secured since last meeting! Cost is higher than projected. However, with DHQ support and higher mortgage the project is a go. It was noted that April 2018 was not possible, so completion date adjusted to Dec 2018.</p> <p>Work is being spearheaded by Ann Katherine Murphy, of AK MURPHY architect ltd. The focus has been:</p> <ul style="list-style-type: none"> <li>- The rezoning of the location to allow for shelter programming.,</li> <li>- Preparing initial drawings</li> <li>- Structural engineer has been onsite to prepare an assessment.</li> </ul> <p><b>Michael Winter</b></p> <ul style="list-style-type: none"> <li>- Christmas Season was a great time for all</li> <li>- Newspaper articles – public intoxication is leading to request from VIHA to increase stay times for shelter clients.</li> </ul>	<p style="text-align: center;"><b>Oct 2017</b></p> <p style="text-align: center;">July 2018</p>	<p style="text-align: center;"><b>Oct 2017</b></p>
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7. 2017 Strategic Planning	Keith	<p>Keith presented an up to date Strategic Planner and provided and update on several goals:</p> <p><b><u>Update - 29<sup>th</sup> June 2017</u></b></p> <p>Since last meeting Michael, Betty and Patricia have been working on a user friendly “Feedback” form that will be adaptable for use at the thrift store for customers, which is line with <b>Strategic Goal No 1.</b></p> <ul style="list-style-type: none"> <li>a. Violet and Lona to complete</li> </ul>	<del>June 2017</del> <del>July 2017</del> <del>October 2017</del> <del>January 2017</del> February 2018	
		<b>NEW/ONGOING BUSINESS</b>		
1. Ultipro		<p>New HR management system – <b>Ultipro – ongoing</b></p> <ul style="list-style-type: none"> <li>- Corps Officers will begin using it in June. All other employees will begin using Ultipro in November – Management team will be working with the team.</li> <li>- Ian and Lona received an introduction at the last meeting down island.</li> <li>- Keith attended the webinar for managers.</li> <li>- Roll out of Ultipro to employees will have to closely monitored and well communicated.</li> </ul> <p><b><u>Update 29 June 2017</u></b></p> <ul style="list-style-type: none"> <li>- The team was taken on a brief tour of the CO Ultipro site.</li> <li>- Managers were encouraged to begin discussing this in more detail at the regular staff meetings and pointing out where training resources can be located.</li> </ul> <p><b><u>Update 28<sup>th</sup> September 2017</u></b></p> <p>Patricia provided the team with a detailed update as to the progress of Ultipro implementation.</p>		

		<ul style="list-style-type: none"> <li>- Patricia is leading the implementation and will be bringing training to the frontline in the days to follow.</li> <li>- A new timesheet has been developed to help supervisors accurately capture time for input and approval.</li> </ul> <p><b><u>Update 26<sup>th</sup> October 2017</u></b></p> <ul style="list-style-type: none"> <li>a) Ultipro is live and running</li> <li>b) Employees can view their timesheets at their personal: <a href="mailto:first_last@can.salvationarmy.org">first_last@can.salvationarmy.org</a></li> <li>c) Errors with job descriptions will be addressed</li> <li>d) Pay period is #23</li> <li>e) Pat will personally see all employees by Nov.9</li> <li>f) Timesheets are online-locked @ 6am Monday following submission of pay period numbers</li> <li>g) New timesheet template to be used by frontline teams</li> </ul> <p><b><u>Update Nov.30, 2017</u></b></p> <ul style="list-style-type: none"> <li>• Still issues with system, but overall transition is on track.</li> <li>• Patricia will visit with all staff to print their own paystubs</li> </ul> <p><b><u>Update 1th January 2018:</u></b></p> <p>There remain several challenges to work out. Patricia highlighted that employees have all received pay on schedule, but there is an ongoing need to maintain the system. There is still a desire to meet with all employees one-on-one to walk them through the system</p>		
<b>Leadership Development</b>		<p><b><u>Leadership Conference</u></b></p> <p>The Mission Board discussed the idea of setting aside a day as a "Ocean Crest Leadership/Retreat" a day to bring employee and volunteers together from all areas of OCCM's.</p> <ul style="list-style-type: none"> <li>- Date of meeting was adjusted to 13 March 18</li> <li>- Conference will be at 291 Mclean Street</li> <li>- Anticipating 50 people to attend from all areas of the Mu</li> <li>- Captain Barb Stanley will be the guest speaker leading the 'people' portion of the day.</li> <li>- The day will be shaped around "5 P's" <ul style="list-style-type: none"> <li>a. Purpose</li> <li>b. People</li> <li>c. Planning</li> <li>d. Participation</li> <li>e. Passion</li> </ul> </li> <li>- To ensure maximum attendance facilities will be closed where possible. <ul style="list-style-type: none"> <li>a. Thrift Stores</li> <li>b. Lighthouse</li> <li>c. Shelter – to be confirmed with BC Housing</li> </ul> </li> <li>- Full agenda to be completed before February 28<sup>th</sup>.</li> </ul>		
Closed	Ian	Ian closed in prayer and will bring a devotion for next meeting		

**Next Meeting (The last Thursday of each Month) 22<sup>nd</sup> February 2018 11:00 – 13:00 hrs**