

Management Team Meeting

Date: 29th March
Time: 11:00 – 02:00 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 |
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| Standing Items | | | | |
| 1. Devotion | Keith | Matthew 26:36-46 | | |
| 2. Team Check in | | The team checked in | | |
| 3. Safety/Serious Incident/Feedback | Group | <p>Lona reported on an issue with a man who was in the New Beginnings Thrift Store taking photos on March 28th</p> <ul style="list-style-type: none"> - When he was asked to leave he refused and became belligerent - Customers reported he was in a motorhome with AB license plates - The RCMP were called <p>Discussion re: standardized forms for all Ministry Units</p> | | |
| 4. Employee Relations | Training | <p><u>Non-Violent Training</u> Patricia reported that Non-Violent training is re-scheduled for January 2018 –will give staff more notice.</p> <p><u>Update 25 January 2018:</u></p> <ul style="list-style-type: none"> - January training was cancelled - Scheduling is the main challenge – looking at options - 12 employees that need training - Needs to be completed before March <p><u>Update 23 February 2018:</u> Training was complete 19th Monday 2018</p> <p><u>Port Hardy</u> Kitchen help is needed. Might be a future opportunity for a full-time cook with numerous changes over the next 15 months</p> | <p>Jan. 2018 Mar. 2018</p> | Feb 2018 |

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| <p>5. Monthly Finance Report</p> | | <p>Reports for January Available and will be distributed this week. Overall budgets on track. Areas of note include the Corps which is over budget mainly due to increase in insurance premiums. Journal entries will be processed in the coming weeks which should further balance the budgets</p> <p>In line with Strategic Goal No 30: "Transition Ocean Crest Policy and Procedures from "paper system" to "electronic document system"</p> <ul style="list-style-type: none"> - Keith is creating a Share-point site that will be used by all managers for information, data collection and collaboration. - This should be ready by May 01st - Beginning in April, Patricia will be responsible for ensuring monthly budget sheets are received and reviewed by supervisors. <p>Pat is working on the journal entries with an ideal goal of being monthly.</p> | <p>May 2018</p> | |
| <p>6. Ministry Updates</p> | <p>Group</p> | <p>Ian – Shelter</p> <ul style="list-style-type: none"> - Issues with clients throwing needles in adjacent property - solutions: <ul style="list-style-type: none"> a. Screwing the blinds shut <ul style="list-style-type: none"> i. Permission received from Fire Marshalls office, but no action taken, yet. b. Alarms on windows <ul style="list-style-type: none"> i. This option still under review - Mold was around exhaust fan in the new washrooms at the Evergreen Shelter. <ul style="list-style-type: none"> a. Original contractor was called Knappett Construction. <ul style="list-style-type: none"> I. Confirm that adjacent dryer vent had become disconnected in roof and excess buildup of moisture was leading to mold. II. Arrangements being made with contractor to clean mold at no cost to the MU. III. The mold is contained and there is no risk to the client and team <p>Update 29th March 2018 Mold issue warranty work procedure going smoothly.</p> <ul style="list-style-type: none"> - Extreme Weather Shelter had an uneventful season. Closing date is March 31st. Operating costs were lower and increased public awareness is ongoing – Great job by all concerned. - New BC Housing Contract received and sent for signing. <ul style="list-style-type: none"> I. New training requirements noted, and a plan must be developed – this a strategic goal. II. New reporting requirements under way and will be captured in new version of HIFIS. - Strategic Goal No 48: "Key Work Model" was introduced to the team in January. Team still reviewing, and at present looking to implement | | |

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| | | <p>“Form G” into shelter operation, which focus’ on a more detailed exist strategy for clients.</p> <ul style="list-style-type: none"> - March 27, 2018 a water main broke in front of the Shelter and it had to be closed for 2 days as a result. BC Housing is looking into replacing the main water pipe in the future. <p>Ian - Lighthouse</p> <ul style="list-style-type: none"> - Bathrooms are being formally changed to allow all people to use washrooms <ul style="list-style-type: none"> I. “Family” signage was recommended. - Toiletries are now being ordered through Toronto. Donations are still accepted. <p>Ian - Second Stage House</p> <p>OCCM Strategic plan (Goal No 18) addresses many ongoing issues:</p> <ul style="list-style-type: none"> - The external siding, windows door and siding are need of replacement. - There are several fence panels that have been damaged (reason unknown). - It was noted that shelter and second stage house need a deep cleaning, above and beyond the regular cleaning. <p>Update 29th June 2017</p> <ul style="list-style-type: none"> - Ian reported that an inspector attended on behalf of BC Housing and completed an inspection. Ian committed to attaining a report. - Keith noted that that BC Housing hired a new “Non-Profit Portfolio” manager who will visiting the unit on August 19th. This will be an ideal to formulate a plan <p>Update 28th September 2017</p> <ul style="list-style-type: none"> - BC Housing Rep attended but their focus was on the main shelter – a second visit to be scheduled. <p>Update 16th October 2017</p> <p>No update – Keith was absent</p> <p>Update 30th November 2017</p> <ul style="list-style-type: none"> - Fence repairs completed since last meeting which included several new sections of fence. - BC Housing has committed to repairing the roof and interior hallways in fiscal 2018-2019 <p>Update 23rd February 2018</p> <ul style="list-style-type: none"> - Ian to follow up with BC Housing and confirm renovations have been included in their budget and timelines for completion. <p>Michael Winter – Port Hardy</p> <ul style="list-style-type: none"> - The focus in the coming months will be to identify and relocate the main operation to a new location – Strategic Goal no 19 - Keith visited on June 14th and the team narrowed the choices to two options. - Michael met with the landlord for an initial meeting and provided a detail summary. - Keith will be traveling for a second meeting during the first week in July. <p>Update: 28th September 2017</p> | <p>Oct 2017</p> <p>July 2018</p> | <p>Oct 2017</p> |
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| | | <ul style="list-style-type: none"> Regarding SP Goal 19 It was reported that a new location has been identified and MU and DHQ will be moving ahead to purchase! More details to follow. The team is preparing to move the shelter back to the main location for the winter. <p>Update 16th October 2017 No update – Keith was absent</p> <p>Update 30th November 2017</p> <ul style="list-style-type: none"> New purchase proceeding on schedule and date to have restriction lifted remains as Dec 01st. Cost will be higher than originally planned, but DHQ and THQ. <p>Update 19 January 2018:</p> <ul style="list-style-type: none"> 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. Work is being spearheaded by Ann Katherine Murphy, of AK MURPHY architect Ltd. The focus has been: <ul style="list-style-type: none"> The rezoning of the location to allow for shelter programming, Preparing initial drawings Structural engineer has been onsite to prepare an assessment. <p>Update 23 February 2018:</p> <ul style="list-style-type: none"> First set of interior drawings reviewed and meeting held. Suggestions made and that may include access to second floor via elevator. Next Planning meeting scheduled for 01st March 2018. <p>Update 29 March 2018:</p> <ul style="list-style-type: none"> Vision is good and progressing BC Ambulance now has protocol in place to drop-off clients at the Sobering Centre <p>Lona – Thrift Store</p> <ul style="list-style-type: none"> Overall, things are going well In process of hiring new staff-still challenging Instead of baling & dumping a ½ price table was implemented-going well Revamping NB layout & ½ price days for older stock Retirement BBQ slated for April 17th for 2 employees | <p>May 2018</p> | |
| 7. 2017 Strategic Planning | Keith | <p>Keith presented an up to date Strategic Planner and provided an update on several goals:</p> <p>Update - 29th June 2017</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 in line with Strategic Goal No 1.</p> <ul style="list-style-type: none"> a. Violet and Lona to complete b. Goal Complete! <p>Update 23 February 2018:</p> <p>Feedback forms completed for each location and now</p> | <p>June 2017 July 2017 October 2017 January 2017 February 2018 March 2018</p> <p>April 2018</p> | <p>March 2018</p> |

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| | | <p>under review. Feedbacks form to be used in March to feed into Strategic Plan review.</p> <p>Update 29 March 2018 Website-Sharpener our Mission</p> <ul style="list-style-type: none"> - Updating and sending links to all MU - April 15 deadline for surveys, etc. to develop goals moving forward <p>Strategic Goal No 15: Health & Wellness Was Launched at the Annual Leadership day</p> <ul style="list-style-type: none"> - MU wide 30-day-64 oz-water/day challenge - Networking with fellow employees to develop extracurricular 'fun' activity - Port Hardy is taking ownership by hosting a BBQ for employees | | |
| NEW/ONGOING BUSINESS | | | | |
| 1. Social Service Conference | | <p>BC Social Service Conference scheduled for April 23 – 26 2018. MU will support six people (between Port Hardy & Campbell River) to attend.</p> <ul style="list-style-type: none"> - Ian and Michael to decide who will attend and arrange for registration, travel and accommodations. <ol style="list-style-type: none"> I. Two per room where possible II. One vehicle to be used - Plans are in place, including registration and hotels etc. | March 2018 | March 2018 |
| 2. Leadership Development | | <p>Leadership Conference</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"> - Date of meeting was adjusted to 13 March 18 - Conference will be at 291 Mclean Street - Anticipating 50 people to attend from all areas of the MU - Captain Barb Stanley will be the guest speaker leading the 'people' portion of the day. - The day will be shaped around "5 P's" <ol style="list-style-type: none"> a. Purpose b. People c. Planning d. Participation e. Passion - To ensure maximum attendance facilities will be closed where possible. <ol style="list-style-type: none"> a. Thrift Stores b. Lighthouse c. Shelter – to be confirmed with BC Housing - Full agenda to be completed before February 28th. <p>Update 23 February 2018:</p> <ul style="list-style-type: none"> - Conference still on track <ol style="list-style-type: none"> I. Chef Connie and Dinner Bell team will prepare lunch II. Keith will forward attendees list and agenda this week. <p>Update 29th March 2018 Conference was well attended by 38 staff and volunteers. All-encompassing health and wellness was the key topic</p> | | Mar 2018 |

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| | | focused around the "5 P's" | | |
| 3. Lease Agreements | | Several lease agreements are in the process of being renewed, including: <ul style="list-style-type: none"> - New Beginnings (Three Years) - Port Hardy Granville Street (One Year) - 7305 Market Street (Two years) - Christian Fellowship (Month-to-month) | Ongoing | |
| 4. 2018 PEAC Reviews | | 2018 PEAC reviews commenced: <ul style="list-style-type: none"> - Management team complete - Port Hardy Team Complete - All other employees to be complete by April 30th, 2018 | April 2018 | |
| 5. Facility Manager | | Reviewed facility Manager job posting under review. Shared detailed with management team – The goal is to hire before April 2018. <ul style="list-style-type: none"> - Posting in place and interviews will take place 1st two weeks in April. If no suitable candidates identified – posting will be reissued. | April 2018 | |
| 6. Year-end Procedures | | Patricia reviewed the year end procedures and discussed the email sent from Finance | April 2018 | |
| Closed | Ian | Keith closed in prayer and will bring a devotion for next meeting | | |

Next Meeting (The last Thursday of each Month) 27th April 2018 11:00 – 13:00 hrs. – combined meeting with Mission Board