



Minutes of the Board Meeting

March 15 2017, 12 (noon)
Meeting Room C, City Hall

1. Call to Order

Chair- M Major

Meeting was called to order at 12:05 pm.

Roll Call

Present

Mike Major, President
Judy Skinner, Treasurer
Cathy Di Leo
Susan Hughes
Peter Pavlovic
Fabio Biancolin
John Volk

Absent

Phil Pendleton 1st VP
Tristan Downe-Dewdney, 2nd VP
Trena Cesario, Secretary

Staff:

Heather Nicolson-Morrison, Executive Director (ED)
Jenna Mantle, Executive Assistant (EA)
Grace Ciardullo (SHRC)

As Secretary Cesario was not available, F Biancolin to act as Secretary for the meeting

2. Approval of Agenda

Chair

MOTION: To accept the Agenda of the Board Meeting of Mar 15, 2017.
(Biancolin/Volk) Carried.

3. Declaration of Conflict of Interest

Chair

None

4. Approval of Minutes

Chair

MOTION: To approve the Minutes of the Board Meeting of Feb 22, 2017.
(Skinner/Hughes) Carried.

5. Business Arising

Board Evaluation (Nov 2016) (Report back under ED report)

City HR (Nov 2016) - Meeting requested with P Wallace, K Pond, M Major and H. N-Morrison. Still working on scheduling as original dates offered did not work

for ED or President.

Executive Directors Report (Nov 2016) All items pending

- Directors attendance at COTAPSA meetings during work hours
- Summer Student (**Jan 2017**)
 - Should hear back in April
- Submission as Speaker at CSAE (**Feb 2017**)

Incorporations Documents and Banking (Feb /17)

- Still missing one directors incorporations documents
- Still missing one directors banking signature

6. Chairs Comments

ANUMMO Update

- Incorporation is moving ahead – working through Bylaws
- Meeting scheduled with OMERS Sponsor Corporation (SC) Board on March 28th. They are to provide documents in advance outlining how they see the engagement process working with ANUMMO.
- OMERS Spring Information Session in April. The ED will attend with other members of ANUMMO. M Major will not be in attendance but will provide questions for the group to ask on his behalf.
- Goal of ANUMMO is to have a seat on the SC Board to represent non-union members. More than 23% of non-union employees contributing to OMERS have no voice.

7. Executive Directors Report

Green Shield Canada

- We continue to receive a great deal of input from members as to things that aren't the same as with Manulife (which is what the City guaranteed at time of change). Members are thankful we are representing the issues for them.
- A meeting has been set for April 4th with K Pond, M Wiseman, SHRC and ED to discuss. We will release report to them in advance so they are prepared for discussion.
- A follow up Bulletin to be sent to members outlining what we are doing with the information they provided. Many are assuming COTAPSA is somehow going to act on their specific issue(s) –, and we have been replying to advise we will not. Our intent is to present issues to the City in the hope of resolving overall difficulties.
- It was suggested that this be used as part of the recruitment campaign as to what COTAPSA is doing for members.
- ED to reach out to L79 and 416 Unions after meeting with City to see if they are experiencing same issues. Suggested we tell unions our intent and see if they support us.

P. Pavlovic joined the meeting at 12:20

Office Upgrades

- Painting of the ED's office and Board room complete. New floor in April (on a weekend). In June, the shower will be taken out due to sewer issues.

8. Committee Reports

Committee work will now be reported back to the Board via the Chairs and in their absence the ED.

Special Committees, such as IT, will report under *Other Business* or *Operations*. Audit and Finance will be under Treasurer's Report.

PAC

ED

Response to Dental/Medical Benefits issue

- Letter received from federal Minister of Finance's Office – response to claw back of Dental and Medical benefits – most important statement– "*In making decisions, the Government wants to ensure that any measures taken are fair and work to the best interests of middle-class Canadians. Taxing employer contributions to health and dental plans does not meet the test. And therefore in not part of the Government's plan*"
 - It was agreed that a Bulletin is to be distributed to members as a follow up to this.

Toronto Housing

- We again are receiving queries from non-members asking how COTAPSA can negotiate for management and exempt staff at TCHC.
 - SHRC has asked for a meeting with her counterpart at TCHC. ED to ask for a meeting from Acting ED. Contrary to what we heard in the fall Jennifer Bond is still there so we may again encounter difficulties. Next steps will be to discuss with K Pond and then perhaps involve a Councillor to intercede
 - It was noted that there is a high turn around in managers at TCHC.
 - It was agreed that it is an individual liberty and employees should have the right to representation.
 - ED to contact lawyer, George Vassos, to request a meeting to discuss this. Specifically to check if it violates the charter on right to organize.
 - After discussion with G Vassos a letter to be sent to TCHC regarding our plan to hold a meeting with no intimidation.

Globe and Mail Article on *Performance Review Practices* (March 11/17)

- A print out of this article was distributed at meeting. Bottom line is the business community no longer following this practice – City is behind the times
- It was suggested that the website be updated to include links and resources.

Member Recruitment/Renewal

ED for Chair Pendleton

2017 Member Recruitment Program

- Launched March 14 with an email to members advising of the upcoming campaign and asking them to send non-members our way.
- This year a \$10 incentive Tim Horton's card will be offered rather than a first month free membership (\$24) as previously discussed. That way we still recoup \$14 and it does not denigrate the value of a membership. We will purchase in lots of 50 cards. The had Executive approved the purchase of up

to 200 Tim Horton's gift cards to be used for the 2017 Membership recruitment campaign

- There will be three core flyers emailed to non-members for the 2017 Program. The emails will be sent in March, April and May. They will include a combination of issues, value added items and major focuses of the organization.
 - Scary things at City Hall – cuts to staff, Council discussions re Pay for Performance and COLA cuts... in camera items regarding management not yet released – highlight work Grace does (she's in your corner) for terminations but also on the job issues resolution. Also, the GR work done by Board on behalf of non-union group
 - Value added items – newsletters, bulletins, website, Venngo, Economical Select, networking opportunities, lunch and learns (Retirement 101) ...tax receipt
- F. Biancolin to reach out to his colleague regarding a testimonial.

Incentive Benefits

- Venngo – chair to be provided with monthly data – staff to update on issues members encounter with this benefit
- Economical Select – hopes we can make 3% next year, agreement with them is for 4 mail outs per year highlighting this benefit – as we now use electronic messaging we will incorporate into the newsletter.

Testimonials

- SHRC to provide testimonials – all clients to asked to provide – both termination and on job
- EA to collect membership comments –
- House as a library

Member Services

ED for Chair Downe-Dewdney

Note -- every event will have a format that includes an introduction as to *what COTAPSA does* by whoever is "Emceeing"

Retirement 101— 85 attendees

- Incredible member interest in this event, lots of compliments.
- Requested input from City HR who made changes, very helpful
- Booklets were printed and handed out
 - Will be posted to the website along with the presentation slides after the second session on April 4
 - Booklet will not be produced again as it is on the website
- New questions posed during the first session which will be added to the Q and A document and the slides for the second session.
- Registration to opening up for second session with first priority given to members on the waitlist from the first session.
 - EA to create a feedback form to distribute for completion at the second session which is to include an area to collect testimonials.
- Next City HR/COTAPSA meeting, issue of the pension department not speaking with retiring employees before they submit their paperwork is to be raised.

Mindfulness – completely booked

- Email going out March 7 – room for 25 only – must attend both sessions

Spring Networking Event

- Economic Select to be asked to cover cost of tent.
 - It was suggested that we consider implementing a sponsorship policy
- Will provide option of spouse/guest to attend if \$25 ticket paid for in advance
- Will require security at 2 gates – asking Corporate Security to donate time (will provide tax receipt)
- Board members will be assigned times to work at reception desk as greeters etc.
- Concerns regarding the content of the event were addressed as well as how money is being spent on these events.

- Event Budget -- Economical Select has provided us with \$7,600 dollars –this to be put towards the spring networking event as it was added as an event after the budget for 2016-17 was passed. Probably need to another \$3,000 dollars to cover costs (Fall 2016 event was approximately \$11,600). Next year the budget will include estimates for both large events
 - EA flagged that although the Campbell House waived their venue rental fee, there are still other fees to be covered, i.e. the 10% landmark fee added to catering menus, SOCAN fee, amplified music permit fee, SOP fee for alcohol, employee fee for Campbell House for after-hours staff, etc. We are trying to lower the catering quote to \$5000. The musicians are \$2000.
 - S. Hughes recommended asking Campbell House if they will waive the landmark fee.

MOTION: To approve \$10,000 for the Spring Networking Event.
(Pavlovic/Skinner) Carried

Finance Sessions for Retirement

- Consideration for Fall Lunch and Learns with BMO
 - It was recommended that we find someone who provides independent financial advice rather than dealing with a large institution.
- Will also be looking at providing Financial Planning for the younger members whose interests will be different
- F. Biancolin to reach out to his financial advisor as to facilitating a learning session
- Suggested we consider OMERS as a lunch session as well

Looking to Fall 2017

- Oct Networking Event is booked...should be less expensive than Spring event.
 - Nadine Cote will be speaking on employment law.

- For some events will incorporate tag line *COTAPSA CARES*

- Other events –

- 1) Psycho-social impact of retirement,
 - 2) Office Aerobics (stretches for at the desk),
 - 3) Yoga for United Way (1 hour session).
 - It was suggested that this event take place in the summer in the square and we open it up to everyone. This is a great way to be seen. Could wear t-shirts to identify ourselves as being with COTAPSA.
 - 4) S. Hughes suggested doing a session on volunteerism and how to get involved
- Working also on how to involve younger non-union employees in addition to financial planning: 1) career growth in the bureaucracy, 2) skill set relevance

There were further discussions during the Members Services Committee meeting including:

- COTAPSA, its members and, Public Service Excellence – and how we get message out to greater population as to what the non-union employees do at the City as we are always used as a 'negative'. Perhaps do Op Ed piece in newspaper or get a radio spot on CBC
- Profile members on the job
- Member Services as they relate to social media – calendar of events and use i.e. International Woman's Day, anti-bullying, gay pride – focus on diversity and support

City HR

- No report - Waiting for Upcoming Meeting

Communications

ED for Chair Cesario

Social Media

- The Executive approved the *Ethical Guidelines and Standards for Social Media* and *Operational Policy* which were created in regard to use of social media platforms
- Will be working with IT committee on some parts

Newsletter

Plan for four Newsletters to be distributed per year – April, June, Sept and end of Nov

- EA has upcoming training on this with J. Chown

Communications

- All 'communications' pieces coming from the various committees will be responsibility of the particular committee Chair i.e. Recruitment.
- Each committee to provide heads up to Communication Committee so they can be monitored and scheduled so as distributed is timed
 - Communication calendar to be created and monitored. Will be reflective of the Milestones document provided to Directors in February

Bulletins

Responsibility moved from Communications to PAC as the President and ED prepare and the content is usually political

Governance

ED for Chair

Cesario/ED

Board Self Evaluation – Report Back

- Seems there is a need for mentors for new Board members – so we will look at that for future. A Board member will be assigned to each new Director
- If a new Director joins after January –an orientation to be scheduled with the ED instead of waiting until the following year
- Evaluation reflected there is a need for a clear understanding as to roles, responsibilities, bylaws, confidentiality
- All committees will have any input specific to them from the evaluation included in their work plan

9. Operations

IT Data Project/Website

F Biancolin

1) The COTAPSA newsletter template, issue with 'spam/junk mail' has not been resolved. It's a City IT based issue which we have no control over and has been going on for too long a period -- both the IT and the Communications Committee have directed that we use the template currently housed in Mail Chimp and send via Mail Chimp with an advance email to members advising them to mark as safe sender. (Note we have a process to deal with ensuring members do this).

J. Chown has been directed to arrange training with EA as we have a Newsletter planned for April/17.

2) Control of the COTAPSA domain/website.

For both legal and audit purposes we need to have access to and control of the domain/website. A report on the entire IT Landscape including all admin accounts and passwords was requested.

(Asking if current domain is with Cloudflare as there has been a massive breach)

Response from J. Chown regarding these items; Client ownership of all of the information pertaining to their digital landscape/infrastructure has always been a priority to me. As the complexity of these digital landscapes/infrastructures increases in complexity, it has prompted me to design and build a resource that will make all of the relevant information dynamically available to each of my clients. Once this new resource is complete, COTAPSA will have access to it. Until then, I will compile a document listing the pertinent information.

Re: Cloudflare, I do use a portion of their infrastructure/services for client configurations and have been monitoring this issue and all of the subsequently released information very closely. The issue (which was not a breach, but a programmatic issue) has not affected any of my clientele. Cloudflare has been very thorough, transparent and professional in their dealing with the matter which has done nothing but increase my confidence in choosing them as a key provider of specialized services (DNS servers primarily) in best serving my clients.

3) Per the approval of the previous retainer we requested a schedule for: 1) Newsletter, 2) *Happening Now* section for website, and 3) the social media handles.

4) Data Initiative Project is still under review but held in a separate stream. Work is being done on this item and will be brought back to the Board for review once completed

10. Treasurer's Report

Treasurer

Monthly Financials

- J. Skinner provided an overview of the February Financial Report. We are going to have to look closer at the budget for member recruitment and determine how we are going to account for the Spring/Fall Networking events as they were not originally included in the budget. The additional income reported for the month was the percentage of the Gross Premiums Written from Economical Select.

MOTION: To accept the Treasurers Report (Volk/Pavlovic) Carried.

MOTION: To go in camera (Pavlovic/Biancolin) Carried.

11. Membership Report

EA

MOTION: To rise and report. (Biancolin/Volk) Carried.

Board received the Membership Report.

12. Other Business

- It was asked if COTAPSA has considered taking oaths for members.
 - The response was no. However, H. Nicolson-Morrison indicated she has prior experience with this.
 - It was agreed that this would be an easy service to provide
 - ED to look into

13. Adjournment

Chair

MOTION: To adjourn. (Pavlovic). Carried
Meeting adjourned at 1:55 pm

Signed: Mike Major, President/Chair

Signed: Fabio Biancolin, Secretary

Date:

Date:

DRAFT