



## **Minutes of the Board Meeting**

April 19, 2017, 12 (noon)  
Meeting Room C, City Hall

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- 1. Call to Order** **Chair**  
Meeting was called to order at 12:05 pm.
- Roll Call**
- Present  
Mike Major, President  
Phil Pendleton 1<sup>st</sup> VP  
Tristan Downe-Dewdney, 2<sup>nd</sup> VP  
Trena Cesario, Secretary  
Judy Skinner, Treasurer  
Cathy Di Leo  
Susan Hughes  
Fabio Biancolin  
John Volk
- Absent  
P Pavlovic
- Staff:  
Heather Nicolson-Morrison, Executive Director (ED)  
Jenna Mantle, Executive Assistant (EA)  
Grace Ciardullo (SHRC)
- 2. Approval of Agenda** **Chair**  
**MOTION:** To accept the Agenda of the Board Meeting of April 19, 2017.  
(Di Leo/Biancolin) Carried.
- 3. Declaration of Conflict of Interest** **Chair**  
None
- 4. Approval of Minutes** **Chair**  
**MOTION:** To approve the Minutes of the Board Meeting of March 15, 2017.  
(Pendleton/Volk) Carried.
- F. Biancolin recommended that items extra information not highlighted at a meeting be omitted from the minutes and added as an addendum.

## 5. Business Arising

- **City HR (Nov 2016)** - Meeting with P Wallace, K Pond, M Major and H. N-Morrison booked for April 18 was cancelled. It will be rebooked for a time the week of April 24<sup>th</sup>.
- An update was requested on the issue of members looking to retire who cannot get a meeting with PPEB until they have an actual retirement date. A meeting is required to discuss their specific situation and know their entitlement.
  - This item had been raised at the last COTAPSA/City HR meeting and the City confirmed that they require a retirement date before meeting with anyone. Unsure if it is a staffing issue or just process.
  - ED to bring this item back to City HR as the Board believes it is not acceptable.

### **Executive Directors Report (Nov 2016)** *All items pending*

- Directors attendance at COTAPSA meetings during work hours was to be discussed with P Wallace
- An application for two summer students was submitted in Jan 2017
  - Should receive a response soon as the response deadline was April 18/17

## 6. Chairs Comments

## 7. Executive Directors Report

### **Green Shield Canada** – response to email, meeting and the upcoming Bulletin

- The City had asked us to supply member's names etc. in accordance with issue(s). However, it was determined that as we had done the research to source issues and bring them to the City's attention we did not; 1) have the manpower to act as an ongoing intermediary for City HR and 2) the request for information was done as part of a confidential anonymous process  
Instead, working with the City, we emailed the over 70 respondents and asked them to contact the HR contact with their issues directly.
- Meeting with City April 5<sup>th</sup>  
The City has taken our members concerns seriously. Appreciative that our tact was not to assign blame but rather looked to define and hopefully fix issues that have occurred. Some issues required City intervention, some issues such as the GSC/City benefits book are being sorted out, and other issues could be chalked up to misinterpretation by members. As a result of the recent Auditor General's report outlining fraud there is a major focus on benefit spending and resultantly there are audits in place and a more strict approach. Examples cited are that every 30<sup>th</sup> submission for benefits will be audited and so will be any expense over \$500
- A Bulletin was prepared and sent to members early April as directed by the Board to update them on the work started on this issue
  - A member demanded a copy of the report but as it would be easy in some cases to identify the member(s) and issue/privacy, it was decided not to.

- There is concern that members continue to call us with their Green Shield issues, looking to us to act on their part. We are directing them to Ligaya Pascual in PPEB.
- The findings were presented to the City first and subsequently will be presented to the union reps. M. Major and ED decided not to share our report pre submission to the City ... (why are we doing work and they will get credit). ED flagged to Tim McGuire (L79) that there was an and will meet in future to discuss
- Meetings will be scheduled between PPEB and COTAPSA staff quarterly.
  - ED to follow up with City HR to see what action they have taken on the GSC issues
  - Bulletin to be sent to all members advising of what the City has done and how they are responding to these issues.

#### Oath of Commissioner

- As directed by the Board – ED had applied as a Notary and request was turned around quickly as a 'no' – they are suggesting we re-apply as Commissioner of Oaths
- May look to have lawyer help write

#### Parliamentarianism

- ED joined the association, wrote and passed qualifying exam through NAP

#### TCHC Report

- Update as to conversations and next steps
  - The options were to approach 1) Councilors Cressy and Bailao (two of four City Councilors on the TCHC Board), 2) reach out to the Ombudsman's office, 3) incorporate into MOU or 4) take legal action through a Charter challenge on Freedom of Association.
  - It was recommended that a Charter Challenge was too expensive but a two-pronged approach should be taken; reach out to the Councilors and Ombudsman.
  - ED to approach Councilors to set up a meeting and reach out to the Ombudsman for conversation.

### 8. Committee Reports

- **PAC**

**ED**

Bulletins – For 2016/2017 -- 24 Bulletins have been sent to members. We are receiving excellent feedback from members regarding our communications work

- **OMERs Spring Session**

ED attended session – not really informative. ANUMMO's work to get a seat and have SC Board consider was tacitly referenced in their report on the last page.

#### Member Recruitment/Renewal

**Chair Pendleton**

2017 Member Recruitment Program – has been launched and result was 28 new members

- Two more email flyers are scheduled to be sent to non-members

- April Flyer is about to be sent and it highlights the value-added benefits offered beyond the HR/LR including newsletters, bulletins, public and member website, Venngo, Economical Select, networking opportunities, lunch and learns (Retirement 101), tax receipt, etc.
- May Flyer – final email to be sent May 31<sup>st</sup> is a reminder and highlights both major focuses (HR/LR and other benefits)... there will also be a few 'last chance' emails ramping up to final day
- Recruitment Program incentive ends June 16, 2017

#### Incentive Benefits

- Venngo – *report handed out at meeting*. Over 200 accounts have been created with approximately \$6500 reported in savings in the first quarter.
  - ED to contact Venngo for a meeting to discuss how many members are actually using Venngo. This was a requirement when we set up partnership
  - Bulletin to be sent to members regarding Venngo MemberPerks as a member benefit.
    - P. Pendleton to write a testimonial.
  - Issue -- Venngo app not being available for BlackBerry.
- Economical Select – ad was too large format for newsletter was therefore sent to members via email and will be put on FB – fulfills our agreement responsibilities

#### Member Status

There will be a recommendation coming forward from the Member Recruitment Committee in May to do with part time employees and active, inactive status. Recommendation may require a bylaw change

#### Member Services

**Chair D-Dewdney**

##### Retirement 101 – Session 2

- About 90 attendees at second event
- Slides and Q and A booklet posted to Member Area
- Did not use funds approved at March Executive meeting for the printing of the booklets – did in house
- An evaluation form was distributed at the second meeting and completed by 29 attendees.

#### Mindfulness

- 10 of 25 attended 2<sup>nd</sup> session

J. Skinner left the meeting – 1:00 p.m.

#### Spring Networking Event

- The budget for the event has surpassed the approved amount of 10k so it was re-evaluated by staff and the committee and the following option was proposed: Team with *City Hall Live* to do a collaborative event in the City Hall Rotunda on June 1<sup>st</sup>. COTAPSA would assume costs of musicians and catering for member pre-reception and *City Hall Live* would assume costs of A/V, lighting and SOCAN fee.

The event would start with a pre-reception for members only (4:14pm) and would then open up to the public (5pm). By choosing this approach, we would be able to stay well below budget.

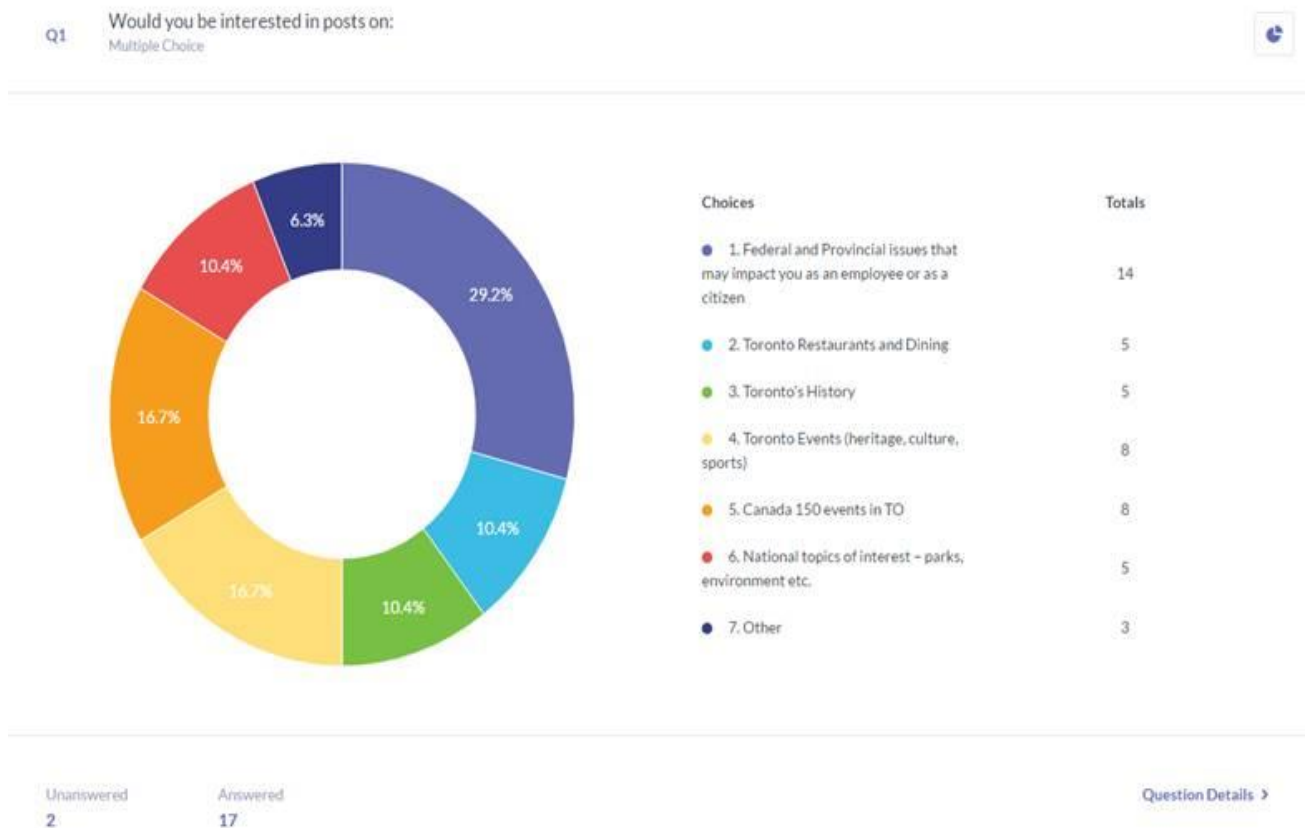
- T. Cesario recommended getting a catering quote from Pickle Barrel and will send contact information for *Barefoot* wines.
- Executive agreed to this approach and securing the date of June 1 for this networking event.

## Communications

Chair Cesario

### Social Media

- Facebook page up and running – Officers were asked to 'like' and 'follow' and directed to talk to EA if they need assistance with this.



Email survey was sent to members asking for input on Facebook content -- asked for response by April 13<sup>th</sup> – see results above

### Newsletter

- First 2017 edition was sent out Early April – next one to be ready in early June

### Request for Funding

- As requests of this sort are under outreach it is under Communications Executive Committee approved \$1,000 donation to Pride – it is a historical donation from our association.

However, Mayor's office contacted us April 18<sup>th</sup> regarding the approved \$1000 donation for the Flag Raising Ceremony (end of May). COTAPSA now being asked if it could be used towards sponsorship of the *International Day Against*

*Homophobia and Transphobia Breakfast* (May 17<sup>th</sup>, 8-9am). We would be the only sponsor. Approximately 150 people attend and it is highly covered by the media. COTAPSA logo would be on the invitations and our sign would be at the event. The Mayor kicks event off and the program includes a well-known transgendered musician, Lucas Silveira. Our donation would go towards the cost of the breakfast. The Carpenters donate \$4000 toward the flag raising and would in turn be the only sponsor for that event this year.

- It was agreed that COTAPSA would sponsor the breakfast with the understanding from the Mayor's Office that COTAPSA be also recognized at the Flag Raising Ceremony due to the omission or recognition at the 2016 event.
- EA to add T. Downe-Dewdney into communication with the Mayor's Office.
- T. Downe-Dewdney to write a few words for the Mayor to say and send to Bryan at the Mayor's Office.

### **Governance**

No general report – one item from ED (see below)

**Chair Cesario**

### **New Board Processes**

**ED**

1) Board process and operationalizing work is evolving.

- Realizing there will be some issues encountered through this process -- we are trying to mitigate.
- Board work now flows through Committees who work with staff and the Chairs report work to the Board.

The March Board Meeting left staff and some directors concerned as to process/protocol regarding items which had been on the docket, at times discussed/approved for months, being questioned and in fact changed after the Board had approved or adopted and staff had completed the work.

- This is of issue as it is a waste of staff/committee time, energy and finances. Unfair to have staff work on projects to near completion to have them changed at last moment.

Therefore moving forward --

- The Board will supply initial direction and accountability via motion(s) for funding where required to the Committees.
- Committees will only bring back items that require input
- Committees will report back on work completed.

2) New ideas or concepts

- Especially those requiring a large amount of staff time or expense will be 'parked' until June for Action after Sept 31<sup>st</sup>.
- They will only go to 'Action' if approved by Board and in the Budget.
- All Committees will be responsible for submitting their new ideas with budgets to the Finance Committee in June.
- Note -- If an 'exceptional item/issue' comes forward – it may be integrated into an existing work plan but again must have funds assigned in the budget or a plan set out as to how to fund.

### 3) Staff

- There are really only two staff who do the majority of Board assigned work and time management can be of issue as responsibilities and scope has expanded over the past two years and they already have core pieces required monthly.

## 9. Operations Special – IT

**F Biancolin**

- Meeting with J Chown forthcoming (Thursday April 20<sup>th</sup>)
  - There is concern for long-term digital presence: will become beholden to someone the more we invest in it regardless if we go forward with J. Chown or hire in-house.
  - Still waiting to receive the digital landscape from J. Chown.
- Staff has been directed to look at developing a job description and costing to have an additional employee join staff to provide:
  - 1) IT
  - 2) Social media
  - 3) Communications, and
  - 4) MarketingThis initially was to be part of Jenna's job but it is becoming a greater job than anticipated  
Recommendation to come to Finance Committee in June for consideration on the 2017-18 budget year

## 10. Treasurer's Report Monthly Financials

**Treasurer**

### Issue flagged as to Quick Books

**EA**

- EA noted that QuickBooks is not currently working. Through troubleshooting, it was determined that the company file is corrupt. EA has requested backups from the server to restore company file from dates in February and March.
  - March financials not completed.

**MOTION:** To go in camera  
(Downe-Dewdney/Hughes) Carried.

## 11. Membership Report

**EA**

**MOTION:** To rise and report. (Downe-Dewdney/Hughes) Carried.

Board received the Membership Report.

## 12. Other Business

- COTAPSA was highlighted in the United Way Final Report **ED**

## 13. Adjournment

**Chair**

**MOTION:** To adjourn. (Pendleton). Carried  
Meeting adjourned at 1:50pm

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**Signed: Mike Major, President/Chair**

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**Signed: T Cesario, Secretary**

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**Date:**

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**Date:**