

APPROVED



Council Meeting Minutes

February 5, 2018

Time: 5:34 - 9:17pm

Facilitator: Steven Farnham

Note Taker: Michael Dougherty

ATTENDEES

Council: Scott Hess, Steven Farnham, Mark Simakaski, Bertil Agell (dep. 7:20pm), Jose Aguayo, Patrice Siergiey, Eric Jacobson, Carl Etnier

Staff: Kari Bradley, Lydia Busler (staff rep.), Stephani Kononan (dep. 7:50pm), Lisa Rochelle (dep. 5:50), Jay Wisner, Elizabeth Jesdale, Tom Goulette (arr. 6:50; dep. 7:36), Mary Mullally (arr. 6:50), Jess Knapp (dep. 5:50)

Guests: Eva Schectman (dep. 8:15pm)

1. Agenda review and time allocation - 5:34pm (0:00:09 on audio recording) Kari added the discussion of the president's stipend to the agenda and noted adjusted start times. Scott added to wrap-up: rotating the facilitator, recording meetings, Michael Healy's calls, and potential policy changes. Eva's name will be added to the minutes for the January meeting.

2. Cooperative Community Comments - 5:38pm (0:04:38) Eva said that the Co-op should be creative about finding an adequate venue for the annual meeting, including the option of using an outdoor location and tent during warmer months. The Annual Meeting Committee will take it up.

(0:09:14) Lisa said that the December minutes included a misleading bullet point on the portion she presented, regarding the grievance process. She transcribed that portion of the meeting and requested that it be added to the minutes. Lisa also asked whether a staff member could write a letter or email to the council that is not entered into the public record. The group agreed that an email to any council member would not be public. Lisa read about the top 10 causes of employee stress. (See attachment.)

3. Consent Agenda: Approval of minutes (1/8), Refund Requests - 5:49pm (0:15:26) Kari noted adjustments to the timestamps on the January minutes.

Mark moved to accept the January minutes as amended. Carl seconded. Approved.

4. Meeting Policy - 5:50pm (0:16:24) Kari previously emailed a summary of the executive committee's discussion about retreats being warned. Carl said the bylaws are clear about special council meetings being warned. Steven said he supports having a private meeting, but that the policy should be adjusted to bring the council into compliance.

APPROVED

5. Council Retreat Follow-up - 5:54pm (0:20:47) Scott will send a Google Doc about committee assignments. Scott said there should be a public meeting to talk about the direction of the council. Mark said he would support a meeting with comment periods, but not a full Q&A session. Kari read the G.8.6 policy regarding a meeting to set long-range goals. Bertil said there should be guidelines for the speakers. Kari said talking about the council's work plan is likely not enough to engage an audience.

Steven suggested forming a retreat committee to decide on these logistics. Kari suggested holding the March 5 council meeting offsite for greater public access. Eric asked for clarity on why this should be combined with a council meeting rather than holding a separate, warned meeting geared towards a public audience.

Meetings have to be warned one week in advance. Scott said this meeting should happen in the next six weeks. The March council meeting could be an option, but the following day is Town Meeting Day. Scott proposed postponing the next council meeting to March 12. Mark suggested assigning committees now, and having a public spring meeting later.

Carl moved to postpone the next council meeting to March 12. Eric seconded. Motion defeated.

6. 2018 Committee Assignments - 6:16pm (0:43:02)

Kari listed possible committees based on new priorities and recurring work:

- Articulating Vision
- Communications
- GM Evaluation
- Annual Meeting
- Ballot
- Bylaw Changes
- Staff/Management/Council Relationship
- Recruitment
- Member Participation

Mark suggested being mindful of the number of committees and said a bylaw review should be the highest priority. Eva asked for clarity on the goal of a communications committee. Eric supported the idea of a vision committee and said communications work should involve the entire council. The group discussed combining vision and communications into one committee. Bertil said committees need to do work and make specific recommendations rather than discussing big ideas.

Eric said a bylaw committee may not be necessary if there are no needed bylaw changes. Eva said that members want to participate in discussions about bylaws.

Carl moved to create two new committees: Vision/Communications and Bylaws. Mark seconded.

Scott proposed a straw poll on whether to investigate bylaw changes: five in favor, two opposed. Carl said the charters for each new committee should be presented and voted on in March.

APPROVED

Motion to create two new committees approved.

The group added ten minutes for committee assignments. Kari provided a description of each. Steven and Lydia suggested publicizing committee descriptions so that members and staff will know they can participate.

GM Evaluation: Mark, Scott, Carl (Staff cannot serve on this committee.)

Recruitment: Steven, Patrice

Annual Meeting: Carl, Patrice, Steven, Scott

Ballot: Patrice, Lydia

Finance: Mark, Jose, Bertil, Scott

Vision/Communications: Eric, Steven, Scott

Bylaws: Steven, Carl

7. Executive Committee: Council-Staff Roundtable - 6:49pm (1:15:19) Mark said reports of staff dissatisfaction, and a staff member's idea to have staff talk directly to the council, led to this proposal for an informal session. Mark said the council can take in information, but can't take direct action on staff issues, except regarding allegations of illegal activity. CDS consulted on this proposal. Steven suggested removing language about a "top-down approach." Steven asked for clarity on the council pursuing "fact finding" on any information provided by staff and how the council members will do more to hold management accountable. The group discussed the logistics of where to hold the meetings, the level of confidentiality, and how to inform staff. HR would still handle staff complaints and the union would still handle grievances.

Carl moved to accept the staff roundtable proposal as presented, with amendments included, for the Executive Committee to move forward. Patrice seconded.

Elizabeth suggested including a mechanism for people to communicate with council members outside the context of these meetings. Lisa suggested including stewards if that helps a staff member feel more comfortable. Kari said that council members need to continually manage staff expectations, and be careful to not do or say anything that would become a liability.

Motion approved.

The group agreed to include Michael's unapproved retreat summary as an appendix to these minutes.

9. Presentation: Safety Team (moved up in agenda) - 7:19pm (1:46:27) This presentation is meant to provide more detail than the L2 reports. Tom described the Safety Team's work. The team conducts detailed inspections of each area of the store and looks for chronic or acute problems. The group tracks injuries and equipment requests, and works on safety trainings, ergonomics, and stress relief. Repetitive motion is the biggest safety challenge.

Mary said the safety team also develops a plan and goals for each year. Communicating safety information to staff has to be continuous and engaging. Eric asked about mental health resources. Jay said the Co-op offers Invest EAP and communicates to staff what resources are available. Tom said the perception of a heavy workload often leads to more injuries: cuts, slips, and burns.

APPROVED

Kari presented data on the number of injuries per year. One or two large claims often drive up the overall dollar amount paid out for workers comp in a given year.

BREAK - 7:50pm (2:18:00 - Recording timer ends at 2:16:15)

Begin second Recording

8. Staff Rep Report - 8:01pm (0:00:20 on audio recording #2) Lydia said an employee was hopeful that there might be changes following the December 2017 letter from senior management and the Appreciative Inquiry training. The employee was accused of something and interviewed, and is still waiting for a response from a manager. The kitchen has reported that a change in shift times has led to an unequal number of breaks. Employees do not feel like managers are responding when these issues are brought up.

10. Treatment of Staff Monitoring- L2 Top Level - 8:14pm (0:12:20) The treatment of staff policy now includes language about staff feeling their contributions are "not valued." Kari said the report includes a safety noncompliance: experience rating has been high for several years. Steven questioned whether the survey methodology inflates the percentages listed in the report. The report also includes a new turnover rate.

Carl moved to accept the L2 monitoring report. Scott seconded. Approved.

11. Monitoring Report- L4 Compensation - 8:28pm (0:27:00) Kari said the report uses the Joint Fiscal Office's basic needs budget as a reference. The Co-op spends 27.2% of each dollar earned on wages - well above mean for other coops. Livable wage assumptions are based on a 40-hour work week and employee contributions to medical and dental costs. The Co-op fared well in a survey of benefits provided, except regarding employee discounts. Kari reported on the noncompliance from last month about staff evaluations - management is closing the gap but not fully caught up.

Carl moved to accepted the L4 compliance report. Mark seconded. Approved.

12. General Managers Report - 8:42pm (0:41:36) Phase 1 of the produce/wine reset will start end of the month. The new produce islands will be installed the week of March 5. The new credit card processing system will allow Android and Apple Pay and chip cards. The Co-op is waiting for approval to accept WIC.

13. Council Report - 8:46pm (0:44:48) Steven and Carl met with Billy Donovan and Stephanie Kaplan to discuss the bylaw language around voting requirements. Billy and Stephanie said the table didn't match the language in the bylaws about elections coinciding with an annual meeting. The newly formed Bylaw Committee will take this up.

14. Wrap-Up: Actions, Communication, Calendar, Evaluation - 8:56pm (0:55:10) Kari noted the shopper survey is happening tomorrow. Four people from the Co-op may attend the NFCA meeting. The CCMA early bird deadline is in April and the Council can send up to three members.

APPROVED

Policy says the stipend to the president will be distributed in February. Kari proposed adjusting the policy to distribute the stipend closer to the end of the council year - September or October - after the president's work has been completed. The Executive Committee will take it up.

The group discussed whether to continue rotating facilitation. Carl suggested tabling the conversation until next month. A conversation about recording meetings will go on the agenda for next month. Scott invited any council member to join monthly calls with consultant Michael Healy.

Eric said he got feedback from a member who is disabled, who asked about having a shopping cart available at the handicap parking spots to use like a walker.

Carl thanked Lydia for delivering a written report, Mark for keeping time, and Kari for preparing a single PDF. Steven thanked Mark for his work on the roundtable report.

15. Council or Cooperative Community Comments - 9:12pm (1:11:29) Steven said a member told him she was disappointed in the decline in bulk and wanted the Co-op to make a greater effort to promote it. Eric noted that City Market's plastic produce bags are biodegradable and ours are not.

Carl moved to adjourn. Mark seconded. Meeting adjourned at 9:17. (1:16:52 - Recording timer ends at 1:16:05).

Action Items

Kari will add Eva to the January minutes.

Kari resend web links from February packet and safety slides to Council.

Kari schedule first committee meetings and invite Eva to annual meeting committee meeting

The new committees (communications/vision and bylaw) will develop proposed charters.

Mark will review Lisa Rochelle's correction to December minutes and report back to Council

Kari will make information about Council committees available to members.

Kari will include Michael Healy's retreat summary to the February Council meeting minutes.

Kari research expense of bringing all employees to \$15.00 per hour:

Mark will update the staff roundtable document and circulate to Council.

The executive committee will implement the roundtable program and consider president stipend, meeting recording and facilitation policies/practices.

Kari will consider request to place shopping cart in handicapped parking space

The Council will work on planning an early spring meeting.