Karma Co-operative Board of Directors
Minutes for the Meeting of Tuesday, August 14, 2012
Centre for Social Innovation, 720 Bathurst Street, Toronto

Present: Arel Agnew, Amy Andre (General Manager), Corey Berman, Rick Conroy, Kirsten Heyerdahl, Fiona Jones, Daniel Joseph

Regrets: Mel Hall

Absent: Stephen Targett

Chair: Corey Berman

Guests: Natalie Brown (CDC)

Note-taker: Natasja VanderBerg

Minutes editor: Kirsten Heyerdahl

1. Call to order

The meeting was called to order at 7:30 pm.

2. Discussion with Natalie from CDC

Natalie had submitted a written report. She highlighted her draft communications plan, which included an audit of current communications, a plan for the future, and measures for effectiveness. The plan addresses internal and external communications. Natalie asked for feedback and direction on timelines and implementation. She also spoke about staffing within the committee, which will include job descriptions for roles. Concerning The Chronicle’s communications role, the board will bring the suggestion to The Chronicle directly. The board expressed agreement with the direction of the plan and the committee staffing proposal.

3. Presentation of the agenda

Approval of agenda
Approval of the minutes of the June 5, 2012, board meeting
Approval of requests for extra work hours
General Manager's report
Treasurer's report
Committee reports
Member hour system discussion with Marilou Lawrence
Chronicle deadline
All-committee meeting
Urgent committee reimbursements
Amy’s maternity leave
AGM
In camera - Amy’s vacation request

4. Approval of the minutes of the June 5, 2012, board meeting

Corey moved that the minutes of the June 5, 2012, board meeting be approved.
Approved unanimously.
5. Approval of requests for extra work credit

Corey Bergman requested 4 hours of extra work credit for work done as Treasurer. Approved unanimously.

6. General Manager’s report

Amy had submitted a written report.

Amy asked whether the cash back limit had been reduced from $250 to $100. The board confirmed that the limit is still $250 as cash back provides no financial risk to the co-op. Amy then asked about IOUs for non-loan holders. It was confirmed that to be granted an IOU, a member must be a loan-holder, as passed by the board in August 2011. The maximum amount for an IOU is $100. **Action item:** Kirsten will integrate this information into the Member Handbook and will write an IOU policy (attached) to be placed in the IOU binder for easy reference for staff and members. Amy will implement the policy on the Smart Vendor system.

| To clarify the IOU policy, the board moves that members with an outstanding IOU are not allowed to shop until the IOU is paid in full. The board also notes that only one IOU is allowed per member at a time. Approved unanimously. |

Amy reported that the staff voted to pass along 50% of the discount received from vendors to members, except for some legacy items, where the current discount process has been grandfathered in.

There was a discussion about the reporting of sales numbers. Corey described an Excel file with month-by-month numbers; the numbers include members, active members, sales per month, sales per member, new members, and members who have resigned.

The idea of a membership drive, in which every member is challenged to encourage a friend to sign up, was discussed. Smart Vendor can show us who is shopping and who isn’t shopping. We can now identify those people and communicate, with the possibility of providing incentives. There was a suggestion that we don’t concentrate only on existing members spending more, but also on encouraging non-active members to shop and recruiting new members. **Action item:** Amy and Fiona will draft a proposal for recruitment incentives.

Amy asked for clarification about non-shopping members (those who haven’t shopped in two months). The board suggested email communication to the non-shopping member.

Next Amy reported that she will be interviewing people for the Member Record Secretary position soon. A job description has been written and is included in her report. She also reported that she is working on making Smart Vendor software able to handle taring and making progress.

Postcards had been distributed in the neighbourhood surrounding Karma and a survey has been placed by the cash register to identify popular media (radio stations, websites, etc.) within the current membership, with the hope of obtaining free advertisement in future with these media outlets.

7. Treasurer’s report

No report.
8. **Committee reports**
Fiona reported that the Orientation Committee had sent her statistics about orientation sessions. She also reported on The Chronicle committee and her communication with them. The board endorses the proposed Chronicle survey.

9. **Member hour discussion with Marilou Lawrence**
Marilou was not present.

10. **Chronicle deadline**
The deadline for the next issue is in September. Corey will draft the Treasurer update; financial statements will be available at the AGM. Board discussion of financial situation will take place when financial statements are available. Kirsten will draft the AGM update. The report from the board will be drafted by Kirsten. Fiona will send her a list of accomplishments. Google docs will be used for collaboration. Daniel will submit a call for board candidates.

11. **Resignation from the board**
The board formally accepts the resignation of Stephen Targett, received by email on August 14, 2012. Approved. Arel Agnew abstained as she felt that Stephen should have come in to discuss his issues with the board in person.

12. **All-committee meeting**
This meeting was deferred. It was proposed that the meeting be held in the New Year.

13. **Urgent committee reimbursement**
It was decided that the GM can process urgent reimbursements, with approval going to the board after the fact.

14. **Committee reports**
Kirsten reported that the new hour reporting system has started, with a few committees having submitted the reports to Kirsten. A reminder will be sent out to the committees that have not yet submitted hours/activities. Kirsten will submit hours if they are under the allowable amounts. Hours above the allowable will be approved by the board. The board will be copied on submissions to the Member Records Secretary.

15. **Amy’s maternity leave**
The leave will start on October 5, 2012 through October 18, 2013. **Action item:** Kirsten will post the one-year contract job posting on Charity Village, Good Works and Facebook by Friday. The application deadline will be August 31. Interviews will be held the following week, September 7, with the aim to hire with a start date of September 17 (or as soon as possible thereafter). Kirsten will filter the applications. Amy will be asked to sit on the interview committee with Daniel and Kirsten. Arel will contact Brenda Glover to turn the existing contract into a maternity leave contract. Interviews to take place in member room. Arel will contact Amy to ask her to serve on the committee and to reserve the member room.

16. **Annual General Meeting**
There was discussion about recruiting board members.
Daniel Joseph was nominated to be this year's Nominations Chair for potential board members. Unanimously approved.

A tasks list for the AGM will be worked on. For the board, Rick, Arel, and Kirsten's terms finish this year and Corey may not continue the second year of his two-year term. Mel Hall, who has been out of the province and on leave from the board, should be back in September. Seven positions need to be filled. Daniel will draft the email re: Board Members (and desired skills) and circulate it. **Action items:** Email blast to be sent out by the end of August.

The next board meeting will be held at the Centre for Social Innovation, located at 720 Bathurst Street, Toronto, on Tuesday, September 11, 2012, at 7:00 pm.

Kirsten advised that she would not be able to attend as she will be out of town.

**Attachments:**

- CDC draft communication plan for Karma
- General Manager's report
- IOU policy