Glendale Pool – Board Meeting - Minutes

Tuesday –**February 27, 2024**– 6:30pm – virtual

**Attendees:** Mark Bleakley, Kristin Hollbrooks, Tangeree Gillette-Fletcher, Jerome Fletcher, Meredith Macaluso, Michael Macaluso, Amanda Smith, Mathew Cox, Paul Creal, Leah Haley, Linda Starnes, Stephanie Ashworth

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Mathew Cox called the meeting to order at 7:35pm.

1. **Presidents Report**
   1. Matthew reports that all employee W2s were completed and mailed out
   2. Stephanie Ashworth our new treasurer has been added to the Pool Bank account
   3. Which departments would benefit from having a debit card? Concessions, Recreation and Operations were discussed. Matt will look into this more
   4. Budget- we will lose the income from UJC however, there is an opportunity to add additional income through renting the pool early mornings to the CGBD
      1. One particular budget item that has caught the board's attention is that concessions were not profitable last year. Matt goes on the record to say he does not believe there is any mishandling or misappropriation of funds.
      2. The board is requesting more transparency with all financial reporting and records and would like more detailed, itemized reporting to ensure our financial records are in compliance with all regulations. A cash handling SOP is being developed and will be implemented this summer for all employees or board members who handle money.
2. **Old Business**
   1. Employee handbook has been sent to all board members as well as Kelly and Jim Hodges for suggested edits
   2. Mark is working on finalizing SOP’s
   3. Matthew is planning on releasing a “State of the Union” to the members this spring
   4. UJC Discount- the board votes unanimously to extend the early bird discount to past UJC members who utilized Glendale through the UJC Passport program. Instead of the May 15th deadline, we will honor the early bird discount until June. This is only for families who have previously joined under the UJC passport program and is only valid for the 2024 season. (Tangeree motioned, seconded by Mark)
   5. Tangeree will reach out to the UJC to work out the details of the discount for their members
   6. Tangeree will reach out to the UJC families personally about the change and answer any questions
3. **New Business**
   1. CGBD (coast guard blue dolphins)-has expressed interest in renting the pool for early morning swim practice. It does not affect our swim team and we have offered this in past seasons, with no issues, so the board votes to review and revise the contract with the CGBD. Tangeree proposed the motion, Mark Seconded the motion. All in favor.
4. **Swim Team**
   1. Moving up to the White Division this summer
   2. Next GPSA meeting is in 2 weeks they should finalize the swim meet schedule at that time
   3. Coaches will be the same as last year- Havana Grau, Taylor Waddell, Chloe Ward, Charleigh Farrell
   4. There will not be any male coaches this year
   5. GPSA added in an “event 0” which will be an 8 and under relay at the beginning of each meet.
5. **501c3 Non-Profit Status and Compliance**
   1. The board continues to work with a Compliance Officer on improving Glendales processes, procedures and policies to prevent fraud, maintain accurate financial records and comply with all tax and reporting requirements. Our goal with working with the compliance officer is to identify any areas of non-compliance or potential risks and implement her recommendations for improvement. This is following an audit the compliance officer did in the fall of our overall operations and helped us identify areas that need to be improved upon.
   2. Employee handbook-Following up on some of the edits and suggestions-
      1. we will remove board members' names and year from the handbook so it doesn't have to be edited every year.
      2. Job Descriptions must have a date when it was developed. Anytime any changes are made to a job description, an updated version will be provided to the employee.
      3. Job Descriptions must be signed by the employee, as well as an acknowledgement of receiving the handbook. The handbook is a policy manual for our employees to understand the expectations working for the organization, while a job description clearly communicates the specific job duties and expectations and provides guidelines for supervisors to hire, promote workers as well as to support decisions for disciplinary actions.
   3. Pay Rates- per the bylaws, the Operations chair will set all pay rates and present to the board for approval.
      1. No bonuses will be paid out without the board's approval.
      2. Any tips collected (if any) will be claimed through the IRS, as required by the law
      3. “Party Pay” -is standard practice is to pay lifeguards a higher pay rate($1 more per hour) when working private parties after hours. Board notes this and will discuss when setting pay rates.
   4. Volunteer Contract
      1. Another compliance recommendation is to have all long term volunteers sign a volunteer contract. A volunteer contract will outline the volunteers responsibilities, the organization's expectations of the volunteers as well as make the relationship between the organization and the volunteer “official”.
   5. The cash handling procedures as well as other SOPs stem from a compliance issue and not from a lack of trust in any employee. It it industry standard as well as best business practice and provides protection for the employee as well as

the organization. Transparency with finances is of utmost importance to the board and provides Glendale members the reassurance that we have policies in place to keep Glendale financially responsible now and in the future.

* 1. Matt suggested an Employee Handbook Committee and nominated Meredith Macaluso as committee chair. Meredith has selected Mark Bleakley, Stephanie Ashworth and Maddie Spencer to serve as her committee members. We plan to present the board with the Employee Handbook during the week of 3/18/2024. We plan to vote on the handbook/SOPs at the March board meeting.

1. **Treasurer's Report**
   1. Stephanie is in the process of having everything transferred over and looks forward to being able to look into the finances with a “fresh set of new eyes”. We welcome Stephanie and think that her experience in management, finance and human resources will be a huge asset to our organization.

1. **Membership**
   1. Pool Pass vs Membersplash
      1. Amanda and Meredith attended a meeting with MemberSplash last month and shared the product with the board to take into consideration for use at Glendale
      2. Our current membership application process and software(PoolPass) is extremely time consuming and inefficient.
      3. They (Member Splash) would develop our website as well as set up all of our applications for us. Pool Splash estimates a 10 day onboarding(setup) process. Included with MemberSplash is a POS system for concessions, a check in system for members and guests, Members will have a portal where they can pay their dues, sign up for special events, see the pool schedule and calendar, as well as setting up prepaid concessions accounts. The software is cloud based and any board member would be able to pull up real time reports at any time, as well as the managers. The system would streamline all operations (scheduling, payroll, POS, membership) all in one database. Members would still have the option to pay at the pool and utilizing their portal is completely optional.
   2. Marketing- Amanda is looking into a few options such as yard signs as well as direct mailers. she will report back to the board for approval before moving forward.
   3. Open Application Date- Once MemberSplash is up and running we will be ready to begin accepting membership applications. Our goal is to have the application live on March 20, 2024
2. **Recreation**
   1. Kristin emailed the calendar for review. Dates are still tentative, but we have 13 events scheduled this summer. Some new events include a Donut Party and Cornhole Tournament
3. **Buildings and Grounds**
   1. Need to have someone complete the Pool Operator Course to be able to apply for Summer pool permit
   2. Pool Uncovering will be 4/15. Mark will post the sign up genius for volunteers
   3. Tree Trimming-Mark to get with Tangeree for her referral of someone to provide a quote on several trees that need trimming
   4. Baby pool resurface will be postponed until next year
   5. It is the hope that the new pool cover will have kept enough debris out of the pool over the winter to not need to perform an acid wash, which involves draining the pool completely (a $5K project) but we won't know until the cover is removed
   6. Still looking for a pool company to begin assisting with major pool projects, especially after Jim steps down from the Ground Committee.
4. **Other**
   1. We have a member who works for a direct wholesale food distributor. Tangeeree will arrange a meeting to compare prices, offerings and availability with our current purchasing system. The board will compare costs, including employee labor hours and mileage reimbursement to determine if this is a beneficial change for Glendale.

Next Meeting March 26th at 6:30pm, via Zoom.

(Meredith will not be able to be in attendance so Stephanie will record the zoom and send to Meredith)