

BWSRC Board Meeting Minutes

11/15/20 @ 7 PM

Location- Zoom

1. Roll Call: Meeting called to order at 7:05 pm

Board Members Present: Dan Stander, Sarah Hora, Eric Shepley, Allison Borchers, Becky Bolsinger, Tom Neff, Jessie Sandvick, Chriss Carsello, Colleen Luckey, Mark Mikkola, Mark Ohler, Billie Platner, Eric Shepley

Members Present: Lori Hannan, David Rubin, Karen Mohwinkle, Brody Suddendorf, Delaney Hannan, Connor McSperrin, Sarah Langhurst, David Wilkinson, Christoph Trappe, Steve Schreiber

2. Minutes (provided via email)

3. Board Member ANNUAL REPORTS

President: (Chriss)	<p>The year was quite interesting to say the least, however I believe the BWSRC board and its membership did quite well with the environment we were dealt. Covid was a dilemma we had to confront before the season even began. The board took time to review the guidelines outlined by the state and we were in agreement to move forward with opening. We did have one board member that was not in agreement and chose to step down and remove himself from their duties. Continuing to move forward with the season, we were properly staffed and each employee did their job to follow proper sanitizing guidelines which allowed our pool to remain open the entire year.</p> <p>As president of the board, I have to deal with the sensitive issues regarding membership, this year was no different. A number of complaints were dealt with in regards to opening, members not wanting to risk the environment regarding Covid, those members were accommodated, whether through a suspension of membership or alternate resolutions. There were a handful of one on one conversations that were had regarding membership behavior while on pool grounds. Without going into great detail, these issues were dealt with and documented.</p> <p>Another year comes to a close and I ask myself, do I want to remain on the board? This is the final year of my term, I truly enjoy being a part of BWSRC and I want to see the pool continue to improve, be it memberships or structure itself. The board is always looking to recruit new members that are interested in joining the board and hope to see new faces at our annual meeting.</p>
Vice President: (Jessie)	<p>As a matter of practice, BWSRC looked to hire 2 co-managers and 2 assistant managers or "head guards" to provide coverage during the season. The candidates chosen were former guards who showed interest in and had shown skill for the management opportunities. They also hired 21 guards to manage both swim lessons and overall pool activities. Covid changed responsibilities a little as the pool decided not to provide access to any guests and also that the guards should be in charge of providing cleaning "sanitizing" at regular intervals.</p> <p>The Swim Lessons for 2020 were filled higher than ever before and we opened new slots and tried to make sure there was opportunity for populations that wouldn't have normal opportunity for swim lessons since the other area pools were closed for the season. We were able to get help from Brian Ruffles at Coe College to help get our lifeguards certified as well at the pool - this is a practice that should be done going forward as it was well thought of and attended. The lesson learned on swim lessons is to make the lesson groups much smaller and make the time to do an inspection process prior to starting lessons. This will be implemented in 2021 to make sure we have consistency and alignment in the swim lessons.</p> <p>The staffing numbers were better than they have been in previous years as we weren't over staffed and we weren't understaffed, but we were able to be right staffed on most days with the pandemic requirements and swim lesson increases. There were some personnel issues that required more intense discipline than in years past and we saw an influx of sexual harassment issues as well as inappropriate conduct. We implemented all hands staff meetings where the staff was able to air grievances and we were able to talk through operations. This was received positively and something we will carry forward to 2021. It is also a recommendation to implement and have employees sign a new handbook where expectations are clearly documented and provided. Additionally, it is the recommendation of the Vice President to start drug testing at time of employment for lifeguards. Lastly on management of staff - 2020 proved that there needs to be more oversight of the management staff, possibly adding in an adult general manager position that provides another point of escalation and can be onsite more regularly.</p> <p>Payroll was a pinpoint this year as we changed accounting firms and the quickness of getting the pool ready to go did not allow us to continue with our payroll tool or ACH system we have used in the past. This is something that has to get corrected as we move forward. Tracksmart was the online tool used previously and something we should reimplement going forward.</p>

	<p>Lastly, as 2020 was a very difficult season, we were able to open quickly, with full staff and make it through closing without having to pull extraordinary measures as we have seen in previous years. There is definitely room for improvement in staff management and policies and procedures which we will work through in the off season. We will look at the structure for 2021 as a board to make an informed decision on the best model to move forward with.</p>
Secretary: (Allison)	<p>Due to Covid-19 the Board held special meetings in March, April and May to discuss if and in what capacity the pool would be able to open. Many of these additional meetings were held over Zoom.</p> <p>Additional signage pertaining to Covid-19 protocols was placed around the pool before opening. Stickers were placed on the sidewalk and pool deck to remind members to maintain 6 ft of distance between themselves and non-family members when at the pool.</p> <p>Guides were created for managers and staff members about how to respond to requests from the media or members about the Club's Covid-19 procedures and protocols</p> <p>Board positions roles and responsibilities have been updated on Google Drive and linked to the website</p> <p>In August the Vice President and Secretary started weekly meetings with staff to go over procedures and reward staff who are going above and beyond assigned duties. These meetings will continue next season on a bi-weekly basis.</p> <p>The Staff Handbook has been updated and will be distributed to all staff members during the orientation meeting held before the pool opens next season.</p>
Treasurer: (Billie)	<p>Started the year, with the current CPA deciding to downsize their business and asked us to find a new CPA. We received 3 quotes from recommendations and ended up choosing Fox & Bucheim. The transition is still ongoing as this includes payroll, preparing financial statements and general accounting practices. They are very customer service focused and good to work with. Next year, we will work to be more efficient including getting the guards on direct deposit.</p> <p>In May, we had a board member step down from the treasurer position. This position will be filled by me taking over and leaving an opening for a new position with a two year term. It is best if we split up the term so there are not two brand new people starting the same year. Another board position retrieved the mail, processed payments and made bank runs which was very helpful.</p> <p>Recommendations for 2020:</p> <ul style="list-style-type: none"> • Look into Insurance options, is there an opportunity to reduce that cost? • Explore other chemical/pool maintenance providers, another possibility to reduce costs. • Add Venmo for guests to be able to pay for concessions. • Guards do not start or be scheduled hours unless all paperwork is completed and turned in appropriately. This will help with the direct deposit and quarterly taxes. • Add additional items to concessions that would not interfere with our food license ex. lunchables, cheese sticks, anything packaged to help increase revenue of concessions.
Webmaster: (Sarah)	<p>This is the fourth year of using Wild Apricot as a website host. There have been some platform updates to Wild Apricot but it was intuitive to follow. There was also a change to use AffiniPay for the payment system that members used for annual dues and events. This payment change for members was seamless and works very well if not better than PayPal. Wild Apricot continues to be very useful for managing membership, events, lesson scheduling and rentals along with online payments. It was the second year of using the online member cards. The design was updated and reflected 2020 on the card in red. Members could show their membership card through a mobile Wild Apricot app or a printed copy.</p> <p>Wild Apricot renewal was paid on March 28, 2020 for the amount of \$972 for one year. BWSRC has a "community" account plan limit of 500 contacts. Currently there are 476 contacts listed within the Wild Apricot. Myself and the membership chair goes through the archives members and contacts who know longer are active members to help keep the account plan limit under 500. There were many new contacts added this year due to membership turnover and non-members who signed up for events. Non-members need to create an account to sign up for lessons, rentals or adult nights. There is the potential that we may need to increase the contact limit which could then cause BWSRC to change from the community plan of \$972 for 500 contacts to a professional plan of \$1,689 for 2,000 contacts annually. The current list of contacts within Wild Apricots includes 347 (members/administrators) and 129 contacts who are non-members from 2019 and 2020. The domain name: www.bowmanwoods.com is supported through GoDaddy and auto renewed on May 29, 2020 for \$128.27. GoDaddy also supports the business emails and unlimited forwarding email address. The cost is \$28.16 and auto renewed on May 28, 2020.</p> <p>As webmaster I set up the annual BWSRC membership renewal. I made timely updates to the website regarding the Covid-19 changes, set up the lesson/team scheduling, set up member only lap swim</p>

	<p>scheduling, assisted with rental events, assisted with BWSRC events and sent out emails as needed to all members. I also get many general email questions that I reply to or forward on to the specific board member it pertains to.</p> <p>This year swim lessons and tennis lessons were very popular due to public pools and rec leagues not offering summer lessons due to Covid-19. Almost every swim lesson sessions and level were sold out. A weekend only session was offered this year for 4 weekends along with competitive swim lessons in place of swim team. I handled the changes in lessons and cancellations. I also responded to email suggestions/concerns regarding lessons that came up during sessions. Currently the lesson levels numbers are: Preschool allows 6 swimmers and has 2-3 life guards, Beginner level allows 12 swimmers and has 2 life guards, and Advanced level allows 16 swimmers and 2-3 life guards. I attended the first and second session swim lessons with my son and experienced along with witnessed some of the frustration that took place during the swim lessons. I would recommend to reduce the number of swimmers allowed per</p> <p>level to allow for more in-depth instructional time per swimmer with the life guards. I would also suggest to have a consistent lifeguard schedule for lessons.</p> <p>There was a time change this year to open at 11:30am which then meant that swim lessons needed to be moved an hour earlier to 9:30am to allow for the four 30-minute time slots like previous years. Swim team practice is typically 6:30am-9:30am but this year was change to competitive swim lessons from 6:30am-8:30am. In years past lap swim was not popular and stopped being offered. However, this season with aquatic centers and public pools being closed members wanted lap swim for adults and swim team children who could not practice. Lap swim sign up was created for members only and offered 4 lap swim lanes from 8:30am-9:30am. Members from the same family were allowed to share a lane. This was very popular during the week days and most days 2-3 lanes were taken. When swim lessons were over lap swim times changed to an hour prior to opening. If there was a morning pool rental lap swim was moved before the rental time or cancelled. There is a potential for next season to have an issue with offering lap swim because of the earlier opening time unless lesson schedule and/or swim team schedule times are adjusted.</p> <p>BWSRC was approached by club swim teams to have the use of the pool to their practice. These requests were denied or offered as a pool rental.</p>
Pool and Grounds: (Eric)	<p>Regardless of the later start up due to Covid, we still had to prepare to open as usual. We had a new main pump installed. A new circulation pump for the chlorine system was installed as well. The balance of pool seemed to be more consistent in years past.</p> <p>Repairs that were completed: a couple of loose pipe fittings, hinge hardware on the stall door in the women's bathroom, cabana fan, manifold in heater, sound system (most of speakers replaced), new lock to pump house (managers and Eric will have keys)</p> <p>The slide remained closed due to our Covid response. I still have yet to be able to connect with a inspection service to have it evaluated after the Derecho. I will be broadening my search for a company to do that in the off season.</p> <p>We will need to have some deck repairs done. Two of the skimmers are heaving and will need to have the concrete redone around them to avoid further trip hazards.</p> <p>We hoped to have a new shed this season. That was placed on hold due to the uncertainty of our financials going into the closing of the pool. We've planned to purchase the shed in the spring. Next season, once we have the shed in place, I will likely place more bulk orders of the necessary items to avoid the times we were short on chemicals.</p> <p>Culver's seems to serve us well for the maintenance this season as well as responding to the Derecho clean up requests. I plan to have them continue next year.</p> <p>We purchased a new remote vacuum that should help staff have more consistency in maintaining the pool during the season. Training will be addressed with the manager(s) at the beginning of the season.</p> <p>There will be more in depth training on the pump room and operations of the pump room for staff going into next season.</p> <p>We plan to have more sturdy umbrellas again like the wooded ones in the past. The aluminum/steel hollow posts have proven to not hold up as well.</p>
Membership: (Becky)	Membership turnover was below previous years, with 56 memberships sold. 104 families have been added

	<p>to the waiting list since the end of the 2019 season. Many of these were added after the city pools announced they would not be opening for the summer. There are currently 54 families on the inbound waiting list and 83 families on the outbound waiting list, for a total of 137 families. Due to the amount of interest in membership from those within the pool boundaries, it has become increasingly difficult for those outside of the pool boundaries to get a membership. We have a total of 338 memberships.</p>
Tennis: (Tom):	<p>BWSRC was fortunate to have a returning tennis coach Jack Gertsen this year as well as Natalie Neff. They coached the largest tennis classes in recent history for the tennis program.</p> <p>We have 3 sessions session and 3 lessons per session which focus on different ability levels. Each session and lesson has a max of 10 players, and each session had a waitlist below are those numbers.</p> <p>Waitlist numbers:</p> <p>Session 1 - 8 beginner and 1 junior I</p> <p>Session 2 - 3 beginner, 1 junior I, 2 junior II</p> <p>Session 3 - 2 beginner</p> <p>We also have team tennis which had a total of 22 students. Team tennis provides a competitive tennis against the other clubs in the area. We were able to have 4 meets this year and were competitive in each meet.</p> <p>We will have our year in review with the coaches come back from college for break at such time we will begin planning to have another great year in 2021.</p>
Social: (Dan and Mark)	<p>One Holiday Party: July 4th (COVID-19 impacted Memorial Day opening; Weather impacted Late September Closing party)</p> <ul style="list-style-type: none"> • Grilled roughly 240 Hot Dogs, placed in bun and wrapped in Foil • Hot Dogs were then place in roasters to maintain temperature • Masks and Gloves were used by anyone cooking • Individual Wrapped Condiments: ketchup, mustard • 4-5 Bottles of relish • Chip Bags (Sam's Multi-Variety Packages) • Paper Boats • Foil for Hot Dog/Bun Wrapping • Napkins • Gloves/Masks • Three Large Containers filled with various candy for kid's counting contest – each was awarded to the individual who guess closest to the number of pieces within the containers • Invites via email were delayed (not traditional 3-4 Weeks) as there were ongoing discussions regarding ability to social distance, handling of food items, etc. <p>Adult Nights/Events</p> <p>2020 Adult Nights: Trivia Night on August 28th (4-5 Hours)</p> <ul style="list-style-type: none"> • \$10 Entry Fee – Name That Tune and Variety of Trivia Categories; Prize for winning team was a BWSRC Private Pool Rental • Alcohol was provided; Food Truck cancelled due to damage from derecho (No Food Provided on this evening)
Marketing: (Andrea) :	<p>Updates were sent out through email and Facebook to keep members informed on the cleaning the pool prior to opening and after closing of the season, updates of changes to the regular pool hours pertaining to COVID response, water and weather concerns, and information regarding social events and family nights. BWSRC clothing orders were created for members to take advantage of optional clothing purchases.</p>
Swim Team: (Mark)	<p>Overview</p> <p>Obviously Covid was a big issue this year and it impacted swim team pretty drastically: some good and some bad.</p> <p>The Good</p> <p>Even with Covid, we were able to do some good things:</p> <ul style="list-style-type: none"> • Instead of practices the team did lessons. This allowed out swimmers to be in the water and developing skills that helps them • We kept our coaches again • The lessons attracted some new swimmers and I think it was seen as a great community service for kids that otherwise wouldn't have had any swimming.

	<ul style="list-style-type: none"> • we were able to do a simple, intra-meet for a little bit of normalcy • to keep costs down we didn't do T-shirts this year <p>The Bad</p> <ul style="list-style-type: none"> • we didn't have as many swimmers this year • there were no intra-city meets • head coach pay was problematic again this year; we need to discover a better way to do that.
Facility Rentals (Colleen)	<p>-- Held 33 parties</p> <p>---Approximately 5 canceled due to weather</p> <p>---No outstanding invoices</p> <p>Suggestions:</p> <p>---Next year I would like ALL parties to go through me to avoid double booking. I would also like to see better communication with the guards. I was always told by the managers the parties were taken care of in terms of scheduling guards then to find out last minute they were not.</p> <p>- Does there need to be 3 guards scheduled for parties or should it go by how many people are expected?</p>

4. **Annual Meeting Business: Changes to Bylaws (please note that by the time voting occurred there were 21 members remaining on the Zoom call and therefore present to vote)**

- Motion by Colleen to give 50% discount on private parties to Board Members (Article 4, Section 1). Seconded by Chriss. Opposed by Lori Hannan. Motion passes 20-1.
- Motion by Mark O. to remove Article 1, Section 3-C which allows members to make their membership inactive for a season. Seconded by Lori. Opposed by Sarah H, Eric, Billie, Dan and Eric. Motion passes 16-5.
- Motion by Chriss to reinstate Article 1, Section 3-C with added language stating that once a membership is made inactive the original members relinquish their rights to the club for the entire season and that membership may be sold by the Board to the first person on the inbound wait list as a one-year pass, with that person being allowed to remain at the top of the wait list for the next season. Seconded by Allison. Opposed by Eric and Mark O. Motion passes 19-2.
- Motion by Chriss to add language to Article 1, Section 8 about paying annual dues regardless of whether the pool is able to open and no pro-rations. (act of god clause). Seconded by Lori. Motion passes 21-0.
- Motion by Becky to make changes to Article 1, Section 6 tabled until next year.

5. **Election of Board Members**

- President = Chriss Carsello (unopposed)
- Co-Treasurer = Brody Suddendorf (11-9 over Jen Dechant)
- Co-Social = Dan Stander (16 votes) over Lori Hannan (2 votes) and Karen Mohwinkle (3 votes)
- Swim Team = Mark Oehler (unopposed)

6. **Open Floor**

- Sarah L. thanked the Board for the work they put in to be able to open the pool this year amidst the Covid pandemic. She appreciated the fact that the pool remained open longer this year as well.
- Brody thanked the Board for the opportunity to become a Board member and is looking forward to working with everyone

6. **Next board meeting:**
 - Sunday, January 17 @ 7pm. Location TBD
7. **Meeting adjourned at 9:22 pm**