

IOWVA board meeting minutes

February 21, 2023

6 PM via zoom

<https://us02web.zoom.us/j/5396484141?pwd=Yng1UXlhWngzU0l2cUhUS25UNU9Zz09>

The meeting was called to order by President Dusablon at 6:04 PM.

Roll call: Glenn Dusablon (President), Joanne Farnham (Secretary), Greg Gosselin and Linda Sousa

Absent with cause: Carol Dusablon and treasurer's report was sent via email.

Secretary Minutes from November 30th, 2022: A motion was made by Glenn and seconded by Greg to approve the November 30th, 2022 meeting minutes. All were in favor, and none opposed.

Treasurer's Report: A motion was made by Linda to approve the Treasurer's Report. The motion was seconded by Greg. All were in favor, and none opposed.

President's Report: We have leaking jacuzzi jets in the inside bathtubs that leak down from units 304, to 204 to 104.

List of duties for Innkeeper and Assistant/Associate: It was brought up that we need signed job descriptions with date to determine what some of the duties are. The list given to us can be reviewed at a later date but it had everything that could ever possibly happen on it and that is not what we are looking for. Our members needs are someone to greet them on busy check in hours. Glenn spoke with Gail regarding this as it was stated in a past meeting but Glenn's concern is replacement of staff. Joanne stated that there should be systems in place that any temporary staff member or hire could figure out. In today's age of automation, we can have checklists of responsibilities to be done and having the human interaction of greeting upon arrival. We are not pleasing the board but pleasing our members. We need a list of daily tasks with the time frames to move forward. Greg was recently staying and found that many were checking in on Saturday am.

Agenda's: Joanne brought up that we need to be working off an agenda to optimize everyone's time and have time to research each topic before the meeting. Also, there should be a timeframe for each item so our meetings do not go on for hours without accomplishments. Joanne brought up the issue that we were supposed to talk about our annual meeting proxies and that our board members did not know that the president was appointed on the proxy ballots to make the decision of who was chosen. Linda also agreed that we did not know so for next year's annual meeting, it will be the board who makes the decisions on proxies not just the president.

Job descriptions: Glenn asked Gail to give a list of duties for each job of the Innkeeper and assistant. The board reviewed the list and Greg stated that the list was totally inclusive of everything that could ever happen and we needed more of a daily and time scheduled tasks. It would be beneficial to have manuals available if we ever needed temporary services to fill in. Linda stated that on 10/27/22 #9 was for position description and we need to have signed and dated by both staff members. We have concerns of someone being able to fill in or takeover without manuals. We have a responsibility to our

members to have someone greeting them upon arrival. We are not making the decision for the staff on how they can accomplish our basic business needs. Glenn has concerns about if someone leaves, we have difficulties trying to replace them. The board feels that we still have a basic responsibility to cover hours when guests arrive which is Fridays after 4 pm and Saturday am. Glenn will speak to Gail to see how this may be done so that we go back to the service level that we had prior to Covid. We discussed this in past board meetings and we feel that Friday evenings until 8PM would be appropriate as the check in begins at 4pm and Saturday mornings from 9am to 1pm would be good. We need a clean copy of signed policies and job descriptions.

Glenn will put on a future agenda his discussion on what he would like to do with sick time.

Fiberoptics: Per Glenn, the Silver Fox had no TVs for a month due to the installation of fiberoptics and the integration of the system caused them to have the issues. Glenn just wanted to know if we had issues with the integration of ours that we could hire someone for the integration. All board members agreed that it was ok to hire someone to integrate the system so that we would not be without TVs.

Linen Service: Glenn made a motion to use People's Linen. The motion was seconded by Linda. All were in favor, and none opposed.

Emotional support dogs: People are still bringing their dogs and they are barking and disrupting other guests. Some are unleashed and run around the lobby. Glenn will talk to the attorney to see how we need to handle this.

Leaks in jacuzzi grout and need to do a board walk around for projects needing to be done for shut down. Shut down weeks are weeks 15 and 16 and the dates are Friday, April 14th and Friday, April 21, 2023 through the 28th, 2023. We all thought that if we could meet on Saturday the 15th if Glenn could make a switch for his Museum responsibilities then we could all do a walk around the building and document the projects that need to be done and sort them out by priority. Board members drive a long way so those that need to stay overnight for this will need to call Gail to book it.

Marketing Plan: EVP Marketing has volunteered to do photos of the 7 or 8 types of floor plans that we have at the Inns. Greg will talk to Gail about making this happen.

Next Meeting: March 21st, 2023, at 6PM on the same zoom link sent by Linda.

Since no other new nor old business needs to be discussed at this meeting, a motion was made to adjourn by President Dusablon. All were in favor, and none opposed.

Respectfully submitted,

Joanne Farnham, Secretary