



Board Meeting Minutes

11.19.2020

Attendance: Joanne McCaughan, Cristina Rodriguez, Jace Denton, Linda Myers, Jim Hutcheon, Mel Bilodeau, Ben Witten, Fred Medicott, Grace Cox (*Staff Representative*), Fern Moore (*Board Coordinator*)

Absent: Peter Brown

Agenda

- Agenda Review
- Announcements
- Mission Statement
- Land Acknowledgment
- Commitments Review
- Staff Report
- Committee Reports
- Member Appeals Policy Proposal
- Break
- Annual Meeting Report
- Board Training
- Commitments
- Meeting Eval
- Next Facilitators
- Executive Session

Announcements

- Peter is unable to attend tonights meeting

2020 Board Election Results

All Ballots were tallied and verified on the evening of November 15th.

Joanne McCaughan

87 Online + 10 Paper = **97**

Jayana Marshall

79 Online + 10 Paper = **89**

Adam Delende (dropped out Nov 6th)

60 Online + 9 Paper = **69**

Paper Ballot Total - 13

12 Verified Ballots

1 Unverified Ballot

Online Ballot Total - 102

100 Verified Ballots

2 Unverified Ballots

Total Ballots Cast- 108

Total Verified Votes- 105

Jayana and Joanne accepted their 3 year terms on the Board.

Land Acknowledgment

We are going to start the meeting today by taking a moment to honor the land and the people whose ancestors have been stewards of this unceded land since time immemorial. We acknowledge the contemporary communities of Squaxin Island, Nisqually and all the people of the Medicine Creek Treaty.

Commitments Review

- ***Fred will ask John to share his thesis***
Pending will send out

- ***Fred will write up a report about possible investments.***
Due to our last finance conversation it seems that this work is on hold. He can work on that in the future when relevant.

- ***Grace will coordinate with CSF and Staff on locations for the sandwich boards***
Pending

- ***Grace will relay feedback to Covid Task Force***
Complete

- ***Linda will send the final charter to Fern to archive and update where needed.***
Complete

- ***Linda will reach out to Robyn about QR code flyers.***
Complete

- ***Linda will send the approved minutes to the candidates***
Pending

- ***Grace and Jim will coordinate training with candidates.***
Complete

Staff Report

All the Volunteers and former Working Members that applied for and were chosen to be temporary Staff are all working at a high level and many of the open shifts are being filled. This is making things somewhat easier and creating a transition, as always happens when we are fully Staffed. We are Staffing all the registers when needed. This choice was made largely so that we don't have a backup at the registers, when we also have a backup at the front door. We are doing our best to get the flow to even out better. It doesn't mean it's not stressful, it still is.

There have been a handful of customers that want to bring up the election in a challenging way. We find ourselves facing new changes in occupancy because of how much Covid spiked over the weekend. We saw larger sales and basket size this weekend. This is typically when we see sales increase anyway, because of Thanksgiving. It has created a little upheaval in the supply chain but not as bad as it was in March. Supply has its weak moments like rice, we have restricted access to bulk rices. We order a hundred cases of canned pumpkin every year and this year it didn't come in on time. So when it finally came in people began hoarding canned pumpkin. We have purchased our entire allotment for the season. We notice that customers are shedding a lot of anxiety. This isn't bad in many instances its long term nice customers that are combination of scared and sad. After long shifts we often need a moment to cleanse and step back from it.

We said goodbye to long time Staff member Ami Greenberg. She has been a Bulk manager at the Westside store forever. She was a real watchdog on organic standards and kept us hooked into that. The thing we will miss the most about Ami is she truly brought the belief and understanding of restorative justice practices to us. She really helped us when we struggled with this as she never struggled and she brought us incredible training and resources. Now she finally gets to retire. It is a huge loss. We added two new people to the Conflict Resolution team to take her place. They just completed their training with the DRC and they are ready to take on the work.

We are looking at two new programs through NCG. One is very exciting, a supply contract with a secondary supplier. This supplier provides many bulk products and we had no way to cover UNFI's weaknesses. We now will have a strong secondary supplier, it won't help with severe supply chain disruptions but will help. The other program is 'Core Sets'. This program creates a new way that we will work more closely with NCG and staff from UNFI to clean up the product sets, specifically places where we have brought in new products and not dropped others. Its hard to stay on top of the shelf set being orderly and getting everything that customers want. Initially we might be resistant to the opinions, but in the long run it will help it make sense for shoppers and workers.

Feedback

Fred asked if these cores sets are mandated.

We are agreeing to participate and try it out for a year, if we say yes to a shelf set we need to keep it a minimum amount of time. We can say no to any individual product or product line or planogram.

We obviously hated the idea when they brought it up. 90% of the cereals in our set is in every other Co-ops set but how we build the set will change and it will mirror other Co-ops. We signed on for a year.

The program needs to prove itself in terms of sales and local. There is a lot of support in monitoring the impact.

Committee Reports

Advocacy – has not met

Co-Sound – has not met

Expansion – has not met

Eco Planning – has not met

Finance – We originally proposed no Co-op COLA (no increase to the wage scale) Finance is working with a proposal of the Budget goals we have for this year and applying additional money from the PPP to a certain amount to facilitate a wage increase.

Local - has not met

Member Relations – have agenda items

Personnel – met on the 13th and received an update that we will pass on in executive session. We also received good news that the Staff Collective consented to the Anti Bullying Policy.

Standing Hiring - has not met

Community Sustaining Fund (CSF) Liaison – has not met

Member Appeals Policy Proposals

SEE ATTACHED DOCUMENTS #1

Linda presented the proposals submitted to the Board from the Member Relations Committee (MRC).

First the 'Olympia Food Co-op Member Appeal Process (IN HOUSE)' was Consented to by the MRC on 10-05-2020. This document is to be used in house by the MRC it is a timeline of the process. The Member Relations Committee is designated as the body to consider appeals to Behavioral Agreements and No Trespass Orders that have been issued by the Resolution Team (RT). Unless disaster hits, the Appeal will be resolved within 60 days of issuing the original decision. They wanted timelines so that it didn't drag on for months. from start to finish it is about 60 days.

Feedback:

Fred asked when we say conflict of interest is it 'personally benefiting'
No it also is if there is a relationship to the person etc.

Change 'discovery' to 'decision' to avoid confusion

Jim hears lots of talk about timing to facilitate rapid resolution what happens if the response is made within 8 days can the person say this is out of process?

This is a process document to guide the group to make sure that the process moves along.

Fred would like it to read 'ideally within 7 days'

Linda then presented the 'Olympia Food Co-op Member Appeals Policy' this policy would be attached to a No Trespass Order or a Behavioral Agreements. The third document is an Appeal request.

Feedback:

Jim asks to change 'discovery' to 'decision' in Part A.

Joanne shared that the MRC worked on this for a really long time and she appreciates all the effort that MRC put in. She went along with consenting with this, but this feels very bureaucratic and she wants people to feel welcome and restored. It feels very punitive and legalistic. She isn't sure if there is a way to remedy that and wishes it was kinder and less punitive. Is it a rare or common occurrence to serve these agreements to people?

Grace replied that its quite rare and often in lieu of using the Police department, Most are repeated incidents of theft or shoving a staff person etc. We dont use this lightly and this is the one thing that needs to be bureaucratic, its a way to deal with things that is short to using the traditional remedies and far less punitive than what other businesses use.

Mel asked to repeat back the last line, about the final decisions.

The Appeals Committee recommends to the Resolution Team that they should reassess the decision.

Fred asked does that mean that the resolution team can not change their decision.

Yes, that could be the decision.

Jim shared that this all started in 2018 and thank you for all the effort that went into this. That we already are using humane ways to deal with conflict instead of using the police is great and this is more humane than he would want. There isn't a good way to codify kindness. Here is how people will be treated if they want the decision to be looked at. Great work and he is ready to Consent now.

Mel wants to see reflected for clarity that it is the Resolution Team that has the final word ... period.

Jace has a lot of similar things at their work and similar instances. He wouldn't block but we have to be very forgiving at his work because people don't have any other choice to get services. Loves that we have alternatives to calling the Police.

Cris is actively listening and likes the full balance and the bureaucratic reality as well as the restorative justice.

Proposal

The Board approves the Member Relations Committee implements the Member Appeals Policy and documents.

Consent

Stand Aside- Grace, Ben, Fred

Annual Meeting Report

The First Virtual Annual Meeting was held on November 7th.

Joanne wrote an article for the Table about the Annual Meeting and included the link to the recording of the meeting.

All feedback from the Board about the Annual Meeting will be shared with the Member Relations Committee.

Feedback:

Jim asked how was the Zoom meeting link publicized. He felt like people didn't have access to it.

The postcard mailed out to Members said to go to the website but when you went to website it was hard to find.

Ben adds that yes it was very buried on the website. He even found it difficult to find the link and ending showing up later than anticipated. He almost gave up as we all get so many zoom links these days.

Mel shared that Robyn as the Outreach person can make some modifications on the website and she had trouble getting the Zoom link up on the main page. We have been hearing feedback from Robyn in MRC about website stuff and the fact that the link was hard to find is problematic. How can we change that in the future that people with web control are on board with whats going on

Fred suggests that we keep a Planning process document with MRC and a month before events plan it with impacted groups.

Linda thought it went great for those that found the link. Thank you to Jim for carrying the load and being our host for the meeting and being the glue that held us together. The keynote speaker was great. The overall concept worked well and the tech people did a great job keeping it organized with the ASL translator.

Grace shared that the Website Coordinator is brand new in that job and does not have a year of understanding. He got handed off a lot of technical information but not an overview of seasonality. We have had immediate response from them which is great. The Website has been on the Boards radar for awhile, specifically what communication to expect from the Board including an Annual calendar specifying when something needs to come out on the Website and when is it okay to have it be an afterthought.

Linda has noticed improvements in the Website and did notice recently that the Board notes are all up now. Communication to the Web Coordinator must be prioritized. We did receive a letter from a Member with a scathing evaluation of the Annual Meeting.

This does bring up a question, should Joanne respond. She didn't.

Jim replied that any Member is welcome to address the Board. We could thank them for the communication and inform them about the Member Comment available at the Board meetings.

Jace asked how if at all are Members getting Zoom links.

Jim replied we always have Member Comment time available. Grace adds that people can email for the link as the Board agenda is posted on the website with the invitation to email for a link. We also need to have someone be the host of the meeting officially so that they can mute the participants if needed.

Board Training

Jim and Grace are planning 3 two hour training sessions.

The intention is to coordinate directly with Jayana and will then invite the other Board Members, after the times are scheduled.

Jace would like the Board trainings recorded so that we can access them.

Cris wishes her on boarding wasn't disrupted by a pandemic but loves all these ideas.

One idea Jim had in addition to training, is we could have a Board round table to ask questions and allow a way for feedback. Send any feedback to Fern to record.

Fred wrote a paper about OFC for his masters, a potential pathway for the next ten years He will share it with all.

- Fred will recirculate Johns thesis and attach his paper

Jim thinks we should have the Board do a self evaluation process. Would anyone be willing to meet with him to talk about how that would look.

Mel, Joanne, Grace, Fred (willing to research if needed)

Commitments

- *Grace will coordinate with CSF and Staff on locations for the sandwich boards*
Pending
- *Linda will send the approved minutes to the candidates*
Pending
- *Fred will recirculate Johns thesis and attach his paper*
- *Grace will send out the black bean song to all*

Meeting Eval

Next Meeting

Facilitators

Jim and Grace

Executive Session

Decisions out of Meeting

- 1. Approval of October Meeting Minutes** - decision made via email

Consent

- 2. Executive Session Proposal** - decision made via email

This Proposal was approved via email on November 9th.

Proposal

The Board of Directors resolved to offer a Separation Agreement to E.P.G. at her dismissal meeting on Nov 10, 2020 if she does not achieve consent to join the Staff Collective by Nov 9, 2020.

Consent: Cristina, Jace, Mel, Linda, Jim, Joanne, Ben, Peter, Ben

Stand Aside: Grace

Attached Documents

1. Member Appeals Policy Proposal

OLYMPIA FOOD CO-OP MEMBER APPEALS POLICY

A member who disagrees with the decision of the Resolution Team may appeal that decision to the Member Relations Committee (MRC).

The member must complete and submit the Appeal Request on the back of this document within 10 days of the decision being appealed.

The MRC Appeals Subcommittee will review the case and confer with the Resolution Team to determine if grounds for an appeal exist.

If the Appeals Subcommittee finds there are grounds for an appeal, the Resolution Team will review their decision, in light of the evidence submitted, and may revise their decision and remedies as appropriate.

If there are no extenuating circumstances, the member will be notified by email of the outcome within 15 days of submitting their Appeal Request.

All determinations made by the Appeals Subcommittee are final. Any revisions made by the Resolution Team as a result of the appeals process, are also final.

Consented to 10-05-2020

Olympia Food Co-op Member Appeal Request

For consideration of your appeal, please send an email within 10 days of receiving your Behavioral Agreements or No Trespass Order to:

memberrelations@olympiafood.coop and include the following information:

1. Name
2. Phone
3. Decision you are appealing: Behavioral Agreements (BA) / No Trespass Order (NTO)
4. Date of incident resulting in your BA or NTO
5. Date you received your BA or NTO
6. Grounds on which you are appealing (select all that apply)
 - a.) I was not provided fair consideration (i.e. there is evidence some aspect of the initial discovery was prejudicial, arbitrary, or capricious.)
 - b) The investigation or remedy did not adhere to Co-op policy.
 - c) New and significant information has become available.
 - d) The remedy is not a proportional response to the behavior.
7. What action are you requesting in response to your appeal?
8. Is there anything else you would like us to know?
9. Please attach supporting documents, if necessary.

Please be aware:

Appeals are not a 're-hearing' of the case.

*Appeals must address one (or more) of the four criteria listed above.
Appeals received later than 10 days after the initial decision will be denied.
Findings of the Member Relations Appeals Subcommittee and subsequent amendments of the
Resolution Team decision are final.*

Consented to on 10-05-2020

Olympia Food Co-op Member Appeal Process

(IN HOUSE)

Consented to on 10-05-2020

The Member Relations Committee (MRC) is designated as the body to consider appeals to Behavioral Agreements and No Trespass Orders that have been issued by the Resolution Team (RT). Unless disaster hits, the Appeal will be resolved within 60 days of issuing the original decision.

Appeals Requests (within 10 days)

If an Appeal Request is received by the MRC more than 10 days after the RT has contacted the member with their decision, the appeal will be denied.

If an Appeal Request is received within the 10-day grace period following the RT decision, the following process will be followed:

I. Respond to Member (within 7 days)

Staff Rep who checks MRC email will respond to the member within one week, acknowledging receipt of their Appeal Request, and ask any clarifying questions re: typos, missing info., etc.

II. Form the Appeals Subcommittee (ASC) (within 7 days of emailing member)

The ASC will consist of at least one Staff Member and one Board Member, with the addition of one Member-At-Large, if available. Each member of the ASC must meet the following qualifications:

- a.) Be a current member of the MRC
- b.) Have completed trainings in
 - Anti-oppression
 - Conflict resolution
 - Confidentiality
 - Resolution Team Processes
- c.) Have signed a Confidentiality Agreement
- d.) Have declared no conflict of interest in the case

III. ASC Research (within 7 days of forming ASC)

- a) Review the member's information in the Appeal Request.
- b) Request a written report on the case from the RT.
- c) Research Co-op policies as they relate to the case under review.
- d) Research other remedies given for similar behaviors from the RT, Working Member CAT, Conflict Resolution, etc.
- e) Discuss the details of the case with RT and ask clarifying questions.
- f) Ask the appealing member any additional questions if necessary.

IV. ASC Deliberation (within 7 days of ending research)

The ASC will consider whether or not the RT decision:

- a.) Follows Co-op policy and documented procedures
- b.) Reflects the Co-op values of restorative justice and anti-oppression
- c.) Adequately protects the Co-op Staff, Working Members, shoppers, community, and

property

d.) Is proportional and appropriate to the behavior in question, in that it is similar to previous decisions made on behalf of the Co-op for similar behaviors, or, if setting a precedent, that it is justified

e.) Exhibits no evidence of conflict of interest

f.) Exhibits due consideration of all available and significant facts

g.) Exhibits no evidence that the initial discovery was prejudicial, arbitrary, or capricious.

V. ASC Decision

The RT decision stands if it meets all of the above criteria. The member is notified via email by the ASC (from the MRC email with the signatory of the ASC) that their request was denied and why, and that the decision is final.

If the RT decision does not meet one or more of the above criteria, the member is notified by the ASC that their request for an appeal has been granted, and that they will receive an update within 10 days.

VI. RT Amendment (within 7 days)

The RT and MRC will both be notified by email regarding the outcome of the appeals process. Once the RT is emailed, that group will have 7 days in which to amend their decision, if necessary.

VII. Member Notification (within 3 days)

The RT will email amended documents to the ASC for final review within 7 days of the granted appeal. The ASC will review and email the final documents to the member (via MRC email with ASC signatory) and cc the RT within 3 days of receiving the final amended documents.

VIII. RT Report to MRC (quarterly)

During the next Quarterly Report to the MRC, the RT will present a report on the outcomes of the RT cases and include the results of any appeals, with names and identifying details removed.
