

Members (A Quorum was present)

Present: Greg Shelby (co-chair); Michael Viney (co-chair); Jeri Robbins (Condo Board); Mary Olson; Gabby Hayes; Alice Anderson (Social Board)

Absent: Greg Fox; Carrie Zinman

Residents: Rhonda Viney; Judy Smith; Carol Perkinson

The meeting opened at 10:30 MST with the introduction of those present.

1. Residents were offered up to 5 minutes to speak on items of interest. There were none.

2. Co-Chair comments:

Michael noted that after the last meeting he met with Carrie and discussed a paper she had provided regarding a communications plan. MaryO gave him the names of two potential resources (Russ Bracewell and Tom Pyle)

GregS had no comments.

3. Social Board Liaison: Alice introduced Judy Smith who may be interested in working with the committee on various projects.

4. Previous minutes were not reviewed nor approved.

5. Painting the picture: (the future view of our goal)

- can't find Board minutes; the photos are not captioned nor organized; what forms are available; no entries in the zoom calendar for December
- rather picture what it should look like rather than what is bad about today
- could it incorporate: a staff side (transactional with non-staff? a public side? an owner side? a renter side?)
- it should include: accuracy; consistency; timeliness; search box
- ease of use; two clicks; good visuals; faq's;
- training; quality content; simple; attractive; fast; secure; easy navigation; mobile ready
- committee of residents and staff to work with the developer

THEN to accomplish those qualities VO needs to hire a person to do lead this process
Managing these changes among staff and residents is a prime concern

There was discussion around what might happen vis-a-vis the communications change needed and opportunities vs the pending change of general manager. There could be issues and delays with this all happening at the same time.

If asked, we recommend the board take this recommendation into consideration when hiring of a new person (timing, responsibilities, fit into the org chart etc).

We cannot wait two years for the new org, personnel to settle-in before hiring the new communication person. We could start with some 'cut-outs' to gain some advantages while the new GM settles in.

What could be done in the meantime? Look at fast mail; the directory; outlines.
We should start by defining what improvements should be made immediately to these.

Would we need a full time IT person in addition to the new Communications Director?
Essentially the answer is Yes. Their role would be to interface with the web design/
maintenance company on technical issues not content.

Gabby will prepare an outline on Change Management for the next meeting.

Mick will present a status report to the Board via Zoom at their December 15th meeting.

Next meeting Dec 21st @ 10 am in the boardroom
With Darlene, and anyone else involved, invited to explain our email system and processes.

Following meetings are
Dec 21; Jan 4; Jan 18; Feb 1; Feb 15; Mar 1; Mar 15

Adjourned: 11:20

/gf