



AGENDA REPORT TO BOARD OF DIRECTORS

MEETING DATE: April 7 2017

Item:	COO Updates
Presenters:	Jeff Armour, COO
Purpose of Report:	For Information

Recommendation:

The Board of Directors receives this report for information.

Background:

The Chief Operating Officer is the sole employee of the Board of Directors, and it is the Board's responsibility to "supervise the management of the affairs of the corporation." A report from the Chief Operating Officer will be provided at each meeting, and is one tool to assist you with that responsibility. Please note that members of the Board have access to the Chief Operating Officer in between meetings, and are welcome to ask questions, seek clarification, and engage with that role as needed.

Chief Operating Officer:

1. Corporate Oversight of Financial and Human Resource Investments
2. Team Development with and Dynamic Management of Leadership Team
3. Strategy and Policy Work
4. Mentoring and Advisory Capacity
5. COO projects/initiatives (see attached)

Highlights:

Operational Updates are covered extensively in the Q3 report but aside from the financial reporting I am happy to also report that the staff moral is high and despite a few changes in jobs due to maternity leaves (both returning and leaving) the organization has not missed a beat and everyone continues to provide good service with minimal effect to the bottom line. Excellent communication and clear direction is the main reason for this and I'd like to credit our senior leadership with managing this very well.

Spoke Renovation – see attached report. This will come regularly over the summer to show the project progress. We are inline with our timeline and there are no budget alarms to note but we have yet to get a full scoping of the project as the Café addition has delayed that a bit.

Spoke Café – please see the attached “in camera” document, which details the agreement reached between Western and the USC to improve the servicing ability of the Café. This idea was attempted 4 or 5 years ago without success and it was a big focal point for myself over the last month or so to keep the timeline in order for the summer renovation. I want to note that the negotiation was quite amicable and we involved all areas of Western required but it really shows how far our relationship with Western administration has developed and it is my belief that we are in very good standing with them.

Strategic Plan – see attached final product. Socialization of the plan to staff starting with Senior Leadership and the Executive Council has begun. Town Hall to properly present and respond to question etc. to occur on April 11th. With this complete we move to Balanced Scorecard...

Balanced Score Card (BSC) – 2 round table style meetings with Senior Leadership have happened and we have complete buy in and understanding of the importance. Still working through the kinks of how each department will integrate it, the verbiage and of course the measurement component but as I keep reminding everyone – the fact that we are working on those 5 areas of focus and referring to the strategic direction is the real success here. All departments and executive portfolios expected to be complete by the end of transition (May 2017). This allows time for vetting and focusing efforts so at the summer board meeting we can provide a clear overview which leaves us well prepared to implement tactical in September and reflect these in the next budget cycle. (Oct. 2017).

Transition – meetings have begun with Tobi and we are preparing for a great year for him and his executive. Eddy and staff supports have built a great timeline and transition to set them up for success.

LTC negotiations – meetings are underway to set us up for a new agreement in the summer. We will monitor this closely. I have insisted on changing the timing of when we sign this so we are better prepared for our budget cycle. Updates to follow.

Attachments:

COO Project Report

COO Review:	Jeff Armour	
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