

OPERATIONS MANAGER REPORT for April 2022 Board Meeting

STARTER PACKS SENT OUT: N/A

NEW GROUP REGISTRATIONS: N/A

Groups Closed: N/A

STATUS:

1. Vacation/Personal Time – N/A
2. Inventory Count – 30 2nd Edition books in stock for PI Committee ONLY
3. Mini Book Allotment - Self-Support Committee with 25 mini books
PI Committee with 50 mini books
4. Outstanding Tasks – Change of address at Scotiabank

NEW ITEMS:

1. Change of Address and Phone Number

- The GSA P.O. Box was not renewed as a mailing address has been established via UPS; however, the Canada Post Box will officially close in the next three months. As such, mail will need to be picked up at both locations until end of June.
- The process for changing the address in the Ebooks and print on demand books has commenced.
- The change of address and phone number has been completed on the contact page of the website.
- The new address and phone numbers are:

General Service Association of Anorexics and Bulimics Anonymous
#116, 3-11 Bellerose Drive
St. Albert, AB
T8N 5C9

(587) 557-2167

2. AGM

The AGM was well attended with five new Directors and the Treasurer being voted in. The orientation package was emailed to all new Directors and an updated list of the Board and Chairs was shared with the GSA Board. Meetings with the new Treasurer are anticipated over the next few months to discuss financial processes, streamlining procedures for password protection, 'ownership' of various partner services such as PayPal, Lulu, Stripe, etc. This will require additional hours as this is outside of regular OM duties.

3. Financial Audit

The financial audit has been scheduled for April 6, 2022 via Zoom. All necessary documents have been scanned and emailed to the Board Directors voted in as Auditors. There have been several challenges with the Financial Audit thus far, including an unforeseen delay as a result of Covid, downloading issues and challenges with emailing the documents to an auditor. As such, the hours approved for the

financial audit will not be sufficient and either more hours will need to be approved by the Board and/or other regular duties will need to be postponed.

4. Website and Other Training

At this time, the webmaster continues to upload documents and make changes to most things on the website. The OM is responsible for changing information to group/meeting times, places, ID's, passwords, etc. Ongoing training will be required for the OM to take on further webmaster tasks. Given the opening up of restrictions worldwide, many groups are returning to brick and mortar meetings and as such, it is anticipated that changes to the website will increase over the next few months.

5. GSA Laptop

The GSA laptop is running extremely slow, the fan is making a grinding noise at times and the laptop requires frequent updates and shuts down without notice. It is uncertain how long this laptop will last.

6. Operations Manager Procedure Manual

Given the decreased hours for the OM from 20/week to 15/week and the need to focus on the AGM, there has not been time this month to complete more sections of the procedures manual. Also, some sections already submitted will need to be adapted to reflect changes made with the cell phone and the P.O Box, once this has been completed.

7. The GSO/Personnel Committee

Recording of OM tasks continues and detailed report of the same is provided to the GSO/Personnel Chair monthly.

8. Weekly phone calls have been scheduled between the OM and the Board to ensure accurate, appropriate and consistent GSA office operations.

Written in service by,
Shahin S., Office Manager