HSO Business Meeting October 15 2026

Key Outcomes

The HSO approved the September literature and financial reports, noting a healthy overall balance despite low monthly receipts. The office is implementing stricter access controls to the office & inventory and enhancing the website's ordering process to reduce errors

Minutes: The previous meeting minutes were approved as submitted.

Financial Status

- **Bank Balance:** As of October 14, the balance was $18,274.
- **Net Operating Amount:** Approximately $1,150 remains after accounting for all reserves.
- **Reserves:**
  - **Technology Reserve:** Capped at $5,000.
  - **Insurance Fund:** Capped at $8,000.
  - **Social Fund:** $1,200.
  - **Visa Security Deposit:** $1,093.
- **Expenses:** Cogeco charges appear to be resolved, with a recent bill of $24.92.

Literature & Inventory

- **Inventory Value:** The balance at the end of September was $10,413.75.
- **Performance:** September sales were low ($675), following a busy July and August.
- **Discrepancies:** A physical count showed various chip and medallion mismatches, though the total inventory value only decreased by $5
- **Access Control:** Access to the office is now changed, and generally restricted to HSO members to prevent unauthorized order pickups and tracking errors.

Website & Technology

- **Traffic Spike:** New users increased from 700 to 2,400, with event counts rising from 7,000 to nearly 14,000 clicks.
- **EasyCart Update:** A new red pop-up notification was added to remind users to enter engraving notes for medallions.
- **Payment Processing:** The office will reactivate the iPad and Square hardware to allow for in-person credit card payments.

Decisions Made

- **Software Renewal:** Rob is authorized to renew EasyCart for up to 3 years (estimated at $300 USD / $400 CAD).

Action Items

- **Rob:** Configure the iPad and Square hardware for on-site card payments.
- **Trent:** Begin marking orders as "already entered" to clarify fulfillment status for other volunteers.
- **HSO Members:** Mention available telephone shifts to eligible members (1 year sobriety and 12 steps worked)