

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
January 20, 2011

Meeting Called to Order: 10:41 am

ROLL CALL:	John Berrey, Chairman	Present
	Larry Ramsey, Secretary	Present
	Ranny McWatters, Treasurer	Present
	Marilyn Rogers, Member	Absent
	Tamara Smiley, Member	Absent

DECLARATION OF QUORUM: announced by Larry Ramsey
Steve Drewes

Department Meetings

Information Technology
Dave

- Project Updates
 - o Secure Link
 - should be complete tomorrow
 - allows vendors to remotely access the system
 - o Day Care
 - Cable being pulled
 - Equipment is starting to arrive
 - o Phone APP
 - Working with 2 companies on proposals
 - o Server Project
 - Virtual desk tops
 - Storage
 - o POS project at Quapaw
 - Assisting

Human Resources
Jani

- 2011 Annual Picnic: Looking at other possibilities – prefer Eagle Creek due to proximity – prefer to have control over the quality/quantity of the food & beverage – but accepting proposals from Mike Amusement’s and from Carousel Park - + others.
- Wellness Program: Participation still running around 265 – 275 monthly – have added Olympic Fitness so we now have Joplin Y, Powerhouse, Miami Gym, Carthage Y, Envy & Olympic to choose from– better demographics for our team member base.
- BIGGEST LOSER – 78 entries paid – Sara (NP) handled all weigh ins, nutrition counseling – and HR provided incentive items for entering, item for ANY weight lost, and for 10 #. Total weight lost overall was 401 pounds. Biggest Loser was Dustin Latchford, Dealer – with 52 pounds lost! He also had the highest percentage of body fat lost. Each entry received a Certificate of Participation. We also began a “healthy option” in the EDR as often as possible and have posted the most common menus delineating calories, carbs, sugars, fat, etc. so team members can make an educated decision as to what they eat.
- We are currently working toward a more structured Smoking Cessation Program through the Ozark Center. Flu shots have been administered – approximately 370 – still have 30 on hand. Sara is now helping us with reasonable suspicion drug testing and workers comp triage.
- Token of Appreciation: To date – 5,300 tokens have been redeemed. Biggest hits last quarter have been, movie tickets, Downstream dinner certificates, lanyards, and cameras. We are working on refreshing list

of prizes to include coffee drinks & baked goods from gift shop and possibly other gift shop items as well. Supervisor/Managers 3+point red tokens now in distribution.

- Downstream TM Birthday Celebration: Buffet luncheons are popular and growing in number.
- DCR Warehouse Overstock Items – November 30th – Pavilion – invited Quapaw Gov't. TM's, Quapaw Casino, QTGA, Eagle Creek and DCR – Unbelievable turn out. Fantastic opportunity for TM's to pick up very inexpensive holiday gifts. Sales topped out at \$18,307. Also sold used duvet covers, sheets, blankets, pots/pans, & more.
- Holiday Shopping Spree: December 6 & 7 in the Pavilion – QTGA, Quapaw Casino, Tribal Government invited. Vendor partners were Best Buy, Home Depot and Toys R Us –Pickup date December 15th. Ran a table of final overstock inventory items as well. Encountered some delivery issues due to snowstorms in northern states but sales from vendors exceeded \$398,073 -Payroll deduction available – no sales tax – first payment not due until second paycheck in January. Well received – but the .com sales posed some challenges resulting in very late delivery.
- Holiday Jackets – Jackets were received in time for distribution December 16/17 – had to take a different color but same style that we wanted. Price was higher too. Jackets were a hit and TM's have been asking to purchase additional ones from remaining stock. Also sold 8 to bus marketing for a promotion. Had to reorder 96 small and 48 medium as the jackets ran large but those are in and are being distributed from HR.
- Salary/Wage Comparison – Increases were implemented on time- effective October 8, 2010 effectively raising the non-tipped minimum hourly wage at DCR to \$7.75/hr. Revised Pay Grades 3-12 with increases from .25/hr up to .75/hr. per team member. Exempt Paybands 0-5 were increased between \$1,000 to \$2,500 per individual. These changes along with movement of specific positions to higher pay grades, makes us more competitive in attracting and retaining team members as well as to help them maintain a more realistic standard of living. Coupled with our rich benefit plan, 401K offering, daily meals and employee programs, we can show our team members true value and appreciation by giving them the added income they need to make ends meet. Received very positive feedback from 95% of team members.
- Risk Manager attending additional OSHA training for certification enabling her to teach hearing protection programs, hazmat programs, lock out etc. HR supervisory staff have all fulfilled their re-certification training requirements for Tribal Human Resources Professionals.
- Nurse Practitioner: Sara is now fully operational. We post her clinic hours BOH and in the Downstream Daily. TM's can access Sara from outside entrance or thru back of house. Services have now been opened up to TM spouses, significant others and dependent children over age 8 covered under their insurance. The \$20 co-pay program is being handled through our payroll deduction service with that amount being credited monthly to HR GL.
- Downstream Childcare & Learning Center: We are working with JoOuita & Kimberly on this project. PreEnrollment Forms have been distributed to DCR team members along with a rate chart. Q&A meetings were held last week for team members with questions. Currently 32 positions have been posted for the Learning Center and much interest has been expressed by internal candidates as well as non employees. Many questions regarding "lateral transfers" with no change in pay. Have the Mgr temporarily set up in Finance for her office and have been arranging for Kronos, MMS and other program access and training. Much comment about not offering full 24 hour services out of the gate – especially by grave team members who feel slighted. Have explained this is the "initial" plan – everything will be reviewed and that is the purpose for the pre-enrollment forms.
- Angel Tree 2010 – 2nd year – had 95 children on this year's tree and all were adopted. Team Members also donated money in addition to purchasing gifts so we used cash to purchase Walmart gift cards for families where the parent had been out of work due to extended illness, FMLA, or other hardship areas we were aware of.
- Downstream Christmas Club – Drafting proposed program – anticipated start date would be mid-March AFTER holiday shopping spree payroll deductions are finished. This would allow DCR team members to begin building Christmas cash through payroll deduction at a rate they can afford. No withdrawals will be

allowed until December, unless the team member separates their employment. Savings could also be used to cover all or part of their holiday shopping spree costs.

- Social Networking Policy – Initial draft has been prepared and is ready for review. This covers issues with Facebook, Twitter, etc., whereby Team Members use social networking forums to display photos taken inside the casino – specifically gaming areas – derogatory remarks against other team members, DCR, the Tribe etc. Since this is not currently covered in our handbook and we have terminated team members for serious and blatant violations, we need to include this policy.
- Team Member/Team Leader of the Year – Set for February 15, 2011 in the banquet rooms – 5:30pm – 7:30pm. Eligible team members have been included in the voting booklet which was distributed to Directors last Friday. Voting will take place at the Director's Meeting this Friday. All DDA members are invited to attend this special gala honoring all of our 2010 Team Members of the Month and Leaders of the Quarter. Invitations will be out later this week.
- H.R. Reference Library – We are in the process of building a reference library for supervisors & managers on a variety of subjects. Some reference materials are books, some are CD's and they can be checked out by department supervisors and above.
- Revised Appearance Policy as it pertains to Temporary & Replacement I.D. Badges – After discussions with the GM, Security and QTGA, amendments were made so team members who misplace or forget their ID badge can obtain as many one day temporary badges as needed at a cost of \$5 per occurrence with that amount being charged through payroll deduction. Security will continue to track number of occurrences and a department supervisor or above must sign for the team member in order for them to receive the temporary badge. Individuals who have lost their badge must report to the TGA and have a new one issued with a charge of \$10 for a non prox (no computer chip) badge and \$50 for a prox (has computer chip) badge – with payroll deduction offered as opposed to cash only in the past. This is effective immediately.
- Team Member Incentive Tracking Policy – Many revisions have been made – getting closer to a common ground.
- Workplace Violence Policy & Training – this will be our next project. We have had a number of situations this past year which brought home the importance of preparing a realistic policy and supplying the necessary training for our team members as to what behaviors they should be aware of – and what they should and should NOT do.
- DCR Classified Board – Board is now up adjacent to the HR board – program has been written – we just need the index cards and will roll this out before the end of January.
- Turnover: Current turnover is 43.3% (annual) and the monthly turnover rate is at an all time low of 2.26% in comparison to the April 09 annual rate of 99.8% and a monthly turnover of 5.5%.

Policy change

- Return to property after termination
 - o Team member with proper notice – *a team member who gives proper notice and leaves in good standing will not be subject to a ban period after termination.*
 - o Team Member Quit and/or Terminated Team Member – no change
 - o Active Team Member Ban – no change
 - o Team member whose license is revoked by TGA - no change

Motion made by DDA Treasurer Ranny McWatters to approve change in policy as presented. Motion seconded by DDA Secretary Larry Ramsey. Vote: JB: yes; LR: Yes; RM: yes; MR: absent; TS: absent (3 yes, 0 no, 0 abstaining, 2 absent) Motion Carries.

BREAK 12:02 pm – 1:07pm

Hotel

Bob

- 2010
 - o Occupancy – 90.9%
 - o Avg Daily Rate - \$85.5

- Occupancy 2011 – 87%

Adjourn 4:00pm

X. JOB PERFORMANCE AND REVIEW

RETURNING TO PROPERTY AFTER TERMINATION

- 1) **Team Member Term with Proper Notice** - A Team Member who gives notice and leaves in good standing will not be subject to a ban period after termination.
- 2) **Team Member Quit and/or Terminated Team Member – 30 Day Ban**
A Team Member who quits without proper notice or a Team Member who is involuntarily termed will be subject to a thirty (30) day ban as is current policy. Team Member is not allowed on property as a guest or visitor for thirty (30) days beginning with effective date of termination.
- 3) **Active Team Member Ban –** A Team Member is allowed to be on property for work and/or social reasons. Team Member, however, is not allowed use of a player's card.

Any team Member whose Gaming License is revoked by the Tribal Gaming Agency will not be allowed to return to this property, neither as a guest nor as a visitor, for a period of sixty (60) days from the date of the termination. Anyone who violates this policy will be subject to arrest for trespassing.