

**Minutes of the
North Mesa Senior Recreation Center Advisory Board Held
at North Mesa Senior Recreation Center
Special Meeting
1112 N. Mesa
Friday, July 28, 2017**

Voting Members Present:

Sally Garner	Chairperson
Jean Loafman	Vice-Chairperson
Beth Frederick	Board Member
Helen DeAnda	Board Member
Jigger Skillern	Board Member
Ysidro Molinar	Board Member

Voting Members Absent:

Jay Redman	Board Member
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Board Secretary Present:

Dina Navarrette	Center Manager
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Others Present:

Patsy Jackson-Christopher	Director of Arts & Culture
Tina Swindell	Center Asst. Manager
Pamela Coley	Member
Carolyn Fletcher	Member
Linda Servold	Member
Candy Westrich	Member
Shirley Bowen	Member
Angie Mendoza	Staff

1. ROLL CALL OF VOTING MEMBERS AND DETERMINATION OF A QUORUM

Roll call of those present was taken at 3:35 p.m. by Sally Garner. It was determined that a quorum was present.

2. CONSIDER APPROVAL OF AGENDA

A motion was made by Helen DeAnda and seconded by Ysidro Molinar to approve the July 28, 2017 agenda. The vote was as follows:

Yes – Ysidro Molinar, Jigger Skillern, Beth Frederick, Helen DeAnda, Jean Loafman, Sally Garner

No –

Absent – Jay Redman

3. DISCUSSION OF SENIOR CENTER MANAGEMENT

Patsy Jackson-Christopher said she was asked by Mayor Dale Janway and City Administrator Steve McCutcheon to hold this meeting as both senior centers are within her department.

- She referenced a memorandum (Attachment A) that she wrote on July 24, 2017, which was a directive regarding the new management assignments for Dina Navarrette and Amparo Vasquez effective July 31, 2017. Dina will manage the San Jose Senior Center and Amparo will manage the North Mesa Senior Center. This assignment will be reviewed in 90 days with interim reviews at 30-day intervals.
- This is not disciplinary in nature but is more of an experiment in cross-training. This will begin on July 31, 2017, which is the beginning of a new pay period.
- Neither Dina nor Amparo are getting any changes in pay.
- Patsy has fielded a lot of complaints from the North Mesa patrons. She's had various meetings, both at the Center and City Hall. As Director it is her responsibility to initiate disciplinary procedures with staff. She has not found cause to write Dina up.
- Patsy then asked if anyone had any questions.
 - o Linda Servold: Are there any reasons why this is taking place, other than this is an experiment? I wonder about the "open door" policy the Mayor has. I don't think everyone has equal access to him. Dina has purchased new tables and chairs that the seniors can actually lift and move.
 - o Candy Westrich: Do we know what they expect to discover during this experiment? When the maintenance person is out, Dina and Tina get in there and move tables and chairs so that our group of line dancers has room. Both of them go out of their way to make the line dance group happy.
 - o Sally Garner: We have had a lot of complaints at this center. In particular one person stirs the pot and has since 1999, and gathers people together to express their complaints. We had a petition comprised of 55 people out of 1700 members that wanted Dina gone. These are the same people that every Manager since the beginning, has had problems with. These people are the Wednesday and Friday night dancers along with a handful of pool players. They go straight to the Mayor. We've stressed with many people that if you have problems, you go to the center Manager first then the Board. If you don't feel the problem has been resolved, you go to Patsy, not straight to the Mayor. The Board wants a chance to help solve these issues. We've had such professional management from Dina; I can't say enough good things about her. It's going to be a real loss to do without her. She's spent the past several Board meetings going over the budget, as well as the process, and yet there have been complaints that she's spending too much money. That money has all gone towards the good of our center and I don't see any reason someone would complain about that when there have been so many improvements made here. She's worked hard to get new flooring in the budget, and it takes a special person to continually look for better equipment to better serve our members. She didn't ask the Board for permission to fix the restroom. She just got it done, because she's the Manager and that's what she's supposed to do. We don't understand if this move is permanent or temporary. City Administration has control over the agenda items for City Council meetings, so we may or may not be able to get on the City Council agenda. However, there is a time at the end of the Council meetings when people can talk so maybe we should get together and go there to talk to the City Council. We've had continual

problems with the dance group.

- o Jean Loafman: We have talked to the Mayor. The first time it was Sally and I and a couple of quilters. We did not get another meeting. We want the people who speak in support of Dina to get equal time to those who do not support her. I told the Mayor that complaints should come to the Board and the Manager first. Dina's done a fantastic job; all you have to do is look around the center and you'll see all of the good things she's done for us. At our last Board meeting she was telling us about future plans she has for the center and what happens to those? I just don't understand why these people have a problem with Dina. From my experience as long as you support someone they'll support you. Dina has been wonderful to us. I feel like when you are polite and respectful to someone, they can be polite and respectful to you, but if you're going to be sniping at someone and telling them you're going to run them off, what do you expect? You have an advisory Board here that is almost unanimously in favor of Dina, and from what I've heard, the San Jose center has a Board that loves and wants to keep their Manager, so this decision has not made anyone happy, except for the handful of troublemakers.
- o Beth Frederick: I think Dina has worked as a true Manager. She just doesn't sit back, but has tried to improve and make everything better, not just for one group, but for us all. I appreciate all of her hard work. Dina has made so many improvements here. The facility is much nicer and cleaner, the exercise room has more and better equipment, the puzzle room has nice lighting and a window, and she's turned an unused room (kiln room) into a meeting room.
- o Ysidro Molinar: I always thought any complaints should be brought to the Board, but this Board is bypassed every time there is a complaint. We can talk about every problem, but the main problem is the communication between the center and City Hall. City Hall should enforce the process to go through the chain of command, to talk to the Manager, then the Board, then the Director. Our city has bigger problems than a dance, domino players or coffee for the Mayor to deal with. We've had more pool tournaments since Dina has been here than probably in all of the years the center has been open. Even the pool players that don't want to participate come and watch and eat, as Dina provides food for them all. I don't remember the other center having any pool tournaments.
- o Pamela Coley: After my husband died in September of last year, it was Dina and Tina, who did more for me than anybody in this town. Dina showed me how to operate the fitness equipment and these two women have helped me with my phone, computer, etc. and I cannot thank her enough for all she's done for me. I was here the night there was a band so loud you couldn't talk to the person next to you. That is ridiculous to have the music that loud. I come to the center to socialize, but I don't want to have to scream at them. It's not right. They (dancers) have no respect. It's the personal touches that staff has done here that make it so special here.
- o Helen DeAnda: I've been on this Board for a long time and I've never had problems with the Managers. They've always been nice, Dina included. She has been up front, especially with things she's going to buy or if anything happens, she brings it up to the Board, which I appreciate very much. A lot of times we hear things that are not true; I brush it off because I know better because we've been informed. I think I am a good judge of character and I trust Dina that she has done the best she can under

the circumstances. As for the dancers, we've had problems with them as long as I've been a Board member. If it's not one thing it's another, and they've always gone straight to the Mayor. We had a huge problem with the emergency exit in the bridge room being used in the past. Transients would come in and get coffee and walk out. Once a transient came in, used the restroom here, and on his way out of the building took a woman's purse. The custodian ran after him. The Manager, who I think was Candice at that time, instructed the women not to put their purses near that door. The use of that door was a huge problem and it was a safety issue for the staff, in the evenings especially. We're still having problems with people using the emergency exits at night, and if something happens, it's because that door is being allowed to be used. Dina knows how to budget, which is very important. You have to know when and what. And you have to wait. You can't get it tomorrow, and people will complain that you're not doing anything. But sometimes you have to wait until there's money. You have to do things according to the rules, follow the chain of command, and I think that's what Dina does.

- o Dina Navarrette: I want to thank everyone for their kind words and support. This isn't the decision I wanted either and I don't think anyone expected it to happen. I've encouraged my staff to work through this in a positive way. The biggest thing I've learned from working with Patsy, is that I'm in control of my own happiness and I'm going to look at this in a positive way, so I'll learn and grow from this experience. I've already talked to Angie Mendoza (staff) about starting a choir, with members from both centers, to perform during the Christmas season at local nursing homes, etc. to help bring the centers closer together.
- o Tina Swindell: For the record, every single staff member asked to go with Dina to the other center. I want that on the record that it was unanimous. Like Dina, I choose to be happy. I respect my bosses and do what they've asked me to do to the best of my ability.

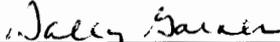
4. ANNOUNCE NEXT MEETING DATE AND TIME

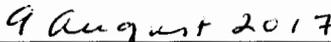
The next Board meeting will be Wednesday, August 9th at 3:00 pm.

5. ADJOURNMENT

The meeting adjourned at 4:15 pm.

Minutes approved on behalf of the North Mesa Senior Recreation Center Advisory Board:


Sally Garner, Chairperson


Date



Digitally signed by Dina Navarrette
DN: cn=Dina Navarrette, o, ou, email=dnavarrette@cityofcarlsbad.nm.com, c=US
Date: 2017.08.08 16:07:33 -06'00'

CITY OF CARLSBAD

INTER-OFFICE MEMORANDUM

Dale Janway, Mayor

Steve McCutcheon, City Administrator

TO: Dina Navarrette, Amparo Vasquez

FROM: Patsy Jackson-Christopher

DATE: July 24, 2017

RE: **Senior Center Management**

As per our previous conversation and as directed by City Administration, the two of you are to trade management assignments effective July 31, 2017. Dina will manage the San Jose Senior Center and Amparo will manage the North Mesa Senior Center. The assignment will be reviewed by City Administration in 90 days, with interim reviews at 30-day intervals.

This action is not disciplinary in any way. There will be no change in pay grade.

Beginning July 25, there will be a transition schedule as follows:

Tuesday, July 25

Morning

North Mesa - Dina

San Jose - Amparo

Afternoon

North Mesa - Dina & Amparo

Wednesday, July 26

Morning

San Jose - Amparo & Dina

Afternoon

North Mesa - Dina

San Jose - Amparo

Thursday, July 27

Morning

North Mesa - Dina & Amparo

Afternoon

North Mesa - Dina

San Jose - Amparo

Friday, July 28

Morning

North Mesa - Dina

San Jose - Amparo

Afternoon

San Jose - Amparo & Dina

Thank you for your help in making this a smooth transition.