

COMMUNITY CENTER LEADERSHIP TEAM
MINUTES - FINAL
WEDNESDAY, JULY 29, 2020 – 6:00 PM
Remote via Zoom: LebanonNH.gov/Live

MEMBERS PRESENT: Rick Desharnais, Laura Dykstra, Meagan Henry, Deb Herndon, Angie Leduc, Laura Perez

OTHERS PRESENT: John MacLean

MEMBERS ABSENT: Wendy Hall, Mary Rainey, Jared Rhoads, Liz Swanton, Jill Vahey

1. **CALL TO ORDER:** The July 29, 2020 Community Center Leadership Team Meeting is hereby called to order at 6:02 PM.

2. **ACCEPTANCE OF MINUTES:**

July 13, 2020

Angie Leduc made a motion to accept the minutes as written. Meagan Henry seconded the motion.

Roll Call: Deb – Yes, Laura P – Yes, Laura D – Yes, Angie – Yes, Meagan – Yes, Rick - Yes

3. **DISCUSSION ITEMS**

a. **Welcome – What is your favorite summertime activity?**

- i. Angie – swimming in a lake, especially in the morning; Laura P. – Go on adventures with her kids, every Monday go to a new swimming hole; Laura D. – going to a lake, being near a body of water, kayaking and swimming; Deb – camping but also picking fruit, enjoying berry season right now; Meagan – swimming at Mascoma Lake, and gardening; John – camping at Loon Lake in Croydon; Rick – camping in Meredith, napping in his hammock

b. **Finalize Survey**

- i. Laura D. apologized as she did not have the time to take the survey. She posed the idea of being wary of language in this survey around “use vs support.” For example, would she use 7th/8th Grade Softball vs would she support 7th/8th Grade Softball. She mentioned that while she wouldn’t use that program, she would be supportive of it. Her takeaway from the last meeting made it feel like she had to choose one or the other. She wants to steer us away from using that language because she feels that if someone might not use something, they might still be supportive of having that. She understands the valid differences but she does not feel like it is an all or nothing. Angie said that Laura D. highlighted the importance of language throughout the survey. Rick clicked through the survey as if he was answering the questions for his family. He agreed that he would support things that he would not use for his family. It’s important to make sure that folks feel comfortable clicking that they would still support it. Angie considered the format of the question and offering two questions with one being “do you support” and the other, “would you use.” She said it would be important to make sure users don’t get confused.
- ii. Meagan shared an updated version of the survey on the screen. She said to let her know if anyone wanted to change their affiliation. Angie felt like

introduction did not have a clear purpose in it, but a hint of the community center piece. She suggested adding "The purpose of the survey is to..." The group reviewed the e-mail message to go along with the survey. They decided to plug the e-mail message into the introduction of the survey. Deb suggested putting the call to action at the end of the introduction. Laura P suggested putting Rick and Meagan's names to the top of the list so the City Staff are together and then the Community Partners. Laura D offered the idea to remove the first sentence of the introduction since adding the e-mail message makes it redundant. Laura P suggested changing the wording since the facility would be for more than just citizens. Meagan suggested adding "and neighbors." Laura D said it was generic as citizens because it does not say Lebanon citizens or US citizens. The wording was changed to residents and neighbors. Angie felt like the funding statement was out of place. Meagan suggested moving the statement to go with the funding mechanisms question. Laura D offered moving the funding statement to the end of the introduction. Rick said we could remove it altogether as it is addressed in the survey as a question. Angie suggested moving it into another sentence and Deb said to go with the first instinct of removing it from the introduction. John said it felt like a disclaimer to get rid of any anxiety in the community and it almost sets it up as an issue at the beginning of the survey. The funding statement was removed and addressed later in the survey.

- iii. The first question states the vision and the level of support. Angie struggled because she felt like it should've been do you agree with this vision rather than how do you support this vision. She proposed changing the answers to a Likert scale, Strongly Disagree-Strongly Agree. Deb agreed and suggested taking out the word "citizens." Angie thought that the question should be separated into 2 questions, one for agreeing and one for level of support. Meagan recommended adding the Likert Scale and leaving out a neutral response. John said someone made a comment that this question was a summation piece and suggested moving the question to the end. The team agreed to move it to the end. Rick and Meagan will edit the question to be more clear and add the Likert Scale.
- iv. The second question states checking the potential programs or activities that you would most likely use. Meagan asked if it should add "most likely use and/or support." Deb suggested changing to "you or your neighbors" and Laura D suggested changing to ask what "activities you would value in our community." Laura D suggested asking demographics to understand who is taking the survey and how many would use those activities. Rick was concerned about asking people to provide demographic information. Angie offered to share questions from her work to add that will be broad and are easier for people to answer but also suggested leaving it as optional. Angie said to be sure to follow the best practices with language. The benefit of asking these questions is that you can pull reports based on demographic. The team agreed to change the question to say, "programs or activities that you participate in and/or support." Deb requested that we alphabetize the list in questions 2 and 3. There

was discussion on the value of knowing the difference between those who will use and those who would support those programs.

- v. On the third question, Deb wanted to double check that the activities matched the facilities offered. Angie and Deb suggested the wording to say “please rate” instead of “please share your response.”
- vi. On the questions specific to persons with disabilities, Meagan removed the part that said, “if you answered yes.” Laura P hopes that information coming from this part of the survey can be accommodated by the City.
- vii. On question 7, Meagan added the funding statement at the beginning. Deb clarified whether the term “taxes” meant “property taxes.” Meagan added the word, “property” to this section. Laura P suggested moving the funding question to the end and the level of support question before.
- viii. Meagan asked if the funding question and level of support questions should be on separate pages. She plans to move those and also to put the demographic questions in before the zip code.
- ix. Meagan is going to send the survey around once more to the team for those who did not have a chance to attend the meeting. Laura P suggested putting the survey out on Tuesday, rather than Monday. The goal is to have the survey ready to go by Monday, August 3rd.

c. Finetune E-mail Message

- i. Meagan shared the draft e-mail message to go along with the survey. Angie suggested adding that the survey is anonymous. Rick mentioned that there is the opportunity to put your e-mail address in for a link to the survey. The group reworked the e-mail message to say that it is anonymous. Laura P asked if the survey is interactive as she felt like it was not interactive. Deb suggested calling it a digital survey and Angie suggested online survey. Angie asked if it should read “development of a potential community center.” Deb suggested using the language “needs and preferences which could be met through the development of a community center” rather than “wants, needs and preferences.” She said that made it seem like we are exploring it, not committed to it. Rick suggested adding the language Laura P shared for people who need assistance to take the survey. Laura D said with the recent changes, the last sentence is now redundant and asked to rework it to say, “The survey is anonymous and will take less than 10 minutes.” Deb suggested taking the word “community” out of the previous sentence as it was in that sentence 3 times. Meagan suggested removing the community from “community partners.” Angie wondered if that paragraph should be added to the introduction of the survey considering some people might access the survey from the link exclusively.

d. Closing Thoughts – Share a gratitude or appreciation.

- i. Deb – It is such a pleasure to see the park go up on Maple St and to see the City taking care of the park. Laura P – SNSC has been using Riverside Park and it’s been a great opportunity to socialize together. The group took a walk/roll to the river and got to see the goats. She is grateful the space was accessible. Meagan – She looks forward to the meetings and Farmers’ Market because they get to

see others during this time. It's also nice to see those in the meeting are passionate, like the Recreation Department, about the things they do. Rick - Thankful for the family at the Recreation Department and the community partners that join in. John – Appreciates working with the team and thinks this group is amazing. Angie – Has a special place in her heart for the Recreation Department and the longstanding relationships through work, as a parent and as a community member. She feels spoiled and lucky for all of the work that the Recreation Department does.

e. Feedback Form & Adjourn

4. OTHER BUSINESS

a. Homework:

- i. Meagan will send out the updated survey one last time.
- ii. The team should test the survey and provide feedback.
- iii. Begin to send out survey beginning Monday, August 3rd or Tuesday, August 4th.

5. ADJOURNMENT – Meeting adjourned at 7:25 PM.

Recorder: Meagan Henry