

## **Role-Play #8 Swept Away**

### **General Information**

The Community Hall Board in Smalltown, Saskatchewan has been struggling with how to best serve the community who want to access the hall. For the last 9 years, semi-retired Nikolai has been contracted as the part-time janitor. The Hall Board has constantly received complaints about how they manage the hall, but those complaints are becoming louder and more frequent in the last year or so. Last week a rumour began circulating that the Board was going to fire Nikolai because he was too old to do the job. The Chairwoman stepped in quickly to calm the storm, and to arrange a mediation between Nikolai and the head of the Facility Committee, Blair.

### **Blair's Additional Information**

You joined the board and took on the portfolio of Facility Committee Chair three years ago because you knew you could make improvements. You don't want to be unkind, but you are tired of the hassles with Nikolai. The building is not being opened when it should and it is not pre-heated before events. The repair list is always pending and when you talk to the janitor, he always has an excuse. Complaints are on the rise and the dissatisfied people that call you with rude comments are taking up too much of your energy.

The rumour started when your comment at a board meeting got out. In a moment of frustration, you said "Maybe he is just too old to cut it". You regret the comment, but you do need to see Nikolai's performance match the job requirements. You dug up his contract and learned his \$300/week rate was based on minimum wage at 20hr/week but turned into a flat fee so he could count on a constant income. You doubt he does 20hrs/week. You didn't find the job description you were looking for, which puts the committee at a disadvantage, but the committee members all say that the janitor handles simple handyman repairs – like changing light fixtures and fixing toilets. You can see some of the problem is that this committee has worked very informally and has been too generous. You want to operate with more clarity and professionalism.