

Employee Advisory Council (EAC) – Full Meeting Minutes (Detailed)

Date: April 9, 2026

Time: 4:00 – 5:00 PM (Meeting began approximately 4:15 PM)

Location: Admin Conference Large

Attendance

In-Person:

- Lindsay Cale, (lcale@riverhillshealth.org)
- Molly Williams (mowilliams@riverhillshealth.org)
- Jody Baker (jbaker@riverhillshealth.org)
- Morgan Miller (momiller@riverhillshealth.org)
- Sherri Guiter (shguiter@riverhillshealth.org)
- Lori Palmer (lpalmer@riverhillshealth.org)

Virtual:

- Kylie Luers (kluers@riverhillshealth.org)
- Sonya Myers (smyers@riverhillshealth.org)

Unable to participate:

- Tori Lopez (tlopez@riverhillshealth.org) – unable to participate fully due to audio/visual issues
- Wesley Norman (wnorman@riverhillshealth.org)
- Megan Griffin (mgriffin@riverhillshealth.org)

Attendance Notes:

- The meeting began a few minutes late due to technical difficulties with cameras and microphones for virtual participants
- Expectations were established that virtual attendees should be visible, audible, and actively engaged

Opening & Welcome

Lindsay Cale opened the meeting by welcoming all attendees and expressing appreciation for their willingness to participate in the inaugural Employee Advisory Council. She acknowledged the importance of this group in helping shape communication, transparency, and employee experience across River Hills Community Health Center, particularly as a newly formed council building from the ground up.

Purpose of the Meeting

The purpose of the first meeting was outlined as:

- Reviewing the purpose and goals of the EAC
- Aligning expectations for participation and engagement
- Sharing initial organizational themes and observations
- Identifying initial areas of focus and next steps

Establishing Group Norms

The group discussed and agreed upon foundational norms for engagement, including:

- Open and honest communication
- Respectful dialogue
- Psychological safety
- Equal value of all perspectives

It was emphasized that the EAC is a safe space to share observations and themes from across the organization and that members are representing broader employee voices, not just their own experiences.

Purpose and “Why” of the EAC

The group reviewed the purpose of the Employee Advisory Council, which includes:

- Strengthening communication across the organization
- Increasing transparency between employees and leadership
- Enhancing the overall employee experience
- Providing a structured opportunity for feedback

Participants discussed the broader “why” behind the council, identifying themes such as:

- Cultural improvement
- Increased exposure across departments
- Improved communication
- Greater respect in the workplace
- Feeling informed and included (“in the loop”)

Lindsay Cale also provided historical context, noting that a similar group existed previously but was not sustained. However, that group contributed to meaningful outcomes, including the implementation of floating holidays, demonstrating the potential impact of the EAC when effectively maintained.

Charter Review

Copies of the EAC Charter were distributed to all attendees and had also been shared in advance via the Outlook calendar invitation.

Key points reviewed included:

- The EAC serves as a forum for employee ideas, observations, and feedback
- It facilitates two-way communication (both upward and back to teams)
- Focus areas include employee experience, culture, and engagement
- Emphasis is placed on identifying trends and themes rather than individual issues

Clarifications were made regarding the scope of the group:

- The EAC is not a forum for personal grievances or individual complaints
- It is not a complaint committee
- It is not a decision-making body
- It functions as an advisory group that influences decision-making

Discussion reinforced the importance of focusing on organizational, holistic perspectives and understanding the role of influence rather than authority in decision-making.

Member Expectations & Responsibilities

Expectations for EAC members were outlined:

- Bring forward themes and feedback from teams and colleagues

- Share EAC updates back to departments
- Act as a communication bridge between employees and leadership

Additional structure discussed:

- For departments without EAC representation, members may be assigned to attend department meetings to gather feedback and provide updates, Lindsay working to gather this information across the organization

It was emphasized that meetings will be structured but conversational, allowing for guided yet open dialogue.

Meeting Cadence & Scheduling

The group discussed meeting frequency and agreed to meet biweekly initially to build momentum then monthly.

Preferred meeting time was identified as:

- **Thursdays at 1:00 PM**

This change will be communicated to leadership, managers, and directors.

Current Scheduling Constraints

The group identified the following dates as unavailable:

- April 16
- April 23
- May 14

The next meeting is scheduled for:

- **April 30, 2026**

The group agreed to maintain a biweekly Thursday cadence as closely as possible.

Ground Rules

The group established the following discussion guidelines:

- Respect all perspectives
- Focus on patterns and themes, not individuals
- Keep discussions constructive and solution-oriented
- Maintain confidentiality

Additional emphasis included:

- Not all discussions will result in immediate action
- Ideas may require administrative review and budget consideration
- A process exists for evaluating and implementing changes

The importance of assuming positive intent was discussed and reinforced as a key expectation for group interactions.

Leadership Framing & Example Input

Lindsay Cale modeled the type of input expected from EAC members by sharing observations from her first 120 days as HR Director.

She clarified:

- These were observations, not conclusions
- The intent was to guide discussion and provide examples

She also introduced materials related to an anti-bullying campaign, aligned with organizational themes.

Example areas shared included:

- Communication (strengths and gaps)
- Employee engagement and morale
- Operational workflow challenges
- Opportunities for consistency across locations

Themes Identified Through Group Discussion

Participants shared observations, resulting in several recurring themes:

- Communication and transparency
- Workplace culture, including bullying, respect, integrity, and core values
- Employee engagement and morale
- Work-life balance
- Operational workflow challenges
- Need for consistency across locations
- Information sharing and “need to know” concerns
- Leadership communication standards and transparency

It was noted that overlapping themes were expected and helpful, as they validate priority areas.

The group agreed that these recurring patterns indicate where focus should be directed.

Discussion on Participation & Group Development

Additional discussion points included:

- Others to participate in the EAC
- Acknowledgment that no formal process currently exists for adding or removing members
- Agreement to address membership structure in a future meeting

Action Items & Ideas Generated

The group identified several initial action items and opportunities:

1. Communication Tool Awareness

- Increase awareness and understanding of Intermedia Unite
- Recognized as a valuable but underutilized communication tool

2. Anti-Bullying / Workplace Behavior Training

- Develop training focused on workplace behavior and expectations
- Deliver as a live training with a recorded version
- Explore hosting in HealthStream for tracking and documentation
- Include a quiz component (minimum 70% passing score)
- Promote through department meetings via EAC members

3. Simplified Employee Handbook (Future Consideration)

- Explore development of a concise, user-friendly handbook
- Concerns noted:
 - Keeping content updated

- Format and distribution frequency
- Maintaining as a living document

4. Emergency Text Messaging System

- Explore opt-in system for urgent communication
- Employees could subscribe/unsubscribe via text
- Further feedback needed from teams

Prioritization & Focus

The group stepped back to review themes and agreed:

- Focus should remain on key patterns identified
- Initial efforts should concentrate on 2–3 priority areas
- Timeliness and momentum are important, particularly for early initiatives

Closing Reflection

The meeting concluded with acknowledgment that:

- The group stayed on track and effectively managed time
- Participation was strong, with open and honest dialogue
- Feedback was thoughtful and constructive

Overall sentiment was positive, with enthusiasm expressed for continuing the work of the Employee Advisory Council and building on the momentum established in the first meeting.