



## Wilfrid Laurier University Students' Union Meeting of the Board of Directors

Location: Students' Union Boardroom, Waterloo  
Date: July 9, 2016, 12:00 PM

### The Strategic Ends of the Students' Union

The Organization exists to represent, advocate for, and support the primary stakeholders, the students of Wilfrid Laurier University, and to provide them with a holistic university experience and an enhanced student life. The costs of these benefits will be justified by the results.

#### In no specific order of priority, students will benefit from:

- An affordable, accessible, and high quality academic experience
- A safe, sustainable, and empowering environment
- Diverse and inclusive social interaction
- Products and services that cater to the financial needs of students

Start	Duration	Agenda Item	Type	Presenter
12:00 PM	12:00 PM	Call to Order	adm	Chair DeSumma
12:00 PM	12:01 PM	Adoption of Agenda	D	Chair DeSumma
12:02 PM	12:02 PM	Adoption of Consent Agenda	D	Chair DeSumma
		Monitoring Report: <a href="#">GP#2h</a> ,		Chair DeSumma
		Monitoring Reports: <a href="#">EL#2a</a> , <a href="#">EL#2h</a> ,		President Van Herzele
		<a href="#">EL#2b D.I. Committee Final Report</a>		Vice Chair Molkoski
		<a href="#">GP#1 D.I. Committee Final Report</a>		Director Bellotto
		<a href="#">GP#2j D.I. Committee Final Report</a>		Director DeSumma
12:01 PM	12:02 PM	Adoption of the Minutes: <a href="#">June 11, 2016</a>	D	Chair DeSumma
12:02 PM	12:03 PM	Regrets	adm	Chair DeSumma
12:03 PM	12:03 PM	Conflicts of Interest	adm	Chair DeSumma
12:03 PM	12:35 PM	Presentation: Wilfrid Laurier University Student Publications	fi	Meghan Roach
12:35 PM	12:40 PM	Comments from the Chair of the Board & CGO	fi	Chair DeSumma
12:40 PM	12:50 PM	Comments from the President & CEO	fi	President Van Herzele
12:50 PM	12:55 PM	Comments from the Executive Director & COO	fi	ED Champagne
12:55 PM	1:05 PM	Items Pulled from the Consent Agenda	ir/D	Chair DeSumma
1:05 PM	1:10 PM	Committee Update: Ownership Linkage	D	Director DeSumma
1:10 PM	1:20 PM	Committee Elections:	D	Chair DeSumma
		<a href="#">BMD#2b Direct Inspection Committee</a>		
		<a href="#">EL#2f Direct Inspection Committee</a>		
		<a href="#">GP#2d Direct Inspection Committee</a>		
1:20 PM	1:55 PM	Strategic Discussion: O-Week Involvement	fd	Director DeSumma
1:55 PM	2:00 PM	New Business & Announcements	fd	Chair DeSumma
2:00 PM	2:00 PM	Adjournment	adm	Chair DeSumma
<b>Total</b>	<b>2hr00min</b>			

#### REMINDERS:

- 1) Make sure to keep an eye out for the meeting evaluation form and fill it out!
- 2) For those of you elected to D.I. Committees, I'll be in touch soon!
- 3) The next Board Meeting is August 20th at 12:00PM!

#### LEGEND:

- fi, For Information
- fd, For Discussion
- D, Decision required
- adm, Administrative task

## Governance Process #2h "Annual Governance Planning"

This interpretations-based monitoring report for Governance Process Policy #2h "Annual Governance Planning" is presented in accordance with the monitoring schedule to provide the Board of Directors with an understanding of governance direction for the academic year. On behalf of the Board, I certify that the information is developed without prejudice or bias, and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**

Signed,



Nick DeSumma  
Chair of the Board and Chief Governance Officer  
Wilfrid Laurier University Students' Union

July 9<sup>th</sup>, 2016

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***(Board Policy is indicated in bold typeface throughout.)***

**Policy Wording GP2h.1: The Board will: Compile an annual agenda that will conclude each year on the last day of April so that administrative planning and budgeting can be based on accomplishing a one-year segment of the most recent statement of long term Ends.**

### CGO INTERPRETATION

I interpret "administrative planning and budgeting" as work needed to ensure that the Students' Union has a sufficient amount of time to organize administrative duties and develop a budget. I define "based on accomplishing a one-year segment of the most recent statement of the long term Ends" as allowing the Students' Union to operate based on the established Ends of the organization as determined by the board.

### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. An annual agenda will be compiled prior to the end of August.

### EVIDENCE

1. All components of this monitoring report have been budgeted for. This includes but is not limited to:
  - a. A monitoring schedule;
  - b. Meeting schedule;
  - c. Direct Inspection cycle;
  - d. Ownership-Linkage schedule;
  - e. And all other scheduling required by this policy.

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1a: It will include, but is not limited to: Consultations with the ownership**

CGO INTERPRETATION

I define "it will include, but is not limited to" as meaning that the Board of Directors has additional responsibilities that are not outlined in this policy. "I define "Consultations with the ownership" to mean that the Board makes an effort to reach out to the membership of the Students' Union to collect feedback, answer questions, and serve as a link between them and the Students' Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. Ownership Linkage events have been tentatively scheduled for the 2016-17 fiscal year.

EVIDENCE

1. A preliminary schedule for Ownership Linkage events has been established **(See Appendix A)**.

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1b: It will include, but is not limited to: Governance-education and presentations that are related to Ends determination**

CGO INTERPRETATION

I interpret "governance-education and presentations" as any guest speakers, information sessions, or workshops with the goal of enhancing the Board's understanding of their governance duties, the Students' Union as a whole, and the partners of the Students' Union. I define "related to Ends determination" as meaning that all governance education and presentations will have the focus of assisting the Board of Directors with regards to understanding, reviewing and analyzing the long term implications of the Ends of the Students' Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. A schedule of presentations and workshops is created.

EVIDENCE

1. A schedule of presentations and workshops has been made for the Board **(see Appendix B)**.

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1c: It will include, but is not limited to: Training of Board members and Board-elect**

CGO INTERPRETATION

I define "training of Board members" as having a plan to ensure that Board Members are provided with the recent and relevant information in order to perform their duties efficiently and effectively. I define "Board-elect" as board members who are elected during the 2017 Annual General Meeting, and take office on May 1<sup>st</sup>, 2017. A plan will be created to ensure that Board-elect are sufficiently trained prior to assuming office.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. A schedule for Board education and training is created and carried out.
2. A schedule for Board-elect training which includes, but is not limited to, a general organization overview, finance training, Ends/strategic planning training, monitoring training, and a mock Board meeting.

EVIDENCE

1. A training schedule for the Board was created, and carried out, prior to the Board of Directors taking office on May 1<sup>st</sup> (see **Appendix C**).
2. Board-elect training will take place on the majority of Saturdays between the end of February and beginning of April, depending on the availability of the Chair-elect and Board-elect. A schedule will be developed following the election of a Chair-elect. Finance training will be carried out in the Fall 2016 term.

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1d: It will include, but is not limited to: Outside monitoring assistance**

CGO INTERPRETATION

I define "outside monitoring assistance" as having an external source assist with monitoring if it is necessary. I further interpret this to mean that the Board has the authority to seek legal monitoring assistance, if necessary.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. Any policies which the Board has deemed requiring an external review are monitored by an external source.

EVIDENCE

1. KPMG was selected as the auditors by owners of the Students' Union at the 2016 Annual General Meeting. They will be conducting the audit prior to the end of the Spring 2016 term, and will present their statements to the Board no later than the last meeting of November. This counts as an external monitoring for EL#2d.

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1e: It will include, but is not limited to: a report of meeting minutes, discussion, and performance evaluations from the previous Board**

CGO INTERPRETATION

I define "report" as a record of all decisions, discussions, and actions that occurred in the previous fiscal year. I define "meeting minutes, discussion, and performance evaluations" as a list of motions (minutes), a compilation of discussion (from Board meetings) and a compilation of performance evaluations (Governance Processes compliance report); these are the major documents that should be available to the Board. I define "previous Board" as the Board of Directors of the 2015-16 fiscal year.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. Access to the relevant information is provided to the Board prior to or at the same time as this monitoring report.

EVIDENCE

1. The Board has been provided with access to the location of all Board meeting minutes and the year-end performance evaluation from the previous Board through an e-mail sent out on June 29<sup>th</sup>, 2016. **(See Appendix D)**

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1f: It will include, but is not limited to: Cost of Governance budget for the next fiscal year that concludes in April.**

CGO INTERPRETATION

I define "Cost of Governance budget" as the two budgets that fall under the Cost of Governance Budget category. Those budgets are the Board of Directors budget and Elections budget. I define "next fiscal year" as periods 1-13 for the current Board.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. The Board has approved its budget for periods 1-13.

EVIDENCE

1. The Cost of Governance Budget for periods 1-13 was passed by the Students' Union Board of Directors on April 30<sup>th</sup>, 2016. Proof of this can be found in the May 7<sup>th</sup>, 2016 Board Meeting minutes.

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1g: It will include, but is not limited to: A date to review the remuneration of the office of the President in November. This is separate from President Performance, which will be reviewed according to BMD#2d1, Monitoring Executive Performance.**

#### CGO INTERPRETATION

I define "a date to review the remuneration of the office of the President" as setting a date for the Board of Directors to evaluate and set the Presidential compensation for the upcoming fiscal year. I define "separate from President Performance" as ensuring this remuneration process evaluates the office of the President based on industry standard, and is not based on the performance of the current President.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. A date is set to review the remuneration of the office of the President.

#### EVIDENCE

1. The 2015-2016 Board of Directors voted to freeze the Presidential Remuneration at its current rate, and will be re-assessed at a meeting in November, 2020.

I report this section as **COMPLIANT**.

**Policy Wording GP2h.1h: The review, through the formation of Direct Inspection Committees, of no less than one fourth of all active policies.**

#### CGO INTERPRETATION

I define "review" as ensuring that previous evidence presented, as well as the wording of the policy, is relevant and up to date. I define "all active policies" as all policies currently within the Students' Union Policy Governance Policy Manual.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. One fourth of all active policies are reviewed during the fiscal year through Direct Inspection.

#### EVIDENCE

1. GP#2h outlines a four year Direct Inspection schedule, where one fourth of the policy manual is reviewed each year. This year, the Board is on its third year of the four year rotation.
2. The Board has struck, or has scheduled a time to strike, all of the Direct Inspection policies for the third year of the review schedule.

I report this section as **COMPLIANT**.

**Global Policy Statement Wording GP2h: The Board will follow an annual agenda that completes the examination of Board policies and consistently improves Board performance through Board education.**

#### CGO INTERPRETATION

I define "annual agenda" as a yearly plan that aims to enhance the Board's understanding of governance processes, and works towards obtaining ownership feedback.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

1. All policies within GP2h, Annual Governance Planning, are compliant.

#### EVIDENCE

1. The annual agenda has been appropriately compiled, as per the guidelines of this policy.

I report this section as **COMPLIANT**.

# APPENDIX A

## Ownership Linkage Event Schedule

### **September**

- Get Involved Fair (Interactive Booth)
  - o Pictures and information of all Board members inc. "fun facts"
  - o Role of Board
  - o Relevant Board Information
  - o Pictures
  - o Display the information on a looped slideshow
  - o Give out goodies as a means of passive promotion (pizza, pens, etc.)

Budget: \$15+

### **October**

- Boothing Events in Brantford and Waterloo
  - o Interaction with the owners
  - o Election information and FAQs
  - o General feedback on beginning of school year
    - Additional focus on first-year students
  - o Have owners fill out the ends-based feedback survey (use iPads or laptops from U-Desk)
  - o Give out incentives for individuals to complete survey

Budget: \$15+

### **November**

- Night time event (trivia)
  - o Interaction with the owners
  - o Heavy focus on election info and FAQs + role of Board
  - o Strengthens bond between operations and governance (i.e., Hawk Team and Board)
  - o Implement Board-related questions into trivia to make event more interactive

- Midterm Report\*

Budget: \$15+

### **December**

- Midterm Report \*
- "Pass the Torch" (Major Event - Waterloo)
  - o Interaction with the owners in an informal setting
- Preliminary Election Info Session \*\*

Budget: <\$300+

## January

- Assistance with promotion of elections, boothing, feedback, surveys\*\*

Budget: N/A

## February

- Boothing Events in Brantford and Waterloo
  - o Interaction with the owners
  - o General feedback on latter half of school year
    - Additional feedback on response to election campaign
  - o Have owners fill out the ends-based feedback survey (use iPads or laptops from U-Desk)
  - o Give out incentives for individuals to complete survey

Budget: \$15+

## March

- Pass the Torch (Major Event - Brantford)
  - o Interaction with the owners in an informal setting
  - o Incorporate incoming Board as a way for owners to be introduced to those they voted in
- Final Report\*\*\*

Budget: <\$300+

## April

- Final Report \*\*\*
- Wrap Up

Budget: N/A

### Extra:

- Meetings with Marketing
- Online Presence
- Bi-weekly Ownership Linkage Meetings

\* Depending on when the meeting is (Dec 1 or before)

\*\* Coordinating with CGO, ACRO and DRO

\*\*\* Dependent on when the meeting is (April 1 or before)

(Committee deliberations will be incorporated into the final schedule)

# APPENDIX B

## 2016-17 Tentative Presentation Schedule

Meeting	Time	Period	Policies Monitored
May 7 <sup>th</sup>	12:00 PM	1	
June 11 <sup>th</sup>	12:00 PM	2	
July 9 <sup>th</sup>	12:00 PM	3	Wilfrid Laurier University Student Publications
August 20 <sup>th</sup>	12:00 PM	4	VP Updates
Sept. 12-16 <sup>th</sup>	TBD	5	
Sept. 26-30 <sup>th</sup>	TBD	6	Ontario Undergraduate Student Alliance*
Oct. 17-21 <sup>st</sup>	TBD	7	VP Update*
Oct. 24-28 <sup>th</sup>	TBD	7	
Nov. 7-11 <sup>th</sup>	TBD	7	
Nov. 20-25 <sup>th</sup>	TBD	8	
Dec. 8 or 9 <sup>th</sup>	TBD	8	VP Update*
January 9-13 <sup>th</sup>	TBD	10	
January 23-27 <sup>th</sup>	TBD	10	
February 6-10 <sup>th</sup>	TBD	11	
February 27-3 <sup>rd</sup>	TBD	11	VP Update*
March 6-10 <sup>th</sup>	TBD	12	
March 20-24 <sup>th</sup>	TBD	12	
April 4 or 5 <sup>th</sup>	TBD	13	VP Update*
April 24 – 28 <sup>th</sup>	TBD	13	

### No Dates Determined:

- Adam Lawrence & Leanne Holland Brown (Deans of Students)
- Dr. Max Blouw, President & Vice Chancellor of Wilfrid Laurier University
- Chris Friel (Mayor of Brantford)
- Dave Jaworsky (Mayor of Waterloo)

\* Tentative

\*\*\* Dates and Presenters to be added/subtracted if needed\*\*\*

# APPENDIX C



## Directors-Elect Training 2016-2017

Date/Location	Type	Content	Presenter
<b>March 5</b> > <i>Waterloo</i> > 2-3 hours > 11am-2pm	General Introduction as well as Roles of a Board	> Board Basics > Role of Board and Directors. > Board Legal Responsibility, Director Liability (Brief) > Monitoring Reports > Committee Roles & Elections > Basic Rules/Conduct & Robert's Rules	> Chair-Elect > Chair > Vice Chair-Elect > Director, PRA
<b>March 12</b> > <i>Waterloo</i> > 2-3 hours > 11am-2pm	Strategy & Generative Discussion	> What it is and why it's important > Review what we have in the current Strategic Plan > Board Vision Document > What does the Board want to discuss strategically? > Relevant agreements	> Chair-Elect > Chair > Vice Chair-Elect > President-Elect > President > Executive Director > Director, PRA
<b>March 19</b> > <i>Brantford</i> > 2-3 hours > 11am-2pm	Organizational Structure and History	> Governance vs. Operations > Organizational Structure > Organizational History - Board & Organization Wise	> Chair-Elect > Chair > Vice Chair-Elect > President > President- Elect > Director, PRA
<b>April 2</b> > <i>Waterloo</i> > 1-2 hours > 11am-1pm	Governance vs. Operations	> Governance vs. Operations > Environmental Scan > What to ask as a Board Member	> Chair-Elect > Chair > Vice Chair-Elect > Director, PRA
<b>April 9</b> > <i>Waterloo</i> > 1-2 hours > 11am-1pm	Mock Board Meeting	> Any final business/questions > Realistic scenario of a board meeting - Strategic Discussion - Monitoring Report	> Chair-Elect > Vice Chair-Elect

Reply Reply All Forward IM

Wed 6/29/2016 6:02 PM



Nick DeSumma

Last Year's Minutes & End of Year Board Review

To: Faraz Iftikharuddin; Genelle Martin; Hubert Lee; Jonathan Ricci; Kevin Jang; Matthew DeSumma; Nick DeSumma; Nick Molkoski; Ryan Price; Shannon Kelly; Stephanie Bellotto; Tarique Plummer

Message End Year Compliance Report.pdf (449 KB)

# APPENDIX D

Directors,

As per GP#1h1e, you can refer to the following link to find all Board meeting minutes from the previous year(s) along with a brief summary of the major themes of each meeting:

<http://yourstudentsunion.ca/board-resources/>

Further, I have attached last year's "End of Year Board Review" to the e-mail for a report on the compliance status of all policies for the 2015-2016 fiscal year. Our focus in particular is the chart in blue, outlining the compliance of all Governance Processes. Let's keep them all compliant this year!

Best,

**Nick DeSumma**

Chair of the Board & Chief Governance Officer

**Wilfrid Laurier University Students' Union**

103 Darling St, Brantford, ON, N3T 2K8

Office: 1<sup>st</sup> Floor Brantford Student Centre

[yourstudentsunion.ca](http://yourstudentsunion.ca)

[suboardchair@wlu.ca](mailto:suboardchair@wlu.ca)

Brantford: 519.756.8228 x 5832

Waterloo: 519.884.0710 x 3114

Cell: 519.317.7541

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This monitoring report for Executive Limitation Policy #2a "Treatment of Consumers" is presented in accordance with the monitoring schedule set forth by the Board of Directors for the 2016-17 fiscal year. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Tyler Van Herzele  
President and CEO  
Wilfrid Laurier University Students' Union

July 18<sup>th</sup>, 2015

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**Policy Wording EL#2a1: The President will not: Operate member focused facilities and member focused services that do not:**

CEO INTERPRETATION

I interpret "**Operate**" as controlling functions within the Students' Union and its businesses. (Wilfs, Turret, Golden Grounds, Williams)

I interpret "**member focused facilities**" as the space in which our businesses (Wilfs, Turret, Golden Grounds, Williams) operate and are sub sequentially offered to the stakeholders, the undergraduate students of Wilfrid Laurier University.

I interpret "**member focused services**" as all services we provide students, through their undergraduate classification and any experience we offer through volunteering with the Students' Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5 are in compliance

EVIDENCE

- 1. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5 are in compliance

I report this section as **COMPLIANT**

**Policy Wording EL#2a1a: The President will not: Operate member focused facilities and member focused services that do not: measure member satisfaction;**

CEO INTERPRETATION

I interpret that “**measure**” refers to the intentional data collection mediums in which we interact with stakeholders to better our services through feedback.

I interpret “**member satisfaction**” as our programming, services and businesses meeting or exceeding stakeholder expectation.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union has a strategy to measure consumer feedback about the intended goals of each business or service.
- B. This strategy is realized and executed at the discretion of the manager of coordinator in charge of said service, program or business. This may include not not be limited to; written surveys, customer feedback forms, anonymous reports through the [sufeedback@wlu.ca](mailto:sufeedback@wlu.ca) account, etc.aa

EVIDENCE

1. The Students’ Union has a post event and campaign reflection form to help measure key performance indicators for each committee (Appendix A). Data will be collected through surveys and customer feedback.
2. The Students’ Union collects feedback year round through the Students’ Union Website.

I report this section as **COMPLIANT**

**Policy Wording EL#2a1b: The President will not: Operate member focused facilities and member focused services that do not: provide opportunity for member feedback.**

CEO INTERPRETATION

I interpret “**provide opportunity**” as communicating the services and programming that the Students’ Union offers to students in a capacity that allows them to become involved in a planning, executing, and participatory capacity.

I interpret “**member feedback**” as the process between our customers, the undergraduate students of Laurier, where they can react to our operational performance and offer critique and other data which allows us to enhance our programming.

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students' Union's services and programming provide undergraduate students an accessible opportunity to provide their feedback either formally or informally.
- B. The Students' Union business operations provides the opportunity for consumers to provide feedback in an easy, accessible way.

## EVIDENCE

1. Wilf's will provide Comment Cards for customer feedback will be consistently available to the customers at the establishment(Appendix B)
2. All services (including but not limited to) have a monitored Facebook and/or Twitter account that consumers can message to provide feedback:
  - a. A-Team
  - b. EcoHawks Brantford
  - c. EcoHawks Waterloo
  - d. Emergency Response Team
  - e. Food Bank Brantford
  - f. Food Bank Waterloo
  - g. Foot Patrol Brantford
  - h. Foot Patrol Waterloo
  - i. Healthy Lifestyles Brantford
  - j. Healthy Lifestyles Waterloo
  - k. Hiring & Recruitment Brantford
  - l. Hiring & Recruitment Waterloo
  - m. Peer Connect Brantford
  - n. Peer Connect Waterloo
  - o. Shinerama Brantford
  - p. Shinerama Waterloo
  - q. Winter Carnival
  - r. Wilfrid Laurier Students' Union
3. Information for Staff email and phone contact is located on the Students' Union website for public access
4. Open Door policies to all of our members, volunteers and employees allows for feedback to be given in person during office hours on both campuses with no fear of retaliation
5. The Students' Union website has a link on every page to leave anonymous feedback about Customer Service (Appendix C)

I report this section as **COMPLIANT**

**Policy Wording EL#2a2: The President will not: Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access to the material.**

CEO INTERPRETATION

I interpret “**collecting, reviewing, transmitting or storing client information**” as the full process in which the Students’ Union intentionally accumulates feedback from the undergraduate constituency for professional betterment purposes.

I interpret “**fail to protect against improper access**” as occurrences when those who are not authorized to view or use this information are provided access or can easily obtain access to private/ confidential information

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Only authorized personnel have access to client/ customer information.
- B. Personal/ individualized information is stored in a confidential manner either online or in a physically secure space.
- C. Authorized personnel are trained on their responsibility and are aware of their limits of confidentiality.

EVIDENCE

- 1. University Tickets Contract (11 – Confidentiality, 14 – Security) (Appendix D)
- 2. All credit card, debit card, and one card information collected through payment for Hospitality Services is shredded by a secure, external shredding company.
- 3. Only Directors of the organization, have access to user profiles and their subsequent information, within our online ticketing portal. The Directors (Member Services, Student Experience and Marketing) are bound by contract for their position to keep student records confidential.
- 4. ERT keeps incident reports with client information in a locked cabinet that only the ERT Internal Administration Executive has access to.
- 5. Foot Patrol keeps student information stored on a secure drive on their computer, which only those working dispatch, as well as Vice President: Programming & Services (Waterloo and Brantford) have access to.
- 6. Vice President Finance & Administration has access to input information through the University ADVOCATE student conduct system to store member information from incident reports in a centralized, confidential manner.

I report this section as **COMPLIANT**

**Policy Wording EL#2a3: The President will not: Operate facilities with insufficient accessibility.**

CEO INTERPRETATION

I interpret “**Operate facilities**” as any Students’ Union operated function/business within the Fred Nichols Campus Centre, Brantford Students’ Union building, Golden Grounds Kiosk and the Market St. Williams’ Fresh Café.

I interpret “**insufficient accessibility**” as any of the above mentioned operating facilities being non-compliant with the *Accessibility for Ontarians with Disabilities Act (Ontario), 2005*; and the *Occupational Health and Safety Act (Ontario)*, amended in 2014.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union has not been issued any unmet criteria under the *Accessibility for Ontarians with Disabilities Act (Ontario), 2005*, as assessed by a recognized inspection officer as described in Part IV inspections (1) (2) (3) of the Act.
- B. The Students’ Union has not been issued any unmet criteria under the *Occupational Health and Safety Act (Ontario)*, amended 2014, as assessed by a recognized inspection officer as described in Part IV inspections (1) (2) (3) of the Act.
- C. Food options for intolerances, allergies or religious needs are available in the Students’ Union food operations.

EVIDENCE

- 1. WLU Accessible Service Policy to which the Students’ Union adheres to (Appendix E)
- 2. Wilf’s Menu providing Vegetarian, Vegan, Halal, and Gluten Free Options as well as other dietary needs (Appendix F)
- 3. The Students’ Union has not been issued any unmet criteria under the *accessibility for Ontarians with Disabilities Act* or the *Occupational Health and Safety Act*.

I report this section as **COMPLIANT**

**Policy Wording EL#2a4: The President will not: Operate member focused facilities and member focused services without a clear and well communicated customer service policy.**

CEO INTERPRETATION

I interpret “**clear**” as being easily understood when read or explained.

I interpret “**well communicated**” as the comprehensive understanding of the customer service policies put in place by the staff and student executive of the Students' Union by the staff. These policies must be available to our members , staff and volunteers.

I interpret “**customer service policy**” as all Students' Union departments having individual policies which aim to define and evaluate the member/ consumer's experience in conjunction with the Students' Union customer service policy

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All member focused facilities and services of the Students' Union have a Customer Service Policy
- B. All departments within the Students' Union have a unique Customer Service Policy directly.
- C. All member focused facilities and services have a readily accessible and easy to read Customer Service Policy on our website or in accessible print should a member inquire.
- D. All member focused facilities and services have staff who are well trained on the aforementioned Customer Service Policies.

EVIDENCE

- 1. UDesk Customer Service Policy (Appendix G)
- 2. Wilf's Customer Service Policy (Appendix H)
- 3. Students' Union Customer Service Policies which can be found at [yourstudnetsunion.ca](http://yourstudnetsunion.ca)

I report this section as **COMPLIANT**

**Policy Wording EL#2a5: The President will not: Allow consumers to be unaware of this policy or operate without a way for persons to be heard who believe that they have not been accorded a reasonable interpretation of their rights under this policy.**

CEO INTERPRETATION

I interpret “**allow consumers to be unaware of this policy**” as the undergraduate students at Wilfrid Laurier University having access to the Students’ Union operations and services respective Customer Service Policy. The policy should include a variety of mediums in which to access the policies; including paper, digital, web based and promoted through our marketing channels.

I interpret “**operate without a way for persons to be heard**” as the Students’ Union providing an opportunity for feedback both formally and informally from our stakeholders. The method in which students submit feedback should be available without fear of attribution or retaliation.

I interpret “**a reasonable interpretation of their rights under this policy**” as a personal perspective of this policy which would pass the “reasonable person” test.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The respective Customer Services Policies of the Students’ Union operation and services are available and accessible online or readily available in print form.
- B. The process to obtain information concerning a Customer Service Policy becomes clear and advertised through its marketing.
- C. There are pluralities of identified channels through which members/ customer and employees can provide feedback both formally and informally.

#### EVIDENCE

- Appendix C – There is a link to all the Students’ Union Customer Service policy on each page of the website
- People can provide feedback during open office hours, Facebook, and through the website.

I report this section as **COMPLIANT**

**Global Policy Statement Wording EL#2a: With respect to interactions with beneficiaries, the President shall not cause or allow conditions, procedures, or decisions which are unsafe, untimely, undignified or unnecessarily intrusive.**

#### CEO INTERPRETATION

I interpret “**interactions with beneficiaries**” as any communication or form of contact between stakeholder and individuals who benefit from the Students’

Union's operation and services, including but not limited to; members, customers, employees and/or the Students' Union Management Team.

I interpret "**cause or allow**" as consciously initiating or permitting unintentionally.

I interpret "**conditions**" as the state of any and all services/operations, which are a part of the beneficiaries' experience.

I interpret "**procedures**" as the steps in which we take to operate certain services/ programming opportunities and businesses through our written policies.

I interpret "**decisions**" as any operational choices rendered.

I interpret "**unsafe**" as putting an individual or groups at risk.

I interpret "**untimely**" as an intentional disregard for deadlines and circumstances affecting beneficiaries.

I interpret "**undignified**" as unnecessarily putting an individual or the corporation's reputation at risk.

I interpret "**unnecessarily intrusive**" as violating an individual's privacy without reasonable purpose and without their authority.

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5 are in compliance.

## EVIDENCE

1. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4 and 2a5 are in compliance.

I report this section as **COMPLIANT**

Appendix A

WILFRID LAURIER UNIVERSITY  
**STUDENTS' UNION**

Students' Union 2016-17  
 Post-Campaign Reflection Form

<b>Committee:</b>	
<b>Event Title:</b>	
<b>Date/Time:</b>	
<b>Location:</b>	
<b>Overall Purpose/Vision:</b>	
<b>Campaign Team Leads:</b>	

**Promotional and Planning Period**

Action	Who	Notes
Promotional Materials/Planning Materials:		

**Campaign Period**

Action	Who	Notes
Campaign Materials:		

WILFRID LAURIER UNIVERSITY  
**STUDENTS' UNION**

Students' Union 2016-17  
 Post-Campaign Reflection Form

<b>Number of People Expected to Reach</b>	<b>Number of People Actually Reached</b>

<b>Key Performance Indicators</b>	<b>Outcome</b>

**Full-Time Staff Hours Used (please specify who and when):**

**Prizing/Sponsorship (including costs):**

**Did this campaign require bookings/rentals from external partners?**

Yes    No

**Any expenses that you did not budget for?**

**Did this event meet the goals of the committee?**

**Should this campaign be run again?**

Yes    No

**Coordinator & Committee Debrief Comments (please include campaign successes, suggestions or areas of improvement for future installments of this campaign):**





#LAURIERVOTES  
Click here for the official results!

- Home
- About
- #LaurierVotes
- Member Benefits
- Services & Programs
- Opportunities
- Clubs
- Businesses
- Contact

### Customer Service & Satisfaction Policy

Please leave your feedback here.

Would you like a response to your feedback?

Yes  No

If yes, please leave an email address we can contact you at:

Send

[Customer Service & Satisfaction Policy](#)

### Contact

- Contact Us
- Student Executive
- Board of Directors
- Board Resources
- Full-Time Staff
- Sponsorship Inquiries
- Orientation Week
- 
- Customer Service & Satisfaction Policy**

- Home
- About
- #LaurierVotes
- Member Benefits
- Services & Programs
- Opportunities
- Clubs
- Businesses
- Contact

## Client Contract / Terms & Conditions

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**This Agreement between UniversityTickets, Inc. ("UniversityTickets") and Wilfrid Laurier University Students' Union ("Client") defines the relationship by which UniversityTickets serves as a ticketing agent/on-line box office for Client events and activities. In this Agreement, the following terms apply:**

**1. GENERAL.** These terms and conditions, the attendant proposal for ticketing technology, and all documents incorporated by reference therein, are binding upon you ("Client") and UniversityTickets.com, Inc. ("UniversityTickets," "we" or "us"), constitute the entire agreement between Client and UniversityTickets regarding the ticketing technology and other services to be provided to you, and unless specifically indicated to the contrary in an addendum signed by us, will override any contradictory terms and/or conditions shown on any requests for proposals, specifications, bid packages, purchase orders, contracts, etc.

**2. DEFINITIONS.** "Events" are any events, activities or resources to which Client is authorized to sell or provide access. "Tickets" are any and all forms of reservations, tuitions, tickets, merchandise, advertising, memberships, certificates or confirmations that allow the holder access to, participation in, or use of Client events.

**3. UNDERSTANDING OF NEEDS.** Wilfrid Laurier University ("Client") is seeking a 100% web-based reservation system to support its various ticketed events. The web site will have a distinct brand as well as a unique, identifiable URL.

### **4. SCOPE OF SERVICES**

**4.1 DEDICATED TICKETING SYSTEM ("DTS").** UniversityTickets' Dedicated Ticketing System allows for Internet-based ticket sales, and includes the ability to add, edit and delete events as well as maintain event listings and descriptions, administer users, roles, privileges, profiles and password management, accept on-line ticket orders to Client's general admission and assigned seating events, processing customer accounts and collecting payments via a real-time credit card system, accept in-person transactions for tickets via streamlined web screens, and if applicable, sell e-Tickets and validate e-Tickets at venue.

**4.2 CUSTOM INTERNET INTERFACE AND SITE DEVELOPMENT.** UniversityTickets will create custom web interfaces to allow both administrators and customers to easily access event data. Where appropriate, UniversityTickets will attempt to match the "look and feel" of Client's existing web site(s) (for style and navigation) in order to make the transition into the DTS seamless.

**4.3 INITIAL LOADING OF EVENT INVENTORY.** UniversityTickets will work with Client personnel to facilitate the loading the initial inventory of events and configure the system to process ticket sales for those events.

**4.4 REAL-TIME REPORTING TOOLS.** UniversityTickets' real-time accounting and reporting tools will be made available to give Client insight into progress of ticket sales. Reports will include inventory reports, customer reports, and accounting reports.

**4.5 SERVER PROVISIONING.** UniversityTickets' engineering staff will allocate the needed web server space and database table space for all event sales. Our staff will closely monitor space usage and site traffic for potential bottlenecks and work to eliminate potential issues before they affect ticket sales.

**4.6 STANDARD SERVER MAINTENANCE.** UniversityTickets' Standard Server Administration provides comprehensive support for the care of the servers, ensuring the highest availability and accessibility. These services continue throughout the duration of the contract with UniversityTickets and include: Operating System maintenance (patches, etc.), Operating System version upgrades, Operation System tuning, User Administration, Internal Server disk management, server hardware repair and maintenance, and essential monitoring and reporting. Critical and Recommended updates are applied as soon as they are released. The day-to-day administration of UniversityTickets' hosted servers in its data centers represents a critical element to high availability. Servers are configured to ensure optimized management and support, product installation, software updates (patches, upgrades, support, and maintenance), upgrade friendly enhancements, and high data integrity. UniversityTickets manages each server to perform at their optimal level, ensuring the highest availability and accessibility.

**4.7 CUSTOMIZATIONS.** Any other customization to the above listed services may result in additional charges and is subject to negotiation.

**5. SERVICE TERMS.** The Service Terms below specifies the financial and service terms that will be applied to any events and tickets that UniversityTickets services under this Agreement.

**5.1 NON-RECURRING (SETUP) CHARGE.** No non-recurring setup charge applies to this agreement.

**5.2 TRANSACTION CHARGES.** Under the terms of this agreement, Client will be assessed an annual license fee of \$5,950.00 USD to provide for the sale of up to 20,000 paid tickets. Complimentary tickets do not count toward this allocation. All tickets sold over 20,000 will incur a fee of \$0.50 per ticket sold.

**5.3 E-TICKET SERVICES & HARDWARE.** E-Ticketing services and hardware will be made available for \$750 per scanner, per year for an annual rental arrangement, including hardware rental, unlimited e-ticketing, shipping of hardware to and from Client location, scanning, and technical support.



## 8.10 Accessible Service Policy for Persons with Disabilities

**WILFRID LAURIER UNIVERSITY**

Waterloo | Brantford | Kitchener | Toronto

<b>Approving Authority:</b>	Board of Governors
<b>Original Approval Date:</b>	February 6, 2010
<b>Date of Most Recent Review/Revision:</b>	November 14, 2013
<b>Office of Accountability:</b>	VP: Finance & Administration
<b>Administrative Responsibility:</b>	Human Resources

### STATEMENT OF COMMITMENT

- 1.00 Diversity and inclusivity are among Wilfrid Laurier University's core values. To support diversity and inclusivity at Laurier, the University commits to preventing, minimizing, and removing barriers to participation for persons with disabilities and to making it an accessible and welcoming environment for students, employees, alumni, volunteers, and visitors with disabilities. If for any reason an accessible solution is unavailable, the University commits to providing support for and facilitating timely accommodations that respect the privacy and autonomy of individuals with disabilities so that they may share an equitable level of access to services, facilities, and opportunities.

### PURPOSE

- 2.01 The Accessibility for Ontarians with Disabilities Act (AODA 2005) is provincial legislation that mandates how businesses and organizations, including Laurier, make their environment and services accessible services to students, employees and community members with disabilities. The goal of the AODA is for Ontario to be fully accessible by 2025. The Accessibility Standards for Customer Service, Ontario Regulation 429/07 (also referred to as the accessible customer service regulation or the "customer service standard"), came into force on January 1, 2008. It was the first accessibility standard created under the authority of the AODA (Accessibility for Ontarians with Disabilities Act, 2005) and was a significant step towards the overarching goal of a barrier-free Ontario. In 2011 the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11 became a part of the AODA and included new legislation in the areas of accessible information and communications, employment, transportation, and general standards. Both the Customer Service and IASR standards inform this policy.
- 2.02 Given that this is an issue of diversity, inclusivity and justice, it is incumbent upon us to surpass the minimum requirements of compliance and seize every opportunity to place Laurier among the most accessible and inclusive universities in Canada. In keeping with the true spirit of the AODA, it is hoped that our community will endeavor to raise the bar on accessibility standards, by embracing the vision of what we aspire to be. The Accessibility Advisory Committee, comprised of senior leaders from areas across campus, supports Laurier in demonstrating strong leadership in all matters of accessibility. The Committee receives feedback from persons with disabilities through the Accessibility Advisory Sub-Committee, and/or through other mechanisms such as feedback forms or surveys.
- 2.03 Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with a service provided by Wilfrid Laurier University. This policy is intended to benefit the full range of persons with disabilities, as defined in the Accessibility for Ontarians with Disabilities Act and Ontario Human Rights Code. This initiative is informed by the principle of fostering a culture where disability has a presence and where diversity in people, ideas, and sensibilities is affirmed and acknowledged as contributing to the Laurier community in a seamless manner.

### DEFINITIONS

- 3.01 **Accessibility Advisory Committee**  
Comprised of senior leadership from across Laurier, this committee works to ensure that Laurier is an accessible community by responding to identified disability-related barriers and by promoting standards which incorporate accessibility at all levels of the organization including (but not limited to) residence life, student services, employee safety, and the classroom.

- 3.02 **Accessibility Advisory Sub-Committee**  
A committee comprised of staff and faculty with disabilities, or with lived experience with disabilities, which aids the Accessibility Advisory Committee in fulfilling the purpose of the AODA for Wilfrid Laurier University by providing vision and direction towards the removal of barriers for staff and faculty.
- 3.03 **Accessible Formats**  
May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- 3.04 **Communication Supports**  
May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- 3.05 **Disability**  
a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, and any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, or physical reliance on a guide dog or on a wheelchair or other remedial appliance or device;  
b) a condition of mental impairment or developmental disability;  
c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;  
d) a mental disorder, or  
e) an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act.
- 3.06 **Emergency Plans**  
Emergency response plans or "fire safety plans" may refer to any written emergency response procedures or public safety information, including evacuation maps.
- 3.07 **Employee**  
All paid full and part-time staff, faculty, student employees and volunteers at Laurier.
- 3.08 **Service Animal**  
Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.
- 3.09 **Support Person**  
An individual who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

#### **JURISDICTION/SCOPE**

- 4.00 This policy applies to all facilities (owned, leased or rented), and campuses of Wilfrid Laurier University.

#### **POLICY**

- 5.01 **Communication**  
Wilfrid Laurier University will communicate with persons with disabilities in ways that take into account their disability. This means the University will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Wilfrid Laurier University's goods, services and facilities.
- The University will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.
- 5.02 **Alternate Formats**  
Upon request, the University will provide accessible formats of documents or communication supports in a timely matter, taking into account the accessibility needs of the individual making the request. Accessible documents and communication supports will be provided at no more than the regular cost charged to other persons.

5.03 Emergency Plans

Emergency response plans and other public safety information will be provided in an accessible format in a timely manner upon request.

5.04 Educational Information

Where available, and with the exception of special collections, archival materials, rare books, and donations, Laurier's libraries shall procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.

Any educational information, including textbooks or course packs produced by Laurier, will upon request be made into accessible or conversion ready versions of the printed materials.

5.05 Assistive Devices and other Measures that Assist with Accessibility

The University is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The University will provide training and information to all employees on various assistive devices that may be used by customers while accessing our goods or services.

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Wilfrid Laurier University's goods and services. Exceptions may occur in situations where Wilfrid Laurier University has determined that the assistive device may pose a risk to the health and safety of a person with a disability, the health and safety of others on the premises, or where academic accommodation policies for students with disabilities exist.

In these situations and others, Wilfrid Laurier University may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from Wilfrid Laurier University's goods and services, where other such measures are available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

5.06 Use of Service Animals

The University is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. The University will deliver appropriate training and/or information to all employees, volunteers and others dealing with the public on how to interact with people with disabilities who are accompanied by a service animal.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Persons with disabilities who are accompanied by a guide dog or other service animal will be permitted to enter the University's premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

If the animal is legally excluded from the premises, the University will provide alternative measures to enable the person to obtain, use or benefit from its services.

5.07 Support Persons

The University is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Wilfrid Laurier University's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

Wilfrid Laurier University may require a person with a disability to be accompanied by a support person while on Wilfrid Laurier University's premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from Wilfrid Laurier University's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

5.08 Notice of Temporary Disruption

Wilfrid Laurier University will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

When temporary disruptions occur to Wilfrid Laurier University's services or facilities, notice will be provided in visible places, the University's website ([www.wlu.ca](http://www.wlu.ca)), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

5.09 Procurement

To ensure facilities, services, and goods are accessible, accessibility criteria and features will be incorporated into all purchasing practices except where it is not practicable. Each employee purchasing a good, service, or facility will consider and apply the appropriate accessibility criteria to their purchasing decisions. Applicable criteria can be found through the University's procurement website. If it is not practicable to incorporate accessibility criteria or features one must be ready to provide an explanation upon request.

5.10 Procuring Kiosks

Without limiting the generality of section 5.07, the University shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

In this section, "kiosk" means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

5.11 Transportation

When the University organizes meetings or events that involve the provision of transportation, upon request the University shall provide accessible transportation at no more than the regular cost charged to other persons.

5.12 Training

Wilfrid Laurier University will deliver training to all persons to whom this policy applies as required by the Accessibility Standards for Customer Service (AODA) and as required by the Integrated Accessibility Standards Regulation. The amount and format of training given will be tailored to suit each person's interactions with the customer duties and their involvement in the development of policies, procedures and practices as they relate to persons with disabilities.

5.12.1 Customer Service Training

Customer Service Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Information about the equipment or devices available on Wilfrid Laurier University's premises that may help with the provision of goods or services to persons with disabilities.
- What to do if a person with a disability is having difficulty in accessing Wilfrid Laurier University's goods and services
- Wilfrid Laurier University's policies, practices and procedures relating to the customer service standard.

New employees will undertake training as part of their orientation.

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5.12.2 Integrated Accessibility Standards Regulation Training

Training will be provided on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities. This training will be customized, when necessary, in order to be

appropriate to the duties of the employees, volunteers, and other persons providing goods, services or facilities, or creating policies or procedures, on behalf of the organization.

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5.12.3 Accessibility Awareness Training for Educators

Accessibility awareness training will be offered to professors and other educators at Laurier. This training shall include information on the principles of Universal Design for Learning (Universal Instructional Design) as it relates to different elements of instruction and course delivery and/or information on best practices in teaching students with various disabilities.

5.13 Feedback Process

Wilfrid Laurier University is committed to providing high quality goods and services to all members of the public it serves. Feedback is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be readily available to the public and notice of the process will be posted on Wilfrid Laurier University's website ([www.wlu.ca](http://www.wlu.ca)) and/or in other appropriate locations.

5.14 Modifications to this or other Policies

The University is committed to developing customer service accessibility policies that respect and promote the dignity and participation of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Wilfrid Laurier University that does not respect and promote the dignity and participation of people with disabilities will be modified or removed.

5.15 Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood please contact:

Wilfrid Laurier University  
Human Resources  
75 University Avenue West  
Waterloo, ON N2L 3C5  
(519) 884-1970 ext. 2007

This policy is subject to ongoing review and can be modified for approval by the University's Accessibility Committee.

**RELEVANT LEGISLATION**

[Accessibility Standards for Customer Service \(AODA\)](#)  
[Integrated Accessibility Standards Regulation \(AODA\)](#)

**RELATED POLICIES, PROCEDURES, & DOCUMENTS**

[Laurier Accessibility Plan](#)  
[Policy 7.2 Animals on Campus](#)  
[Policy 2.3 Academic Accommodation of Graduate Students with Disabilities](#)  
[Policy 2.4 Academic Accommodation of Undergraduate Students with Disabilities](#)  
[Laurier Employment Accommodation Policy and Procedure](#)  
[Accessible Procurement Information](#)

For more information about the AODA at Laurier, please visit [wlu.ca/accessibility](http://wlu.ca/accessibility)

**5.4 CREDIT CARD CHARGES.** If the Client uses UniversityTickets' merchant account services, all credit card transactions will be subject to a variable fee of 3.58% for Visa and MasterCard, or 4.09% for Discover and American Express, in addition to a fixed charge of \$0.35 per transaction. Any additional charges, including chargebacks, voice authorizations, or non/mid-qualifying fees, will be invoiced to Client at cost. If UniversityTickets should integrate with Client's own merchant account, credit card charges will be defined by the relationship between Client and their merchant account provider and this subsection shall not apply.

**6. CLIENT INTERESTS, AUTHORITY, AND RESPONSIBILITIES.** Client is a producer, promoter, presenter, or manager of events. Under this Agreement, Client contracts with UniversityTickets for the services described above. Client affirms that it has full power and authority to offer, sell, and honor the tickets to the events it offers via UniversityTickets' websites. Client affirms that the information, images, and event access that it provides via UniversityTickets' websites do not infringe the rights of any other person or entity, including without limitation trademark, copyright, and trade secret rights. Client's offer and sale of access to these events does not constitute a violation of any state or federal law, including without limitation consumer protection and obscenity laws that may be applicable.

**7. TECHNICAL REQUIREMENTS.** Client recognizes that the ticketing application functions on most modern computers with internet connections. For thermal ticket printing functionality, a Windows-based PC is required. In addition, e-ticket validation hardware requires wireless internet access utilizing common wi-fi protocols. UniversityTickets will not be responsible should Client fail to meet these technical requirements.

**8. FEES, CHARGES AND PAYMENT.** UniversityTickets charges a transaction charge for its services, as specified in the Service Terms section. In addition, UniversityTickets provides a full accounting of all fees and charges with every payment. All sales, fees, and funds are payable in U.S. dollars.

**9. REFUNDS, CREDITS AND CANCELLATIONS.** Refunds, credits and cancellations are the sole responsibility of Client. Transaction charges are not refundable.

**10. TICKETING CONFIRMATION.** Client agrees to accept, honor, and fulfill ticketing commitments that have been confirmed by UniversityTickets. When each individual ticket purchase receives credit card authorization, UniversityTickets' websites generates a confirmation message with a unique confirmation number. Verification of customer name, addresses, membership status and/or confirmation number at or prior to the event is the responsibility of the Client.

**11. CONFIDENTIALITY.** Information concerning the business affairs, finances, methods of operation and other confidential topics of either party (collectively, "Confidential Information") shall be kept confidential by both parties and not disclosed unless such information becomes publicly available.

**12. PROPRIETARY RIGHTS AND PERMISSIONS.** UniversityTickets owns the design and function of its own websites, defined as those resources and functions delivered via the dedicated ticketing website. Client acknowledges that UniversityTickets does not commit to supporting or specifying any particular browsing or operating platform, and that UniversityTickets has the right at any time to revise and modify its web pages, release subsequent versions thereof, and/or alter features, specifications, capabilities, functions, and other characteristics of UniversityTickets' websites, all without notice to Client.

**13. MAINTENANCE AND SUPPORT.** UniversityTickets will provide an e-mail address and a telephone number to Client by which Client can obtain technical assistance in dealing with any operational or other difficulty that may arise in connection with their customers' use of UniversityTickets' websites. UniversityTickets reserves the right to establish reasonable limitations on the extent of such support, and the hours at which it is available.

**14. SECURITY.** UniversityTickets will maintain Client's event data in a secure manner. Credit card data is transferred over SSL to a payment gateway/merchant processor for authentication. UniversityTickets stores partial credit card data for reference purposes, but will not house customers' complete credit card information on its servers. UniversityTickets will provide Client with an account ID and password that allows Client staff to add or update Client's event data on UniversityTickets' server. Client accepts all responsibility for the protection, confidentiality, and use of this ID and password.

**15. INDEMNIFICATION.** Client agrees to indemnify and hold harmless UniversityTickets against any expense, loss or liability (including attorneys' fees) in respect of any claims, or threatened claims, relating to the ticketing, events, and information offered in Client's event listings on UniversityTickets' websites.

**16. NO IMPLIED WARRANTY.** The contents and functionality of UniversityTickets' websites is provided on an "as is" basis without warranties of any kind, either express or implied, including but not limited to warranties of merchantability and fitness for a particular purpose. Neither this agreement or any documentation furnished under it is intended to express or imply any warranty that the on-line ticketing services will be uninterrupted or error-free or that UniversityTickets' websites will provide uninterrupted or error free service.

**17. LIABILITY.** UniversityTickets shall not be liable for any loss of business, profits or goodwill, loss of use or data, interruption of business, or for any indirect, special, punitive, consequential, or incidental damages that result from Client's use or inability to use UniversityTickets' on-line ticketing service. UniversityTickets' liability to Client shall not, for any reason, exceed the aggregate payments actually made by UniversityTickets' to Client over the prior six months. Neither party shall be liable to the other for any delay or failure in performance under this Agreement resulting directly or indirectly from acts of God or any causes beyond its reasonable control.

**18. AGREEMENT TERM AND TERMINATION.** This agreement is effective from the date of execution through July 1, 2014. Either party to this Agreement can terminate this Agreement via written notice to the other party, which shall be effective thirty (30) working days after notice has been given. All charges and fees incurred to date are still applicable and are not refundable. In addition to these termination rights, either party can terminate this Agreement if the other party commits a breach of this Agreement and fails to cure such breach within 10 days of the receipt of written notice of such breach. The provisions of the Permissions and Indemnification sections of this agreement shall survive any termination of the Agreement.

**19. RENEWAL.** Unless UniversityTickets is notified by the Client of their intentions to terminate this agreement prior to 60 days before the end date of this agreement, this agreement will automatically renew. The renewal period will be for the same time period that the original agreement stipulated.

**20. ENTIRE AGREEMENT AND APPLICABLE LAW.** This Agreement is the entire agreement between the parties with respect to its subject matter. It supersedes all previous proposals, both oral and written, negotiations, representations, writings and all other communications between the parties. This Agreement is governed by the laws of the State of New York without giving effect to principles governing conflicts of laws. This Agreement may not be assigned by Client without express written permission of UniversityTickets.

**21. DISPUTES.** Any disputes arising from this agreement shall be submitted to binding arbitration according to the rules and regulations of the American Arbitration Association.

**22. ADDRESSES AND NOTICES.** Any communications under this Agreement shall be in writing and are deemed delivered upon receipt by the addressed party at the address specified herein. Communications may be sent by hand or messenger, by commercial overnight carrier, or by US mail (return receipt requested).

The mailing address for UniversityTickets is:

UniversityTickets  
115 W. 30<sup>th</sup> St., Suite 500A  
New York, NY 10001

**23. PAYMENT CYCLE.** Setup charge is due within 30 days of execution of this agreement, and all future invoices are 'net 30' from the date of invoice. UniversityTickets will deduct its service charges from any outstanding balance of credit card sales and settle with Client each month. UniversityTickets preferred payment method is ACH transfer, check or revenue deduction. Credit cards are not accepted for the payment of service fees addressed in Section 5.

**24. PROMOTIONAL ACTIVITIES.** Client agrees to promote the on-line ticketing of its events through promotional steps and activities such as: including the Client's shortcut URL/link information in its printed event materials and mailings; including on-line registration instructions and options in event promotional materials; putting event-specific "buy now" links on the Client's website to promote on-line sales of specific events, and linking Client's shortcut URL from Client's website to promote on-line sales of all of Client's events.

**25. PRIVACY AND SECURITY STATEMENT.** UniversityTickets will abide by assurances required by the Gramm-Leach-Bliley Act ("GLBA") and the Standards for Safeguarding Customer Information issued by the Federal Trade Commission (the "Safeguard Rule"); and UniversityTickets will comply with the Payment Card Industry Data Security Standard, as developed by MasterCard International and Visa ("PCIDSS").

In this agreement, "Customer Information" means customer information as defined in the Safeguard Rule, and cardholder data which UniversityTickets obtains from Customer, or receives or creates on behalf of Customer.

**25.1 PRIVACY OF CUSTOMER INFORMATION.** UniversityTickets shall not use or disclose Customer Information except as contemplated by the Agreement; as required by law; for purposes of conducting its business functions necessary for the provision of services to the Customer under the Agreement; to assist Customer officials and law enforcement agencies investigating credit card fraud and similar activities, and as otherwise authorized by the Customer in writing.

**25.2 SECURITY OF CUSTOMER INFORMATION.** Security of Client Information. Throughout the term of this Agreement, UniversityTickets shall implement and maintain appropriate safeguards, as that term is used in § 314.4(d) of the Safeguard Rule, for all Customer Information, and shall comply with the PCIDSS.

**25.3 TERMINATION.** The Client may terminate the Agreement if UniversityTickets has committed a material breach of this Contract, and fails to take prompt and appropriate measures to remedy the breach. Within thirty (30) days of the termination or expiration of the Agreement, UniversityTickets shall, at the election of Client, either return to the Client or destroy (and shall cause each of its agents to return or destroy) all Client Information in its or its agents' possession, and shall deliver to the Client a written certification of the destruction. If return or destruction is not feasible, UniversityTickets shall extend the protections of this agreement to Client Information for as long as maintains it.

## AGREEMENT AND EXECUTION

By signing below, UniversityTickets and Client accept, agree and execute this agreement. This agreement is valid when accepted by the authorized agent of Client, and effective on the date thereof. Both individuals signing this agreement represent that they have the full right, power and authority to sign on behalf of their respective organizations.

UniversityTickets:

Accepted by \_\_\_\_\_ Date \_\_\_\_\_

Wilfrid Laurier University Students' Union:

Accepted by  Date Jun 5<sup>th</sup>, 2017.

# Breakfast at Wilf's

Served until 2pm

## French Toast

Three slices of bread, soaked in a blend of eggs and cinnamon, grilled to golden brown and sprinkled with powdered sugar.

Served with maple syrup. \$7.99

## Hungry Hawk

Three eggs, served any style, with bacon, sausage, toast and a generous portion of our home fries \$8.99

## Breakfast Wrap

Scrambled eggs, bacon, tomato, lettuce and Wilf's four cheese blend, wrapped up in your choice of a white or whole wheat tortilla. Ask your server to have it toasted, comes with a side of home fries. \$9.99



## Smoked Salmon and Cream Cheese Bagel

Smoked Atlantic salmon, cream cheese, fresh dill, red onion, and capers on a fresh Montreal style bagel. Comes with a side of fresh fruit salad. \$9.99

## Build Your Own Omelette

A three egg omelette, loaded with the items of your choice. Served with Wilf's home fries and your choice of white or whole wheat toast. \$7.99

### Regular Toppings

Mushrooms, Onion, Red Peppers, Green Peppers, Tomatoes, Spinach - \$0.50 ea

### Deluxe Toppings

Bruschetta, Bacon, Smoked Ham, Sausage, Jalapeno Peppers - \$1.00 ea

### Supreme Toppings

Goat Cheese, Feta, Wilf's Four Cheese Blend, Chicken, Smoked Salmon - \$1.50 ea

## Beverages

### Soft Drinks

Coke, Diet Coke, Coke Zero, Sprite, Ginger Ale, Root Beer, Fanta, Nestea  
\$2.49 (Bottomless)

### Bottled Juices

Minute Maid Orange, Cranberry, Lemonade and Apple \$ 3.25

### Coffee & Tea

\$1.50 (Bottomless)

### Hot Chocolate

\$1.75

### Perrier

330ml \$2.99

### Milk

2% or Chocolate  
Small \$2.49 Large \$4.49

 Vegetarian Option

 Vegan Option

 Halal Option

 Gluten Free Option

If you require one of the above dietary needs, please inform your server  
Some items may contain nuts and/or allergens

### **Customers (Internal and External to the University)**

- We will greet our customers/members in a courteous and professional manner.
- We will listen effectively to our customers/members' requests and promptly take the necessary actions to assist them.
- We will keep our customers/members informed of unexpected delays in service.
- We will respond to email/website/social media questions/requests within 24 hours during normal business hours.
- We will finish our encounters with our customers/members in a courteous and professional way.

### **U-Desk Staff**

- We will interact with each other in a courteous and professional manner.
- We will touch base with our customers/members daily, in person, by email, through social media, or by phone, to update them on important details for Student and Community life at Laurier (i.e. events, items on sale, important academic dates)
- We will work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed upon solutions.
- We will be considerate, cooperative and helpful to every staff member to assure quality services.
- We will hold ourselves and each other accountable for addressing inappropriate comments and behavior.

### **Telephone Etiquette**

- When at our desk, we will answer the phone within two rings when possible.
- We will identify ourselves when we answer. For example, Good Afternoon (morning) U-Desk , Kelly speaking
- We will listen to the caller's request and assist the caller accordingly.
- If we cannot assist the caller, we will direct the call to the appropriate person. Before transferring the call, provide the caller with the name and extension number of the person who will be helping them going forward. "The person you need to speak with is ?, and they are at extension 222 can I transfer you there?"

## APPENDIX G

- We will obtain the caller's permission before placing the call "on hold" by asking and waiting for a response before initiating the hold function. "Can I put you on hold for a moment...."
- We will keep checking in with the person on hold until they have been helped fully
- We will end the conversation in a courteous and professional way by thanking the caller. We will wait for the caller to hang up first.
- We will notify our customers that someone is unavailable by saying, "Im sorry He/She is unavailable at the moment is this an urgent issue or may I take a message?"

### **E-mail**

- We will respond to U-Desk e-mails within 24 hours during normal business hours.

### **Social Media**

- When you arrive on shift, please make a point of going onto the U-Desk Facebook and/or Twitter account to ensure there is a presence each day. Social media posts should be kept professional.

### **General**

- We will make our goal to exceed the expectations of all of our customer/members.
- We will work to anticipate the needs of those we serve by proactively working to meet their needs.
- We will hold ourselves and each other accountable for our service commitment.
- We will refer a customer in confidence or assist them by taking them to their destination directly when possible.
- We will be conscious of our communication style (ie; audible voice, eye contact when speaking to someone, tone of voice) and communicate in a professional manner. Laptops and cell phones should not be used openly at the desk. Meals are to be eaten away from the desk.
- We will make a conscious effort to compliment coworkers when their actions comply with these standards.

## APPENDIX G

I have read and understand the above Customer Service standards. I also understand that it is my responsibility to comply with the standards and that my performance appraisal will reflect my compliance.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX H:

# Wilf's

Welcome to Wilf's, a campus pub operated by the students for the university community. Our goal is to provide a friendly atmosphere with courteous, efficient service, offering food, beverages and entertainment at reasonable cost. In recognition of our customers we vow to remain sensitive to their needs and will work to create an atmosphere where they feel at home amongst friends. However, in keeping with the spirit of friendship, we as a licensee, understand that we have additional responsibilities. At Wilf's we fully support the practice of responsible beverage service and place the safety and well being of our patrons as our first priority.

- ❑ Admission is restricted to W.L.U. students, staff, faculty, alumni with proof of membership, and their guests.
- ❑ All guests must be signed in. A person with valid WLU identification may only sign in two people.
- ❑ Patrons will be required to present two pieces of A.G.C.O. (Alcohol & Gaming Commission of Ontario) approved photo I.D. prior to entry
- ❑ We reserve the right to examine personal effects upon entry to ensure compliance with A.G.C.O. regulations.
- ❑ We reserve the right to refuse entry or service to any patron when deemed intoxicated or a threat to the well being of the operation.
- ❑ Aggressive behavior or conduct perceived dangerous to the safety of other patrons or staff will not be permitted.
- ❑ Anyone involved in a physical altercation of any kind will be ejected.
- ❑ No standing on tables or chairs.
- ❑ No alcoholic beverages may be taken or consumed outside licensed area. No alcohol may be consumed in washrooms, foyers, balconies, kitchens, or any other unlicensed area.
- ❑ We are not responsible for lost or stolen items. Patrons involved in theft or damage to property will be asked to leave and will be prosecuted.
- ❑ Last call at the bar will not necessarily be announced. No alcohol will be served after 2:00 am. The house reserves the right to limit sale to 1(one) standard drink or equivalent per customer at anytime.
- ❑ Physical or verbal harassment of employees or patrons will not be tolerated.
- ❑ Discrimination or mistreatment based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or handicap is unacceptable.
- ❑ Smoking is not permitted in any buildings on WLU property.
- ❑ Underage drinking is not tolerated. Any underage patron found in the possession of alcohol, consuming alcohol or intoxicated will be considered as violating this policy regardless of place of consumption.
- ❑ Possession of alcohol implies consumption.  
Please see Underage Policy, also posted.

Any behavior considered unacceptable outside these guidelines may be passed on to the Judicial Affairs Council, Campus Security or Waterloo Regional Police as deemed necessary by Management.

Wilf's Licensed Capacity 200 people - including staff

Hours of Operation

Mon. - Sun 11:00 am to close

This monitoring report for Executive Limitation Policy #2h "Executive Succession" is presented in accordance with the monitoring schedule set forth by the Board of Directors for the 2016-17 fiscal year. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Tyler Van Herzele  
President and CEO  
Wilfrid Laurier University Students' Union

July 9<sup>th</sup>, 2016

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**(Board Policy is indicated in bold typeface throughout.)**

**Policy Wording EL#2h1: The President will not: Operate without ensuring continuity of organizational operations through the creation and implementation of a succession plan.**

#### CEO INTERPRETATION

I interpret "**continuity**" as a streamlined process that allows the organization to continue their operations.

I interpret "**organizational operations**" as the responsibilities bestowed upon them under their portfolio; including the workload of their management team.

I interpret "**succession plan**" as a premeditated process that ensures that the aforementioned operations and advocacy of the organization do not cease should the President be unable to perform their role.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A) The Vice President of Finance and Administration as well as the Executive Director are well versed in each aspect of Presidential duties, including but not limited to;
  - a. University committee responsibilities
  - b. Budgeting priorities

- c. Human Resources/Management duties
  - d. Advocacy projects in conjunction with university affairs
  - e. Leading Management Team Meetings
- B) The Vice President of Finance and Administration is aware of the above requirements when they sign the succession checklist
- C) The Executive Director is aware that their responsibility will be to support the portfolio of the President along with the Vice President of Finance and Administration

## EVIDENCE

1. Appendix 1 – Emergency Succession Checklist
  - This checklist is a formalized checklist signed by the Vice President of Finance and Administration of what her duties will entail should the President need to take a leave of absence.
2. Appendix 2 – Sample Management Team Meeting Agenda
  - This sample agenda exemplifies the updates given by each VP of the Union as well as the Executive Director. As the Vice President of Finance and Administration is in attendance at all meetings, she is aware of major happenings in each department.

I report this section as **COMPLIANT**

**Policy Wording EL#2h2: The President will not: Take an expected or planned leave of absence, whether full or partial, while allowing the board to be:**

## CEO INTERPRETATION

I interpret “**expected or planned**” as knowing the date(s) the President will be away at least a week ahead of time.

I interpret “**leave of absence**” as a period of time where the President is not in the office including, but not limited to; vacation time, wellness time.

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The President plans their leave of absence within a minimum of a week ahead of time.

## EVIDENCE

1. The Chair of the Board, Management Team, and Executive Director were informed that the President would be taking a 10 day vacation starting May 9<sup>th</sup> at least one month prior.

2. No other leave of absence has been taken or is expected.

I report this section as **Compliant**

**Policy Wording EL#2h2a: The President will not: Take an expected or planned leave of absence, whether full or partial, while allowing the board to be: Unaware of the leave of absence in advance;**

CEO INTERPRETATION

I interpret “**unaware**” as not having notified the Chair of the Board.

I interpret “**in advance**” as notifying the Chair of the Board with at least one week notice.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. When the President informs the Chair of the Board of a leave of absence, they must also provide the reason behind the leave and detail any conflicts of interest in writing.

EVIDENCE

1. The appropriate vacation forms were filled out and submitted more than one week prior.

I report this section as **COMPLIANT**

**Policy Wording EL#2h2b: The President will not: Take an expected or planned leave of absence, whether full or partial, while allowing the board to be: Unfamiliar with the President’s reason for the leave, including any conflicts of interest;**

CEO INTERPRETATION

I Interpret “**conflict of interest**” as a situation where the concerns of two parties result in confrontation due to a lack of knowledge or understanding through poor communication.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The President informs the Chair of the Board of a leave and conveys in writing their reason behind the leave, including all conflicts of interest regarding the leave.

## EVIDENCE

1. The appropriate vacation forms were filled out and submitted more than one week prior.

I report this section as **COMPLIANT**

**Policy Wording EL#2h2c: The President will not: Take an expected or planned leave of absence, whether full or partial, while allowing the board to be: Unaware of the President's interpretations to mitigate or avoid the conflicts of interest, and minimize interruptions in service with proficiency including the naming of a Vice President of the Corporation as interim or partial President and CEO.**

## CEO INTERPRETATION

I interpret "**mitigate**" as the conscious effort to lessen the burden of absence.

I interpret "**avoid**" as the conscious effort to stay away from responsibilities.

I interpret "**interruptions of service**" as a reduction in quality and efficiency of the services the Students' Union provides to its stakeholders.

I interpret "**interim or partial President and CEO**" as the appointed representative chosen by the President to fill responsibilities during the lengths of their leave of absence.

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. When the President determines that they require a leave of absence, the interim President and CEO are informed immediately. This time will allow the interim to prepare to the best of their ability for their additional responsibilities.
- B. The Executive Director must be willing and able to support the interim President and CEO during their transition and temporary status.
- C. The President and CEO and the interim President and CEO must convey a plan to lessen the gravity of the transition period and leave.

## EVIDENCE

1. The President gave sufficient and early notice to the Vice President of Finance and Administration on his vacation over a week in advance.
2. The Executive Director and the President and CEO had a transition meeting to discuss his support of the Vice President of Finance and Administration while the President was on vacation.

I report this section as **COMPLIANT**

**Global Policy Statement: With respect to both governance and operational issues, the President will not allow their absence to adversely impact the Organization.**

#### CEO INTERPRETATION

I interpret “**adversely impact**” as allowing the organization to lower the quality in performance when compared to its status prior to the leave of absence.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Sections 2h1, 2h2, 2h2a, 2h2b, 2h2c are compliant.

#### EVIDENCE

1. Evidence for the Global Policy Statement is a culmination of all evidence in the sections of this monitoring report.

I report this section as **COMPLIANT.**

## Students' Union Emergency Succession Checklist



The understanding of this checklist is that the stated Students' Union employees [VP of Finance & Administration and the Executive Director] will be capable of serving as/supporting the role of the interim Students' Union President and CEO in compliance with EL #2H "Executive Succession".

The interim President & CEO must be fully aware of relevant President's department resources and duties. This includes but is not limited to:

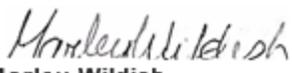
1. An understanding of the Organizational Structure and the reporting relationships between employees including the Management Team responsibilities
2. A working application and understanding of the Student's Union policy governance model and the monitoring schedule/requirements
3. An understanding of on-going plans and initiatives of the Presidents' department (eg. outreach efforts, gendered violence projects)
4. Knowledge of the location of important documents within the Presidents' Office or the knowledge of who to ask to receive such documents
5. A well versed knowledge of the university committee responsibilities of the President (e.g. Non-Tuition Fee Protocol, Gendered Violence Task Force, Student Affairs Advisory Committee)
6. A working knowledge of the different Students' Union department projects and their respective budgets

The interim President & CEO must be aware of and have a working knowledge of the following Board and Corporate Policies/Agreements:

1. Board Policy Manual
2. Laurier Operating Procedures Agreement
3. The Agreement Respecting Default of Line of Credit

The interim President and CEO must have an established working relationship with the following university campus partners:

1. Laurier President
2. Laurier Vice President of Student Affairs
3. Laurier Dean of Students [Brentford and Waterloo]
4. President of the Graduate Students' Association
5. Students' Union Executive Director

  
Marley Wildish  
VP: Finance & Administration

  
Tyler Van Herzele  
President & CEO

Appendix 2:



## Management Team Meeting Meeting Agenda

Monday May 30<sup>th</sup>, 2016

2:00 pm – 3:00 pm

Students' Union Boardroom/SC Boardroom

**Regrets:**

WHAT:	DESCRIPTION:	WHO:	TIME:
1:0 Weekend Updates	1:1 Weekend Updates	All	5 min
2:0 Purpose of This Meeting	2:1 Start the Year Strong!	Tyler	5 min
3:0 Vision Brainstorming	3:1 Vision Brainstorming Session	All	20 min
4:0 SA Presentation	4:1 SA Presentation	Tyler	10 min
5:0 Housekeeping	5:1 Logging Hours 5:2 Using Vacation Time 5:3 Bus Pass 5:4 Social Brainstorm	Tyler	10 min
6:0 Discussion Period	Any questions, comments or concerns	All	10 min

**DO THIS – ACTION ITEMS:**

**REMEMBER THIS – NOTES:**

Directors,

The EL #2b Direct Inspection Committee was struck June 11<sup>th</sup>, 2016 with the mandate to review and assess the efficacy of the Governance Process, and ensures that:

- The evidence presented was appropriate and up-to-date;
- The wording of the policy is sound;
- That the scope of the organization is captured in the policy.

The membership of the Committee consists of Chair De Summa, Vice Chair Molkoski, and Director De Summa. The committee has met on one occasion since its establishment, that meeting being on June 19<sup>th</sup>, 2016.

The committee had discussions on the following items prior to making their final decision:

- How recent the policy was looked at and revised;
- The provided evidence within the most recent monitoring report;
- If the wording of the policy was still relevant to the Organization;
- If the scope of the organization was captured in the policy.

To address the mandate of the EL #2b Direct Inspection Committee, the members of the committee feel that the evidence presented for the 2015/2016 operating year monitoring report by former President Matthews was sufficient, and that it was appropriate for the 2015/2016 Board to accept the monitoring report. In addition, the committee also feels that the scope of the organization is captured within the policy, and that the wording of the policy is sound.

The final decision from the committee consists of zero recommendations to the policy at hand.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "N. Molkoski". The signature is written in a cursive, flowing style.

Nick Molkoski  
Chair of the GP#2a Direct Inspection Committee

Directors,

The GP #1 Direct Inspection Committee was struck June 11<sup>th</sup>, 2016 with the mandate to review and assess the efficacy of the Governance Process, and ensures that:

- The evidence presented was appropriate and up-to-date;
- The wording of the policy is sound;
- That the scope of the organization is captured in the policy.

The membership of the Committee consists of Chair DeSumma, Director Kelly, and Director Bellotto, the Chair of the GP#1 Direct Inspection Committee. The committee has met on one occasion since its establishment, that meeting being on June 21<sup>th</sup>, 2016.

The committee had discussions on the following items prior to making their final decision:

- How recent the policy was looked at and revised;
- The provided evidence within the most recent monitoring report;
- If the wording of the policy was still relevant to the Organization;
- If the scope of the organization was captured in the policy.

To address the mandate of the GP#1 Direct Inspection Committee, the members of the committee feel that the evidence presented for the 2015/2016 operating year monitoring report by former Chair Aitchison was sufficient, and that it was appropriate for the 2015/2016 Board to accept the monitoring report. In addition, the committee also feels that the scope of the organization is captured within the policy, and that the wording of the policy is sound.

The final decision from the committee consists of zero recommendations to the policy at hand.

Respectfully submitted,

A handwritten signature in black ink, appearing to be 'S Bellotto', written in a cursive style.

Stephanie Bellotto  
Chair of the GP#1 Direct Inspection Committee

Directors,

The GP#2j Direct Inspection Committee was struck June 11<sup>th</sup>, 2016 with the mandate to review and assess the efficacy of the Governance Process, and ensure that:

- The evidence presented was appropriate and up-to-date;
- The wording of the policy is sound;
- That the scope of the organization is captured in the policy.

The membership of the Committee consists of Chair DeSumma, Director Kelly and I, Director DeSumma. The committee has met on one occasion since its establishment, that meeting being on June 21<sup>st</sup>, 2016.

The committee had discussions on the following items prior to making their final decision:

- The purpose of the policy;
- If there were any issues in prior monitoring reports;
- If the wording of the policy was still relevant to the Organization; and
- If the scope of the organization was captured in the policy.

To address the mandate of the GP#2j Direct Inspection Committee, the members of the committee feel that the monitoring report presented for the 2015/2016 operating year by Chair Aitchison during the June 6<sup>th</sup>, 2015 meeting were sufficient and that it was appropriate for the Board to accept. In addition, the committee feels that the scope of the organization is captured within the policy and that the wording of the policy is sound.

The final decision of the committee consists of zero recommendations for the policy at hand.

Respectfully submitted,

A handwritten signature in black ink that reads "Matt DeSumma". The signature is written in a cursive, flowing style.

Matt DeSumma  
Chair of the GP#2j Direct Inspection Committee

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**Present:** Nick DeSumma, Nick Molkoski, Stephanie Bellotto, Matt DeSumma, Shannon Kelly, Hubert Lee, Genelle Martin, Jonathan Ricci, Tyler VanHerzele, Colin Aitchison, Kaitlin Brown  
**Regrets:** Tarique Plummer, Ryan Price, Faraz Iftekharruddin, Kevin Jang, Phil Champagne  
**Guests:** Kanwar Brar

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1. **Call to Order**

The meeting is called to order at 12:02 pm on June 11<sup>th</sup> 2016 on the second floor of the Fred Nichol Campus Centre, Waterloo.

2. **Adoption of Agenda**

**Motion 1** (M. DeSumma/Ricci): **Motion to adopt the agenda for the June 11<sup>th</sup> meeting as amended.**

**Vote: 7-0-0**

**Result: Motion Passes Unanimously**

**Chair DeSumma**

Addition: Senator Brar is present to bring an update in regards to what is happening with the Senate, their year is coming to a close.

3. **Adoption of Minutes: May 7<sup>th</sup>, 2016**

**Motion 2** (Kelly/Lee): **Motion to adopt the May 7<sup>th</sup> 2016 minutes as presented.**

**Vote: 7-0-0**

**Result: Motion Passes Unanimously**

4. **Regrets and Absences**

Director Price is at an interview for a course  
Director Jang is at Student Ambassador Training  
Director Iftekharruddin is in Mecca for Ramadan  
Director Plummer is in Jamaica without access to Wi-Fi

5. **Conflict of Interest**

6. **University Affairs Annual Plan**

**Motion 3** (Bellotto/ Ricci): **Motion to ratify the 2016-2017 University Affairs Department Annual Plan as presented.**

**Vote: 7-0-0**

**Result: Motion Passes Unanimously**

**VP Aitchison**

I brought the annual plan to the Board to get feedback, it is broken down and straight forward. I am looking for feedback on anything that you see plus more specifically target asks. There are a few things that have been added: under provincial, number 14 to establish student allies on campus. Other than that everything else is pretty much the same. Please no

feedback on grammar. We are aiming to make this document as clear as possible for students since it will be made public this year.

**Director Ricci**

Thank you VP Aitchison. My concern is do things change now with the LRT being delayed two years?

**VP Aitchison**

No, the asks are still the same. The tracks are in place and even though we wanted to get one closer, the stations are not moving. We are continuing the ask to reroute bus access towards the Seagram stop since it is the closest stop to anyone who lives near Laurier. We are meeting with the 55+ committee because there are many retired people whose closest stop is also Seagram.

**Director Bellotto**

On page 21 it says that the calculations are vastly obsolete. Why is this?

**VP Aitchison**

It is noted by the province that the formulas do not work as some institutions are underfunded while others are over funded. Basically we get the same amount of funding per student as other Universities would. There will be more funding for specialized programs. The province has recognised this and are under negotiation.

**Director Lee**

Under values number 4, you were talking about the idea of using this. Currently the University operates by charging non business students \$690 for every half credit and \$930 for business students. Why is it just separated into two different types of students and not further for science and arts?

**VP Aitchison**

This will be talked about further with the province this coming year. When tuition framework was put into place in the early 2000s, by 2003 the government opened up and allowed each school to set their levels of tuition. They are trying to regulate everything across the board and discussion will happen in October.

**Director Bellotto**

On page 13 of the agenda and page 27 of the document, it shows expected performance and the total budget. I noticed that from 2013 until now the budget has been cut in half.

**VP Aitchison**

In 2012/ 2013 the budget was mostly membership fees and was previously budgeted for this. We then decided to do a bit more ourselves instead of working with other institutions.

**Director Lee**

Under SRAC option number 44, residence life presentations, 2 years ago while I was don my students and I attended one of these presentations. How do you plan to increase

attendance at presentations and make them more effective? There are more and more property management groups operating in the area.

**VP Aitchison**

Residence life reached out to us this year. We are working internally to have dons show up and encourage their floors to come as well. The partnership is established this year and hopefully it's useful.

**Director DeSumma**

On page 34 of the agenda and page 6 of the document, number 23, it states improved relations between Laurier students and improve Waterloo and Brantford residences. It says you have strategies developed, how would you measure the success of these strategies?

**VP Aitchison**

We don't actually have strategies developed, that's just in terms of developing strategies. We are going to come up with those strategies with the University Government's managers. Updates will be available from Brantford first.

**Director Ricci**

On page 14, can you talk more about the two policy papers you are working on?

**VP Aitchison**

I am not working on any yet, however I am pushing to be put on a specific paper after a July conference.

**Director Kelly**

For 29, services on the syllabi, I believe they are being re-examined. How are you going to ensure that the Professors are updating their syllabi?

**VP Aitchison**

Faculties are constantly reminded to update their materials. Putting pressure on the faculty showed that a number changed by the end of last year. I will be working to get this completed and reports by the end of 2016 from each faculty. It is all about constant reminders.

**Director Lee**

Under department values and salary fees, the last paragraph on page 6. It says the Ministry guidelines are open for student consultation. Could you speak to this in terms of what it actually means?

**VP Aitchison**

Each university has their own specific protocol. Tuition fees are levied and there are discussions around what needs to be updated.

**Director DeSumma**

On page 5 of the document and 33 of the agenda, the landlord registration date for Brantford was to be completed April 2016. Since this is considered last term what are you planning to work on this upcoming term?

**VP Aitchison**

I will be working on the same thing as it wasn't completed and should read April 2017.

**Vice Chair Molkoski**

On page 9 when you are talking about the work that was just done surrounding the framework for grants. Have they outlined what these grants will be used for?

**VP Aitchison**

Our philosophy is that anything funded by the province should go to needs based not merits based. You should not receive publically funded grants for good grades

**7. Comments from the Chair of the Board**

There is not a lot to report as the summer has been pretty slow for me. The Student Life Levy meetings for multi campus committees are set for July. SLL applications are open until June 24<sup>th</sup>, so please promote them on your social media pages and tell your friends. It is money used to enhance student life not departments.

I have been working on updating the policy manual including all the changes last year and this year to bring to the marketing department so they can put it on the website. When this is completed I will be sending you all a folder with the document so that you are updated too. For any committees elected today and at the next few meetings I will be contacting each committee individually to set up a meeting time probably over skype and elect a committee chair and to get the mandate completed. Lastly, I will be in touch with you all for your next one on ones to keep updated with you all and to see how you feel the meetings have been going.

**Director Lee**

For the SLL we don't want university departments to come in and be granted funds. For the summer term, are we able to accept applications or do those funds get rolled over?

**Chair DeSumma**

Anybody can apply to the Student Life Levy, we just encourage that more students apply. There are times when nothing is accepted in the summer and those funds are rolled over to the fall term.

**Director Kelly**

We talked about marketing what could be funded through SLL. Is there any way we can work with marketing?

**Chair DeSumma**

I have been talking to marketing and we are working out a plan which is in the preliminary stages since applications just opened late last week. Marketing is starting to send out posts on how to apply and things that have been funded in the past.

## **8. Comments from the President & Chief Executive Officer**

1. I have asked Vice Presidents to give updates for each department a few days before each of the meetings. For myself, I am excited to set up goals for the year which include the president's council and video schedule for our feedback method. The videos are a way students can give their feedback to the management team and those who are able to make change.
2. We are working through operation agreements and other agreement changes, but this is slow due to the amount of review to ensure the information is accurate. I've been working with the team to set up action goals. I assisted with the external athletics and recreation review last Thursday and Friday with partners from Guelph and Western. We looked at our athletics department and identified where we are doing well and where there needs to be improvement. This review has helped me in my role.
3. Programming and services Brantford, all the committees and coordinators that are working on year plans will have those due by June 15<sup>th</sup>.
4. Orientation week, both campuses have started and are well on their way. The planning will not be slowing down as the best Orientation week arrives.  
VP Gerlings is with VP Hutchings and Program and Promotion Manager at the COCA conference in Ottawa to explore new ideas and to gain more knowledge on planning events on smaller budgets.
5. Programming and Services Waterloo the finalization of the theme and logo have went through. Committees are reevaluating mandates to ensure there is a comprehensive understanding of their goals and to make sure the mandate for each committee is actually what they practice. Shineramma is looking to enhance their programming during the summer months and hoping to have a few new events such as dodge ball and a bottle drive.
6. University Affairs Waterloo, VP Aitchison attended the international students' round table hosted by the ministry and training colleges and universities assisting the government developing priorities for students. Will be meeting next week with Dave Levac, MPP and speaker of the Ontario legislative assembly to discuss international students and provincial meal plan rollover. As well, to gain insight on the provinces priorities for post-secondary education this year. Discussions have been had around tuition framework. University Affairs as a whole is working with the director of student experience to create a functional ESRAC database that will be used by both campuses to store case information. This is a new way to enhance services. ESRAC on both campuses will be partnering with the residence life education team which will consist of a series of presentations for residence students.
7. University Affairs Brantford is working with the Dean of Students Adam Lawrence to develop a strategy on how to enhance Laurier Brantford. 24hrs special constables has been put into the proposed budget for the university. The university is looking to implement 80 new study spaces on the Brantford campus for the fall term.
8. University Affairs Waterloo, is currently developing municipal strategy with the federation of students at the University of Waterloo. This will be a comprehensive strategy that can help serve all students who will be effected by municipal changes in this area and they are going to create a consistent training system.
9. We met with Waterloo Region community legal services to discuss and possibility of a partnership with ESRAC.

10. Finance and Administration, next week is our annual coordinator conference. This is exciting as it is an opportunity for coordinators to get to know everyone and collaborate inter-departmentally.
11. Hiring Waterloo just closed summer orientation applications. There were an overwhelming number of applicants. Brantford is still open for a club's coordinator, first year integration executives, and a go team member. In terms of training we are looking at creating a session on safe talk and mental health resources for coordinators.
12. Clubs and Associations are almost done with their agreement. Instead of one document there will be 4 separate. New branding for arts is ready to sign. Governance coordinator is working on structuring and implementing the clubs governing committee.

**Director Ricci**

My question is regarding student safety. I was wondering if you have met with the university and Waterloo police to plan for student safety on and off campus during Homecoming and St. Paddy's?

**President VanHerzele**

I have received messages to meet and discuss this. We are looking almost a year in advance, even though these events are not the same there are elements that overlap. Updates to come.

**Director Kelly**

For Brantford programming and services, you talked about your plan being done for June, does Waterloo have the same due date?

**President VanHerzele**

I leave it to the vice president to set when their coordinators should have their year plans completed. There is much more logistical work this year as programs have been changed.

**Director DeSumma**

Clarification: did you say that university special constable for Brantford will be available for the upcoming school year?

**President VanHerzele**

The idea is completely relied on the Board of Governors approving the budget. It will most likely be January depending on the amount of training and applicants that special constables requires.

**Director DeSumma**

80 spaces is a big number, where will these be located?

**VP Aitchison**

They are finding spaces in buildings that are underutilized.

**President VanHerzele**

One of the buildings in particular is the Johnson corner building.

**Director Bellotto**

Are you looking into more study spaces for Waterloo's campus?

**President VanHerzele**

I spoke to the Librarian in terms of a plan and study spaces are on the top of her agenda. The business building study space will soon be available and we are waiting to see how much this generates.

**Director Bellotto**

Is there any way you can regulate who studies here as University of Waterloo students often take up spaces.

**President VanHerzele**

We do have double degree students here and it is tough to regulate buildings. We are working with them so this is something we could also mention.

**VP Aitchison**

Study space is a huge problem over there so hopefully once they complete their new building there will be more space for all students to study on campus.

**Director Kelly**

You talked about how there was a large number of people who applied for orientation week when it reopened. What marketing techniques were used?

**President VanHerzele**

What was used in terms of marketing techniques was no different than what we have been doing. When we reopened the positions a major change was if you didn't receive a position during lottery you could still apply. We haven't done anything different just sharing through our channels so this includes a pat on the back for our volunteers who have contributed.

**Director DeSumma**

Are the 80 study spaces impacted by SLL applications for example the commuter lounge that was approved and the potential of a Social Innovation Lounge?

**VP Aitchison**

Great question. I just know that they don't count computer labs since they are considered a lounge

**9. Comments from the Executive Director & Chief Operating Officer**

ED Champagne is in Ottawa so President VanHerzele provided his update:

Ed Champagne has received a founder's award at COCA. I send my congratulations to him.

1. Student experience: The guidebook app has been purchased and branded, content is being built for O-Week. We are developing training for staff, volunteers, and first years. Working towards an administration solution to alleviate pressure on the club's department.

2. Policy research and advocacy tuition framework deadline has been predicted to fall in 2016. Will be in Toronto to discuss funding solutions and the future of OSAP.
3. Hospitality has hired a full-time guest services coordinator, named Sam. They have been developing training for the staff come August. Point of Sale system data has been corrupted, encrypted and held for ransom. We did not pay so ICT is working to fix the situation by wiping it clean and allowing a start fresh.
4. Finance and administration is preparing for annual financial audits and payroll discussion over ongoing issues and working to reconcile and settle accounts.
5. Marketing has been the most work since we started since everyone is approaching them early which is what we asked. Updates to website for us and hiring are coming this summer. O-Week site launches July 11<sup>th</sup> plus many other projects. We are preparing an annual plan and predictions schedule.
6. OPA discussions are expected to resume next week as well as Aramark. We are in the process of collecting feedback on retreat. Phil attended AMACUS national conference which helps to improve operations.

**Director Ricci**

Can you explain more about the POS being corrupt and us not paying?

**President VanHerzele**

POS system has been taken hostage and no longer able to access. People who have taken it are unidentified and asked for 2 bitcoins= \$900 to get the system back. When I said we are not paying, we are not paying that. We are going to get ICT to help wipe the system. This will soon be fixed.

**Director Ricci**

I am assuming you've went to the Waterloo Police with this?

**President VanHerzele**

This is a question for ED Champagne.

**Director DeSumma**

Is there an estimated time the guide book will take to be available?

**President VanHerzele**

It will be up most likely late summer, end of July. I will follow up with ED Champagne. It is going to be a quick process.

**Director Lee**

In regards to guidebook app is there a way to make it effective during the school year?

**President VanHerzele**

We are exploring those opportunities. We are looking to mold the guidebook app to something that resembles the SU app and how to best utilize this.

**Vice Chair Molkoski**

Has new Aramark agreement been signed now? I have heard incoming students have different opinions on the Waterloo dining hall plans for this year.

**President VanHerzele**

Has not been signed as of yet, we are in negotiations right now.

**Director Ricci**

What is being discussed at these meetings?

**President VanHerzele**

COCA is for programming and different ways how to utilize programming better on smaller budgets. AMICUS is for executive directors of student organization to discuss how their processes work. Basically best practice sharing and the networking was great, but certain sessions could have been improved upon.

**Vice Chair Molkoski**

How long is the Aramark agreement signed for?

**President VanHerzele**

4 years, I will check on this

**Vice Chair Molkoski**

I was referring to new options for incoming students.

**President VanHerzele**

Options are on the table and we are in discussion. How our organizations interact when it comes to providing services to students as well as the types of services we can provide.

**Director Lee**

Are we going to have any discussions to adapt dining hall changes with our food court?

**President VanHerzele**

Aramark works out of the Terrace as well. Will update soon

**Director Kelly**

Is there a particular day the Aramark agreement needs to be signed by?

**President VanHerzele**

Not aware

**Director DeSumma**

In regards for the training for staff in August. What would you like to implement? We had the retreat.

**President VanHerzele**

That is left up to the department and heads will create training that is appropriate for them. Not sure how that will be delivered.

## **10. Updates from the Senate**

We had a lengthy and eventful meeting. We went through the 2016/2017 final budget report and a growth is going to increase positional revenue. The gross revenue for 2017 is estimated at \$40.4 million. The operating budget has gone down \$120 000. To deal with the additional enrollment we are leasing back University Avenue, 43 Bricker, and contracting more residences for overflow of students coming in.

Provincial updates include, report to the IBCU is due mid-October so all the work is being done now. We had a presentation by the presidential search committee, to get updates and feedback on the new president of the university. We discussed fall reading week, which we also discussed at the last Brantford meeting.

Administration fees for 2016 and 2017 which we approved. One thing that came up and no one could answer is there is a \$20 fee for ALC and the question was brought up by a Senator that if we are advocating that these services are free, then why are we charging? We couldn't find an answer so it will be revisited in September.

All committee reports and curriculum changes are approved. Most notable council to look at is we are going to have a new honours bachelors design.

### **Director Bellotto**

You mentioned the operating budget for bookstore has decreased. Why is this?

### **Senator Brar**

This is to keep up with online learning and with Amazon, people are buying elsewhere.

### **Director Ricci**

Will this budget decrease cause a staff cut for the Bookstore?

### **Senator Brar**

I assume less staff because less need

### **Director Bellotto**

Will the hours of operation change?

### **Senator Brar**

I'm not sure

### **Director Lee**

Is the new program for Waterloo Campus or the Brantford campus?

### **Senator Brar**

The program is in the faculty of Liberal Arts so it would be at the Brantford campus.

### **Director DeSumma**

In regards to the fall reading week is there a timeline of when they want a decision to be made by?

**Senator Brar**

Vote in April was to technically approve the fall reading week without 4 days inclusion. In September we will vote again. I was only student Senator at this discussion which is overwhelming because the faculty voice was strong. We need to ensure students are at meetings. Come to a Senate meeting.

**Director Ricci**

When is the next senate meeting?

**Senator Brar**

Next meeting is September 14<sup>th</sup>. All are posted on the senate and board chamber site.

**11. Policy Change GP#2h**

**Motion 4 (Kelly/Lee): Motion to approve the policy change for GP#2h as presented.**

**Vote: 7-0-0**

**Result: Motion Passes Unanimously**

**Chair DeSumma**

When going through policy change I submitted GP#2h with a typo. Instead of saying I was going to have a formal report 13 times in period one I actually meant to have a formal report one time in period 13 so that we can have the evidence at the end of the year.

**12. Direct Inspection Committee Elections for EL#2b**

**Motion 5 (Lee/ Ricci): Motion to approve the acclimations of Vice Chair Molkoski and Director M DeSumma to the EL#2b Direct Inspection Committee.**

**Vote: 5-0-2**

**Result: Motion Passes**

- Director Kelly nominated **Director M DeSumma** to the EL#2b Direct Inspection committee
- Director Ricci nominated **Vice Chair Molkoski** to the EL#2b Direct Inspection committee

**13. Direct Inspection Committee Elections for GP#1**

**Motion 6 (M.Desumma/ Ricci): Motion to approve the acclimations of Directors Bellotto and Kelly to the GP#1 Direct Inspection Committee.**

**Vote: 5-0-2**

**Result: Motion Passes**

- Director Ricci nominated **Director Bellotto** to the GP#1 Direct Inspection committee
- Director M DeSumma nominated **Director Kelly** to the GP#1 Direct Inspection committee

**14. Direct Inspection Committee Elections for GP#2j**

**Motion 7 (Ricci/ Lee): Motion to approve the acclimations of Directors M DeSumma and Kelly to the GP#2j Direct Inspection Committee.**

**Vote: 5-0-2**

**Result: Motion Passes**

- Director Ricci nominated **Director M DeSumma** to the GP#2j Direct Inspection committee
- Director DeSumma nominated **Director Kelly** to the GP#2j Direct Inspection committee

#### **15. Ownership Linkage Committee Elections**

**Motion 8** (Bellotto/ Molkoski): **Motion to approve the acclamations of Directors Ricci, M DeSumma, Kelly, and Lee to the Ownership Linkage Committee.**

**Vote: 3-0-4**

**Result: Motion Passes**

- Director M DeSumma nominated **Director Ricci** to the Ownership Linkage Committee
- Director Ricci nominated **Director DeSumma** to the Ownership Linkage Committee
- Director Lee nominated **Director Kelly** to the Ownership Linkage Committee
- Director Ricci nominated **Vice Chair Molkoski** to the Ownership Linkage Committee  
Does not stand
- Director Kelly nominated **Director Bellotto** to the Ownership Linkage Committee  
Does not stand
- Director Ricci nominated **Director Lee** to the Ownership Linkage Committee

#### **16. Discussion: Governance Review Committee Recommendations**

When this was brought to the board, we never really had a chance to discuss it at the board meeting. Since a lot of the changes effect what we do including the board management delegations internal report (what you voted on today to have at the end of the year). These recommendations aren't really needing a decision, but I want to hear what you all think. Especially things like the number of meetings, please speak out if you would like to see it changed because I didn't like the way I brought it to you last meeting.

##### **Director Ricci**

Thank you to everyone who worked on this. After speaking with other University Student's Unions, they noticed we had a lot of meetings. I think we should reduce the amount of meetings as it would be effective for us as a board and we can still get a lot done in these meetings.

##### **Director DeSumma**

I disagree that we should decrease the amount of meetings. I think if we were to decrease the amount of meetings most of the meeting will be spent doing updates and housekeeping type stuff. We could use this time to bring in presentations. It would be essential for students to see us here doing our work. We advocate for students who vote for us so we need to be present.

##### **Vice Chair Molkoski**

This is a follow up with Director Ricci. When talking to other Student's Unions, do these other boards have as many new directors as we have this year?

**Director Ricci**

It depends on the Student's Unions because not everyone follows the same format we have. Some VPs are voted in by the students. I think that it would be twice as effective to have one meeting a month and students will still support us regardless.

**Director Kelly**

Are the financial resources worth the value of having the extra meeting a month?

**Chair DeSumma**

Money was budgeted for having the same amount of meetings that was consistent in the past. If this moves forward with having less meetings then the money wouldn't be spent, it would go back.

**Director Bellotto**

I agree with Director Ricci, I feel we have covered so much today. The Board of Governors meet 4 times a year and cover a lot, so why can't we have longer meetings which would be better for our schedules.

**Director Lee**

President VanHerzele spent a solid chunk of the meeting, not only talking to us about the updates but us also asking questions. Imagine this is a one-month summer gap and updates are going to be large during the school year. A large portion of the meeting would be allocated to the operational side. Going back to what Bellotto said the Board of Governors meetings and Senate meetings are 3 to 4 hours. Long meetings don't allow us to make great decisions.

**Vice Chair Molkoski**

For board members in the past, there have been 3 hour meetings. How would this look if you are then combining with the meeting following it? Do you think this is manageable?

**Chair DeSumma**

This particular meeting was two years ago, lasting 3 hours because there was a presentation, an environmental scam, and a lot happening. There are very rarely meetings that last this long. Most fall within 1.5 to 2 hours.

**Director Ricci**

I can agree with Chair DeSumma. We are a non-profit organization and meetings go long but we are here for a reason. Reduced meetings ensure that they are longer, however we can always walk into the office and see what is going on. It would totally make sense to reduce our meetings and save our time.

**Director DeSumma**

I disagree, as I mentioned students want us to make a difference. If we have a meeting twice a month and spend so much time asking questions regarding updates. We are not getting anything done whereas with two meetings a month we have the opportunity to go out and do something.

**Chair DeSumma**

Part of our job is to ask the president questions on what is going on operationally, because this will guide how they operate so they can properly move forward.

**Director DeSumma**

I'm not denying that is our role, but if we want to do something and make a difference it doesn't seem effective sitting here for 3 hours.

**President VanHerzele**

PROS	CONS
<ul style="list-style-type: none"> <li>- Content</li> <li>- We can advertise more for meetings</li> <li>- Time is freed up</li> <li>- Attendance is crucial</li> </ul>	<ul style="list-style-type: none"> <li>- If you want to have a presentation come in it is limited depending on their schedule</li> <li>- Longer meetings during midterm and exam periods</li> <li>- Attendance is crucial</li> <li>- Updates would take time</li> <li>- Less meetings less practice and practice makes perfect</li> </ul>

A question: do you prefer two 1 ½ hour classes or one 3 hour class a week?

A point to Senator Brar who had a long Senate meeting. Do you see the effectiveness when people are standing up and leaving to the point you lose quorum?

**Senator Brar**

This meeting did not allocate enough time. It depends on where your focus is, if you lose focus this is a factor. The board has struggled in the past to get candidates; I wonder if the amount of meetings effects this?

**President VanHerzele**

The operational side of me says do we want to test this in the summer when we only have one meeting a month? Test what happens in July and then August to see if this is effective. I know it is different work load.

**Chair DeSumma**

This doesn't require a decision based off the constitution. We are only required as a board to have 1 meeting a term. For the summer we have it and we haven't started the fall term yet. It is probably not efficient to have one meeting a term because that would mean a 6 hour meeting. Summer is a test period because there is not much going on. However, we have a long way to go. What the popular decision is will be the deciding factor.

**Director Martin**

Can we continue to test this out and add another meeting if needed? Will this be discussed again in August?

**Chair DeSumma**

It isn't beneficial to have another discussion in July. We approve the fall schedule in August. Especially since it is August 20<sup>th</sup> we don't have time to throw in another meeting. We will see how we feel next month.

**Senator Brar**

Why did the Committee make this decision? Look at their decisions and then move on.

**Director DeSumma**

Right now it is 1.5 hours and we never actually had an election. What would it look like if we had a presentation or another discussion? It could be beneficial to have meetings twice a month.

**Director Kelly**

We discussed last meeting having 2 meetings a month. Engagement was a reason for this. This is an open question- Are there other ways to increase engagement?

**Director DeSumma**

Ownership linkage would be my suggestion. If we decrease amount of meetings we may need to increase the amount of budget for potential programming and opportunities to reach out to students.

**Director Ricci**

Director Kelly are you speaking of engagement around the board?

**Director Kelly**

The question was answered by the Chair recognizing engagement last year at board meetings.

**Chair DeSumma**

I wanted to know what everyone here thinks and that's why I brought it up so I am not dictating it. A director mentioned they felt less engaged last year because they didn't have a chance to talk to everyone outside of board meetings. When it came time for a meeting, it felt like a secondary commitment.

**Director Bellotto**

Why is it that if we suggest 1 or 2 meetings we have to have this amount? If there is a lot to cover then just have a second meeting that specific month.

**Chair DeSumma**

The schedule is approved in August. It would be a lot more work plan the agenda and to see who is available when.

**Director Lee**

In regards to the updates is it possible to have the updates included in the agenda? If you want to give updates to public have them beforehand so that it is more discussion and we

can get straight to the public. Another thing, if we have only one meeting a month would agendas be released earlier because there is more content to cover?

**Chair DeSumma**

I would need to look into this. I would try to release agendas earlier because there is more to cover and I would have more time to compile the agenda.

**President VanHerzele**

I am not saying no, because it isn't a bad idea, Since Wednesday, half of my update happened. Monday, Tuesday and Wednesday are housecleaning and in the office most things happen on a Thursday or Friday. If agenda is sent out earlier, then half of my updates haven't happened yet.

**Chair DeSumma**

The same would be for SLL applications because those are big things to report here and they typically are due on Fridays.

**Chair Ricci**

Director Lee are you concerned with the amount of updates taking too long? VanHerzele is still learning his role and I'm sure they will get cleaner and condensed.

**Director Lee**

I feel it is not using our time wisely when we could all read the updates. If it is more condensed, then the updates are still there.

**Director Ricci**

If we go through with reduced meetings will this effect executive limitations and the monitoring schedule as well?

\*Director Kelly Left the meeting at 1:36PM\*

**Chair DeSumma**

Monitoring schedule is basically when I sent out the by period last month for approval. The date doesn't matter as long as the period is followed.

**Director Bellotto**

When does this need to be decided by?

**Chair DeSumma**

The Fall term meeting schedule is being presented to you to hopefully be approved at the August 20<sup>th</sup> Board Meeting. There doesn't need to be a decision on this. Basically, I am the one who decides and it will be tough to make the decision as I see each side clearly, but it is good to have this feedback.

**17. New Business and Announcements**

Tell your friends Student Life Levy closes June 24<sup>th</sup>. There are also still positions available in Brantford and Waterloo hiring is closing soon.

**President VanHerzele**

I encourage you to add my twitter handle @StudentsUPres

**18. Adjournment**

**Motion 9** (DeSumma/ Ricci): **Motion to adjourn the meeting.**

**Vote: 6-0-0**

**Result: Motion Passes Unanimously**

*Meeting adjourned at 1:39 pm*

*Next Meeting July 9<sup>th</sup> at 12:00 pm*

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*fi, For Information*

*fd, For Discussion*

*D, Decision required*

*adm, Administrative task*

The preceding reflects an accurate and complete record of the proceedings at the aforementioned meeting of the WLUSU Board of Directors.

Date Signed: June 11, 2016



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Nick De Summa  
Chair of the Board & Chief Governance Officer  
2016-17 Students' Union BoD

Date Signed: June 11, 2016



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Nick Molkoski  
Vice Chair of the Board  
2016-17 Students' Union BoD

**Products:**

1. The committee will review and assess the efficacy of current Board-Management Delegation #2b and:
  - a. Ensure the evidence presented is appropriate and up-to-date;
  - b. Ensure that the wording of the policy is sound;
  - c. Ensure that the scope of the organization is captured in the policy.

**Authority:**

1. This committee shall issue recommendations and offer alternatives to the Board but has no authority to ratify any changes to policy.

**Composition:**

Membership shall consist of

1. The Chair of the Board; and
2. Two (2) Directors to be elected by the Board

**Time Frame:**

1. This committee shall present its final report to the Board of Directors no later than September 30<sup>th</sup>, 2016.

**Products:**

1. The committee will review and assess the efficacy of current Executive Limitation 2f and:
  - a. Ensure the evidence presented is appropriate and up-to-date;
  - b. Ensure that the wording of the policy is sound;
  - c. Ensure that the scope of the organization is captured in the policy.

**Authority:**

1. This committee shall issue recommendations and offer alternatives to the Board but has no authority to ratify any changes to policy.

**Composition:**

Membership shall consist of

1. The Chair of the Board; and
2. Two (2) Directors to be elected by the Board

**Time Frame:**

1. This committee shall present its final report to the Board of Directors no later than September 30<sup>th</sup>, 2016.

**Products:**

1. The committee will review and assess the efficacy of current Governance Process #2d and:
  - a. Ensure the evidence presented is appropriate and up-to-date;
  - b. Ensure that the wording of the policy is sound;
  - c. Ensure that the scope of the organization is captured in the policy.

**Authority:**

1. This committee shall issue recommendations and offer alternatives to the Board but has no authority to ratify any changes to policy.

**Composition:**

Membership shall consist of

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