Policies and Procedures Manual

Amended by the BOD, November 2005
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Contents

Introduction

0.1 Application of Manual

This manual has been developed by the Student Association of George Brown College (SAGBC) and applies to all students and staff of the Student Association regardless of position or reporting structure.

0.2 Mission Statement

We are the students of George Brown College committed to supporting each other in the struggle for students' rights, the pursuit of quality education and the provision of services in a safe, equitable and accessible environment.

0.3 Role of the Employee in a Student Association

The key to a successful Student Association is to have employees and students working together with a sincere caring for students' well-being as well as a clear understanding of their respective roles within the organization.

We are a fee-for-service organization. We are dedicated to delivering to all of our members the highest quality service in our field. In addition, we will operate conservatively to keep our fees as affordable as possible. We will ensure that we maximize the delivery of service to students within a balanced budget.

1. Enabling Policy and Procedures

1.1 Context

All motions regarding the adoption, amendment and/or review of policies shall be run according to the following procedures. All members of the Board of Directors must comply with these procedures when making a motion to adopt, amend or review any policy consistent with the Student Association By-laws.

1.2 Policy

a. Any member of the Board of Directors may make motion to adopt, amend and/or review any policy.
b. Policies may be adopted, amended or reviewed consistent with the By-laws at official meetings of the Board of Directors, according to the procedures outlined herein.
c. Policies may only be adopted, amended or deleted from the Policies and Procedures Manual by a 2/3-majority vote at a Board of Directors meeting.
d. The Director of Public Relations shall ensure those copies of the proposed policy or amendment will be distributed to each member of the Board of Directors a minimum of five (5) days prior to the meeting.

e. Copies of the adopted or amended policy will be provided to the Board of Directors and included in the Policies and Procedures Manual.
f. The Policies and Procedures Manual must be reviewed by the Board of Directors annually, prior to August 31st.

1.3 Procedures

a. The proposed policy or amendment must be submitted to the Director of Public Relations for inclusion in the meeting package by the mover a minimum of ten (10) days prior to the Board of Directors meeting.
b. The mover of the proposed policy/amendment must allow the Board of Directors to review the proposal a minimum of five (5) days prior to the Board of Directors meeting.
c. The proposed policy/amendment will be debated and voted upon at a Board of Directors meeting if the above criteria have been met.

2. Board and Committee Policies

2.1 College Committees

i. Context

The Board of Directors will decide upon the appointment of Student Association positions on College Committees. Any delegate will be a representative of the Student Association and must adhere to all relevant Student Association policies and procedures while representing the Student Association on the committee.

ii. Procedures

a. The appointment of any individual to serve on a College Committee must be done at a meeting of the Board of Directors.
b. The delegate will adhere to all Student Association policies and procedures while representing the Student Association.
c. Whenever possible, these positions will be opened to the general membership of the Student Association.
d. Any delegate who does not adhere to Student Association policies may be removed from the committee, as per decisions of the Board of Directors.
e. All delegates must provide reports periodically to the Board of Directors regarding the progress of the College Committee.

2.2 Co-Sponsorship Policy

i. Context

As a student representative body, we are often called upon to provide funds to individuals and organizations that we serve. The Student Association of George Brown College Co-Sponsorship Policy is intended to provide the following:

a. A clear and specific process through which individuals and organizations can apply for funding.
b. Articulated criteria through which funding will be provided.
c. Accountability measures to ensure that student fees are spent responsibly.

ii. Criteria for Co-Sponsorship

Any group or individual applying for co-sponsorship monies must meet all of the following criteria in order to be considered for funds.

a. Applicants should be a recognized George Brown College club, organization, student representative council or full-time student.
b. Applicants must complete written form and submit to the Finance Committee at least two weeks prior to the meeting at which the proposal is to be discussed and no less than three weeks prior to the date that the funds will be required.
c. Groups or individuals applying must provide copies of the applications, a detailed budget including three quotes where available, and a cover letter stating the purpose, intent and their expectations of the Student Association to the Committee Chair person. These can be left at the Student Association office on your campus.
d. Individuals or groups applying for funds may be requested to have a representative at the Committee meeting where their proposal is being discussed to make a brief (2-3 minutes) presentation regarding the group and what is being requested from the Student Association. They should also be available to answer questions from the Committee.
e. The Student Association logo must be prominently displayed on all publicity and marketing, including banners, letters, handouts, etc.
f. Funds will be allocated only to those activities that are in keeping with the Student Association Mission Statement and organizational values.
g. Funds may not be used for alcohol, salaries, or honorariums.

iii. Guidelines for Distribution

a. Funds will be allocated during three donations cycles with 90% of the funding distributed equally during the fall and winter semesters and the remaining 10% reserved for the summer semester.
b. The Finance Committee may decide to allocate all of the funds requested or a portion of the funds requested or allocate funds contingent upon the outcome of the event, for example, if the event meets its fundraising objectives.
c. No individual will be allocated more than $250 in an academic year.
d. No group will be allocated more than $350 in an academic year.
e. No organization will be allocated more than $650 in an academic year.
f. Applications will be accepted and reviewed by the Finance Committee, which will then make decisions on behalf of the Student Association Board of Directors. The Finance Committee will determine who receives co-sponsorship monies and their decisions are final.

g. Applicants that are requesting the use of facilities or services of the Student Association may be required to coordinate activities with other committees of the Student Association such as the Events Committee. Wherever a proposal indicates that services or facilities of the College or the Student Association are going to be used, the proposal must indicate and prove that appropriate approvals have been granted.
h. Following the successful execution of the co-sponsored event, the Student Association must receive a complete financial accounting of monies spent, including appropriate receipts. Individuals or groups that do not prepare a report for the Student Association will not be eligible for future co-sponsorship funding.
i. Any Committee member of the applying group must declare a conflict of interest and refrain from voting on this particular item.

2.3 Meeting Time Policy

i. Context

As student representatives with academic standing to uphold, which includes attending classes early the next morning, we need to create measures that enable us to dispense with Student Association business at Board of Directors meetings at a reasonable hour. We hope that by enacting a policy we will also solve the problem of member's safety when leaving meetings at late hours.

ii. Procedure

a. The chair will conduct a vote after four hours or at 10:00 p.m. to determine if the meeting will continue. The vote is non-debatable and requires a majority vote to carry.
b. If the vote is defeated the chair will adjourn the meeting immediately.
c. If the vote is carried, the Board of Directors will review the remaining agenda items. Agenda items not requiring immediate attention will be tabled.
d. Another vote is required to continue each hour after 10:00 p.m. or after four hours (whichever comes first).

2.4 Partisan Policy

i. Context

a. The Student Association exists as the organizational expression of the local student movement of George Brown College.
b. Our purpose as expressed in our Mission Statement and our policies are to serve the needs and represent the interests of the George Brown College students.
c. Such service and representation includes the presentation of student concerns to government and the higher educational community and spread awareness of issues to other students and to the general public.

d. The Student Association endorses no particular party or person on any level of government and supports no political platform other than that adopted by the members of the Student Association Executive Committee or Board of Directors.
e. The lobbying efforts of the Student Association will focus on those issues that affect the students of George Brown College as well as our Mission Statement and guiding principles. Notwithstanding this focus, we as an association of students within our governmental system and as members of society at large have the right and obligation to discuss and speak out on issues of public concern.

2.5 Programming and Events Guidelines

i. Context

The Student Association will provide a variety of events and programming for students. The Student Association will make every effort to ensure that programming and events meet the diverse needs of the students of George Brown College. Programming and events will be well planned, financially viable and of a high quality.

ii. Programming

The management staff will be responsible for regular programming of orientation, the Bar and Lounge and the Life Works Program with feedback and support from the Executive and Board of Directors.

a. Separate budgets will be allocated for programming for orientation, and Life Works.
b. Management staff may be assisted from time-to-time by students and/or summer staff.

iii. Events

a. The Publication, Events, Orientation and Student Life Committee will be responsible for the planning & budgeting Student Association events.
b. Events will be organized and designated as Gold, Silver and Bronze.
c. Gold Event is an event that occurs not more than once per year. Gold events will be organized at one campus and will be made available to students from all campuses.
d. Silver Events are events that may occur not more than once per semester. Silver events will normally be organized at one or more campuses and will be made available to all campuses.
e. Bronze Events are events that may occur from time-to-time at the discretion of the Executive members in conjunction with the Student Life Committee. Bronze events will be for a specific campus and will be the responsibility of the individual Executive member. It will include at least one student forum per campus per year.

f. Planning for first semester events will be concluded not later than July 31st each year.
g. Planning for second semester events will be concluded not later than October 31st each year.
h. In order to ensure proper planning and promotion, planned events will only be postponed or changed under extreme circumstances, and new events will only be added with the approval of the Publication, Events, Orientation and Student Life Committee.
i. All events must accompany a detailed budget that includes all costs including but not limited to staffing costs, contracts, security, cleaning, set up/tear down, rentals, equipment and supplies.
j. The Director of Student Life and Campus Relations will be responsible to coordinate advertising for events that are planned in accordance with the aforementioned deadlines and will assist with promotion of other events that are planned at least one month in advance wherever possible.
k. The Director of Student Life and Campus Relations will be responsible for all bookings, contract recommendation and staffing scheduling for events.
l. Events staff will report to and be supported by the Director of Student Life and Campus Relations. The Manager, Equity & Campus Services will support the Director of Student Life and Campus Relations with Human Resource issues.
m. Events will not be planned where Events staff and Executive members are not available to work the event.
n. The Publication, Events, Orientation and Student Life Committee and Executive members will use the planning form for every event and will follow policies and procedures for room bookings, etc.
o. Events will not normally take place during the Bar hours and must be compatible with the regular purpose and uses of the Student Lounge at all times.
p. An events calendar will be produced and all additions or deletions to events must be included on the calendar.

3. Chartered Organization and Student Representative Council Policies

3.1 Student Representative Council Guidelines

i. Context

In past years, the Student Association of George Brown College has been responsible for allocating funds to the various Student Representative Councils. Recognizing that we cannot offer a mission to each of the Councils, we offer, as an alternative, a mandate, which must be followed to receive Student Association funding and services.

The following policy will outline further minimum requirements, to which a Student Representative Council must adhere, in order to receive funding and services from the Student Association.

ii. Mandate

To support academic life by providing for effective communication between the students and their academic programs divisions or sections.

iii. Responsibilities

a. Along with adhering to this mandate, Student Representative Councils must have and adhere to their own constitutions.
b. The constitution document should include the name of the Student Representative Council, a mission statement, organizational roles, organizational by-laws, policies and procedures.
c. Councils must submit a monthly financial report to the Student Association via the Finance and Operations Committee.
d. Councils must provide a phone list of Executive members and at least one summer contact number.
e. Councils must elect a member to the Student Association Board of Directors according to Student Association election policy and to their respective campus committee.
f. Student Representative Councils must provide a detailed budget to the Student Association prior to receiving the funds for the year.
g. The budget must be broken down by month and by event with specific cost details.
h. Each Council must be available to their students to facilitate open communication (i.e., voicemail, office hours, mailbox, email).
i. Councils will ensure that the Student Association is apprised of relevant student issues through their campus committee or campus vice president.
j. Individual Student Representative Councils will be accountable to the students of George Brown College regarding the dispensation of funds, policies and procedures, programs and events.
k. All Student Representative Councils must have both a President and a Treasurer.
l. Councils must follow George Brown College policies and procedures. Similarly, they must adhere to the Canadian Charter of Rights and Freedoms and not discriminate according to race, ethnicity, gender, sexual orientation, age or religion, and the George Brown College Code of Conduct.

iv. Rights

a. Councils will be provided with a mailbox that is located in the Student Association's office at their respective campuses.
b. Councils will be provided with a single voice mailbox for the use of the executive.
c. Student Representative Councils will be allowed to use the Student Association van in accordance with the Student Association van policy.
d. Councils will be provided with the use of Student Association lounges, boardroom and quiet room provided it is booked out in the appropriate manner following Room Booking Policy.
e. Councils will be provided with their funds as outlined in the following section.

f. Councils will be provided with the support of the Student Association for their endeavours.

v. Fund Distribution

a. At the beginning of the school year, the Student Representative Council (SRCs) funds will be deposited into their respective bank accounts. Upon completion and approval of their budgets, a sum of $1,000 will be provided in cash from the bank account as start-up money. The balance of the money will remain in the account.
b. When SRCs need access to their accounts, they are required to obtain a cheque with the signature of their President and Treasurer, along with a signature from a designated signee of the Student Association.
c. SRCs must follow Student Association financial policies and cheque request guidelines.

4. Departmental Policies

4.1 Food Bank

The campus food bank is an emergency food assistance program run by the Student Association for current students of George Brown College. It offers students immediate access to food when they experience lack of finances due to a number of reasons such as rising living costs and tuition fees. The food bank is a member agency of the *Daily Bread Food Bank*, its major supplier of food that is distributed to students. There is no fee to register for the service.

Registration: Students are asked to read and retain a copy of this policy and fill-out a registration form. Proof of current enrolment and student identification is required. If a student is living with and financially supporting other household members, the student can add his/her children and up to one more adult. To do so, proof of residence and identification is required (see form). Personal information collected is kept confidential. Only statistical type of information is reported. To avoid delays, provide complete information and supporting documents. Students should register at the campus location most convenient for them to visit, as they will only be able to access the one chosen.

Renewal: Each new semester, a new timetable needs to be shown to continue with the service. Students may also be asked to re-register at the start of each new academic year (September).

Supply: Food available includes non-perishables, perishables and from time to time and fresh produce. Some household products may also be distributed. The amount and variety of items distributed to each student will always depend on current supply and demand. Items picked up should be double checked by the student for quality and dates as majority of items are donations received. For concerns, please consult with staff. **Using the food bank to pick up only one or two snack items is strongly discouraged**. The food bank is to be treated as an emergency food service and is meant for those students who struggle financially. It will aim to provide at least 2-3 days of supply.

If a student finds that the amount of food received is not sufficient for the total household needs or dietary needs, referrals to other food bank locations are available by talking to staff. Priority of distribution will be students and their immediate dependants (children and up to one more adult).

<u>Visiting</u>: Students are asked to plan their visit in advance for their convenience: bring own bags to carry food, arrange own transportation and place of storage. Bags cannot be stored in the office or in lockers that have not been registered.

Students will be served following a daily sign-in process. Consult with staff for specific sign-in instructions and operating hours which can vary from time to time due to volunteer and staff availability. Only the student or the designated adult member included will be allowed to make the visit. Students can only sign-in for themselves and not for any other student. **Once signed in, students must be present when their turn is called. If the turn is missed, it could result in longer wait times especially during busy days.** Students will be assisted in the food bank one at a time.

<u>Student and Staff Relationship</u>: It is the food bank's mission to deliver its services within an environment that is accessible, fair and helpful to students. Students are encouraged to approach the staff with their concerns who in turn will provide them with appropriate support and referral. The staff will do their best to assist each student in the food bank and will give reasonable time for each student to pick up their food items. Line-ups or long wait-times may occur often and students are asked to be patient and respectful towards the staff, volunteers and other students.

<u>Service Changes</u>: The Student Association will from time to time make service improvements and revisions to what has been outlined. Important changes will be disclosed to registered food bank users. Students are expected to understand and follow the terms of use outlined to ensure efficient flow of service for everyone. Disregarding the terms expressed herein may result in a review and possible cancellation of the registration. For any concerns, please consult with a food bank staff member 416-415-5000 ext 2845 (SJ) or 416-415-5000 ext 6314 (CL).

REFERRAL INFORMATION

<u>Local Food Banks</u>:

Students also have the option to access community run food banks in their local areas. These other locations will operate differently and request different information. When choosing a food bank, call in advance and ask questions:

- What are the eligibility criteria? (e.g., financial eligibility, area served)
- What do you need to bring with you? (e.g., proof of identification, proof of address, proof of income or other)
- What are their hours and days of operation?
- What can you expect on your visit and what will you be able to get?

Two sources of food bank referral information:

1. ***Daily Bread Food Bank (DBFB)***

   Start by calling this organization that provides food to more than 160 community-based agencies across the GTA (one of which is the Student Association campus food bank). Call 416-203-0050 to get a referral to the neighbourhood food bank agency that is closest to where you live or which is most suitable to your specific needs. The DBFB can also offer referrals and information on other programs and income supports. Visit them online at www.dailybread.ca.

2. ***211 Community Connection:*** This service offers a free listing and multi-lingual referral service available 24 hours a day, seven days week. Anyone can inquire and receive referrals to various community, social, health and government services in Toronto. They also have an extensive list of food banks in the Greater Toronto Area.
   - Visit www.211toronto.ca and type 'food banks' in the website's search box. You will be shown a list of food banks. To narrow your choices, you can sort the list by location to find the nearest one to you.
   - Dial "211" or 416-397-INFO and speak directly to a referral agent.

Other useful George Brown College resources available on campus:

1. ***Financial Assistance Office:*** Visit this office to find out about opportunities to apply for a bursary, a scholarship, OSAP, work-study, student assistance fund or student emergency loan. (St. James Student Service Centre, Casa Loma Room C308)
2. ***Counseling & Career Coaching Office:*** Visit this office to speak to a counselor to obtain help and confidential support in dealing with a personal or academic problem. (St. James Room 582C, Casa Loma Room C317)
3. ***Career Services:*** Visit this office to obtain help with fixing a resume and in preparing you for a job interview. Also ask about off campus and on campus job opportunities that are usually posted. (Casa Loma Room C317)
4. ***Student Association:*** Visit this office to find out about the range of services offered to students including free advice from a legal counsel. Volunteer and part-time on campus job opportunities are also available. (St. James Room 147, Casa Loma Room E130)

Information on Nutrition & Health:

1. ***Eating Well With Canada's Food Guide & Physical Activity Guide to Healthy Active Living (Health Canada)*** Website resource: http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php
2. ***Student Health Benefits Office:*** Full-time students are covered by the Student Health Insurance Plan. Visit the office to confirm if you are covered and how you can utilize your plan to get discounts on medical fees and stay healthier. (St. James Room 147, Casa Loma Room E130)

4.2 Publications and Media

Context:

The website of the Student Association of George Brown College is a shared responsibility between the IT and Publications and Media departments. Coordinators, Board members (including constituency representatives and executives) and full-time staff in a management position may submit content to be uploaded to the website. The Source is the Student Association of George Brown College's handbook and day planner for full-time students. There is a Source committee to oversee its progress. The Dialog is the student newspaper. An SA newsletter is in the development stages. The Annual General Meeting occurs once a year in March.

Website:

All copy to be uploaded must be submitted by Friday at 4 p.m., via the request form on the website. Editing will take place on Monday and Tuesday and will be uploaded on Wednesday. Content to be filed under featured is at the website committee's discretion.

Graphic Design:

All requests for graphic design must be done using the request form on the website. Turnaround time is up to 10 business days. Outside clients may use the services of the Student Association of George Brown College's graphic designer, should the product they request be advertised in SA media. Rates for design for outside sources are to be determined by the sales coordinator. Priority is given to Student Association graphic work requests.

Editing:

Documents requiring editing and/or proofreading must be submitted via the request form on the website. Turnaround time is between one and three business days. All public copy must be read and approved by the publications coordinator before it is posted on the website or sent to print.

Photography and Video:

A request for a photographer or videographer must be made using the request form on the website. It is not possible to request a photographer or videographer by name; a member of the Publications and Media department will be assigned, depending on availability. Editing of the video will be done by the graphic design coordinator. Turnaround time varies from 20 minutes for basic editing (example: elections videos) to 10 days for longer projects with special effects (example: boat cruise videos). Please specify whether the photos/videos are to be uploaded to the website.

The Dialog:

Requests for coverage are to be made at least five business days in advance via the request form on the website. The publications coordinator may suggest alternatives to coverage, such as advertising. Coverage will be featured in the next issue of The Dialog. There is no cost to the department to advertise in The Dialog. Should the elections committee choose, a supplemental all candidates only issue of The Dialog may be printed for the fall by-election and the winter/spring election.

The Source:

Coordinators and executives are to submit their content no later than the last business day of April. Failure to submit on time may range from last year's information being used to omission from The Source. The deadline to request graphic design content is the last working day of May. There is no cost to the department to advertise in The Source. The Source will be sent to the printer by the first week of June. The final order will be sent to the printer the first week of July.

SA Newsletter:

Content is to be generated by Student Association of George Brown College staff and Board of Director members. Material should be submitted to the publications coordinator. The newsletter will be made available once a month.

AGM reports:

The deadline for executives and coordinators to submit annual general meeting (AGM) reports is the last business day in February. Failure to follow deadline will result in omission from the AGM report.

5. Operational Policy

5.1 Barbecue Rental Policy

i. Context

The Student Association of George Brown College owns propane barbeques for their own purposes and uses. The Student Association will rent these barbeques to clubs, chartered organizations, college departments, and groups or organizations provided that the bookings do not interfere with its operations and are consistent with its mandate.

This service will be operated on a revenue-generating basis for community groups and college departments and will be operated on a cost-recovery basis for clubs and chartered organizations. Barbeque rental charges will be developed by the Finance and Operations Committee.

ii. Procedures

a. The Rental of the Student Association barbeques is subject to the terms and conditions specified on the "Barbeque Rental Agreement."

b. Requests must be made three weeks in advance of the rental. The “Barbeque Rental Form and Rental Agreement” must be completed in full and submitted to the Student Association head office.
c. Once the completed “Barbeque Rental Form and Rental Agreement” have been received, they will be forwarded to the Facilities Coordinator for approval.
d. Once the request has been approved, it will be entered into the “Barbeque Bookings Binder” and the Facilities Coordinator will inform the interested party if the barbeque is available.

iii. Billing and Enforcement

a. The Facilities Coordinator will submit all billing information to the Director of Finance and Operations, and the individual group or department will be invoiced.
b. All groups will be billed according to the fee schedule within the “Barbeque Rental Form.”
c. The Facilities Coordinator will ensure that all of the terms and conditions of the rental agreement are adhered to.
d. The Facilities Coordinator will inform groups or departments in writing if they are in violation of the terms and conditions and what action will be taken.
e. Appeals of any decision can only be made to the Executive Director. Appeals must be in writing and submitted to the Executive Director within five business days.

5.2 Finance and Operations Committee

i. Context

The computers owned by the Student Association of George Brown College are to be for Student Association business by full and part-time staff, Executives, Board of Directors and volunteers.

ii. Procedure

a. The computers of the Student Association are to be used by the Board of Directors, Executives, volunteers, full and part-time staff. Chartered Organization representative and Student Representative Council members may use the facilities subject to availability for CO/SRC work.
b. All Board of Directors, Executives, volunteers, full and part-time staff members are to use designated computers only. Where the individual requires another computer, the primary user’s permission must be obtained.
c. The Executive Committee and full-time staff can access the Student Association computers for personal use provided that Student Association business takes precedence.
d. All disks used in the Student Association offices must be checked for viruses immediately each time they are inserted into a Student Association computer.

e. Any files that are to be downloaded must be scanned for viruses prior to being downloaded.
f. To ensure that the Student Association computers run as effectively as possible, it is encouraged that documents are saved on the SA network server where appropriate.
g. The use of Internet must adhere to the College's policy on Internet use.
h. Any abuse of the computers (excessive printing, damage to the hardware or software, etc.) may result in the loss of privileges as seen fit by the Executive Director.
i. Any problems with a Student Association computer should immediately be reported to the IT Coordinator.

5.3 Health Plan Policy

i. Context

The Student Association offers a Health Plan through an independent broker/agent of record to provide Health and Dental benefits to Student Association fee-paying members of George Brown College.

The Student Association sees the Health Plan as an essential service to ensure that all members have equal access to Health and Dental benefits and to ensure that health problems do not interfere with academic pursuits.

ii. Policy

a. The allocation of monies from the Health Plan reserve fund requires a 2/3-majority vote of the Board of Directors.
b. The use of the reserve fund monies must meet the following criteria:
    1) Offset costs of premium increases to members
    2) Increase benefits provided to students
    3) Decrease in membership premium costs
    4) Improvements to the delivery of the Health Plan services
    5) Research, Surveys and/or Outreach to members
c. The Reserve Fund remains an asset of the Student Association of George Brown College upon termination of the Health Plan. Any reserve fund balance as of the termination date shall be reallocated by a 2/3-majority vote of the SA Board of Directors.

5.4 Photocopier Policy

i. Context

Access to the Student Association photocopiers is limited to the Executive, Board of Directors, volunteers, Chartered Organizations, Student Representative Councils, Student Association full and part-time staff for the business of the Student Association.

ii. Policy

The photocopiers of the Student Association are to be used for Student Association related business by the Executive, Board of Directors, volunteers, Chartered Organizations, Student Representative Councils, full and part-time staff only.

iii. Procedure

a. Chartered Organizations and Student Representative Council photocopying must be limited to the maximum allowed, according to the CO and SRC packages.
b. Any problems with the photocopier should be reported immediately to the Member Services staff.
c. Excessive photocopying or other abuse of the photocopying privileges will result in the loss of privileges, as seen fit by the Senior Coordinator, Member Services in conjunction with the Executive Director.

5.5 Posting Policy

i. Context

All posted documents on College-wide Student Association Bulletin Boards shall conform to the criteria outlined by campus operations and the following procedures.

ii. Policy

1) Only postings approved and stamped by the Student Association may be posted on Student Association Bulletin Boards.
2) The approval may only be granted by a Student Association Management or other Student Association member designated by Student Association Management.
3) Any posting must abide by Student Association mission, policies and standing resolutions.
4) Approved postings are to be posted on assigned Student Association Boards only, one flyer per board. (Refer to Student Association Bulletin Boards List for each Campus.)
5) Signs are preferred to be 8 ½ by 11 inches.
6) Campus Directors are required to develop a procedure for monitoring the Bulletin Boards at their respective campuses a minimum of once a year.

iii. Internal Guidelines

In the case of any promotion / advertising of any event put on by a club, group, faculty, staff, or student the following Internal Guidelines are in place in addition to the foregoing procedures.

1) Student Association Postings

All Student Association related events or information must have a Student Association logo on the flyer. Flyers must be approved by Student Association Management.

2) Co-Sponsored Events

All co-sponsored events must include “Co-sponsored by the Student Association” and Student Association logo. Co-sponsored events must be reviewed by the Publication, Events, Orientation and Student Life Committee and approved by the Student Association Board of Directors so that information pertaining to them may be posted on Student Association Bulletin Boards.

3) Chartered Organizations

Clubs and Student Representative Councils must obtain Student Association stamp of approval if placing their posters on Student Association Bulletin Boards. Information must be related to matters pertaining to the Club or Student Representative such as event or meeting dates.

4) Individual Students

Students can get Student Association stamp of approval for postings at the Student Association offices by providing their student ID card. Information must be considered to be in the interest of the individual, such as sale of books and other school materials. Information must not promote the continual sale of goods and services belonging to outside companies that will result in financial benefit to the seller. Rentals of apartments must be referred to the College’s Housing Department and may not be posted.

5) College Departments

College staff members can get Student Association stamp of approval at the Student Association offices by providing a copy of the flyer to the Senior Coordinator, Member Services. The information must benefit the student body as a whole.

iv. External Guidelines

In the case of any promotion / advertising of any event put on by a For-Profit Business / Organization working outside the College Community, the following External Guidelines are in place in addition to the foregoing procedures.

1) External For-Profit

An external For-Profit organization may obtain Student Association approval for postings that will benefit the greater community. If any company wishes to post advertising on the Student Association Bulletin Boards, the organization is required to take out advertising in the monthly newspaper – the Dialog. Their advertising on the Bulletin Boards will only be permitted during the run of the company's advertising in the Dialog.

2) External Charity / Not-For-Profit

An external charity / Not-For-Profit organization may obtain Student Association approval for postings, which may promote an activity, idea, or event that will not benefit the organization in a direct way. This information needs to be approved by the Senior Coordinator, Member Services.

3) Vendor Posting

Vendors may obtain Student Association approval of postings that will promote products being sold on the dates scheduled for vending. Vendors may post two weeks in advance of booking date/s. This information needs to be approved by the General Manger.

5.6 Room Booking Policy

i. Context

The Student Association of George Brown College owns and operates space at all four campuses. The Student Association will rent space to clubs, chartered organizations, college departments, and groups or organizations provided that the bookings do not interfere with its operations and are consistent with its mandate.

This service will be operated on a revenue neutral basis for clubs and chartered organizations. Room charges will be developed by the Facilities Coordinator, in conjunction with the Finance and Operations Committee.

ii. Procedures

a. The rental of the Student Association space is subject to the terms and conditions specified on the "Room Rental Agreement."
b. Requests must be made three weeks in advance of the rental. The "Room Booking Form and Rental Agreement" must be completed in full and submitted to the Student Association head office.
c. Once the completed "Room Rental Agreement" has been received by the Member Services staff member, a tentative booking will be marked in the "Room Bookings Binder."
d. The completed "Room Booking Form and Rental Agreement" must be submitted to the Facilities Coordinator for approval.
e. Once the request has been approved, it will be returned to the "Room Bookings Binder," and the Facilities Coordinator will inform the interested party if the room is available.

f. The Quiet Lounge may only be booked during the regular Student Lounge hours Monday through Thursday 9:00 am until 8:00 pm and Fridays 9:00 am until 12 pm. (Booking fees apply for any other time).
g. The Board Room may only be booked during the regular office hours Monday through Thursday 8:30 am until 4:30 pm and Fridays 8:30 am until 12 pm. (Except for Student Association meetings.)
h. The Student Lounge may be booked during the following times:
    - After 6 p.m. Monday through Thursday when school is in session (the St. James lounge cannot be booked during Wednesday pub nights). Set-up cannot start before 5 p.m. Monday through Thursday
    - After 3 p.m. on Fridays
    - Whenever school is not in session
    - Weekends

iii. Billing and Enforcement

a. The Facilities Coordinator will submit all billing information to the Director of Finance and Operations, and the individual group or department will be invoiced.
b. All groups will be billed according to the fee schedule attached to the "Room Rental Agreement."
c. The Facilities Coordinator will ensure that all of the terms and conditions of the rental agreement are adhered to.
d. The Facilities Coordinator will inform groups or departments in writing if they are in violation of the terms and conditions and what action will be taken.
e. Appeals of any decision can only be made to the Executive Director. Appeals must be in writing and submitted to the Executive Director within five business days.
f. Groups will be billed according to the Room of Rental Fees schedule.

5.7 Vendor Policy

i. Context

The purpose is to provide George Brown College students with the opportunity to purchase quality goods and/or services from external organizations (vendors) within our College community.

ii. Scope

This policy covers all vendor activities at the St. James, Casa Loma, and Hospitality campuses in areas that have been approved by George Brown College and the Student Association during normal operating hours of 8:30 a.m. to 4:30 p.m. Monday to Friday.

It is not intended to include special events such as fairs and shows that are organized by various departments. It is also not intended to include events held by full-time students in association with their college program or Student Association sanctioned clubs or events hosted by educational organizations that promote awareness that is conducive to the College and its policies.

iii. Mandatory Requirements

a. All applications from vendors are tentative until the Student Association has authorized them. In addition, the Student Association reserves the right to deny access to any vendor at any time.
b. All vendors must report to the Student Association office and pay all vending fees before commencing set-up of display. Approved vendors will be assigned a designated spot to market their services or sell their products.
c. The Student Association has the right, in its absolute discretion, to prohibit promotion or sale of any good or service on any basis, including:
    - Goods that violate federal, provincial, municipal, or college standards and/or policies.
    - Goods appearing to be defective or of poor quality.
    - Clothing or any other goods bearing the insignia, crest, seal or name of George Brown College or the Student Association.
    - Goods that could be considered discriminatory or malign individuals based on religion, sex, race, gender identity, sexual orientation, etc.
d. The following vendors will not be permitted to rent vendor space:
    - Organizations whose practices contravene the Ontario Harassment and Discrimination Policy.
    - Vendors who market housing, employment, or pyramid marketing schemes.
    - Food services.
    - Vendors/organizations selling imitation/fake products.
e. The vendor must agree to grant a refund to purchasers for or replace any defective merchandise sold while a vendor is at the Student Association vending site.
f. Vendors are not permitted to compile information for the purposes of selling or distributing a mailing list of student's names.
g. Flyer distribution on any campus is strictly prohibited.
h. The Student Association is unable to provide storage of any kind.

iv. Procedures

a. All vendors must complete a vendor application. The completed application must be forwarded to the Student Association to the attention of the Sales Coordinator. Vendor applications must be received no less than ten (10) business days before the date requested.
b. A Vendor Confirmation Form will be forwarded to the vendor within three (3) business days of receipt of application. This will outline the conditions under which a vendor may offer its products and/or services on campus. Once signed, it must be returned to the Sales Coordinator with full payment.
c. All vendors will be issued a location permit by the Student Association once on campus and must have this permit visible at all times.

v. Scope

Student Association sponsored Clubs/SRCs/Organizations each receive two (2) free vendor bookings, one per semester. Additional bookings will be considered based solely on space availability and is on a first-come, first-served basis (no pre-booking available).

vi. Vendor Responsibilities

a. Vendors must report to the Student Association office to receive their location permits at the beginning of their booking.
b. When on campus, all vendors must conduct themselves in a professional manner. No vendor shall annoy or harass anyone while on campus or cause a nuisance of any kind.
c. Vendors are responsible for their actions (including all property damages) <u>and</u> those of any guests/employees they bring on campus.
d. George Brown College and the Student Association <u>do not</u> assume any responsibility for vendor's belongings.
e. Vendors may post materials in accordance with the College and Student Association posting policy.
f. Vendors are required to return their designated area to its original state of cleanliness at the end of each day.
g. Vendors may <u>not</u> bring any hazardous products on campus.
h. All displays must be set up in designated areas. Vendors must ensure that displays are safe, do not cause fire or safety violations and must not obstruct hallways or common areas.
i. Approved location permits must be prominently displayed while vendor is on campus.
j. Please note that permission to be on campus may be revoked at any time as deemed necessary by the Student Association Sales Coordinator and/or SA Management.
k. Once a Vendor Confirmation Form is sent to the vendor and receipt is confirmed, the Student Association considers the booking firm.
l. No refunds will be allowed for cancellations.

6. Administration Policies

6.1 Authority for Hiring

i. Context

Although every hiring process must first be approved by the Board of Directors, responsibility for the hiring, separation and assignment of duties and functions of all full-time employees rests with the respective Managers of the Student Association.

Responsibility for the hiring of the Executive Director rests with the Board of Directors of the Student Association.

ii. Procedures

Recruitment and Selection

Vacant or newly created full-time positions will be advertised both internally and externally for a period of ten (10) days. The Student Association will make every effort to fill each position with the best possible candidate. Consideration will be given to qualified existing internal employees when filling positions so long as the qualifications and experience are considered to be equivalent to that of an external candidate.

A temporarily vacant full time position will be filled by an applicant who is not a student and in accordance with the preceding policies. Student leaders will not fill vacant full-time positions under any circumstances.

In order to ensure transparency, a hiring committee shall be involved in the screening, interviewing and selection of all new hires. Such committee will be made up of the Executive Director, one representative of the Board of Directors, one member of the Executive Committee and the departmental Senior Coordinator.

Prior to any verbal or written offer of employment being made to a candidate, the Student Association Internal Affairs Committee must approve the terms of employment only after the Committee has been provided with a complete report on the hiring process, final candidates and the merits of the proposed candidate.

No member of the Student Association Board of Directors or Executive Committee may apply for, or be considered for, full or part time employment with the Student Association for a period of one (1) year following the end of their term in office for which they were elected (excluding hired part time student positions). This shall allow for an appropriate 'cooling off' period to support the integrity of the Student Association so as to eliminate any real or perceived conflict of interest challenges.

International hires

As per the hiring process noted within the staff Human Resources manual, the Student Association may consider an international candidate as the most suitable person for the vacancy. Under no circumstances will the Student Association employ more than two (2) individuals at any one time who do not already hold valid permanent Canadian work permits.

In the event that the Student Association elects to sponsor an international employee under the terms of a student or other temporary work visa as issued through the Canadian Government, the Student Association is under no obligation (implied or otherwise) to financially support the employee for any legal or administrative costs associated with their personal immigration applications.

Consideration of any financial assistance for work visas or permits by the Student Association rests solely with the Board of Directors. In the event that the Board of Directors does agree to financially sponsor an international student's employment application, the Student Association shall not pay more than one half of the associated legal or administrative costs.

The Student Association reserves the right to request proof of employment status for all employees of the organization, which will be placed in the employee's personnel file.

Probation

All new full-time or part-time employees will serve a three-month probationary period, at the end of which a performance appraisal will be undertaken. As a result of the performance appraisal, a probationary employee will be: a) appointed as a permanent employee, b) terminated; or c) continued for an additional three-month probationary period.

Employees hired on a time limited contract shall under normal circumstances leave their position at the end of the contract. In the event that there is additional work to be completed, the employee will either have the contract renewed for a specified period of time, or be offered permanent employment.

Employees who are dismissed during their probationary period do not have the right to appeal their dismissal to the Student Association Executive Committee, the Board of Directors or elsewhere.

The Student Association may impose additional probationary requirements at the discretion of the Manager(s), or may offer a defined term contract prior to hiring an individual as permanent full-time staff.

The probationary period provides the employee with an opportunity to become acquainted with assigned duties and the Student Association environment and permits the Student Association the opportunity to determine the employee's suitability to the position.

6.2 Conference, Seminar, Workshop Requests

i. Context

It is the practice of the Student Association to promote professional growth of its staff through attendance at workshops, seminars and conferences.

Budgets for conferences and workshops are approved annually by the Board of Directors as part of the total Student Association budget. Each department has access to this budget line item to send staff to external conferences for professional development. However due to a number of issues such as fees, travel and priorities, the Student Association is not able to support every request for external training.

ii. **Procedures**

Full time Staff: All full time staff who wish to attend a conference, seminar or workshop must receive written permission in advance of registration for the event. The Senior Coordinator shall then seek written approval from the SA managers to ensure that there is sufficient budget available for the event, based on the number of requests received through that particular department.

At no time shall a staff member register or commit for any external conference, seminar or workshop without first obtaining written permission to do so from the SA manager(s).

SA Student Leaders: The same protocol shall apply to all SA Student Leaders, who must receive written approval from the Director of Internal Affairs in advance of registration or commitment to attend any conference, seminar or workshop.

iii. **General**

a. The Student Association shall fund attendance at conferences only where there is a reasonable expectation that genuine benefit shall accrue to the individual's professional development or more broadly to the GBC student population.
b. Attendance at conferences shall require written approval by the appropriate Senior Coordinator at least two weeks prior to the conference start date.
c. Conference attendance shall normally be limited to one (1) person per conference unless the conference demonstrates a genuine benefit to more than one position or has multiple sessions running concurrently that prove beneficial to one or more positions.

iv. **Expenses**

a. The conference proposal shall include a full listing of all anticipated expenses including registration, transportation, accommodation, food and any officially scheduled recreational activities.
b. The attendee shall be expected to find the most affordable travel and accommodation option that does not limit or otherwise negatively impact the benefits associated with the conference.
c. Food costs, within reasonable limits, shall be entirely covered by the Student Association.
d. Unscheduled recreational activities and any associated costs shall not be funded by the Student Association.
e. All receipts, particularly for food, shall be submitted to the appropriate Senior Coordinator along with any requests for eligible expense reimbursement.

i. Reporting

The attendee shall submit a written report, normally within two weeks of their return. The report shall consist of the following:

a. A summary of the conference sessions, themes and activities.
b. A description of any new ideas or different practices relevant for the improvement of existing Student Association programming and services.
c. Any literature or written materials / reports made available at the conference.
d. An assessment of how informative or useful the conference was and a recommendation as to whether future attendance by the Student Association is warranted.

6.3 Board of Directors and Staff Relations

i. Context

The Student Association encourages strong working relations between full time staff and Board members. It should be understood that under the terms of this relationship that there are certain expectations and boundaries that must be acknowledged and adhered to by all parties.

ii. Procedures

a. The purpose of the Board of Directors is to:
    i. Represent the interests of the students of George Brown College
    ii. Determine the purpose and benefits that the Student Association will provide to the George Brown community
    iii. Monitor the operations to ensure that the established policies are being complied with and that the approved mandate is being met
b. The SA Board of Directors shall meet regularly to discuss and review:
    i. Matters presented through committee meetings
    ii. Changes or updates to SA governance policies
    iii. Budget and financial monitoring and approvals
    iv. Other urgent matters that may arise from time to time
c. The Board's sole official connection to the full time staff of the Student Association regarding their performance, achievements and conduct will be through the Executive Director of the SA.
d. The Executive Director is the Board's only link to operational achievements and conduct, so that all authority and accountability of staff is considered within the duties of the Executive Director. Additionally, the Board will not provide supervision or give instructions to staff who report directly or indirectly to the Executive Director. In turn the staff of the Student Association will not involve members of the Board or other staff members in matters of duty, performance, or other similar matters of business that would otherwise fall under the responsibility of the Executive Director.

e. As long as the Executive Director uses any reasonable interpretation of the policies as approved by the Board, the Executive Director is authorized to make all decisions, take all actions, establish all practices and develop all activities as may be required, in support of the operations of the Student Association.

6.4 Academic Appeals Program

i. Overview

The Appeals Program provides students with support and advice for academic appeals and assistance with resolving student issues. Part time staff are expected to provide administrative support to the Director of Education and Equity as well as manage academic appeals cases as required.

The appeals staff has a mediating role in the appeals process. The main responsibility of the appeals support staff is to guide students through the policies, explain their rights and responsibilities, and clarify the academic appeals process.

Any inquiries to the SA member services regarding appeals should be forwarded to the Director of Education and Equity or the part time appeals staff. In the event that there is not someone from this department immediately available to provide assistance, the person inquiring should be given the appeals hotline number and email address (www.appeals@georgebrown.ca) to request an appointment, after which they will be contacted within one business day.

ii. Role of Student Association Part Time Student Staff

Duties:

a. Appeals staff are required to learn the academic appeals process, and know how to explain these procedures to students.
b. Part time staff will normally be the first point of contact for students seeking information regarding academic issues. This contact most often is made through e-mail or telephone, although there may be the occasional student who requires immediate attention as a 'walk in' to the GBSA offices.
c. Every contact / interaction with students <u>must</u> be documented in writing as part of the file for that student. A new file must be created for every student who contacts the SA for academic appeals assistance regardless of the issue or apparent relative merits of their case.
d. Staff must check the appeals hotline daily, record messages into the database and get back to students on their inquiries within one business day
e. Check appeals email account daily, get back to students accordingly
f. At the end of each week staff is expected to write a brief report including; meetings, current projects, upcoming projects and daily tasks
g. The level of the part time staff's involvement varies depending on the case:
    i. If a student does decide to go through with the appeals committee review, then the part time staff are responsible for making

recommendations/grammatical corrections to the student's presentation.
   ii. The staff can also attended any meetings as moral support, take notes etc. if requested by the student to do so
   iii. If a student does not feel comfortable contacting their professor or another college staff member then the appeals staff can contact them on behalf of the student.

h. The part time staff may act as the student advisors on the Appeals Committee, if they have been the primary advocate for the student and helped them in preparation of their hearing.

Administration:

a. All staff must read and be familiar with and adhere to the Student Employment Human Resources manual as approved by the SA Board of Directors.
b. The Appeals staff is responsible for familiarizing themselves with the college's policies, particularly but not limited to the Academic Policies, including:
   i. The Appeals Committee Review
   ii. Reassessment of Work
   iii. Appeals for Late Withdrawal
   iv. Medical Declaration
c. Know the college's academic structure, programs' policies, and contacts
d. After any meeting with a member of the college you are expected to write a brief report of your discussion.
e. All communication should be done in email correspondence to keep a record on file.
f. The Student Association computers are to be used only for work that is directly related to appeals.

Expectations:

a. The staff is expected to practice confidentiality for all the cases they attend. Information on student's issues can be shared and discussed with the Manager Equity & Campus Services, Senior Coordinator, Equity & Advocacy and the VP of Academic Issues only. Faculty can be contacted on behalf of students if so requested by them.
b. The appeals staff is expected to document every interaction they have with students and faculty members when handling a case. Written documentation is an essential part of the program, this habit should be stressed to the students as well.
c. The appeals staff is expected to document and cc: the Senior Coordinator, Equity & Advocacy on every interaction they have with students and faculty members while handling a case. Written documentation is an essential part of the program, this habit should be stressed to the students as well.
d. All e-mail and voicemail communications must be responded to by your next scheduled shift.

e. Part time staff must sign in at the beginning of their shift, and sign out when they leave. The sign-in binders can be found at the St. James Appeals Office or at the Casa Loma Life Works Office with the *Team Lead.* **Failure to do so may result in you not being paid for that shift.**
f. You are responsible for informing the *Front Office Member Services Staff* or *Life Works Coordinator* of any appointments you are expecting during the day. You are also expected to inform staff if you are stepping out if attending an appeals matter.

Role of the Student:

a. The appeals staff should stress to the students the importance of knowing the college's policies and procedures, the course outline and their program's academic expectations.
b. Once informed of the policies and procedures affecting their issue, the student is required to be forthcoming and detailed with information that may affect their ability to file an appeal.

iii. Role of Student Association Full Time Staff

a. Issues of discrimination and harassment are to be forwarded to the George Brown College Human Rights office for follow up.
b. The Senior Coordinator, Equity & Advocacy is required to be up to date with every current case file regardless if that file is being handled by a part time staff person.
c. Provides guidance, training and oversight to all part time appeals staff.
d. Meet with students to address their academic concerns when required, explain the academic appeals procedure, provide advice on steps to follow, accompany students to meetings with faculty if necessary.
e. After establishing contact with the student, their case is assessed and proper advice is given on the next steps to follow as per the College's policies regarding academic appeals.
f. If the academic issue escalates to a formal appeal, the Senior Coordinator, Equity & Advocacy is required to ask for a member of the GBSA Executive committee to participate at an Academic Appeals Committee Review to represent the student in question.

Procedures:

During the inquiry / assessment stage, the Senior Coordinator, Equity & Advocacy or the appropriate support staff is responsible for gathering all relevant information regarding the student's desire to appeal:

1. Have student fill out the Appeal's Consultation Form, found in the SA front offices.

2. Ask student what the issue is and what has been done about it so far (i.e. issue was brought up to instructor/chair by student, responses from faculty, etc.).
3. Find out if student has been responsible for course expectations (i.e. class attendance, assignments done on time, written examinations), ask for course outline.
4. Find out if program has specific promotions policies and whether or not student was made aware about them.
5. Determine if student has grounds for making an appeal based on the information gathered during the assessment stage.
6. Explain to the student how to complete the academic appeals form, even if the student has already discussed the issue with the instructor, the student will need to go back and get the proper faculty representatives (instructor and chair) to sign the appeals form (if it's determined that there are sufficient grounds to request an academic appeal).
7. The appeals form must then be brought to the registrar's office along with any supporting documentation in order to be processed. The registrar's office is in charge of putting together a hearing committee and of updating the student on date, place and time of the hearing.
8. One member of the appeals staff will accompany student along with the VP of Academic Issues to the hearing.

The first executive to be approached to attend an appeal committee hearing is the Director of Education and Equity. If this executive is not available, any of the appeals support staff can take on that role. The part time staff can also act as the Student Association Representative on the Appeals Committee Review (if they have no knowledge of the student's case and are unbiased).

The executive must not be aware of what the student's issue is, as the appeals committee hearing is impartial. As a member of the decision making body, the VP-Academic Issues must have equal knowledge of the problem at hand as the other members in the committee, and as such should not be privy to the details of the appeal prior to the appeals committee hearing.

The Director of Education and Equity can advocate for the student whenever necessary throughout the process.

6.5 Financial Policies

i. Revenues Receivables Receipts

Cheques received are forwarded to finance department. The Senior Coordinator, Finance & Operations records the cheques received on a deposit spreadsheet and notes receipt of invoiced amounts on the invoice spreadsheet, and prepares a deposit slip. Senior Coordinator, Finance & Operations also copies the cheque and attaches the copy to the invoice or remittance advice and files these by account. Cheques and cash are accumulated in the safe. Access to the Finance safe is limited to Senior Coordinator, Finance & Operations and the SA Manager(s). Every Wednesday, G4S collects deposits and cash. The deposit spreadsheet is sent with the monthly information to the bookkeeper who uses them as a guide to allocate the bank deposits.

ii. Purchases Payables Payments

SAGBC uses pre-printed triplicate cheque requisitions kept with member services staff and a soft copy saved on the shared drive to begin the disbursement process. Anyone wishing to make or receive payment for something, typically a coordinator responsible for the disbursement in question based on their department responsibilities, fills in the requisition and attaches relevant supporting documentation and submits the requisition to the SA Manager(s) or an Executive Committee member (usually five members that are elected from the student body). Pink copy is retained by the approver. Yellow copy is retained by the coordinator who prepared the requisition. The white copy and the supporting documentation are then submitted to the Senior Coordinator, Finance & Operations, who does one last check for accuracy and proper tax and account allocations. Senior Coordinator, Finance & Operations then prepares a triplicate cheque by hand and includes on the bottom portion of the cheque the account allocations. The Senior Coordinator, Finance & Operations then enters the cheque on to an Excel spreadsheet, “List of Cheques.” The spreadsheet includes cheque number, date, payee, memo, amount, and account allocations. Senior Coordinator, Finance & Operations also enters the disbursements on budget control spreadsheets to track the actual amounts spent against the amount budgeted.

The Senior Coordinator, Finance & Operations files the white copy and the attached supporting documentation by account and these are kept in office of the Senior Coordinator, Finance & Operations.

After receiving bank statements and cancelled cheques, these are sent on a monthly basis to the Bookkeeper with deposit spreadsheets, the Ceridian payroll reports, and a TTC monthly reconciliation, as well as the pink copy of the cheques. The bookkeeper uses the pink copy of the cheque to enter the accounting data into QuickBooks and provides monthly bank reconciliations on a quarterly basis to the Senior Coordinator, Finance & Operations.

Where stop-payments are issued due to payee losing their cheque, there is some risk of Bookkeeper not knowing to reverse the cheque. This risk is mitigated by reviewing the outstanding cheques listed on the bank reconciliations and reversing cheques older than six months.

Cheque signatories: President, General Manager, and the Manager of Equity and Campus Services. Each cheque must have two signatures.

iii. Student Fee Revenues

The student fees are collected by the college and remitted to SAGBC in three installments per year, typically one month after fee collections from the students: October, February, and June. The college’s finance department allocates the fees collected between the referendum amounts and the general fund and prepares separate cheques for each. These are accompanied by a statement showing enrollment figures and how the amounts were calculated.

iv. Rental revenue / Leasing

Leases with the tenants are negotiated by the SA Manager(s). Rental revenues are received by cheque on a monthly basis. Usually SAGBC receives a few months of post-dated cheques in advance.

v. Sponsorship

Sponsorship revenues are amounts solicited from the corporate community to contribute towards the cost of events such as Orientation and Frosh week, or social events. In exchange, they receive some opportunity to advertise or have a stall to promote themselves. The Sales Coordinator is responsible for this area. Subsequent to the year-end, the Sales Coordinator maintains a spreadsheet listing all the agreements entered into. Upon entering into an agreement the Sales Coordinator sends the Senior Coordinator, Finance & Operations an email captaining the details and Senior Coordinator, Finance & Operations prepares an invoice.

Senior Coordinator, Finance & Operations prepares invoices for sales et cetera using Word and saves these by year-end in a folder contain all invoices for the fiscal year. The invoices prepared are also entered onto an Excel spreadsheet, summarizing the transactions to date. This spreadsheet contains invoice number, date, customer, amount, and whether the amount has been received. This permits tracking of AR related to sponsorship.

vi. TTC

The Collaborative Programs Coordinator (CPC) advises the Senior Coordinator Finance & Operations of the number of passes to order based upon prior-year history of passes sold. CPC also receives requests for passes from the bookstore to include in order (this is tracked by Senior Coordinator, Finance & Operations using similar invoicing stem as sponsorship). Passes are usually sold during the last five business days of the month. Where passes are sold out within a few days of the month-end CPC will request an additional order. Senior Coordinator, Finance & Operations sends email to TTC requesting purchase of passes. TTC sends passes via Brinks to Senior Coordinator, Finance & Operations who signs receiving form. Subsequent to the year-end, the member services staff can also receive passes.

Passes are to be stored in TTC safe. TTC safe is currently accessed by Collaborative Programs Coordinator and Senior Coordinator, Finance & Operations.

CL has one sales desk. SJ has two. SAGBC office at Ryerson (which has no debit terminal at 99 Gerrard) has one desk. CPC delivers passes to various locations. All these desks have debit terminals and small floats for cash sales. Subsequent to the year-end, SAGBC no longer accepts cash payments, with the exception of September and January to accommodate new students unfamiliar with the policy. The sales reps acknowledge receiving passes and a float on tracking sheet. Sales reps prepare a reconciliation accounting for the cash/debit amounts according to passes sold. Losses are around five to ten per year. CPC and Senior Coordinator, Finance & Operations count cash and passes daily and a record of counts is kept by the Senior Coordinator, Finance & Operations in an Excel spreadsheet.

vii. Health Plan

Senior Coordinator, Member Services receives invoices from broker or insurer and prepares usual cheque requisition and the usual associated procedures. Insurer invoices for OHIP replacement plan for international and ESL students.

Domestic – receive Excel sheet listing the students covered in October and in February
Post-secondary International – same frequency as domestic and a third one June
ESL International – every two months, three weeks after the beginning of the session
College informs Senior Coordinator, Member Services of any drop-outs who in turn informs the broker and insurer

Senior Coordinator, Member Services checks number of students shown on invoice against spreadsheets to ensure accuracy of billing amount. Senior Coordinator, Member Services and Senior Coordinator, Finance & Operations prepare a final invoice to the college for fee revenue using the final version of spreadsheets and subtracting advances already received.

viii. Payroll

Hiring:

- Various part-time staff are hired by the appropriate coordinator with an Executive Committee member
- Once hiring is approved, an HR file is created containing a black file which goes to Senior Coordinator, Finance & Operations and includes a checklist including payroll action form; employee information record; letter of employment; CRA forms; direct deposit form.
- Blue files – full time
- Green – part-time domestic
- Yellow - Part-time International
- Senior Coordinator, Finance & Operations advises Ceridian by loading the employee information InSync, an EDI software permitting secure electronic transmission of the employee data to Ceridian.
- Payroll is bi-weekly: Thursday through the second following Wednesday. On Thursday the Senior Coordinator, Finance & Operations receives Coordinator's summaries and submits hours worked using InSync on Tuesday for payment on Friday.

A copy of the summary information from the Ceridian bi-weekly payroll register containing account allocation and withholding amounts is sent to the bookkeeper with the other monthly information.

Ceridian sends pay stubs to the Senior Coordinator, Finance & Operations who hands them to the front office staff for distribution, subsequent to year-end most of the staff (FT & PT) have Epost accounts where the pay stub received.

ix. Other sales and social events

Pre-printed tickets are used to control revenues and unsold tickets are returned to Senior Coordinator, Finance & Operations.

x. Other Controls

Large unusual transactions are approved using a two-stage process. First stage is a finance committee comprised of the executive committee, the SA Manager(s) and Senior Coordinator, Finance & Operations where it is agreed to which budget line the disbursement will be charged to. The president (member of the Executive Committee) or the SA Manager(s) then takes the request to the board for final approval.

xi. Budgeting

Using the audited financial statement of the prior-year, the Senior Coordinator, Finance & Operations prepares a draft of the current-year budget. The Senior Coordinator, Finance & Operations then meets with the various coordinators and the Executive Committee members where requests for increases or changes to the current-year budget are proposed. The Senior Coordinator, Finance & Operations creates a new draft of the budget reflecting the proposals and requests and takes this to the board for review and approval. The approved budget amounts are then sent to the Bookkeeper who enters them in QuickBooks. All monthly reports produced then show comparisons between budgeted amounts and actual expenditures. Monthly reports are submitted at monthly board meetings. After the budget is approved, the Senior Coordinator, Finance & Operations divides the budget amongst the departments and relevant coordinators and sends copies so that they may track their disbursements as well.

6.6 Publications and Communications

i. Context

The website of the Student Association of George Brown College is a shared responsibility between the IT and Publications and Media departments. Coordinators, Board members (including constituency representatives and executives) and full-time staff in a management position may submit content to be uploaded to the website. The Source is the Student Association of George Brown College's handbook and day planner for full-time students. There is a Source committee to oversee its progress. The Dialog is the student newspaper. An SA newsletter is in the development stages. The Annual General Meeting occurs once a year in March.

ii. Website

All copy to be uploaded must be submitted by Friday at 4 pm, via the request form on the website. Editing will take place on Monday and Tuesday and will be uploaded on Wednesday by 4 p.m. Content to be filed under featured is at the website committee's discretion.

iii. Graphic Design

All requests for graphic design must be done using the graphic design request form on the website. The form must be presented in hard copy to the publications and communications coordinator. If the publications and communications coordinator is not available, please leave the request form in their mailbox, and they will follow-up with the person who has requested design within 24 hours. Once the design request form has been accepted by the publications and communications coordinator, this form will be signed and passed on to the graphic designer who will then sign the request form and fulfill the request. A copy of the request form will be given to the person who has requested the work. All graphic design requests require 10 business days to complete by the graphic designer; however, requests may be finished before the 10 business days are exhausted at the graphic designer's discretion. The 10 days only apply to design; printing dates are separate and must be decided on upon when the request form is submitted. This policy applies to internal SA requests; external graphic design is available at the discretion of the graphic designer.

iv. Editing

Documents requiring editing and/or proofreading must be submitted via the request form on the website. Turnaround time is between one and three business days. All public copy must be read and approved by the publications coordinator before it is posted on the website or sent to print.

v. Photography and Video

A request for a photographer or videographer must be made using the request form on the website. It is not possible to request a photographer or videographer by name; a member of the Publications and Media department will be assigned, depending on availability. Editing of the video will be done by the graphic design coordinator. Turnaround time varies from 20 minutes for basic editing (example: elections videos) to 10 days for longer projects with special effects (example: boat cruise videos). Please specify whether the photos/videos are to be uploaded to the website.

vi. The Dialog

Requests for coverage are to be made at least five business days in advance via the request form on the website. The publications coordinator may suggest alternatives to coverage, such as advertising. Coverage will be featured in the next issue of The Dialog. There is no cost to the department to advertise in The Dialog. Should the elections committee choose, a supplemental all candidates only issue of The Dialog may be printed for the fall by-election and the winter/spring election. The deadline for submissions is Monday at 4 p.m. during production week. Once approved by the Board of Directors, a publishing schedule will be made available for reference.

vii. The Source

Coordinators and executives are to submit their content no later than the last business day of April. Failure to submit on time will result in omission from The Source. The deadline to request graphic design content is the last working day of May. There is no cost to the department to advertise in The Source. The Source will be sent to the printer by the first week of June. The final order will be sent to the printer the first week of July.

viii. SA Newsletter

Content is to be generated by Student Association of George Brown College staff and Board of Director members. Material should be submitted to the publications coordinator. The newsletter will be made available once a month.

ix. AGM reports

The deadline for executives and coordinators to submit annual general meeting (AGM) reports is the last business day in February. Failure to follow deadline will result in omission from the AGM report.

6.7 Health Benefits Plan

The Student Association of George Brown College is an organization dedicated to provide quality services and support the GBC student body. The Health Benefits program policies express this dedication to address the student needs, as well as their rights and responsibilities.

i. Overview

These policies define the processes and procedures of the Health Benefits program. They are a result of a process of revisions by the executive, board members, managers and staff of the Student Association. The Health Plan Advisory Committee has made a detailed review of these policies.

ii. Eligibility

1. Domestic Students
    a. All full time undergraduate students are eligible for the Health Plan.

b. Full time students who were exempted in some of their courses, and dropped to part time category will not be charged for the health insurance. Therefore, they can be uploaded individually if they want to, as they are not being refunded for the courses they were exempted, and are paying as full time students.
c. Students enrolled with disability services are considered part- time by the College, although they are full time through the disability department because of their partial course load. As a result, they are not being charged for the health insurance. They can be uploaded individually. They have to contact the Member Services Office in the initial semester of their school year and meet the deadline.
d. Students who are doing Co-op at the initial semester of their school year are not charged the health insurance, as they pay only for their co-op without any tuition or ancillary fees. Even the co-op is part of their program because of the administration reason, we cannot upload them individually.
e. Students doing co-op in their second semester are covered by the health insurance, as they were already charged in the initial semester of their school year.
f. Students in new full time programs of 6-8 weeks duration are not eligible for the health plan.
g. Part time and continuing education students are not eligible for the health plan.
h. ESL students are not eligible for the health plan.
i. Students enrolled in programs from May to August are not eligible for the plan. They can be enrolled in September if they are still full time students.

2. International Students
    a. All students, postsecondary and ESL, are eligible for the health plan, no matter the status (part time, co op etc.).
    b. Students in continuing education programs are not eligible for the plan.

iii. Opt-Out

1. Domestic Students
    a. If the student is already covered through another plan, he/she is able to waive the SA Health plan. However, the alternate coverage should be of similar characteristics, with extended health and dental plan. The opt out won't be processed if the student has only one of the benefits (only drug or dental).
    b. Students can ONLY opt out online. However, those students who find it difficult or face problems with the website can complete a manual waiver form available at the Student Association Office.
    c. Students can only opt-out at the initial semester of their school year. Furthermore, opt-out application is recurrent, so students do not need to opt-out yearly.

d. Once students opt out from the plan, the students cannot keep either the health or dental plan; because the students are required to waive both dental and health plan.
e. The deadline to opt out will be fixed by the Senior Coordinator, Member Services and it will be approximately **1 month** after the start of the program for September and January intake students. Electronic applications will not be available after the posted deadlines.
f. Given the efforts to inform students through the Dialog newspaper, The Source (planner of the SA), website, mail-out throughout the college, posters, flyers, orientation, etc. we cannot process opt outs after the deadline. The Student Association understands that, on rare occasions, situations may arise that make students unable to submit their waiver, but an expressed lack of knowledge is not considered a valid reason. Contacting GBC registration or other departments for opt out information and given wrong information are also not a valid reason.
g. However, if there is a valid reason such as students outside the country from the beginning of their studies until the deadline or illness for that period, we might accept manual applications for an extended date of 15 days from the opt out deadline.
h. After the activation of the plan, opt out applications will not be processed.
i. After the activation of the plan, missed deadlines requests with a **valid** reason must be made in the form of a letter. These letters will be taken to the Health Plan Advisory Committee for individual consideration. All decisions of the HPAC are final.
j. Those students who successfully opted out will not be charged for the health benefits fee by GBC, because the GBC finance will reverse their account. This also applies to returning students who are taking a new program.

2. International Students
   a. Post Secondary and ESL students who have purchased their own coverage can opt out if their insurance has the minimum required coverage specified in the waiver form for international students.
   b. Once Post Secondary students waive the international insurance, the extended health and dental coverage will be waived as well.
   c. Students must opt out using a manual waiver form. Member Service staff will help the students write the correct information on the Waiver Application Form. The official waiver form must have the signature of the Senior Coordinator Member Services, and the Student Association seal.
   d. Student must fax the completed waiver form to the student's insurance company overseas when the student has the contact information. The official representative of the student's Insurance Company overseas will complete and sign the form. By completing and signing the Waiver form, the Insurance Company overseas agrees that any cost and liability for the student will be paid for by that Insurance Company.

e. A copy of the English policy from the insurance company overseas must be attached to the completed and signed Waiver form.
f. These two documents once completed must be faxed to the Student Association office of George Brown College.
g. Application of Waiver forms that are not completed properly or with missing information or signatures, and applications of waiver faxed directly by the insurance company overseas without completing the above procedures will not be accepted by the Student Association Office.
h. The deadline for post secondary students September intake or January intake to opt out will be the same as domestic students. The deadline for post secondary international students May intake and ESL international students will be approx. after 2 weeks from the first of the program.
i. Given the efforts to inform students Dialog newspaper, The Source (planner of the SA), website, mail-out throughout the college, posters, flyers, orientation, etc. we cannot process opt outs after the deadline. The Student Association understands that, on rare occasions, situations may arise that make students unable to submit their waiver, but an expressed lack of knowledge is not considered a valid reason. Contacting GBC registration or other departments and given wrong information are also not a valid reason.
j. However, if there is a valid reason such as students outside the country from the beginning of their studies until the deadline, illness for that period or changes in visa status, we might accept manual applications for an extended date of 15 days from the opt out deadline.
k. After the activation of the plan, opt out applications will not be processed.
l. After the activation of the plan, missed deadlines requests with a **valid** reason must be made in the form of a letter. These letters will be taken to the Health Plan Advisory Committee for individual consideration. All decisions of the HPAC are final.

iv. Opt-In

1. Domestic Students
    a. Those students who opted out in the past and lost their alternative coverage may apply for opt-in.
    b. If students opted out and still have alternative coverage, we cannot opt in those students until their insurance expires.
    c. Students have 31 days from the loss of coverage to notify the Student Association Office in order to be covered under the student benefits plan. The student association understands that rare occasions, circumstances may arise and make students unable to notify the Student Association Office.
    d. If students fail to notify the SA with 31 days from the loss of coverage, the Senior Coordinator, Member Services will decide if the student is

eligible to opt back in and when they will be enrolled based on their circumstances.

e. If students fail to notify the SA within 31 days from the loss of coverage with a valid reason, students must submit the written document. Senior Coordinator Member Services will review the case and make a decision whether accept the application.

2. International Students
    a. Those students who opted out in the past and lost their alternative coverage may apply for opt-in.
    b. If students opted out and still have alternative coverage, we cannot opt in those students until their insurance expires.
    c. Students have 31 days from the loss of coverage to notify the Student Association Office in order to be covered under the student benefits plan. The student association understands that rare occasions, circumstances may arise and make students unable to notify the Student Association Office.
    d. If students fail to notify us within 31 days from the loss of coverage, the Senior Coordinator Member Services will decide if the student is eligible to opt in back and when they will be enrolled in based on their circumstances. They are responsible to find the private insurance by themselves till the next effective day.
    e. If there is a valid reason, students must submit the written document. Senior Coordinator Member Service will review the case and make a decision whether accept the application.

v. Family Enrolment

1. Domestic Students
    a. Students can additionally purchase coverage for family members (spouse, common law partner, and children only).
    b. The additional fee is ONLY payable by certified cheque or money order to the SA of GBC.
    c. The deadline for the family enrollment will be 1 week after the opt out deadline for the intake, with no exceptions, as it is optional and it was previously advertised by the SA since 2 months before the deadline.
    d. Students can purchase coverage for family members only at the initial semester of their school year. For example; students starting in September cannot purchase coverage for January start family coverage.
2. International Students
    a. Students can purchase additional coverage for family members (spouse, common law partner, and children only).
    b. Post secondary students can purchase the coverage for both the international plan and the extended health and dental, or only the international health plan. They cannot purchase only the coverage for the extended health and dental.
    c. The methods of payments and deadlines for Post Secondary students will be the same as domestic students, with the additional payment to

the international insurance company with the specifications given by this one.

d. Post Secondary students can purchase coverage for family members only at the initial semester of their school year. For Example, students starting in September cannot purchase coverage for January start family coverage.
e. ESL students may only purchase the International Plan.
f. The deadlines for ESL students will be the same as the opt-out deadline and the methods of payments should be followed the specifications by the provider.

vi. Individual Uploads

1. Domestic Students
    a. Students enrolled with disability services and considered full time by the disability service can be uploaded if they provide the official letter from the disability service, complete the form and pay the benefits fee through the health benefits office. They have to provide the required documents and payment us by November 15 or by March 15 for January new start students. If they cannot provide those required documents by the stated dates above, they will be enrolled in the next initial semester of their school year.
    b. Students who by mistake were not enrolled in the health plan but were eligible.
    c. Students whose tuition paid by the government and who are full-time students can apply for the benefits through the Student Association office. They have to provide the official letter by George Brown College stating their full-time status.
    d. Those students who have been approved by the Senior Coordinator Member Services for a reason other than those listed above can be uploaded individually by providing proof of their status and completing an application form. The method of payment will be ONLY by certified cheque or money order payable to the Student Association of George Brown College.

vii. Late Registrations

1. Domestic Students
    a. Late registrations for the September intake, after the final lists were submitted to the insurance company will be uploaded individually no later than November 15th. After that date, this category of students will be uploaded with the January intake. Payments will be arranged through the College or by certified cheque or money order to the Student Association.
    b. Late registrations for the January intake, after the final lists were submitted to the insurance company will be uploaded individually no

later than March 15th. After that date, this category of students will have to wait until September to be eligible for the Health Plan.

2. International Students
    a. Post Secondary students who are registered late, will have to submit a late registration form, available in the Student Association Offices, to the insurance company for approval. After approval, payments will be done through the College or by certified cheque or money order to the Student Association.
    b. ESL students, who are registered late, will have to submit a late registration form, available in the Student Association Offices, to the insurance company for approval. After approval, payments will be done through the College or by certified cheque or money order to the Student Association. Basically, ESL late registration can apply those who have more than 31 days prior to the ending their program. If not, they have to purchase the private benefits till the next effective day.

viii. Graduation Refund

1. Domestic Students
    a. Students who are going to graduate in December and will have the alternative coverage by the employer may apply for the graduation refund.
    b. Students must provide proof of coverage from the employer, and fill out the graduation refund form at the Student Association Office as soon as they know that they will be graduating for sure from college.
    c. The refund is calculated on a monthly basis from their requested date. You cannot receive the full amount of refund even you never use the benefits.
    d. Students must not claim Green Shield after December 31 to get the refund.
    e. Students have to apply for the refund no later than January 31.
2. International Students
    a. Students, who are going to graduate in December and will have the alternative coverage by the employer or go back to their country, may apply for the graduation refund.
    b. Students must apply for the refund once they confirm their graduation. Otherwise, the Student Association will not process the student's application until the student confirms his/her graduation.
    c. Students have to provide required documents and fill the application.
    d. The refund is calculated on monthly based from their requested date.
    e. Students must not claim to Global Excel during the coverage period to receive the refund.
    f. Students must not claim to Green Shield after December 31 to get the refund.
    g. Students have to apply for the refund no later than January 31.

7. Student Association Member Services (SAMS)

7.1 Protocols and Services

i. SAMS Office Supplies

1. All Full Time and Part Time staff who wish to borrow office supplies from SAMS need to request permission from the SAMS staff members in advance.
2. Staff members must sign the tracking sheet when borrowing office supplies from the SAMS department and then again with the date when they returned the office supplies.

ii. SAMS FYI

It is the responsibility of staff members to keep the SAMS staff updated at all times regarding their schedule and working location. It is also the responsibility of all Full Time staff members to input their names in the weekly sign-in time sheets.

SA Member services will send out a SAMS FYI every morning at 9:30am stating who is in office. Note that no other FYI will be sent after 9.30 am, meaning that the names of any staff members who call in their attendance time or who arrive after 9:30am will not be included in the report. SAMS is not required to send an FYI every time a staff calls them with mid day updates.

SAMS will have separated sections for the following:

- Those who have called in their tentative arrival timings
- Those who have called in sick
- Those who are on vacation
- Those who are having a day off
- Those who will have meeting that day

This is located under the Public drive under a folder named Staff weekly Time Schedules.

All the sign in sheets will be put in the General Manager's mailbox at both campuses at the end of the week.

Please note: Executive's will have a section to sign in on the sign in sheet so that all staff personnel know the location of other staff members on that day.

iii. Fax Service

The fax machine is for all SA staff members to utilize. As a benefit for full time staff members, all local, out of province and within Canada and International faxes are free of charge. The functions of the Fax machine and how to utilize the Fax Machine can be found in the SAMS procedures handbook guide.

SAMS will be able to fax for an Executive or a staff member, at the convenience of the SAMS's time. The time range can vary depending on the workload at the Front Office.

If SAMS staff are unable to assist you right away:

a. All staff members are free to utilize the fax machine and can also fax their own documents
b. Staff members and Executives can fill out a "SAMS request form" and leave the documents with the details at the Front Office for SAMS to complete the fax as soon as they can.

iv. Photocopying Service

Like the fax machine, the photocopier is for all Executives and Staff members to utilize. The functions of the photocopying machine and how to utilize the photocopying machine can be found in the SAMS procedures handbook guide.

SAMS will be able to photocopy for an Executive or a staff member, at the convenience of the SAMS's time. The time range can vary depending on the workload at the Front Office.

If SAMS staff are unable to assist you right away:

a. All staff members are free to utilize the fax machine and can also fax their own documents
b. Staff members and Executives can fill out a "SAMS request form" and leave the documents with the details at the Front Office for SAMS to complete the fax as soon as they can.

v. Staples Office Supply Order Service

Member Services will provide Staples order services to all Executives and Full Time staff members once a month. The date of the order will depend on finance billing process.

Member Services will track orders made from each department for budget purposes, with an emphasis on ordering efficiently so as to control costs.

Full-time Staff & Executives who need to order office supplies must submit:

a. A **"Staples Order Request Form"** to Member Services after receiving the Staples order notice by e-mail.
b. Coordinators are responsible for Staples order requests from their Part-time staff.
c. Staff member should submit the **Staples order request Form** before the deadline date. SAMS will regularly email dates to all Executives and Full Time staff members.

d. If staff members submit Staples order after deadline, the Staple order(s) will be held and will be processed in the following month's order.
e. If staff member miss a Staples order deadline and require office supplies immediately, staff members should discuss their request with the Sr. Coordinator of Finance & Operations. Once Member Services get permission from the Sr. Coordinator Finance & Operations, the required Staples order will be processed.
f. Staff member should submit Staples order request by paper request form.
    i. An exception may apply, and that is if the staff or Executive member submit the Staples order request Form via e-mail in the event that the Student Association has technical difficulties with the Fax machine.
    ii. Submitting a scanning paper Staple order request by e-mail is allowed.
g. In the Staples Order Request form, staff member should fill out all the information and verify the items by checking the Staples website or their catalog.
h. Staff member are responsible to view the item descriptions to make sure every item is what they intend to purchase.
    i. If a staff member finds an error in their order, e.g. figure out that the item number was not correct or finding out that the wrong product was delivered, the staff member is responsible to returning the wrong item(s) back to Member Services as soon as possible so SAMS can make arrangements to return or exchange the product.
i. As the Student Association has limit in the Staples order account budget:
    i. If one staples order is too large, it may be split into 2 separate orders spanning over 2 order periods.
    ii. Member Services and the Sr. Coordinator Finance & Operations will discuss the situation with staff member one-to-one to decide the order priority.

vi. Taxi Chits and Tokens

Taxi Chits & tokens are distributed by Member Services to staff member only if it is work related travel. Tokens will not be distributed to Executives as they will receive metro passes.

a. The Taxi Chits & Tokens request must be authorized from higher level of staff member making the request.
b. SAMS should receive Taxi Chits & Tokens request authorization by e-mail or phone call before distribution.
c. Staff must provide travel details for tracking purposes (e.g., the location, the reason, the line item number, etc.)
d. SAMS may refuse to distribute Taxi Chits or Tokens due to lack of information.

e. SAMS can only distribute staff one token at a time as it is only for the use of internal travelling.
f. Each Taxi chit has maximum limit amount of $50 to travel to destination. If the staff member estimates the travel expense will be over $50, then that staff member should discuss this issue with Sr. coordinator Finance & Operations to get authorization to use more than $50.
g. SAMS may assist the staff members to call for Taxi services within a certain time frame depending on the SAMS workload.
h. Taxi services tips will be suggested no more than 15%.

vii. SAMS Pre-Paid TTC Service

a. Full time staff must pay in cash for the exact amount of VIP Metro pass. SAMS is not responsible on providing change to a full time staff member.
b. Full time staff must prepay for their VIP Metro pass one week ahead before the Metro pass go on sale.
c. SAMS will email Collaborative Programs Coordinator, and the Sr. Coordinator Finance & Operations to inform them of the name of the full time staff who wanted to prepaid a VIP Metro pass. This email will be cc'd to the full time staff that made the payment.
d. Once the Metro pass is on sale, Collaborative Programs Coordinator or his/her staff member will either:
    i. set aside a VIP Metro pass that you may pick up in the SAMS office; or
    ii. the VIP Metro pass may be picked up directly from the Collaborative Programs Coordinator a TTC staff member.

viii. SAMS Other Services

If full time Staff members or Executives need any further assistance in completing other tasks, they are required to put in a request ahead of time and must provide an adequate time frame for SAMS to complete it.

In order for SAMS to provide this service, a written request must be submitted.

7.2 Policies and Procedures

i. Front Desk Duties

a. Customer service – inform students/public in general about services offered within the SA and GBC (direct, refer, promote).
b. Keep front desk area clean and organized, promote friendly and progressive environment.
c. Ensure that the front office is fully stocked with supplies and paper in the appropriate places (printer, fax, photocopier)
d. Pick up, date and distribute mail on a daily basis.
e. Check phone and e-mail messages daily.

f. Keep SA calendar up to date.
g. Maintain and update filing system. Manage and keep track of petty cash expenses and fax revenues.
h. Other services as needed.

ii. Front Desk Procedures

a. Phone
- To make calls:
    - For internal calls just dial the last four digits of the phone #, i.e. to call the front office CL desk at SJ dial **2455.**
    - For external calls dial **9** and then the number.
- When answering the phone from an outside caller:
    - Greet saying **"**Hi, this is the Student Association Casa Loma / St James, how can I help you?" If it's someone from within the office you can just say your name and see what the other person wants.
- To transfer calls:
    - ask the caller's name, where he is calling from (organization, company, etc.) and who he wishes to speak with, ask him/her to hold the line for you to check if his call can be taken, press the "**transfer"** key once and dial the extension of the person for whom the call is, wait for the person to pick up and let them know that there is a call for them, ask if they can take it or not. If they can take the call, press the transfer key once more and hang up. If they cannot take the call, go back to the caller and take a message or ask the person to call back later.

b. Fax:
- For internal faxing just dial the last 4 digits of the fax #. For external dial 9 and then the number.
- Place the document <u>facing down</u> at the back of the machine. Dial the number and press **Send**. The screen will show if the document is being sent or not.
- To get a confirmation go to the right hand side and press **Reports** and then press **1** to print the report.

c. Fax Services for Students:
- We charge per sheet for George Brown College staff and students. **Local:** free, **regional** $0.50, and **int'l** $1.00.
- Fill in the tracking sheet whenever sending a fax, it's kept in the tracking sheet binder. The money box is always kept in the locked cabinet. Even SA staff members are required to fill out the fax tracking sheet.

d. Photocopier:
- The staff password for the photocopier login is:
    - Staff at SJ (password: **foss**)

    - Staff at CL (password: **12345**)
  - Ensure that the photocopier is restocked with paper regularly.
  - We **DO NOT** provide photocopying services for students.

e. Mail:
  - The mail is "picked up" by the front office staff once daily. The college mailroom is located in the second floor of building "C" of the CL campus and in the basement level of the SJ campus.
  - Also check to see if there is any mail in the health benefits mailbox as well.
  - Once the mail is picked up it should be dated and distributed to the appropriate mail slots.
  - If you have any "mail out" such as regular mail (Canada Post) and internal mail you may put your mail in the "mail-out" slot. The office should not close to pick up mail.
  - Occasionally the mail room will place other college department mail in our mail box, before you leave the mailroom make sure that all mail is addressed to the Student Association or an employee with the Student Association

f. Split Second / Purolator Courier:
  - This service is used for deliveries that must be made for 2 hr, 4hr, same day or next day mail delivery. There is a Split Second Courier Control Sheet that you must fill out. Do not forget to write in the reference number.

g. Document Receiving
  - Club Check Request / Deposit Receipt
    - Verify that all required components are filled out.
    - Date stamp and initial the form
    - The **Pink** copy of the cheque /deposit receipt is to be given to student as receipt, with photocopies of all attachments
    - The **White &Yellow** receipts are to be placed in the Sr. Coordinator Student Life mailbox, with all original attachments
  - Co-Sponsorship Application
    - When you give student the Co-Sponsorship Application form, you must advise the student to read the form completely.
    - When you receive the application form, make sure the event details are typed out which includes the budget and description of the event. For example, if you notice that the student just states they want to be covered for $1,000 (or whatever the amount) but don't elaborate what that $1,000 will be covering or they do not state what the event is for then you are **NOT** to accept the application.
    - Once the form is handed back complete, date stamp it and put it in the VP Casa Loma mail box/the VP St. James mail box if you receive the application at Casa Loma campus/St. James campus.

h. Hours of Work:
   - Monday to Thursdays 9:30am to 4:30pm
   - Fridays 9:30am to 2:00pm

i. ISIC Cards:
   - We issue these at no cost only to **Full Time Students**.
   - **ESL and Part Time** students do not qualify for a free card; however they can pay $20 cash in order to receive an ISIC card.
   - Forms and ISIC cards are placed in right hand side filing cabinet of the front desk, when issuing a card, make sure to go according to the order #, also, write down the card # on the form once the student has finished filling it up.
   - Ask the student for student ID card, timetable and a small passport size picture, if the student does not have this information, ask him/her to come back another day with it so that you can issue the card. Give students the ISIC form to fill out (ask them to fill it out carefully!!).
   - Once you process their information online, you must file the ISIC form which will need to be sent out once we finish with each package of cards.
   - Steps:
     - Go to the ISIC web page **http://isic.cfs-fcee.ca**
     - Username: **local92@local92.ca**
     - Password **zysa8**
     - This will take you to the Canadian Federation of Students (CFS) website, click on the **Application Form** link and fill up the form accordingly.
     - Submit form, save and print
     - To print, for the St. James campus:
       a. Set up the Zebra ISIC printer
       b. Click **Properties**
       c. At bottom, click **Wizard Configuration Assistant**
       d. '**Label Size**' should be '**User Defined**'
       e. click '**Customize**
       f. **Width:** 4.5pcm
       g. **Height:** 3.50cm
       h. **Dispense Mode**: None
       i. **Media Type**: Thermal Transfer
       j. **Media Tracking**: Use Label Marks.
       k. Click **FINISH/OK**
     - To print, for the Casa Loma Campus:
       a. Important information about Eltron ISIC Printer
       b. **Layout:** Orientation-Portrait
       c. **Advanced-Paper Size:** Tag 2.25 x 1.38
       d. **Paper/Quality:** Paper Source-Automatically Select
       e. **Advanced-Paper Size:** Tag 2.25 x 1.38

- If the ISIC cards or application forms need to be replenished contact **Ashkon @ 416-925-3825 or campaigns@cfsontario.ca**

j. Work Related Travel and Tracking
   - Taxi Sheets
     - These are distributed by the SAMS upon request by any of the staff for work related travel through our corporate account with Crown Taxi. When calling a taxi, indicate which campus you are calling from and where to be dropped off. The taxi sheet should be filled out by the staff taking the taxi, hang on to the pink slip and give it back to the front office.
     - Make sure to ask the reason for travel and the item # to keep track of expenses. The tracking sheet is located on the network server - pt staff drive.
   - TTC Tokens
     - Distributed by the SAMS upon request for inter-office or work related travel. The staff requesting tickets should indicate reason for travel and line item # before ticket can be released (for tracking purposes at time of reconciliation for the finance dept.)
     - The tracking sheet is located on the network server - pt staff drive.
   - Petty Cash
     - The SAMS is responsible for the handling of the petty cash used by the staff for miscellaneous purchases. A receipt must be provided after purchase for accounting purposes. Make sure to fill out the petty cash form each time there is flow of money (either going or coming in, to keep track of the money).
     - Petty cash reconciliation should be done at least once a month by the SAMS and it must be passed on to the finance department with all receipts from purchases made.

k. Ticket Sale Procedure (Yuk Yuk's / SA Events)
   - SA has tickets for sale to students every semester, for example, Boat Cruise tickets, Yuk Yuk's tickets, or other SA Events tickets. SAMS is responsible to sell these tickets, track the money and summit money to finance daily basis
   - Do the tracking sheet by inputting the date, student name, ID and other important information on the computer, which is located on the network server - pt staff drive.
   - At the end of the day, count the money and check the tracking to make sure they are balanced.
   - Send e-mail to finance and related department (e.g. Events) to report the sales with attachment of tracking sheet. Put all tickets money (except float money) in the safe with the receipt and hard copy of e-mail
   - Yuk Yuk's Tickets:
     - Can be sold to any student or staff

- $7 per ticket – each ticket admits two people

l. TTC Metro Pass Information
  - Adult metro passes: $107.00
  - Post Secondary Student Metro Pass info:
    - Price $99.00 CAD
    - Will be in available at GBC starting September 24, 2010
    - Students who are eligible for this pass MUST BE enrolled in full-time or part-time degree or diploma granting programs are eligible to use the monthly Post-Secondary Student Metro pass
    - Students in post-secondary certificate programs are not eligible
    - To use this pass students must show a valid TTC student ID card along with this monthly pass
    - A student must purchase the TTC student ID card to be able to get this monthly pass.
      a. Post-secondary students must bring an acceptance/enrollment letter or current timetable or current student activity card from their post-secondary institution confirming that they are an eligible post-secondary student enrolled in a full-time or part-time degree granting program, plus a piece of photo identification
      b. Cost: $7.00 to receive your ID on the spot at the GBSA, or students can go to Sherbourne Station and purchase the ID for $5.25 at these following hours:
         i. **Monday Friday: 3pm - 7pm**
         ii. **Saturday - 10am - 4pm**
         iii. **Sundays and Statutory Holidays – Closed**
    - PREREGISTRATION: Online there are two separate pin codes for CL and SJ depending where the student decides to pick it up; here are the website and pin codes www.datacard.com/ttc:
      a. Casa Loma: gbc75001
      b. St. James: gbc75000

    This pass is only transferable with anyone who has a valid TTC ID CARD

    VIP Passes $107.00 will still be available for staff and all students (certificate and full/part who don't think the Post Secondary doesn't work for them because it's not transferable)

    VIP Passes you need timetable or acceptance letter with a valid ID (driver's license, passport etc) or just a valid GBC student card that shows you are a current student. As for staff we need pay stubs and extension as well as departments.

    Passes go on sale the last 5 school days of the month
    Hours of Operation are the first day of sales 9am to 6pm and the next four days are from 9am to 4pm

Debit and Credit ONLY!!!

m. HR Files
   - Yellow: International PT Student
   - Green: Domestic PT Student
   - Blue: Full Time Staff
   - Red: Board
   - Orange: Volunteer
   - Personnel Checklist: Stapled on inside of coloured folder
   - Hiring Checklist: Stapled on inside of black folder
   - Only place on copy of the forms in the file before the coloured folder, inside the black folder

n. Collection of KPI Surveys
   - We have a signed agreement with the college regarding the KPI and professor evaluation survey. The process of receiving survey package is:
     - Student or College staff drops the survey envelope to the SA.
     - SA staff at the front desk needs to check if the envelope is sealed and sign over it (for KPI package, also make sure the student number not missing in the middle part); if not, the person who dropped the envelope has to do it.
     - Then immediately, you put the envelope inside the Survey box at the front office.

o. End of Day Duties
   - Process any ISIC card applications that have been submitted for the day.
   - Send any mail out that needs to be sent out.
   - Ensure work is tidied for the night.
   - Pull up the stats tracking from the pt-staff drive, shared file-front office, select campus from the SAMS at 3 campuses, file and click of the stats tracking form and input the appropriate data
   - Shut down computer and turn it off
   - Lock all drawers and cabinets
   - Turn off lights and lock doors
   - Don’t forget to sign out before you leave

iii. Student Association Volunteer Program

a. Policy and Procedures

“The Student Association of George Brown College is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organization more effective in meeting the needs of our entire stakeholder, the students. We are committed to developing and maintaining an organization in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. We will regularly evaluate and monitor our progress towards diversity."

b. Volunteer Management Procedures

1. Maintenance of Records – A system of records should be maintained on each student volunteer with the Student Association, including dates of service, assignments held, duties performed and feedback forms. Student volunteers and appropriate staff are expected to submit all appropriate records and information to SA Volunteer Program in a timely and accurate fashion. Student volunteer records shall be accorded the same confidentiality as staff personnel files.
2. Conflict of Interest – No individual who has a conflict of interest with any activity or program of the Student Association shall be accepted or be allowed to continue to serve as a student volunteer with the SA.
3. Representative of the Institution – Student Volunteers must seek prior consultation and approval from appropriate staff prior to any action or statement that might affect or obligate the SA. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
4. Confidentiality – Student volunteers are responsible for maintaining the confidentiality of all appropriate or privileged information to which they exposed while serving as volunteers, whether this information involves staff, volunteers, or other persons, or involves overall Student Association business. Failure to maintain confidentiality could result in ending the volunteer's relationship with the Student Association.
5. Worksite – Programs should establish an appropriate workstation for volunteer use prior to the enrollment of volunteers. This workstation should contain necessary facilities, equipment, and space to enable the volunteer to perform their duties.
6. Dress Code – As representatives of the Student Association, student volunteers are responsible for presenting a good image. Volunteers shall dress appropriately for the conditions and performance of their duties. If issued a nametag, volunteers are required to wear it while they are working on their volunteer assignment.
7. Time Reporting – Student volunteers are expected to maintain accurate records of the time they have volunteered. Staff supervising student volunteers are responsible for submitting a record of these to the Volunteer Coordinator.
8. Risk Management / Safety – The safety of student volunteers is important to the Student Association. Safety measures should be included in the description of student volunteer responsibilities. Volunteers who are injured or who are involved in an accident during their volunteer assignment must report the accident immediately to their supervisor and/or Volunteer Coordinator. Any on the job injuries are covered only by the institution's Worker's Compensation program.

c. Volunteer Recruitment and Assignment

1. Volunteer Assignments – Student Volunteers should have clear, complete, and current descriptions of the duties and responsibilities of the assignment. Before a student volunteer is recruited or assigned, a description should be developed for the volunteer assignment. This description should be reviewed and given to each accepted volunteer. Volunteer descriptions should be reviewed and updated on a on-going basis, or whenever the position substantially changes. Descriptions should include a summary of the assignment, a title, a listing of responsibilities and qualifications, any training requirements, the time commitment needed for the assignment, the supervisor and the work site location. The SA Volunteer Program is available to assist staff in the development of volunteer descriptions and assignments.
2. Staff Requests for Volunteers – Requests for students volunteers should be submitted in writing by staff, and sent to Volunteer Services. The request should include a description of the volunteer assignment and a requested timeframe. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice. Volunteer Services reserves the right to refuse to recruit or place any volunteers until staff are prepared to make effective use of volunteer resources.
3. Recruitment – Volunteers shall be recruited by the Student Association on a proactive basis, with the intent of expanding student involvement in the GBC community. Student volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will be matched with a specific function.
4. Interviewing – Prior to being assigned, all regular student volunteers should be interviewed to assess their suitability for, and interest in the assignment. The interview should determine the qualifications of the volunteer and their commitment to fulfill the requirements of the assignment; and it should answer any questions that the student volunteer has about the assignment. Interviews may be conducted either in person or by other means. A reference check may be made by the Volunteer Coordinator if appropriate for the volunteer assignment. Whenever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview. Final assignment of a potential student volunteer should not take place without review and approval of appropriate staff with whom the volunteer will be working.
5. Placement – In placing a student volunteer in an assignment, attention should be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer assignment. No placement should be made unless the requirements of both the volunteer and the supervising staff can be met: volunteers should not be assigned to "make work" assignments nor should assignments be given to an unqualified volunteer.

6. Acceptance and Appointment – No volunteer should begin performance of an assignment until they have been officially accepted for that position, and have completed all necessary screening and paperwork. At the time of final acceptance, each student volunteer should have completed a volunteer application and received a copy of their volunteer description.
7. Reassignment – Student volunteers who are at any time reassigned to a new position should be interviewed for that assignment and should receive all appropriate orientation and training for that assignment before they begin. In addition, any screening procedures appropriate for that specific assignment should be completed, even if the volunteer has already been on a previous assignment with the Student Association.
8. Length of Service – A predetermined time commitment should be developed with each student volunteer assignment. At the end of their commitment, this should be re-negotiated. Most volunteer assignments request a year commitment. After the end of the year, the volunteer and staff supervisor decide whether the volunteer would like to continue their assignment, seek a different volunteer assignment within the Student Association, or retire from their volunteer service.

d. Volunteer Training and Development
   1. Orientation – Student volunteers are required to attend a general orientation on the nature, purpose, and mission of the Student Association.
   2. Student volunteers should receive training by their volunteer supervisor to provide them with the information on:
      i. Knowledge and skills necessary to perform their volunteer assignment.
      ii. Operation of the program encompassing their volunteer activity
      iii. Purpose and requirements of the assignment.

      The timing and methods for delivery of such training should be appropriate to the complexity and demands of the assignment and the capabilities of the volunteer.
   3. Staff Involvement in Orientation and Training – Staff members who are responsible for institutional programming and supervising volunteers should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will direct volunteers should have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

e. Volunteer Direction and Feedback
   1. Volunteer Direction – Each student volunteer who is accepted with the Student Association should have a staff person providing direction for the volunteer assignment. This staff person should be responsible for day-to-day management and guidance of the volunteer, and should be available to the volunteer for consultation and assistance.

2. Direction given by Volunteers – A student volunteer may direct other volunteers, provided that the directing volunteer is under the direct supervision of a paid staff member.
3. Volunteer / Staff Relations – Student volunteers and staff are considered to be partners in implementing the mission and programs of the Student Association, with each having a complementary role to play. Each partner should understand and respect the needs and abilities of the other.
4. Acceptance of Volunteer by Staff – Student volunteers should not be assigned to a staff person without the consent of that staff person, in consultation with their supervisor. Since student volunteers are considered a valuable resource in performing the Student Association's work, staff are encouraged to consider creative ways in which volunteers might be of service and to consult with the Volunteer Coordinator if staff members feel the need for additional training or assistance.
5. Staff Training – Training on working with volunteers should be provided to all staff who direct volunteers. Volunteer Services expects to provide effective training to staff providing direction to volunteers.
6. Volunteer Involvement in Staff Evaluation – Examination of their effective utilization of volunteers should be a component in the evaluation of staff persons who are assigned to work with volunteers.
7. Staff Involvement in Volunteer Feedback – Staff that direct student volunteers should use the feedback form and evaluate work assignments of volunteers annually.
8. Absenteeism – Student volunteers are expected to perform their duties on a scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform the Volunteer Coordinator as far in advance as possible so that alternative arrangements can be made. Absenteeism may result in a review of the volunteer's work assignment or term of service, and could result in ending the volunteer's relationship with the institution.

f. Volunteer Support
1. Reimbursement of Expenses – Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the Student Association. Examples of these expenses include mileage, meals, out of pocket expenses, travel and parking. This expense will be charged to the department budget where the volunteer is assigned. Prior approval must be sought for any reimbursable expenditure.
2. Recognition – The Student Association plans to hold an annual recognition to highlight and recognize the contributions of volunteers who have contributed at least twenty hours of service per year, to the organization. These methods of informal recognition should range from simple "Thank yous" to a concerted effort to include volunteers, as

appropriate, in program planning, decision making, and implementation.

3. Volunteer Opportunities – Volunteers are encouraged to develop their skills while serving with the institution. They may be assisted through new volunteer opportunities to assume additional and greater responsibilities.

iv. Student Life Events

a. Mission Statement – We are the students of George Brown College, committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.
b. The Code of Conduct – The "Code of Conduct" describes the culture and rules pertaining to the Students of George Brown College & guest. Also known as "the Code", it is based on three principles: Respect for oneself, respect for others, and respect for the Student Association mission and identity.
c. Guests – Is someone who is not a student or employee of the College who is invited to the College by a current student or employee. It is to be noted that former students or employees are guests for the purposes of this policy document.
d. Warning – A modest violation of rules of the Student Association will result in a warning. It is presumed that a student will respond to a warning from the Senior Managers by correcting him/her behavior and making amends. Further violations of the same rule will result in increasing penalties as specified below.
e. Fine – A more significant violation of the rules of the Student Association will result in a fine. The dollar amount shall be determined by the Senior Managers and may either be assigned to recover costs in the case of damaged Student Association property or equipment, or it may be punitive. At the Senior Managers discretion, the fine may be commuted to community service.
f. Suspension – Suspension means that following a serious offence, a student will not be permitted in Student Association space for a specified period of time determined by the Senior Managers. Suspensions may be appealed to the Student Association President. The student may only return to the Student Association space following an interview with the Student Association president and the completion of any disciplinary actions determined by the disciplinary committee.
g. Eviction – Eviction is the most severe penalty short of legal action. It means that a student must leave the Student Association space permanently at a time determined by the Senior Managers. An evicted student may not return to the Student Association space or participate in any Student Association activities.
h. Involvement of Authorities Outside the College (During Events) – If the manager or lead staff member is not able to resolve an incident that could harm others in the venue or themselves. The manager or lead staff member is responsible to decide if it is necessary to contact the police department. The managers & lead staff members would have gone through crisis management session to be equipment to handle these types of situations). College security will be

informed of all occurrences. It is preferable for disciplinary matters to be handled internally; however, all students are bound by the George Brown College Code of Student Behavior. Any disciplinary action taken by George Brown College will not exempt the student from further disciplinary action by the Student Association of George Brown College.

i. Requirements for Admission – Student that are enrolled full-time to a program are eligible to using the Student Association space & services. When entering a free event, purchasing tickets, or paying at the door it is to our understanding that these students are currently enrolled full-time. If a student is bringing a guest to a Student Association event the student understands that like them there guest must abide by the same code of behavior. While on Student Association property, individuals could be asked to show their George Brown College student card for proof of school enrollment.

j. Alcohol

    i. Guidelines and Rules for Alcohol Use – Consumption of alcoholic beverages is only tolerable for individual that are of the legal age to drink (19yrs old). Underage drinking is not tolerated on Student Association property at any time any can result in disciplinary actions by the Student Association.

    ii. Areas where Alcohol may be Consumed – Alcohol consumption is only allowing in the following spaces:

        1. Casa Loma Campus – Inside La Dolce Vita Restaurant (includes patio)
        2. St. James Campus – Inside the Student Lounge

    Alcohol Consumed anywhere else in the school is prohibited.

v. Campaigns Policies and Procedures

1. Policies:
    a. The VP of Education will bring campaign themes to the Campaigns Committee for approval and recommendation.
    b. The Sr. Coordinator of Equity & Advocacy is responsible for the operational aspect of the initiatives, and of coordinating the p/t campaigns support staff.
    c. The campaigns staff will support the VP of Education & the Sr. Coordinator of Equity & Advocacy in the promotion, and awareness of educational and equity issues on campus.
    d. The campaigns brought forward to students are to raise awareness and provide alternatives to the issues presented.
    e. The campaigns will be brought and presented at all campuses.
    f. The campaigns staff, with the direction of the Sr. Coordinator of Equity & Advocacy will research on issues and will put together action plans for each campaign.
    g. The campaigns staff is required to do outreach within the school to get people involved in the initiatives being presented.
2. Procedures:

a. The campaigns staff is required to prepare displays and have information tables for each campaign.
b. The campaigns staff will attend planning meetings whenever scheduled; these meetings involve brainstorming and task assignment/delegation.
c. The campaigns staff is required to work at all campuses during regular office hours in order to reach out the majority of the student body.

The campaigns staff will distribute information to students by general dissemination of information through distribution of flyers, info booths, class presentations and petitioning.

vi. Appeals Program Policies and Procedures

1. Policies:
    a. The Appeals Program provides students with support and advice for academic appeals and assistance with resolving student issues.
    b. The Appeals staff is responsible for familiarizing themselves with the college's policies, particularly but not limited to the Academic Policies
    c. Learn the academic appeals process, know how to explain procedures
    d. Issues of discrimination and harassment are to be forwarded to the Human Rights office for follow up
    e. The staff is expected to practice confidentiality for all the cases they attend. Information on student's issues can be shared and discussed with the Appeals Coordinator and the VP of Academic Issues only. Faculty can be contacted on behalf on students if so requested by them
    f. The appeals staff are expected to document every interaction they have with students and faculty members when handling a case. Written documentation is an essential part of the program, this habit should be stressed to the students as well
    g. The appeals staff should stress to the students the importance of knowing the college's policies and procedures, the course outline and their program's academic expectations
    h. Know the college's academic structure, programs' policies, and contacts
    i. Check Appeals hotline daily, record messages into database and get back to students on their inquiries within a business day
    j. Check Appeals email account daily, get back to students accordingly
    k. Meet with students to address their academic concerns when required, explain the academic appeals procedure, advice on steps to follow, accompany students to meetings with faculty if necessary
    l. Any inquiries regarding appeals should be forwarded to the Appeals Coordinator or the p/t Appeals Staff, alternatively the person inquiring should be given the Appeals Hotline number and email address to request an appointment, they will be contacted within a day.
    m. After establishing contact with the student, their case is assessed and proper advice is given on the next steps to follow as per the College's Policies regarding academic appeals.

n. The Appeals Staff have a mediating role in the appeals process. The main responsibility of the Appeals Support Staff is to guide students through the policies, explain their rights and responsibilities, and clarify the academic appeals process.
o. If the academic issue escalates to a formal appeal, the Coordinator and support staff should ask for an executive assistance to sit down at an Academic Appeals Committee Review to represent the student in question

2. Procedures:
    a. The first executive to be approached to attend an appeal committee hearing is the VP-Academic Issues, if this executive is not available, any of the Appeals Support Staff can take on that sit. The executive must not be aware of what the student's issue is, the appeals committee hearing is impartial, as part of the decision making body, the executive must have equal knowledge of the problem at hand as the other members in the committee. The Executive can advocate for the student whenever necessary throughout the process.
    b. During the inquiry/assessment stage, the Coordinator/support staff is responsible for gathering all relevant information regarding the student's desire to appeal:
        i. Have student fill out the Appeal's Consultation Form, found in the SA front offices
        ii. Ask student what the issue is and what has been done about it so far (i.e. issue was brought up to instructor/chair by student, responses from faculty, etc.)
        iii. Find out if student has been responsible for course expectations (i.e. class attendance, assignments done on time, written examinations), ask for course outline
        iv. Find out if program has specific promotions policies and whether or not student was made aware about them
        v. Determine if student has grounds for making an appeal based on the information gathered during the assessment stage
        vi. Explain student how to complete academic appeals form, even if student has already discussed issue with the instructor, the student will need to go back and get the proper faculty representatives (instructor and chair) to sign the appeals form (if it's determined that there are sufficient grounds to request an academic appeal). The appeals form must then be brought to the registrar's office, along with any supporting documentation in order to be processed. The registrar's office is in charge of putting together a hearing committee and of updating the student on date, place and time of the hearing. The appeals staff will accompany student along with the VP of Academic Issues to the hearing.