

**The Strategic Ends of the Students' Union**

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

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

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

**Land Acknowledgement**

We acknowledge the traditional territory of the Neutral, Anishnawbe and Haudenosaunee people

Start	Duration	Agenda Item	Type	Presenter	Policy Reference
6:00 PM	2 mins	Call to Order and Indigenous land acknowledgement	adm	Chair Del Giudice	
6:02 PM	1 min	Regrets	adm	Chair Del Giudice	GP #2c.8
6:03 PM	2 mins	Adoption of Agenda <b>MOTION</b> that the Board of Directors adopt the agenda as presented.	D	Chair Del Giudice	
6:05 PM	5 mins	<u>Adoption of Consent Agenda</u> Monitoring Reports <i>GP #2h - Annual Governance Planning</i> <i>EL #2a - Treatment of Consumers</i> <i>EL #2h - Executive Succession</i> <b>MOTION</b> that the Board of Directors adopt the consent agenda as presented.	D	Chair Del Giudice	GP #2h; BMD #2d1
6:10 PM	1 min	Conflicts of Interest	adm	Chair Del Giudice	GP #2c.2
6:11 PM	3 Mins	Approval of Meeting Minutes - <b>June 13, 2022</b>	D	Chair Del Giudice	GP #2c
6:14 PM	4 mins	Comments from the Chair of the Board & CGO	fi	Chair Del Giudice	
6:18 PM	4 mins	Comments from the President & CEO	fi	President Symington	
6:22 PM	4 mins	Comments from the Executive Director & COO	fi	ED Champagne	
6:26 PM	10 mins	Fall Meeting Schedule	D	Chair Del Giudice	GP #2h
6:36 PM	4 mins	Ad Hoc Honorarium Committee Update	fi	Vice-Chair Phillips	
6:40 PM	2 mins	Announcements	fi	Chair Del Giudice	
6:42 PM	2 mins	Action Items Summary		Chair Del Giudice	
6:44 PM	30 mins	In-Camera Session <b>MOTION</b> that the Board of Directors proceed to an in-camera session	D	Chair Del Giudice	
<b>Total: 45 mins</b>					

**LEGEND:**  
 fi, For Information  
 fd, For Discussion  
 D, Decision required  
 adm, Administrative task

## Executive Limitation #2a “Treatment of Consumers”

This monitoring report for Executive Limitation Policy #2a “Treatment of Consumers” is presented in accordance with the monitoring schedule set forth by the Board of Directors for the 2022-2023 fiscal year. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Shane Symington  
President and CEO  
Wilfrid Laurier University Students' Union

July 17<sup>th</sup>, 2022

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

#### CEO INTERPRETATION

I interpret “**Operate**” as having control of the mechanisms, functions, employees and resources within the Students' Union, its businesses, and its buildings. (Wilf's, Turret, Golden Grounds, Food Court)

I interpret “**member focused facilities**” as all the physical spaces in which our businesses and offices exist, operate, and are available to our members for access.

I interpret “**member focused services**” as all services provided to our members including our businesses, benefits and experiential learning opportunities offered through volunteering with the Students' Union

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, 2a6 are in compliance.

## EVIDENCE

1. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, 2a6 are in compliance  
I report this section as **COMPLIANT**.

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

## CEO INTERPRETATION

I interpret “**measure**” as the collection and interpretation of data and feedback through intentional and structured mechanisms, from avenues where we interact with members from a facilities and services perspective.

I interpret “**member satisfaction**” as the undergraduate student body being content with our programming, services and businesses and striving to exceed member expectations.

I interpret “**usage**” as members engaging with Students' Union businesses, services, and/or spaces

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students' Union has a strategy to measure customer feedback about our business offerings and services: The Customer Service & Satisfaction Policy, and actively seeks the procurement of feedback.
- B. This strategy is realized and executed at the discretion of the manager or coordinator in charge of the service, program offering and/or the business most applicable. This may include but not limited to: written surveys, customer feedback forms, anonymous feedback through [sufeedback@wlu.ca](mailto:sufeedback@wlu.ca), feedback from our website, social media accounts etc.

## EVIDENCE

- A. Channels are open, however without the promotions manager position filled, procurement of feedback unable to be actively sought out.
  - a. Compliance will be reached on July 12<sup>th</sup>, when the new hire is set to start

I report this section as **NON-COMPLIANT**.

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

CEO INTERPRETATION

I interpret “**provide opportunity**” as communicating the programming and services offered by the Students' Union through different mediums, to the members and omitting hindrances in their ability to access such channels.

I interpret “**member feedback**” as the process for the student body to provide both positive and constructive reviews to our operational performances and other data, which allows us to enhance our facilities and services.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The programming and services provided by the Students' Union is accessible to members to provide their feedback both in a formal and in an informal manner.
- B. The Students' Union business operations provides the opportunity for customers to provide feedback, either positive or constructive in an easy accessible way.

EVIDENCE

- A. Appendix B: Wilf's Comment Cards
  - Encourage feedback and are consistently available to customers online through [yourstudentsunion.ca](http://yourstudentsunion.ca).
- B. All services (including but not limited to) have a monitored Facebook and/or
  - Twitter account that consumers can message to provide feedback:
  - A-Team
  - EcoHawks Brantford
  - EcoHawks Waterloo
  - Emergency Response Team
  - Food Bank Brantford
  - Food Bank Waterloo
  - Foot Patrol Brantford
  - Foot Patrol Waterloo
  - Healthy Lifestyles Brantford

- Healthy Lifestyles Waterloo
- Hiring & Recruitment Brantford
- Hiring & Recruitment Waterloo
- Peer Connect Brantford
- Peer Connect Waterloo
- Shinerama Brantford
- Shinerama Waterloo
- Winter Carnival
- Snow Week
- O-Week
- Wilfrid Laurier Students' Union

C. Information for Staff email and phone contact is located on the Students' Union website for public access

D. Open Door policies to all of our members, volunteers and employees allows for feedback to be given in person during office hours on both campuses with no fear of retaliation

E. Appendix C: @YourStudentsUnion 30 Second Surveys via Instagram

F. Appendix D: Feedback Form online

- The Students' Union Website has a feedback form available on all pages that collects submissions which are then relayed to the appropriate department via the Communication Strategist

I report this section as **COMPLIANT**.

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

CEO INTERPRETATION

I interpret "**collecting, reviewing, transmitting or storing client information**" as the data gathered, assessed, shared and housed by the Students' Union through feedback mechanisms from our members.

I interpret "**fail to protect against improper access**" as instances where unauthorized personnel view or use such information, are provided access and/or can easily obtain access to customer feedback, confidential and/or personal information.

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

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

## EVIDENCE

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

I report this section as **COMPLIANT**

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

## CEO INTERPRETATION

I interpret “**Operate facilities**” as any Students’ Union function, business and/or space within the Fred Nichols Campus Centre, Brantford Student Centre, Golden Grounds.

I interpret “**insufficient accessibility**” as any of the aforementioned operating

facilities being non-compliant with government legislation such as but not limited to *Accessibility for Ontarians with Disabilities Act (AODA)*, which includes the *Integrated Accessibility Standards Regulation (IASR)*, *Ontario Human Rights Code* and the *Occupational Health and Safety Act (Ontario) [OHS]*.

#### OPERATIONAL DEFINITION

- A. The Students' Union has not been issued any unmet criteria under the *Accessibility for Ontarians with Disabilities Act*, as assessed by a recognized inspection officer as described in Part IV inspections (1) (2) (3) of the Act.
- B. The Students' Union has not been proven to infringe the rights of any person based on disability, as defined by Part 2, Section 17 of the Ontario Human Rights Code.
- C. The Students' Union has not been issued any unmet criteria under the *Occupational Health and Safety Act (Ontario)*, as assessed by a recognized inspection officer as described in Part IV inspections (1) (2) (3) of the Act.
- D. Food options for intolerances, allergies or religious needs are available in the Students' Union food operations.

Compliance will be demonstrated when:

#### EVIDENCE

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

I report this section as **COMPLIANT**.

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

#### CEO INTERPRETATION

I interpret "**clear**" as being straightforward, and easily understood when read or explained by a reasonable person standard.

I interpret “**well communicated**” as in using our channels of communication and marketing to let members know how to provide customer service feedback, and providing a comprehensive understanding of customer service policies which is executed by staff and the student executive of the Students' Union.

#### OPERATIONAL DEFINITION

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

Compliance will be demonstrated when:

#### EVIDENCE

- A. Appendix G: UDesk Customer Service Policy
- B. Appendix H: Wilf's Customer Service Policy

I report this section as **COMPLIANT**

**Policy Wording EL#2a5/6: The President will not: Allow consumers to be unaware of this policy or operate without a way for persons to be heard who believe that they have not been accorded a reasonable interpretation of their rights under this policy.**

#### CEO INTERPRETATION

I interpret “**allow consumers to be unaware of this policy**” as to be content with the undergraduate students at Wilfrid Laurier University having a gap in communication or knowledge of and accessibility towards the Customer Service Policy for the operations and services of the Students' Union. This policy is to be communicated through various mediums including but not limited to: physical and digital versions, web based platforms and promoted through our marketing channels. The Students' Union strives to omit any hindrances towards accessing this policy for its members.



I interpret “**operate without a way for persons to be heard**” as providing mechanisms and opportunities for both formal and informal feedback from our members and consumers. All persons should be able to submit feedback without repression, fear of attribution or retaliation and have the option of remaining anonymous.

I interpret “**a reasonable interpretation of their rights under this policy**” as any person interpreting their rights towards this policy using the reasonable person standard.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

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

#### EVIDENCE

- A. Appendix C: Customer service policies can be easily requested through the Feedback form on the Students' Union Website.
- B. Customers can provide feedback during open office hours, Facebook, and through the website.

I report this section as **COMPLIANT**.

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

#### CEO INTERPRETATION

I interpret “**interactions with beneficiaries**” as any communication or form of contact through any channel between stakeholders and individuals who benefit from the operations and services of the Students' Union, including but

not limited to: members, customers, employees and/or the Students' Union full-time staff and student executive team.

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

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

I interpret "**procedures**" as the steps and processes in which we operate programs, services, and businesses through our documented policies.

I interpret "**decisions**" as any operational choices rendered by employees, full-time staff and/or the student executive.

I interpret "**unsafe**" as putting an individual, employee, staff, member or groups at risk of their personal safety.

I interpret "**untimely**" as an intentional disregard for deadlines and circumstances and/or causing delays which impact beneficiaries negatively.

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

I interpret "**unnecessarily intrusive**" as violating an individual's privacy without a reasonable purpose and without their consent infringing upon their personal privacy.

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, and 2a6 are compliant.

## EVIDENCE

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, and 2a6 are in compliance  
I report this section as **COMPLIANT**.

## Executive Limitation #2h “Executive Succession”

This monitoring report for Executive Limitation Policy #2h “Executive Succession” is presented in accordance with the monitoring schedule set forth by the Board of Directors for the 2022-23 fiscal year. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Shane Symington  
President and CEO  
Wilfrid Laurier University Students' Union  
June 29<sup>th</sup>, 2022

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

### CEO INTERPRETATION

I interpret “**continuity**” as the ongoing process that allows the Organization to carry on with its day-to-day operations.

I interpret “**organizational operations**” as the responsibilities of the student executive and the full-time staff assigned with their specific portfolios pertaining to day-to-day and long-term work.

I interpret “**succession plan**” as a predetermined process that ensures that the aforementioned operations, management and advocacy of the organization do not cease should the President be incapacitated and be unable to carry out their duties.

### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Vice President, Finance and Administration as well as the Executive Director are well versed in each aspect of Presidential duties and responsibilities including but not limited to:

- a. Representation on University committees and responsibilities associated with such committees;
  - b. Budgeting priorities and management;
  - c. Human Resources/Management duties including supervision;
  - d. Advocacy projects in conjunction with Government and/or stakeholders;
  - e. Facilitating President's Group and President's Group/Operations Group meetings.
- B. The Vice President, Finance and Administration is aware of the above requirements when they sign the succession checklist.
- C. The Executive Director is aware that their responsibility will be to support the portfolio of the President in conjunction with the Vice President of Finance and Administration.

#### EVIDENCE

1. Appendix A: Students' Union Executive Succession Plan
  - Formalized and signed list of duties deferred to the President's designated interim President should he be absent for an extended period. The document outlines expectations of the Vice President of Finance and Administration to have knowledge and working relationships in place in order to equip him in the case that he is obligated to act as President.
2. Appendix B: Sample Management Team Meeting Agenda
  - This sample agenda exemplifies the updates given by each VP of the Union as well as the Executive Director. As the Vice President of Finance and Administration is in attendance at all meetings, he is aware of major happenings in each department
3. Regular Meetings between the President and President Designate
  - The President and Vice President of Finance and Administration meet bi-weekly at minimum to remain communicative and proactive by informing the Vice President of Finance and Administration of any business the President is attending to that may be relevant/require action during a time when he is acting as President.

I report this section as **COMPLIANT**.

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

#### CEO INTERPRETATION

I interpret "**expected or planned**" as being aware of the date(s) the President

will be away from office at least one working week (5 days) ahead of time.

I interpret “**leave of absence**” as a period of time where the President is not in office and unable to perform their duties including but not limited to: vacation time, wellness time and personal time.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

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

#### EVIDENCE

1. The Chair of the Board, Executive Director, Vice President of Finance and Administration and Management Team are aware that the President will be away from the office on August 19th for vacation.
2. Appendix C: Vacation Request
  - The Executive Director approved the vacation request, on behalf of the Board for the President, on June 29th, 2022.

I report this section as **COMPLIANT**.

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

#### CEO INTERPRETATION

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

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

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

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

## EVIDENCE

1. The appropriate vacation forms were filled out, submitted and approved by June 29th, 2022.

I report this section as **COMPLIANT**.

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

## CEO INTERPRETATION

I interpret "**conflicts of interest**" as a situation and/or circumstance where the matters of two parties are incompatible and there are advantageous gains for one party.

## OPERATIONAL DEFINITION

Compliance will be demonstrated when:

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

## EVIDENCE

1. The appropriate vacation forms were filled out, submitted and approved by June 29th, 2022.

I report this section as **COMPLIANT**.

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

#### CEO INTERPRETATION

I interpret "**mitigate**" as the conscious and proactive effort to decrease the burden of the President's absence.

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

I interpret "**interruptions in service**" as a reduction in the quality, efficiency and effectiveness of the operations intended to serve its stakeholders by the Students' Union.

I interpret "**interim or partial President and CEO**" as the temporary replacement of the President, someone appointed by the President to fulfill their responsibilities during the leave of absence.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

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

#### EVIDENCE

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

I report this section as **COMPLIANT**.

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

#### CEO INTERPRETATION

I interpret “**adversely impact**” as allowing the Organization to significantly decrease the quality in performance compared to its status prior to the leave of absence.

#### OPERATIONAL DEFINITION

Compliance will be demonstrated when:

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

#### EVIDENCE

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

I report this section as **COMPLIANT**.



**Board Members Present:** Mohammad Abu-Rshaid, Nicholas Betivoiu, Francesco Del Giudice, Cole Dermott, Nur Elmasri, Nicholas Lafarciola, Michel LeClair, Emma Murphy; Blake Phillips.

**Staff Present:** President & Chief Executive Officer Shane Symington; Executive Director Phil Champagne; Director, Policy Research, & Advocacy Ian Muller.

**Gallery Present:** N/A

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1. **Call to Order**, Chair Del Giudice

The meeting was called to order via Zoom on June 13, 2022 at 6:05 pm. We acknowledge that the offices of the Wilfrid Laurier Students' Union are on the traditional territory of the Neutral, Anishnawbe, and the Haudenosaunee people.

2. **Regrets**, Chair Del Giudice

Zachary Goodwin sent his regrets.

Directors Boettinger and Hashmi were absent.

3. **Adoption of Agenda**, Chair Del Giudice

**MOTION** (Vice Chair Phillips/Director Lafarciola) that the Board of Directors adopt the agenda as presented. **CARRIED.**

4. **Conflicts of Interest**, Chair Del Giudice

No conflicts of interest were declared.

5. **Approval of Meeting Minutes**, Chair Del Giudice

**MOTION** (Vice Chair Phillips /Director Elmasri) That the Board of Directors approve the minutes as presented. **CARRIED.**

6. **Comments from the Chair of the Board & CGO**, Chair Del Giudice

Chair Del Giudice encourages all directors to complete the confidentiality and code of conduct forms.

Chair Del Giudice outlines the committee elections on the agenda for this meeting and specifically highlights the Ownership Linkage Committee.

Chair Del Giudice reviews the protocols for any requested transportation reimbursements, stressing the importance of holding meetings on the respective campuses.

7. **Comments from the President & CEO**, President Symington

President Symington highlights the finalization of the operational annual plan and when certain initiatives will be rolled out. Members of the Executive Team are currently attending the Canadian Organization of Campus Activities (COCA) conference, and some will be convocating this week.

8. **Comments from the Executive Director & COO**, ED Champagne

ED Champagne summarizes the recent leadership retreat that was utilized to build-out the operational annual plan; high-level version will be submitted to the board for the July meeting and made available to the membership. ED Champagne and the Executive Team attended the Student Affairs departmental retreat at the invitation of Wilfrid Laurier University Vice-President: Student Affairs, Dr. Ivan Joseph. This allowed the Students' Union team to hear about the challenges and opportunities that have faced the department over the last two years, and hear about their goals moving forward. Where possible, the Students' Union will look to harmonize our organizational goals with those of the University's Student Affairs departments. This was the first time the Students' Union has been invited to this event. ED Champagne was recently a key note speaker at the Campus Hospitality Managers' Association conference, and his message focussed on engaging students in new and meaningful ways as the sector moves towards fully on-campus activities. ED Champagne and President Symington met with the campus food service provider Aramark to discuss plans and ideas for the year ahead (specific details will be provided when available). ED Champagne also attended the Laurier Legends Football Diner, celebrating and fundraising money for the men's football team.

Questions:

Director Abu-Rshaid: Asks about the overarching goals of the University's Student Affairs department.

ED Champagne: Equity, diversity, and inclusion within hiring one example of an ongoing focus, also a good opportunity for the Board of Directors to invite Dr. Ivan Joseph to speak at a future meeting.

Director Abu-Rshaid: Asks about whether the student experience is a focus?

ED Champagne: Student experience interwoven into the varied portfolios of the departments that are part of Student Affairs and re-inventing the on-campus student experience is very much a priority.

9. **2022-2023 Executive Succession Plan**, President Symington

President Symington provides a brief summary of the 2022-2023 Executive Succession Plan, which designates VP: Finance & Volunteer Operations Liam Chapin as the acting President during any absence.

ED Champagne adds that this was specifically flagged for information as President Symington has a few vacation days upcoming in July.

Vice-Chair Phillips asks and receives confirmation from President Symington that the July Board meeting is not scheduled for when he will be away on vacation.

10. **Board Minutes & Secretary Update**, ED Champagne

Last year's Board Secretary declined the offer to continue working on the outstanding meeting minutes. For the interim period before a new Board Secretary is hired, the operations team will draft meeting minutes so that we don't fall any further behind. One possible solution is to hire a second Board Secretary whose sole responsibility would be to draft the outstanding meeting minutes. Board Secretary position will

be posted as soon as possible following a job description review and the return of the Human Resources Generalist. The Director, Policy Research & Advocacy adds that the hope was for the job to be posted by Friday June 17<sup>th</sup> or Monday June 20<sup>th</sup> at the latest.

#### Questions

Vice-Chair Phillips: Clarifies whether or not a determination has been made about the need for a second Board Secretary to deal with the outstanding meeting minutes.

ED Champagne: Confirms that given the volume of outstanding minutes it would be prudent to pursue hiring a second Board Secretary with a specific contract to clear that backlog.

DPRM Muller: The hiring pool may produce multiples candidates, one of whom could be hired for to draft the outstanding meeting minutes.

Chair Del Giudice: How would we go about hiring the second Board Secretary?

ED Champagne: The hope would be that the Board Secretary Hiring Committee would have enough candidates from the initial job posting to hire the two positions.

Vice-Chair Phillips: Clarifies that the hiring committee referenced is the Board committee struck at the May meeting.

#### 11. **Wilf's Restaurant Refresh Project**, ED Champagne

Wilf's has not had a real refresh in the past ten-plus years, and the operations team believes that as we transition into welcoming all students back to campus in the fall on the Waterloo campus, this represents an important opportunity to renovate the space. ED Champagne outlined the revised scope of the project, which included an expanded budget after more in-depth consultations with the Hospitality Department. As a result, the request has been adapted from \$125,000 to \$175,000 for the initial phase of planned renovation work. This includes surface-level changes like extensive painting, and functional changes like replacing expiring kitchen equipment (e.g. ovens and grill top). The revised quote represents a determination of what is currently required, out of a broader \$350,000 of total identified needs. For some items alternative means of funding will be pursued. The hope is for the renovation to be complete by the fall (approximately 8-12 weeks), but there is a recognition that supply chain interruptions are unpredictable.

#### Questions:

Director Lafarciola: When pursuing quotes, how are we ensuring we're getting the best deals?

ED Champagne: We deal with trusted supplies and partners within the sector which allow for reliable quotes (e.g. approx. \$70K in furniture). The Students' Union also plans to coordinate some buying with Aramark who is also in the process of a furniture renewal, which would enhance our buying power. The Students' Union's operating procedures agreement with Wilfrid Laurier University also gives the University the first right of refusal for certain trades contracts (e.g. painting), which can create contractual obligations.

Vice-Chair Phillips: Asks for some context about the cash surplus that is being proposed to fund the project.

ED Champagne: Surplus is from last year's operating budget. The Board will be presented with a list of additional proposed initiatives and projects for the surplus, likely for the July 11, 2022 meeting. Additional COVID restrictions prevented the Students' Union from utilizing certain budgeted amounts. Confirms the amount being asked out of the surplus for the Wilf's project is up to \$175,000 from 125,000.

Vice-Chair Phillips: Asks about what other items will be on the list recommended by the operations team for spending the surplus.

ED Champagne: Clarifies that the surplus is considerably more than the \$175,000 requested for the Wilf's project, and could be upwards of \$2 million. Not prepared to bring that list to the Board yet, but are planning to have the conversation in July, and will not spend any of the surplus funds into the Board approves those expenditures.

Director Abu-Rshaid: Related question about other items on the surplus list. Asks about paying down the Students' Union debt, and whether the spending will be limited to particular campuses?

ED Champagne: Confirms debt re-payment will be on the list of proposed expenditures, and that they will be for both Brantford and Waterloo campuses. Specific details still being confirmed before proposals are formally submitted to the Board.

Director LeClair: Asks about unexpected costs of construction, and if there is a plan for any over-budget items?

ED Champagne: The project does not include any construction, the renovation is mostly painting and other superficial changes to the space, including signage and furniture. New elements include "hot boxes" to keep take-out food warm prior to pick-up. The Students' Union will closely manage this project to prevent it from going over-budget. Both the Turret and 2-4 Lounge projects in Waterloo were kept under budget through a similar oversight process. Reiterates that in any situation where additional funds are required, the Board would need to first approve that request.

**MOTION** (Vice Chair Phillips/Director LeClair) that the Board of Directors approve a Wilf's refresh capital project fund in the amount of \$175,000. **CARRIED.**

12. **Direct Inspection Committee Elections**, Chair Del Giudice

EL #2d

Vice-Chair Phillips nominates Director Lafarciola  
Director Abu-Rshaid nominates Director Murphy  
Vice-Chair Phillips nominates Director Elmasri

**MOTION** (Director Abu-Rshaid/Vice Chair Phillips) that the Board of Directors approve the acclamation of Directors Lafarciola, Murphy, and Elmasri to the EL #2d Direct Inspection Committee. **CARRIED.**

GP #2b

Vice-Chair Phillips nominates Director Betivoiu  
Director Lafarciola nominates Director LeClair  
Chair Del Giudice nominates Director Dermott

**MOTION** (Director Abu-Rshaid/Vice Chair Phillips) that the Board of Directors approve the acclamation of Directors Betivoiu, LeClair, and Dermott to the GP #2b Direct Inspection Committee. **CARRIED.**

\*NOTE: This Direct Inspection Committee was initially on the agenda in error as GP #2d (*see comments at the end of section 15 of these minutes*).

ENDS

Vice-Chair Phillips nominates Director LeClair  
Director Lafarciola nominates Director Abu-Rshaid  
Vice-Chair Phillips nominates them self

**MOTION** (Vice Chair Phillips/Director Murphy) that the Board of Directors approve the acclamation of Directors LeClair and Abu-Rshaid, and Vice-Chair Phillips to the Ends Direct Inspection Committee. **CARRIED.**

13. **Ownership Linkage Committee Election**, Chair Del Giudice

Director Abu-Rshaid nominates them self  
Vice-Chair Phillips nominates Director Lafarciola  
Director Murphy nominates them self  
Director Abu-Rshaid nominates Director LeClair

**MOTION** (Vice Chair Phillips/Director Abu-Rshaid) that the Board of Directors approve the acclamation of Directors Abu-Rshaid, Lafarciola, Murphy, and LeClair to the Ownership Linkage Committee. **CARRIED.**

14. **Annual Governance Planning – Student Engagement Strategy**, Chair Del Giudice

Chair Del Giudice: Will be reviewing the Board's budget, and engaging with Director of Finance and Administration Chris Turner to determine the possibility of a short presentation ahead of the Finance Committee elections. The Chair will also be pursuing equity, diversity, and inclusion training opportunities for the Board during the fall term as recommended by the previous Board. Requests feedback on ideas and opportunities for the Ownership Linkage Committee. Also invites recommendations for Board meeting speaker invitations.

Vice-Chair Phillips: Indicates that Board members have raised two possible initiatives. The first suggestion, from Director Lafarciola, is updating the Students' Union website with uniform and professional headshots for directors, as well as recommending some type of introduction post, perhaps in a newsletter format. Also, Director Abu-Rshaid has proposed willing and able Board members participate in a blood donation drive.

Director Abu-Rshaid: Targeted the blood drive for the end of August or early September. Willing and able directors to encourage and invite students to donate blood. Has a contact at the Waterloo donor clinic that could be contacted for logistics.

Director Lafarciola: Importance of having a unified and professional look for the Board, and use as an engagement tool. Asks about how to achieve this goal.

DPRA Muller: This is typically something that the Students' Union Marketing and Communications Team can facilitate.

Director Abu-Rshaid: Endorses the head shot idea and further suggests it could contribute to a communications strategy that could help the Board introduce itself to the members.

ED Champagne: In years past there have been Instagram introductions of Board members, also coordinated through the Marketing and Communications department. Operations team will inquire as to how to actualize this plan, and the Board is also welcome to invite Director of Marketing Communications Megan Lacoursiere to a future meeting.

Director Symington: Shares an informative event idea from his previous Board experience, a Board Game Social, which received positive reception from the Board.

Chair Del Giudice: Suggests starting a Tik Tok account, previous engagement (e.g. Laurier Votes) provide to be a useful way to connect with students.

ED Champagne: Mentions the Students' Union Promotions Manager position that is in the process of being hired and will likely supervise a student content creator initiative proposed by President Symington. There is the potential for the Board to make use of that role and portfolio.

15. **Annual Governance Planning – Governance and Election Presentations**, Chair Del Giudice

ED Champagne: The Board has the ability to invite speakers to attend meetings and address a variety of topics. In the past, the Board has invited the President of the university and other senior leaders (e.g. VP: Student Affairs Dr. Ivan Joseph; VP: Academic and Provost), politicians, Indigenous leaders, EDI leaders, and other similar individuals. Meeting times, especially when schedule later in the evening, have hindered our ability to schedule meeting guests. The Board may also want to focus on specific topics as a basis for inviting expert guests (e.g. affordability, housing).

Chair Del Giudice: Identifies VP: Student Affairs Dr. Ivan Joseph as a priority guest invitation.

Vice Chair Phillips: Asks clarifying question about the GP #2b Direct Inspection Committee. The policy reference was on the agenda in error as GP #2d, which conflicts with the Direct Inspection monitoring cycle.

DPRM Muller: Acknowledges typo and confirms that it should indeed be GP #2b, and not GP #2d.

Vice Chair Phillips: Asks follow-up question about Direct Inspection Committee scheduling.

DPRM Muller: The 2022-2023 Board Manual contains a schedule of Direct Inspection committee elections and reports throughout the year.

16. **In Camera Session**, Chair Del Giudice

**MOTION** (Director Abu-Rshaid/Vice-Chair Phillips) that the Board of Directors proceed to an in camera session with President Symington, Executive Director Champagne, and Director, Policy Research & Advocacy Muller. **CARRIED**.

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

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

Date Signed:

**Francesco Del Giudice**

Chair of the Board & Chief Governance Officer  
2022-2023 Wilfrid Laurier University Students' Union

**Executive Director & COO  
President & CEO  
Monday, July 4, 2022**

**1. President & CEO**

- a. Developing relationships with internal partners to develop initiatives and recruit volunteers.
- b. Beginning conversations to develop structures of House Olympics, Gendered Violence Rally, Health & Wellness Month.
- c. "Merch" for O-Week ordered, working to quantify how it will work in conjunction with point system
- d. Working to refine intentions for the 24 Lounge & Turret for next year so that they can be designed accordingly.

**2. Government & Stakeholder Relations**

- a. Gendered Violence Rally programming set for September 22nd (e.g. gendered violence, safe sex, identifying signs of intoxication).
- b. SU Cleans-up Initiative, a participation day after homecoming (looking to include catering etc.).
- c. The Outreach Committee has been rebranded the Campus Advocacy Committee.

**3. Programming & Services Brantford**

- a. O-Week event planning; Night time programming, website updates, and Icebreaker training
- b. Committee and Volunteer hiring ongoing

**4. Programming & Services Waterloo**

- a. Working to plan O-Week and other student-focused events throughout the year.
- b. Committee/SU Volunteer hiring is still underway.
- c. Homecoming Programming with the DOS (Dean of Students) office.
- d. Food Bank & ERT re-design.

**5. Clubs & Associations**

- a. Issue with ICT email lists and The Nest should be resolved this week after course registration.
- b. New Club Registration for Fall 2022 set to open Monday July 11th - Monday August 1<sup>st</sup>.
- c. Planning for O-Week Get Involved Fair underway for both Campuses.
- d. Updating our Forms on The Nest to better serve students and reflect procedural changes post-COVID (Event Registration Form, Expenditure Requests, Get Involved Fair Form etc.).

**6. Financial & Volunteer Operations**

- a. Hiring is open now until August 14<sup>th</sup> and will likely remain closed until our fall hiring period sometime in October.
- b. Point system is still in development. I am working on a few potential models that I am going to present to the group.

- c. Volunteer hiring begins next Monday and will be done in three phases. Training will finish August 21.
- d. I am in the process of renovating the old health and dental space. I am making it a passive SU hiring space that will house two tablets. One will be to hire Wilf's staff and the other will be to hire our volunteers. I am looking to paint it and update the lettering above the space

## **7. Student Experience**

- a. Clubs & Associations
  - a. Working with ICT to resolve issues with student data importing to the Nest.
  - b. Taking a part and fixing some of our more utilized forms to streamline and enhance the information gathered. (Expenditure form, events form)
  - c. Putting budget information back into the Nest so Clubs can have an accurate picture of their financial standing
- b. Policy Review
  - a. Working with the DPRA on updates to various Policies and Procedures related to the Student Experience department.
- c. Orientation Week
  - a. Continuing to develop the Orientation program in collaboration with various campus partners.
  - b. Working with the Department of Residence on the move-in plan for both Waterloo and Brantford campuses.
- d. Homecoming
  - a. Working with Alumni and various other campus partners to support the development of student focused programming for Waterloo's homecoming weekend

## **8. Policy, Research & Advocacy**

- a. Coordinating an ongoing operational policy review;
  - a. Updating existing policies and identifying any relevant policy gaps in coordination with the Executive Leadership Team and Operations Group.
- b. Attended the University's June 21<sup>st</sup> Milton campus information session;
- c. In the early development stages of several strategic projects;
- d. Ongoing research and monitoring of post-secondary education issues and trends.

## **9. Hospitality Services**

- a. Few caterings and events through-out the month of July.
- b. The MLSB nights are not consistent as one is very busy and the next one is very slow
- c. David McMurray's event went really great overall with execution from Students Union hospitality staff, Graduate students association staff and food services staff
- d. The wilfs re-refresh project items are starting to get worked on now
- e. Wilfs team is working on hiring for the fall term along with finalizing training, working on finalizing menu items along with fall execution plans for how wilfs operations will re-start again

## **10. Finance & Administration**

- a. The Student Union received 90% of our fees for the spring semester In June. This amount totaled approximately \$450k.
- b. The Finance team continues to prepare for our onsite financial audit. This will take place in August.
- c. We are in the middle of our hiring process for the Facilities manager. Interviews should occur in the next couple of weeks.

## **11. Marketing Communications:**

- a. SU Volunteer Hiring - **July 4 - August 20** @ [bit.ly/suhiring](http://bit.ly/suhiring)  
Giveaways (to encourage peer to peer marketing) @[yourstudentsunion](https://www.instagram.com/yourstudentsunion)  
(VPFVO)



- b. Know an incoming first year student?  
Orientation Week Website: [laurierorientationweek.com](http://laurierorientationweek.com)  
Official launches to first year students **July 11**  
(DSE, VPPSB, VPSSW, OPFB, AVPPW)
- c. *Upcoming*: Undergraduate Health & Dental Plan  
Opt-Out Period: **August 2 - September 23**  
[studentvip.ca/wlusu](http://studentvip.ca/wlusu)  
(DMS)
- d. Promotions Manager has been hired and begins on July 12 - Grace Cho

## **12. Member Services**

- a. Planning for the 2022-2023 fall term Health and Dental Plan opt out, family opt in, and marketing campaigns.
- b. Hiring for the Waterloo and Brantford U-Desks with the intent of returning to a more normal pre-pandemic service model
- c. Working to finalize the Imagnus poster fair contract with the potential for dates in Waterloo and Brantford for fall and winter shows
- d. Continuing to support the Administration and Human Resources portfolios

**\*\*More information related to reports/briefs can be provided at the Board's request\*\***

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July 5, 2022

**Headshots**

- Coordinating headshots over the summer is possible, but logistically complicated depending on when directors are planning to be present on campus.
- Booking headshots in September is straightforward and could be arranged on both campuses.

**Social Media Introductions**

- The @lauriervotes Instagram page is available for more in-depth and self-directed promotion of the Board.
- If the Board wishes to be featured on the Students' Union main social media accounts, the Marketing team proposes an introductory slide deck with names and photos.

# SEPTEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5 <b>O-Week</b> Labour Day	6 <b>O-Week</b>	7 <b>O-Week</b>	8 <b>O-Week</b> <b>START OF TERM</b>	9 <b>O-Week</b>	10 <b>O-Week</b>
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

# OCTOBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
9	10 <b>Thanksgiving</b>	11 <b>READING WEEK</b>	12 <b>READING WEEK</b>	13 <b>READING WEEK</b>	14 <b>READING WEEK</b>	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

# NOVEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

# DECEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7 <b>Classes End</b>	8 <b>STUDY DAY</b>	9 <b>STUDY DAY</b>	10 <b>EXAMS</b>
11 <b>EXAMS</b>	12 <b>EXAMS</b>	13 <b>EXAMS</b>	14 <b>EXAMS</b>	15 <b>EXAMS</b>	16 <b>EXAMS</b>	17 <b>EXAMS</b>
18 <b>EXAMS</b>	19 <b>EXAMS</b>	20 <b>EXAMS</b>	21 <b>EXAMS</b>	22 <b>EXAMS</b>	23 <b>HOLIDAY CLOSURE</b>	24 <b>HOLIDAY CLOSURE</b>
25 <b>HOLIDAY CLOSURE</b>	26 <b>HOLIDAY CLOSURE</b>	27 <b>HOLIDAY CLOSURE</b>	28 <b>HOLIDAY CLOSURE</b>	29 <b>HOLIDAY CLOSURE</b>	30 <b>HOLIDAY CLOSURE</b>	31 <b>HOLIDAY CLOSURE</b>