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**Tuesday, November 13, 2018  
6:00PM  
Council Chambers, University Hall**

We would like to respectfully acknowledge that our University and our Students' Union are located on Treaty 6 Territory.

We are grateful to be on Cree, Dene, Saulteaux, Métis, Blackfoot, and Nakota Sioux territory; specifically the ancestral space of the Papaschase Cree. These Nations are our family, friends, faculty, staff, students, and peers. As members of the University of Alberta Students' Union we honour the nation-to-nation treaty relationship. We aspire for our learning, research, teaching, and governance to acknowledge and work towards the decolonization of Indigenous knowledges and traditions.

**ORDER PAPER (SC-2018-13)**

- 2018-13/0**      **SMUDGING CEREMONY**
- 2018-13/1**      **SPEAKERS BUSINESS**
- 2018-13/1a**     Announcements - The next meeting of the Students' Council will take place on **Tuesday, November 27, 2018** at 6:00PM in the Council Chambers, at University Hall.
- 2018-13/2**      **PRESENTATIONS**
- 2018-13/3**      **EXECUTIVE COMMITTEE REPORT**
- 2018-13/4**      **BOARD AND COMMITTEE REPORT**
- 2018-13/5**      **OPEN FORUM**
- 2018-13/6**      **QUESTION PERIOD**
- 2018-13/7**      **BOARD AND COMMITTEE BUSINESS**
- 2018-13/7a**     **RIPKA MOVES** to appoint two (2) members of Council to Finance Committee.
- 2018-13/7b**     **KIM MOVES** to nominate one (1) member of Students' Council to the Bylaw Committee.
- 2018-13/8**      **GENERAL ORDERS**
- 2018-13/8a**     **RIPKA MOVES** that Students' Council, upon the recommendation of the Executive Committee, approve the proposed contract between the Students' Union and Studentcare.

See SC-2018.13.10.

**2018-13/8b** **BOURGEOIS MOVES** to integrate The Landing into the Student Services Unit of the University of Alberta Students' Union.

See SC-2018.13.11.

**2018-13/8c** **RIPKA MOVES** to go *in camera* for a Business Strategy Discussion.

**2018-13/9** **INFORMATION ITEMS**

**2018-13/9a** President - Report.

See SC-2018.13.01.

**2018-13/9b** Vice-President, Academic - Report.

See SC-2018.13.02.

**2018-13/9c** Vice-President, External - Report.

See SC-2018.13.03.

**2018-13/9d** Vice-President, Operations and Finance - Report.

See SC-2018.13.04.

**2018-13/9e** Vice-President, Student-Life - Report.

See SC-2018.13.05.

**2018-13/9f** Students' Council - Attendance.

See SC-2018.13.06

**2018-13/9e** Students' Council Motion Tracker.

See SC-2018.13.07.

**2018-13/9f** Executive Committee Motion Tracker

See SC-2018.13.08.

**2018-13/9g** Students' Council, Votes and Proceedings (SC-2018-10)

See SC-2018.13.09.

**2018-13/9h** Students' Union and Studentcare - Proposed Contract and Appendice(s)

See SC-2018.13.10.

**2018-13/9i** The Landing Annual General Meeting, Consultation Plan - Report  
See SC-2018.13.11.

Date: 08/11/2018  
To: Students' Union Council  
Re: President 2018/19 Report

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Dear Council,

Hay folks! Hope everyone has plans to relax over reading week! I know I am excited for the long weekend and playing some red dead redemption 2!

## CAUS Advocacy Week

VP Brown and myself have spent the last week in and out of the legislature for CAUS Advocacy Week. After speaking with Minister Schmidt we are thrilled to have amendments to Bill 19 to include Mandatory Non-Instructional Fees in legislation. We also met with members of the official opposition and from our understanding the bill should have broad support from all MLAs. This remains one of the greatest advocacy wins of students in nearly a decade and I am thrilled to have played a part in it.



Meeting with MLA Dr. Swan

## ARRC Meeting

Marc Dumochel, the general manager, and I attended ARRCs last meeting to go over the recommendations document. Marc has committed to going over the document and providing feedback on how we may best operationalize the recommendations. As well, we were thrilled to offer support from the Research and Advocacy and Marketing departments. Overall, I want to commend the committee members and community advocates on their work so far, I truly believe that the document will have a lasting impact.

## International Steering Committee

The Provost has started a new initiative to begin strategic planning the UofA's approach to internationalization. Our first meeting is going to be tomorrow and I am thrilled to have been asked to contribute. I will inform council to any major updates.

### To Note:

- I remain behind on email communications, unavoidably haven't been able to sit down at my desk for the week. Should be caught up after this Friday.
- Meeting University Relations team tomorrow morning. Hoping to discuss details on elections strategy for the UofA and will update as needed.
- Attend the midterms viewing party in Deweys and it was packed! Congratulations to the organizers and those who came out to yell at the tv.
- Attended a Governor's Emeritus Lunch for the Board of Governors and connected with many former board members.
- Will be presenting at the Student Leaders Summit this year on team management.
- Sent out information to Universities Canada on the Stride Program and Identity Matters. They will be featuring the program on their EDI archive and storyline.
- The External Advocacy Advisor is currently exploring the opportunity for us to attend the Manning Conference this year. This conference is often an incubator for conservative policy in the province and we may want to see if there is room for us to speak.
- At the end of the month, VP Brown and myself will be attending CASA Advocacy Week.

I want to point out that the protests from last year had a wide impact. My thanks to those were involved and my thanks to opposition MLA Aheer for ingraining such into government hansard as follows:

"I completely empathize with the students at the U of A who protested. Watching that whole thing happen, I would like to add my voice to the students of the U of A. I'm very proud that they stood up for themselves. It's especially not easy being the focus and at the centre of all of that. There are a lot of complications that go along with funding schools and funding universities and all of that. However, I'm very, very happy that they felt strong enough to stand up. We are always saying in this House that Albertans have a strong voice and that it matters to us and that we listen. I'm glad that they did that. I'm very grateful that the government listened to these students and that we're at this point here where we're able to debate a piece of legislation. I think the credit goes to the students and their strength and their ability to come forward and stand up on their own behalf."

Cheers,  
UASU President



**Date:** 8 Nov 2018

**To:** University of Alberta Students' Union Council

**Re:** VP(A) 2018/19 Report #13

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Dear Council,

It's been a busy few weeks, but also such a rewarding few weeks. I am so honoured and humbled to be here, and every day I thank you and the thousands of students on this campus for trusting our Executive Team. Y'all rock! Read ahead for some quick updates!

### **1. Faculty Associations**

#### **Student Leaders Summit 2018**

One of my platform points was to “**Strengthen Faculty Associations**”, and the Council of Faculty Associations has been working diligently to help support this; the first Student Leaders Summit is another project to support this goal. This Summit is just another reason we will see stronger FA's as they collaborate with their SU Council Representatives, GFC Student Representatives and other FA Executives and Councillors. All of you have should have received an email from me about this already, and if not, you can [RSVP](#) here.

#### **Alberta Pharmacy Student Associations (APSA)**

APSA is having a variety of governance issues all arising at once, and I have been working extremely close with their Executives to help support them. We will go in camera to discuss this. These issues include, but are not limited to:

1. Budgetary Cuts to the APSA Budget as received from their Market Modifier Fund (MMF).
  - a. Transparency regarding the MMF from the Faculty of Pharmacy.
2. APSA getting a student representative seat on their Academic Executive Council.
3. Supporting Pharmacy students transitioning into the PharmD
  - a. Pharmacy is losing their Reading Week due to their PharmD accreditation, which is extremely troublesome for many reasons. There was practically no student consultation about this, despite them stating there was. There was absolutely no proof, and this is not something I will stand for. I will keep everyone updated as this file moves forward.
4. A large pool of Academic Accommodations complaints.

#### **COFA Updates**

##### **COFA Advocacy Working Group**

- An item I ran on was “**Improving Academic Advising**”. Over the summer, we worked to develop a short, simple, yet nuanced survey attempting to gauge the landscape of advising on our campus. This will be launching soon! Please share these on your social media.

### **2. General Faculties Council Meetings / University Meetings**

#### **GFC Committee on the Learning Environment**

Very exciting news!!! Over the summer Vice Provost Forgie, I and a few other stakeholders have been working on an experiential learning website! GOOD NEWS: IT HAS FINALLY LAUNCHED! After four months of intense work, I am so happy to see this done. Bad news: It's really hard to

find because we haven't quite found the right place for it on the website and a unique URL. I am open to all suggestions! We also talked a lot about the concept on online assessment, so going forward GFC CLE is going to delve deeper in this conversation.

### **GFC Academic Standards Committee**

We all know how important experiential learning and work-integrated learning is to our degree's, so I was extremely happy to see and speak for a motion to update the standing regulations for the Bachelor of Fine Arts (BFA) in Drama (Theatre Design) and the Suspension of the BFA in Drama (Technical Theatre)! Amazing work from the Department of Drama.

### **3. GovWeek Planning Committee**

Remember that GovWeek will be from **January 21st-25th 2019**. The GWPC is making amazing traction, and I'm excited to hear a lot of your ideas and thoughts! There will also be re-brand of the marketing - stay tuned!

### **4. Open Con2018**

From Nov 1-4 attended the Global Open Con Conference in Toronto as a representative of the UASU but also UAlberta. Out of 13,000 applicants, I was happy to be 1 of 3 Albertans there and one of under 10 undergraduate students. OpenCon was a platform for advocates to work together to develop critical skills and catalyze action toward a more open system for sharing the world's information—from scholarly and scientific research to educational materials, to digital research data. As a woman, I have never felt so much love and support at a conference in my life - thank you to Open Con for being such a great experience. I gave a presentation as the Chair of our Open Education Advocacy Group about how to start a group on your campus, and also was honoured to give part of the closing keynote of behalf of Undergraduates students in Canada. In the name of being open - you can actually look many of these sessions online! Check it out here: [www.opencon2018.org/opencon\\_2018\\_live](http://www.opencon2018.org/opencon_2018_live).

My office hours for the Fall semester are going to be Friday's from 12PM-1PM. Let me know if you have any questions regarding my office hours. Thanks for reading my report!

Kind regards,



UASU VP (Academic)  
**Akanksha Bhatnagar**



Date: 08/11/2018

To: Students' Union Council

Re: VP(X) 2018/19 Report

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Dear Council,

I am writing this report on an Air Canada flight back to Edmonton after my 26-hour visit in Ottawa. While at the airport I bumped into federal NDP leader Jagmeet Singh (see photo below). I also have approximately 7 MPs and 1 Senator on this flight, which has provided for some great conversations and chances to ask for advocacy meetings!

### 1. Updates

- **CASA presentation to Parliament:** I was invited on short notice to fly to Ottawa and present to the House of Commons Standing Committee on Finance (FINA) on Bill C-86 on behalf of CASA. This was a huge opportunity for us to ensure that the student voice remains in the conversations surrounding the federal government's budgeting, which Bill C-86 covered extensively. The 850-page omnibus bill had 2 points which I spoke to: copyright law and ensuring fair dealing for educational resources, and financial assistance for post-secondary education and poverty reduction. Here is the [link to my entire presentation](#).



- **CAUS Advocacy Days:** Before jetting off to Ottawa, I took part in the Council of Alberta University Students Advocacy Days with President Larsen and EAA Nelson.
  - We started off the week by meeting with Advanced Education Minister Marlin Schmidt and discussing Bill 19. While we highlighted to Council the many aspects and student wins highlighted in the bill, we became concerned about the designation of mandatory non-instructional fees (MNIFs) into regulation and not legislation. The difference is that regulation can be changed by any future government behind closed doors, whereas legislation means any changes need to be a bill that is debated openly in the Legislature. In our meeting with Minister Schmidt we emphasized the importance of including MNIFs in legislation, as it would solidify the power of students and students' associations in deciding whether the MNIF should exist or not. This also ensures that MNIFs would need to be cost-recovery or less, therefore not taking advantage of student dollars for other projects. The meeting with the Minister was a great success, as that very same afternoon he tabled an

amendment to put MNIFs into the legislation. I am beyond excited to report that this amendment was adopted into the bill.

- I also met with Municipal Affairs Minister Shaye Anderson, who seemed quite supportive of our asks around adjusting the Summer Temporary Employment Program (STEP) to connect students with jobs applicable to their area of study and increasing the subsidy due to minimum wage increases.
- **Job shadowing:** Interested in learning about municipal, provincial and federal student advocacy? Looking to run in a future SU election? Just curious about what I do every day? You can come do job shadowing with me! Sign up here: <https://goo.gl/forms/O94amnQblvx38Qlf1>
- **In the media:** I had an interview with People First Radio, which broadcasts in Nanaimo, B.C. and St. John, N.B., on CASA's mental health paper and associated asks. It was a great opportunity to discuss topics such as the stigma surrounding mental health and the resources needed to ensure students can gain timely access to these crucial services. You can [listen to the interview here](#).

## 2. Coming up

- **Elections Alberta meeting:** GOTV Coordinator Raitz and I will be meeting with a representative from Elections Alberta to discuss polling on campus (in SUB) for the upcoming provincial election as well as our GOTV campaign.
- **CASA Advocacy Week and UEQ meetings:** From November 23<sup>rd</sup> to December 3<sup>rd</sup> I will be in Quebec and Ontario. I first head to Sherbrooke, Quebec with other members of the CASA Board of Directors for the Union Étudiant du Québec caucus meeting. We then head straight to Ottawa for what will be a crucially important Advocacy week with approximately over 140 MPs, Senators and other stakeholders. This will likely be our last major advocacy effort before the federal election so it is extremely important that the federal government and all parties hear the concerns of students.

## 3. Things to Note & Office hours

- **Remembrance Day:** I encourage everyone to take the time on November 11<sup>th</sup> to attend a Remembrance Day ceremony (there is one at the Butterdome) or to reflect in your own way on the lives of those who have served our country. It has been 100 years since the end of the First World War in which Canadians of all backgrounds bravely fought to protect our country and others.
- **Away from the office:** As mentioned, I will be away from November 23<sup>rd</sup> to December 3<sup>rd</sup>. Please email me at [adam.brown@su.ualberta.ca](mailto:adam.brown@su.ualberta.ca) if you would like to meet before then!

These past 2 weeks have been some of the most important of my mandate. They have shown me more than ever that the student voice means something if we push hard enough to have it be heard. We work together to unite the student movement at the University of Alberta, in the province of Alberta, and across Canada to benefit hundreds of thousands of students lives. There is nothing more rewarding.

Kind regards,



UASU VP (External)

Adam Brown

Date: November 8, 2018  
To: Students' Union Council  
Re: VPOF 2018/19 Report

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Dear Council,

Hello all, happy winter! It's chilly out there, but the SU office's energy has been high lately, making it a cozy atmosphere. I've been feeling good lately, although I do feel the need to sit down for a couple hours and organize myself for the next month and a half in order to finish this semester off strong; maybe the long weekend will help. Here are some updates!

#### Executive Campaign Crew

The ECC met for the first time on Wednesday, and I must say I am very excited to see the work they come up with. The team includes a Digital Strategist, Communications Strategist, Volunteer Coordinator, and Campus Relations Coordinator. Each member has been given a couple of faculties to consult with specifically, so next week I will be introducing you to them via email and they will help you consult with your faculty on capital planning.

#### Customer Relationship Management & Catering

I have been working with management to come up with a good program for tracking clients who use our venue and businesses, as customer retention is very important especially as we are trying to grow Horowitz Catering. This is one of the many efforts that the SU is taking to become more efficient, thereby being as responsible as possible with student funds. Additionally, the catering business in general has been coming along quite nicely since the opening of the kitchen. Conferencing and events has been working hard to ensure all of the little details in the business, from food quality to presentation, are perfect so that they can gain traction within the university community. Pretty exciting stuff; we should all be very proud, and spread the word. Student menu pricing coming soon!

#### Social Media & Communications

I cannot express how happy I am with our 2 new Social Media Coordinators. I ran on a campaign point of enhancing communication with our members so that they fully

understand the value of the membership fees they pay. Stepping up our social media game has made us one step closer to accomplishing this goal, although I recognize that it will be something we perpetually work towards. The "This is Your SU" campaign also had it's launch at open house, and I must say it looked slick. Hopefully we will see payoff from this, encouraging more students to get involved with the SU.

#### Odds & Ends

SERC meets for the second time tomorrow, and we're planning on identifying our first goal. I will provide updates on the meeting in my oral report at Council. I will be running the first focus group with SU student staff on SU branding next week too, which should be fun! Finally, my next office hours are Thursday, November 22nd at noon. Hope to see you there.

Peace & Love,

*Emma Ripka*

UASU VP Operations & Finance  
Emma Ripka

Date: 9/11/2018

To: Students' Union Council

Re: Report to Students' Council

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Hey Council!

Welcome to my report. It's been an awesome, productive couple of weeks, and I'm super thrilled to have received so much helpful and encouraging feedback from students and student councillors in the last little while.

### 1. Free Feminine Hygiene Products

I reached out to set up a meeting with Operations and Maintenance to discuss how something like this will look moving forward. Will report back once I have more details.

### 2. Dean's Advisory Council (DAC)

This week at DAC, we did a World Cafe style workshop where everyone was encouraged to share their thoughts about student mental health. The most important things I took away from the meeting were the need for an efficient triage system to point students towards the appropriate services when they are struggling. The new 211 program should satisfy some of that need, but we need to ensure that we open as many channels as possible to meet the varied needs of the campus community. Students also identified a need for more training opportunities regarding supportive listening, suicide intervention, and mental health first aid. Lastly, it is clear that professors need some level of training to have conversations about mental health with their students. Even if a professor is not comfortable having a one-on-one discussion with a student about their mental health, professors should take responsibility for opening up the discussion about mental health with their students, and communicate the important of self-care, highlighting available services early in the semester, as well as during midterms and finals.

### 3. Residence

Jared Larsen, President of HUB Community Association and I presented to administration on a plan to address safety and security issues in HUB Residence. We received an email back from Ancillary Services, who mentioned UAPS will be increasing staffing around HUB Mall in coming weeks to conduct a safety and security audit of the location. We await a cost estimate from Operations and Maintenance for the installation of crash bars and ONEcard readers. In the Campus Facilities Safety and Security meeting this week, the issues in HUB mall were identified as a Level 1 security

issue, the highest level of concern out of campus buildings. *HUB is the only building in the master list that is both a residence and a Level 1 security issue.*

I attended the Lister Hall Students' Association executive meeting last weekend to discuss an advocacy plan to address concerns about Lister and, importantly, the new meal plan. We also discussed the issue of sexual violence in Lister. I'm happy to see the LHSA moving in such a positive, student-facing direction. I also attended a community consultation event for the Lister retrofit. Lister students identified a host of concerns that administration will take into account moving forward. I look forward to seeing the amendments the designers make to the proposed design for Mackenzie Hall. It is important to ensure that the University provides adequate storage to Lister students in their rooms.

The East Campus Students' Association and I will be meeting on Tuesday to discuss recruitment of additional members, as well as an election plan and next steps for ECSA.

Newton Place Residence Association is in a bit of a financial hangup. Many students in Newton Place opted-out of their Residence Association fee, and I will be meeting with a representative from the NPRA to discuss next steps and figure out a plan to ensure that The NEST (their common area) is continually staffed and open to residents.

#### 4. Halloween

Huge shout out to UASUevents and the UASUevents crew for putting together the best Halloween events I have witnessed in my entire degree. The Haunted House was A+. Thanks a million to everyone who put in the work to make it a success. Can't wait for Campus Cup!

#### 5. Equity Diversity and Inclusion (EDI) Policy

I've been having very constructive meetings with various campus partners and administrators discussing the best way to put forward an EDI Policy. We will soon be sharing a survey about student experiences that relate to gender, ethnicity, sexuality, ability, and more. I hope that councillors take the time to fill out the survey, and share it around to any folks who may be interested.

#### 6. Landing AGM

Students at The Landing AGM voted 28-1-1 in favour of integrating into the Student Services Unit of the UASU. We will vote on a motion to support the integration of The Landing at this council meeting!

#### 7. Student Event Unit Mission Vision Values

Last night, I met with UASUevents to discuss their mission, vision, and values. The conversation is still in the preliminary stages, but I am so excited to see where the conversation leads us, and what this means for the future of SU-led campus events. Key themes from last night's discussion included: Building community, culture, and connection between students. Accessibility of campus events. Cross-cultural challenges faced by UASUevents, and the important of diverse, high-quality, unique campus events.

#### 8. Closing

Thanks for reading, this was a hefty one! I hope you all have a wonderful reading week. Take some time to look after your wellness, catch up with friends, and maybe some school work too. I'll be around all week in the office, and I'm more than happy to meet up with anyone who wants to chat. PS: There is a job shadow day next Wednesday for anyone who feels like seeing what VPSL is all about!

All the best,



Andre Bourgeois  
VP Student Life

Councillor Attendance Records

| 2018-2019   |                       | Indicative previous council |                    |                  |                           |                           |                           |                   |                   |         |                     |                        |                                |                                |                      |                            |
|---|-----------------------|-----------------------------|--------------------|------------------|---------------------------|---------------------------|---------------------------|-------------------|-------------------|---------|---------------------|------------------------|--------------------------------|--------------------------------|----------------------|----------------------------|
| Council Seats (40 total)                                  | Name                  | NDA                         | 2018-05            | 2018-01          | 2018-02                   | 2018-03                   | 2018-04                   | 2018-05           | 2018-06           | 2018-07 | 2018-08             | 2018-09                | 2018-10                        | 2018-11                        | 2018-12              |                            |
| Voting Ex-officio Members (8 voting seats)                |                       |                             | April 17, 2018 (3) | May 15, 2018 (3) | May 29, 2018 (2)          | June 12, 2018 (2)         | June 26, 2018 (2)         | July 10, 2018 (2) | July 31, 2018 (3) | 8c      | August 14, 2018 (3) | September 11, 2018 (3) | September 18, 2018 (3)         | October 2, 2018 (2)            | October 16, 2018 (2) | October 30, 2018           |
| President   | Reed Larsen           | Y                           | 3                  | 3                | 1                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| VP Academic   | Jessalinda Schuttiger | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 0                 | 3                 | Y       | 3                   | Y                      | 3                              | 3                              | 2                    | 3                          |
| VP External   | Adam Brown            | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 0                 | 3                 | Y       | 1                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| VP Operations & Finance                                   | Erinna Ripka          | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 0                 | 3                 | Y       | 3                   | Y                      | 3                              | 3                              | 2                    | 3                          |
| VP Student Life   | Andre Bourgeois       | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 0                 | 3                 | Y       | 3                   | Y                      | 3                              | 3                              | 2                    | 3                          |
| Undergraduate Board of Governors Rep                      | Leif Parnis           | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| <b>Faculty Representation (32 voting seats)</b>           |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        |                                |                                |                      |                            |
| ALES  | Shawn Lin             | Y                           | 3                  | 3                | 1                         | 2                         | 2                         | 2                 | 2                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
|   | Brandi Koles          | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| Augustana   | Lane Anderson         | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| Arts  | Sharon Peitz          | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 1                              | 1                    | 3                          |
|   | Mona Magale           | Y                           | 3                  | 3                | 1                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 1                    | 3                          |
|   | Marian Hoeselery      | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 0                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
|   | Robert Blak           | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 1                    | 3                          |
|   | Debra Colam           | Y                           | 3                  | 1                | 0                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 1                    | 1                          |
|   | Theresa Lay           | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| Business  | John Hussain          | Y                           | 3                  | 2                | 2                         | 2                         | 2                         | 1                 | 3                 | Y       | 3                   | N/A                    | 3                              | 2                              | 0                    | 2                          |
|   | Luke Stoll            | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 0                    | 2                          |
| Education   | Kate Farris           | Y                           | 3                  | 3                | 2                         | 2                         | 0                         | 0                 | 0                 | Y       | 3                   | N/A                    | 3                              | 2                              | 2                    | 3                          |
|   | Jimmy Thibodeau       | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 0                    | 2                          |
|   | Alzah Ansari          | Y                           | 0                  | 0                | 2                         | 2                         | 2                         | 1                 | 1                 | Y       | 2                   | N/A                    | 3                              | 2                              | 1                    | 3                          |
| Engineering   | Jared Fier            | Y                           | 3                  | 0                | 0                         | 0                         | 0                         | 1                 | 0                 | Y       | 2                   | N/A                    | 3                              | 2                              | 2                    | 3                          |
|   | Audrey Rosalind       | Y                           | 3                  | 3                | 2                         | 2                         | 0                         | 2                 | 1                 | Y       | 0                   | N/A                    | 3                              | 3                              | 2                    | 3                          |
|   | Ashley Stone          | Y                           | 3                  | 3                | 2                         | 2                         | 0                         | 0                 | 2                 | Y       | 0                   | N/A                    | 3                              | 3                              | 2                    | 3                          |
|   | Ayman Adnan           | Y                           | 3                  | 1                | 0                         | 0                         | 0                         | 2                 | 3                 | Y       | 0                   | N/A                    | 3                              | 3                              | 2                    | 3                          |
| Knowledge, Sport and Recreation                           | VACANT                | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 2                 | Y       | 3                   | N/A                    | 3                              | 2                              | 2                    | 3                          |
| Law   | David Chung           | Y                           | 3                  | 2                | 0                         | 2                         | 2                         | 2                 | 1                 | Y       | 0                   | N/A                    | 3                              | 0                              | 0                    | 2                          |
| Medicine & Dentistry                                      | Muhammad Ahmad        | Y                           | 3                  | 0                | 0                         | 0                         | 0                         | 2                 | 2                 | Y       | 0                   | N/A                    | 3                              | 0                              | 2                    | 3                          |
| Native Studies  | Nathan Sweeney        | Y                           | 3                  | 0                | 0                         | 0                         | 2                         | 2                 | 3                 | Y       | 2                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| Nursing   | Anthony Nguyen        | Y                           | 0                  | 0                | 0                         | 0                         | 2                         | 2                 | 2                 | Y       | 0                   | N/A                    | 3                              | 2                              | 2                    | 2                          |
| Open Studies  | Siobhanna Palmer      | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| Pharmacy  | Missy Abouli          | Y                           | 0                  | 0                | 0                         | 0                         | 2                         | 2                 | 2                 | Y       | 3                   | N/A                    | 3                              | 3                              | 2                    | 3                          |
| Faculty Saint Jean  | Lana Haidichou        | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| Science   | Michelle Kim          | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
|   | Germa D'Urville       | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
|   | Chief Agard           | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
|   | Shawna Rizzi          | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 2                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
|   | Tiffany Bruce         | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
|   | Katherine Bakcourt    | Y                           | 3                  | 1                | 2                         | 2                         | 2                         | 2                 | 3                 | Y       | 3                   | Y                      | 3                              | 2                              | 2                    | 3                          |
| <b>Non-Voting Ex-Officio Members (2 non-voting seats)</b> |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        |                                |                                |                      |                            |
| Speaker   | Jonathan Barracough   | Y                           | 3                  | 3                | 2                         | 2                         | 2                         | 2                 | 0                 | 0       | 0                   | 0                      | 3                              | 3                              | 2                    | 2                          |
| General Manager   | Marc Dumouchel        | Y                           | 0                  | 1                | 0                         | 0                         | 0                         | 0                 | 0                 | 0       | 0                   | 0                      | 2                              | 0                              | 0                    | 0                          |
| <b>Registered Guests</b>                                  |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        |                                |                                |                      |                            |
|   |                       |                             |                    | Nathan Fung      | Amna Pirmor (Arts)        | Nicole Jones (Science)    | Adam LaHazz (The Gateway) |                   |                   |         |                     |                        | Adam LaHazz (The Gateway)      | Adam LaHazz (The Gateway)      |                      | Adam LaHazz (Gateway)      |
|   |                       |                             |                    | Adam LaHazz      | Nathan Fung (The Gateway) | Nathan Fung (The Gateway) | Nathan Fung (The Gateway) |                   |                   |         |                     |                        | Nathan Fung (The Gateway)      | Andrew McWhirney (The Gateway) |                      | Nathan Fung (Gateway)      |
|   |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        | Calvin Chan (The Gateway)      | Mark Kloczer (Arts)            |                      | Abby Isaac (Arts)          |
|   |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        | Nicole Jones (Arts)            |                                |                      | Ripke Kitchie (Science)    |
|   |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        | Rory Storm (Arts)              |                                |                      | Amber Sayed (Science)      |
|   |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        | Andrew McWhirney (The Gateway) |                                |                      | William Neuhuis (Science)  |
|   |                       |                             |                    |                  |                           |                           |                           |                   |                   |         |                     |                        |                                |                                |                      | Melanie Chatham (Business) |



| Item       | Motion  | Result  | Meeting    | Date       |
|------------|---|---------|------------|------------|
| 2018-00/1a | JONATHAN BARRACLOUGH is appointed as the Speaker for the 2018/19 session of Council.  | N/A     | SC-2018-00 | 04/17/2018 |
| 2018-00/8a | FLAMAN/PALINDAT MOVED to approve the 2018-19 Students' Council Meeting Schedule.  | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-00/8b | PALINDAT, STATT, BOSE, CHUNG, KOBES, LEY, THIBAudeau are declared appointed to Audit Committee by acclamation.  | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-00/8c | CUTARM, MOGALE, and SUNDAY are declared appointed to Aboriginal Relations and Reconciliation Committee via secret ballot.   | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-00/8d | LEY, RIPKA, SUNDAY, THIBAudeau, HADDOUCHE, RAITZ, and KIM are declared appointed to Bylaw Committee via secret ballot.  | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-00/8e | FLAMAN, LIN, PALINDAT, FARRIS, and KIM are declared appointed to Council Administration Committee via secret ballot.  | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-00/8f | HADDOUCHE, DIPINTO, BOSE, ANDERSON, SUNDAY, ST. HILAIRE, and LIN are declared appointed to Finance Committee via acclamation.   | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-00/8g | CUTARM, RIZVI, FARRIS, AGARWAL, and MUSTAFA are declared appointed to Nominating Committee via acclamation.   | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-00/8h | RAITZ, BILAK, PALINDAT, FARRIS, PALMER, and MOGALE are declared appointed to the Policy Committee via secret ballot.  | CARRIED | SC-2018-00 | 04/17/2018 |
| 2018-01/1d | KIM/THIBAudeau MOVED to approve the Students' Council Standing Orders.  | CARRIED | SC-2018-01 | 05/15/2018 |
| 2018-01/2a | LARSEN/DIPINTO MOVED to allow the KAIROS Blanket Exercise presentation.   | CARRIED | SC-2018-01 | 05/15/2018 |
|            | FLAMAN/FARRIS MOVED to suspend Standing Orders to allow the presentation time to exceed thirty minutes.   | CARRIED | SC-2018-01 | 05/15/2018 |
| 2018-01/7a | BILAK is appointed to Finance Committee via acclamation.  | CARRIED | SC-2018-01 | 05/15/2018 |
| 2018-01/8a | KIM, RAITZ, RIZVI are declared appointed to the GovWeek Planning Committee via acclamation.   | CARRIED | SC-2018-01 | 05/15/2018 |
| 2018-02/7a | AGARWAL is declared appointed to the Audit Committee via acclamation.   | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/7b | BELCOURT is affirmed appointed to the Aboriginal Relations and Reconciliation Committee via acclamation.  | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/7c | CALLIHOO is affirmed appointed to the Aboriginal Relations and Reconciliation Committee via acclamation.  | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/7d | HOSSEINY is declared appointed to the Finance Committee via acclamation.  | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/8a | BILAK is declared appointed to the Gateway Student Journal Society Board via acclamation.   | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/8b | PALINDAT is declared appointed to The Landing Board via acclamation.  | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/8c | CHUNG is declared appointed to the Student Legal Services Board via acclamation.  | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/8d | MOGALE is declared appointed to the Alberta Public Interest Research Group Board via acclamation.   | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-02/8e | FLAMAN, THIBAudeau are the First Alberta Campus Radio Association Board via secret ballot.  | CARRIED | SC-2018-02 | 05/29/2018 |
| 2018-03/7a | RAITZ/FLAMAN MOVED, on behalf of the Policy Committee, to approve the first the reading of the Residence Policy.  | CARRIED | SC-2018-03 | 06/12/2018 |
|            | FLAMAN MOVED to amend the Policy removing the double space in §4 and an extraneous "i" in §5.   | CARRIED | SC-2018-03 | 06/12/2018 |
| 2018-03/8a | KIM, DIPINTO are declared appointed to the Health and Dental Plan Committee via secret ballot.  | CARRIED | SC-2018-03 | 06/12/2018 |
| 2018-03/8b | BILAK, CHUNG are declared appointed to the Discipline, Interpretation, and Enforcement Board Hiring Committee via secret ballot.  | CARRIED | SC-2018-03 | 06/12/2018 |
| 2018-04/7a | SUNDAY/MOGALE MOVED, on the recommendation of the Aboriginal Relations and Reconciliation Committee, to appoint Councillor Cutarm onto the Council on Aboriginal Initiatives.   | CARRIED | SC-2018-04 | 06/26/2018 |
| 2018-04/7b | RAITZ/PALMER MOVED, on behalf of the Policy Committee, to approve the second reading of the Residence Policy.   | CARRIED | SC-2018-04 | 06/26/2018 |
|            | AGARWAL MOVED to amend §2(5) in order to replace the term "i" with "will".  | CARRIED | SC-2018-04 | 06/26/2018 |
| 2018-05/7a | BILAK/BOURGEOIS MOVE TO RATIFY the appointment of Karamveer Lalh to Chief Tribune of the Discipline, Interpretation, and Enforcement Board.   |         | SC-2018-05 | 07/10/2018 |
|            | FLAMAN/BILAK MOVE to suspend Standing Orders, cancel recess and discussion of the item <i>in camera</i> to the next meeting.  | CARRIED | SC-2018-05 | 07/10/2018 |
| 2018-05/7b | CUTARM/MOGALE MOVE, on the recommendation of the Aboriginal Relations and Reconciliation Committee, to affirm the appointment of Kimberley Fraser-Airhert onto the Aboriginal Relations and Reconciliation Committee. | CARRIED | SC-2018-05 | 07/10/2018 |
| 2018-05/7c | KIM/RAITZ MOVE, on behalf of the Bylaw Committee, to approve the First Principles of Bill #2, "Bylaw 100 Attendance Regulations" as attached.   |         | SC-2018-05 | 07/10/2018 |
|            | FLAMAN/STATT MOVE to commit (i.e. to send the item back to Bylaw Committee).  | CARRIED | SC-2018-05 | 07/10/2018 |
| 2018-05/8a | LARSEN/THIBAudeau MOVE to ratify the hiring of Nadia Halabi (2017/18 Chief Returning Officer) to a remunerated position in accordance with Bylaw 100.18.7.  |         | SC-2018-05 | 07/10/2018 |
|            | SUNDAY/PALMER MOVE to postpone this motion to the next meeting of Students' Council.  | CARRIED | SC-2018-05 | 07/10/2018 |
| 2018-06/7a | THIBAudeau is declared appointed to Policy Committee via secret ballot.   |         | SC-2018-06 | 07/31/2018 |
| 2018-06/7b | BILAK/PALMER MOVED, on behalf of the Policy Committee, to approve the First Reading of the Non-Partisan Political Policy.   | CARRIED | SC-2018-06 | 07/31/2018 |
| 2018-06/7c | SUNDAY/THIBAudeau MOVED, on behalf of the Bylaw Committee, to approve Bill #3: Bylaw 100 Students' Council committee regulations as follows   | CARRIED | SC-2018-06 | 07/31/2018 |
| 2018-06/8a | BILAK/BOURGEOIS RATIFIED the appointment of Karamveer Lalh to Chief, Tribune of the Discipline, Interpretation, and Enforcement Board.  | CARRIED | SC-2018-06 | 07/31/2018 |
| 2018-06/8b | LARSEN/CUTARM MOVED to ratify the hiring of Nadia Halabi (2017/18 Chief Returning Officer) to a remunerated position in accordance with Bylaw 100.18.7.   | CARRIED | SC-2018-06 | 07/31/2018 |
| 2018-07/2a | BHATNAGAR/RAITZ MOVED to allow the "Be Book Smart Fair" Presentation.   | CARRIED | SC-2018-07 | 08/21/2018 |
| 2018-07/2b | BOURGEOIS/SUNDAY MOVED to allow the "Council Involvement at WOW / NSO" Presentation.  | CARRIED | SC-2018-07 | 08/21/2018 |
| 2018-07/7a | PALINDAT/THIBAudeau MOVES to appoint one (1) member of Students' Council to the Audit Committee.  | N/A     | SC-2018-07 | 08/21/2018 |
| 2018-07/7b | KIM MOVES to nominate one (1) member of Students' Council to the Bylaw Committee.   | N/A     | SC-2018-07 | 08/21/2018 |
| 2018-07/7c | SUNDAY/LEY MOVE to approve First Principles of Bill #4: Students' Council Committee Chairs' Training.   | FAILED  | SC-2018-07 | 08/21/2018 |
| 2018-07/7d | SUNDAY/KIM MOVE, on the recommendation of Bylaw Committee, to approve the Second Principles of Bill #3.   | CARRIED | SC-2018-07 | 08/21/2018 |
|            | THIBAudeau MOVED to amend §12(8) to reflect that the ARRC membership is composed of three members of Council, Executive members, with remaining members as the Permanent members of Council.                          | CARRIED | SC-2018-07 | 08/21/2018 |
|            | LARSEN MOVED to amend §12(1) to read "first principles regarding changes to this bylaw, in regards to standing committee membership, require a recommendation from the standing committee.".                          | CARRIED | SC-2018-07 | 08/21/2018 |

|            |  |         |            |            |
|------------|--|---------|------------|------------|
| 2018-07/7e | RAITZ MOVES, on behalf of the Policy Committee, to approve the First Principles of the Capital Projects Policy.  | CARRIED | SC-2018-07 | 08/21/2018 |
| 2018-07/7f | RAITZ MOVES, on behalf of the Policy Committee, to approve the Second Principles of the Non-Partisan Political Policy.   | CARRIED | SC-2018-07 | 08/21/2018 |
| 2018-08/2a | RIPKA/FLAMAN MOVED to present "A Sustainable Capital plan"   | CARRIED | SC-2018-08 | 09/11/2018 |
|            | FLAMAN/BOURGEOIS MOVED to extend the presentation time by fifteen minutes.   | CARRIED | SC-2018-08 | 09/11/2018 |
|            | LEY/CUTARM MOVED to extend the presentation time by ten minutes.   | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-06/6  | SUNDAY/BOURGEOIS MOVED to enter in-camera.   | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-06/6  | FLAMAN/STATT MOVED to exit in-camera.  | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-08/7a | RAITZ/FLAMAN MOVED, on behalf of the Policy Committee, to approve the Second Reading Capital Projects.   | CARRIED | SC-2018-08 | 09/11/2018 |
|            | FLAMAN/RIPKA CALLED the question.  | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-08/8a | LARSEN/FLAMAN MOVED to appoint one member of Students' Council to the Council Administration Committee (CAC).  | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-08/8b | LARSEN/KIM MOVED to appoint one member of Students' Council to the Audit Committee.  | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-08/8c | LARSEN/FLAMAN MOVED to approve Stephen Raitz to hold the position of GOTV  | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-08/8d | LARSEN/AGARWAL MOVED to appoint four (4) members of student council to the PAW Strategic Operating Committee. (Meetings Mondays 3-4PM, Oct. 1, Dec. 3, Feb. 4, April 1). | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-08/8e | LARSEN MOVED to appoint three (3) members of Students Council to the Strategic Plan Steering Committee. (Meetings are to be held 3:30pm - 5:00pm every Tuesday)          | CARRIED | SC-2018-08 | 09/11/2018 |
|            | RIPKA/RIZVI MOVED to table 2018-08/8e to the next meeting.   | CARRIED | SC-2018-08 | 09/11/2018 |
|            | LEY/KIM CALLED the question  | CARRIED | SC-2018-08 | 09/11/2018 |
| 2018-09/2a | SUNDAY/BHATNAGAR to allow the presentation "Smudging Teachings".   | CARRIED | SC-2018-09 | 09/18/2018 |
|            | SUNDAY/PALMER MOVED to extend the presentation to be a total length of one hour.   | CARRIED | SC-2018-09 | 09/18/2018 |
| 2018-09/2b | RIPKA/KIM to allow a presentation on Bill #2: Bylaw 100  | CARRIED | SC-2018-09 | 09/18/2018 |
| 2018-09/2c | RAITZ/AGARWAL MOVED to present the "UASU Get Out The Vote Campaign" presentation.  | CARRIED | SC-2018-09 | 09/18/2018 |
| 2018-09/9a | RAITZ/FLAMAN MOVED, on behalf of the Policy Committee, to approve the First Reading of the Internationalization Policy.  | CARRIED | SC-2018-09 | 09/18/2018 |
|            | AGARWAL/PALMER MOVED to amend the Resolution 10 to read "Students' Council" from "Student's Council"   | CARRIED | SC-2018-09 | 09/18/2018 |
|            | KIM/BROWN CALLED the question.   | CARRIED | SC-2018-09 | 09/18/2018 |
| 2018-09/8a | LARSEN/STATT MOVED to appoint three (3) members of Students Council to the Strategic Plan Steering Committee. (Meetings are to be held 3:30pm - 5:00pm every Tuesday)    | N/A     | SC-2018-09 | 09/18/2018 |
|            | BHATNAGAR/AGARWAL MOVED to commit to the motion to Committee.  | CARRIED | SC-2018-09 | 09/18/2018 |
|            | BHATNAGAR/CUTARM MOVED the previous question.  | CARRIED | SC-2018-09 | 09/18/2018 |
| 2018-09/8b | RIPKA/SUNDAY MOVED to appoint one (1) member of Students' Council to The Landing Board.  | N/A     | SC-2018-09 | 09/18/2018 |
| 2018-10/7a | BHATNAGAR/FLAMAN MOVED to appoint one (1) member to the UASU Nominating Committee.   | N/A     | SC-2018-10 | 10/02/2018 |
| 2018-10/7b | RIPKA MOVED to appoint one (1) member of Council to the Finance Committee.   | N/A     | SC-2018-10 | 10/02/2018 |
| 2018-10/7c | KIM/FLAMAN MOVE to approve First Principles of Bill #2: Bylaw 100 attendance regulations.  | N/A     | SC-2018-10 | 10/02/2018 |
| 2018-10/7d | KIM/THIBAUDEAU MOVE to approve First Principles of Bill #5: First principles of Bilingualism.  | N/A     | SC-2018-10 | 10/02/2018 |
| 2018-10/8a | BHATNAGAR/FARRIS MOVED to appoint one (1) member to GovWeek Planning Committee.  | N/A     | SC-2018-10 | 10/02/2018 |
| 2018-10/8b | RAITZ/BOURGEOIS MOVED, on behalf of Policy Committee, to approve the Second Principles of the Internationalization Policy.   | CARRIED | SC-2018-11 | 10/02/2018 |
| 2018-11/2a | SUNDAY/FLAMAN MOVED to present "ARRC Town Hall Feedback".  | CARRIED | SC-2018-11 | 10/16/2018 |
| 2018-11/7a | SUNDAY/FARRIS MOVED to appoint one (1) member of Council to the Aboriginal Relations and Reconciliation Committee.   | N/A     | SC-2018-11 | 10/16/2018 |
|            | ADWAN is declared appointed to Aboriginal Relations and Reconciliation Committee via acclamation.  |         | SC-2018-11 | 10/16/2018 |
| 2018-11/7b | BILAK/PALMER MOVED to ratify the appointment of Krishen Singh as a Tribune on the Discipline, Interpretation, and Enforcement Board.                                     | CARRIED | SC-2018-11 | 10/16/2018 |
| 2018-11/7c | RIPKA/FLAMAN MOVED to appoint one (1) member of Council to the First Alberta Campus Radio Association Board (FACRA).   | N/A     | SC-2018-11 | 10/16/2018 |
|            | SUNDAY is declared appointed to First Alberta Campus Radio Association Board via acclamation.  |         | SC-2018-11 | 10/16/2018 |
|            | SUNDAY/KIM MOVED to suspend Standing Orders.   |         | SC-2018-11 | 10/16/2018 |
| 2018-11/7d | KIM/SUNDAY MOVED, on behalf of the Bylaw Committee, to approve the second principles of Bill #2: Bylaw 100 Attendance Regulations.                                       | CARRIED | SC-2018-11 | 10/16/2018 |
| 2018-12/2a | LARSEN/SUNDAY MOVED to do a presentation to council on the Government of Alberta Tuition Framework.  | CARRIED | SC-2018-12 | 11/13/2018 |
| 2018-12/2b | BROWN/FARRIS MOVED to do a presentation on the Canadian Alliance of Student Associations.  |         | SC-2018-12 | 11/13/2018 |
| 2018-12/7a | THIBAUDEAU/ FLAMAN MOVES on behalf of Audit Committee to approve the KPMG audit findings.  |         | SC-2018-12 | 11/13/2018 |
| 2018-12/7b | KIM/SUNDAY MOVED to nominate one (1) member of Students' Council to the Bylaw Committee.   |         | SC-2018-12 | 11/13/2018 |
| 2018-12/7c | RAITZ/PALMER MOVES to nominate one (1) member of Students' Council to the Policy Committee.  | CARRIED | SC-2018-12 | 11/13/2018 |
|            | LEY is declared appointed to Policy Committee via secret ballot.   |         | SC-2018-12 | 11/13/2018 |
|            | LARSEN/PALMER MOVED to enter the meeting into in camera.   | CARRIED | SC-2018-12 | 11/13/2018 |
|            | AGARWAL/FARRIS MOVED to exit the meeting from ex camera.   | CARRIED | SC-2018-12 | 11/13/2018 |

| Mtg Code | Date       | Result | Motion  | Council Agenda Reported In | Notes          |
|----------|------------|--------|---|----------------------------|----------------|
| 01       | 2018-05-07 | 5/0/0  | BROWN/RIPKA MOVED TO budget no more than \$3000 to send the President, the VP External, Ms. Banister, and the DRPA to the Council of Alberta University Students Changeover Conference. |                            |                |
| 01       | 2018-05-07 | 5/0/0  | BOURGEOIS/BROWN MOVED TO budget no more than \$5002 to send the President, VP (External), and the DPRA to the Canadian Alliance of Student Associations Foundations Conference.         |                            |                |
| 01       | 2018-05-07 | 5/0/0  | BHATNAGAR/RIPKA MOVED TO approve the appointment of Shane Scott as the UGAA for a temporary term until August 31, 2018.   |                            |                |
| 01       | 2018-05-07 | 5/0/0  | BROWN/RIPKA MOVED TO approach Fahim Rahman about taking on a temporary position as the temporary Director of Political Affairs.   |                            |                |
| 02       | 2018-05-10 | 5/0/0  | BHATNAGAR/BOURGEOIS MOVED TO appoint Akanksha and Andre to the Aboriginal Relations and Reconciliation Committee.   |                            |                |
| 03       | 2018-05-28 | 4/0/0  | BROWN/RIPKA MOVED TO send the SU Executives to Healthy Campus Alberta Wellness Summit at the U of C   |                            | BHATNAGAR away |
| 03       | 2018-05-28 | 4/0/0  | BROWN/RIPKA MOVED TO approve sending Craig Berry to speak at this year's COCA conference as presented   |                            | BHATNAGAR away |
| 07       | 2018-06-18 | 4/0/0  | LARSEN/RIPKA MOVED TO approve the Job Descriptions for the Director of Research and Advocacy and the External Advocacy Advisor as presented.  |                            | BROWN away     |
| 09       | 2018-06-27 | 5/0/0  | RIPKA/BOURGEOIS MOVED TO approve the rebranding of SUBmart to SUBmarket as presented.   |                            |                |
| 10       | 2018-07-05 | 4/0/0  | BHATNAGAR/BROWN MOVED TO send VP External Adam Brown to the CAUS Lethbridge Counterparts Conference.  |                            | LARSEN away    |
| 11       | 2018-07-11 | 5/0/0  | RIPKA/LARSEN MOVED TO pursue Filistix as a potential food vendor in the lower level SUB.  |                            |                |
| 12       | 2018-07-16 | 5/0/0  | BROWN/BOURGEOIS MOVED TO budget no more than \$2600.00 to send the President, VP External, and DRPA to CASA's Policy and Strategy Conference.   |                            |                |
| 13       | 2018-07-19 | 4/0/0  | BHATNAGAR/BOURGEOIS MOVED TO approve a Project Allocation for \$100 to purchase a founders membership to ParityYEG.   |                            |                |
| 14       | 2018-07-30 | 5/0/0  | BHATNAGAR/RIPKA MOVED TO approve the Assistant Operations Manager- Retail Job Description as presented.   |                            |                |
| 15       | 2018-08-02 | 5/0/0  | BROWN/LARSEN MOVED TO approve the JD for a GOTV Campaign Coordinator as presented.  |                            |                |
| 16       | 2018-08-13 | 5/0/0  | BROWN/RIPKA MOVED TO approve the Social Media & Communications Associate Job Description as presented.  |                            |                |
| 17       | 2018-08-23 | 4/0/0  | BHATNAGAR/LARSEN MOVED TO approve a Project Allocation not to exceed \$600.00 for the Annual CSJ BBQ as presented.  |                            | RIPKA away     |
| 19       | 2018-08-30 | 5/0/0  | BROWN/BOURGEOIS MOVED TO approve SU signed letter to Dr. Turpin in support of the ACFA action on CSJ.   |                            |                |
| 19       | 2018-08-30 | 5/0/0  | BROWN/BOURGEOIS MOVED TO approve the budgetary transfer and job description for the Student Human Resources Coordinator as presented.   |                            |                |
| 24       | 2018-10-01 | 4/0/0  | RIPKA/BHATNAGAR MOVED TO make a project allocation not to exceed \$200.00 for Staff Appreciation as presented.  |                            | LARSEN away    |
| 26       | 2018-10-16 | 4/0/0  | RIPKA/BROWN MOVED TO approve a Project Allocation for \$850.00 for the 2017 CSJ BBQ as presented.   |                            | BOURGEOIS away |



University of Alberta Students' Union

## STUDENTS' COUNCIL

**Tuesday, October 30, 2018  
6:00PM  
Council Chambers, University Hall**

We would like to respectfully acknowledge that our University and our Students' Union are located on Treaty 6 Territory.

We are grateful to be on Cree, Dene, Saulteaux, Métis, Blackfoot, and Nakota Sioux territory; specifically the ancestral space of the Papaschase Cree. These Nations are our family, friends, faculty, staff, students, and peers. As members of the University of Alberta Students' Union we honour the nation-to-nation treaty relationship. We aspire for our learning, research, teaching, and governance to acknowledge and work towards the decolonization of Indigenous knowledges and traditions.

### **MEETING CALLED TO ORDER AT 6:00PM**

#### **VOTES AND PROCEEDINGS (SC-2018-12)**

##### **2018-12/1 SPEAKERS BUSINESS**

**2018-12/1a** Announcements - The next meeting of the Students' Council will take place on **Tuesday, November 13, 2018** at 6:00PM in the Council Chambers, at University Hall.

**SPEAKER:** Reviewed the attendance regulations and procedures. Special ordered items *2018-12/2a*, *2018-12/7a*, and *2018-12/7b* from the Late Additions. Urged councillors not to hesitate to engage in the meeting in fear of making errors of procedure.

**LARSEN:** Confirmed that councillors, should they not want to ask questions orally, can also submit written questions to members of Council, the Speaker, and the General Manager.

##### **2018-12/2 PRESENTATIONS**

**2018-12/2a** **Title:** Government of Alberta Tuition Framework

**Abstract:** Following October 29th the Government of Alberta will be in the process of implementing a tuition framework. This presentation will give council the most up-to-date information.

**Presenter(s):**

- Reed Larsen, President - Students' Union

**LARSEN/SUNDAY MOVED** to do a presentation to council on the Government of Alberta Tuition Framework.  
CARRIED.

**2018-12/2b** **BROWN/FARRIS MOVED** to do a presentation on the Canadian Alliance of Student Associations.

**Abstract:** "The Canadian Alliance of Student Associations (CASA) is the national student voice, representing undergraduate, graduate and college/polytechnic student associations to the federal government. This presentation will cover the basic governance of CASA and showcase the value it provides to member organizations and students across the country, as well as its plans for the rest of the year. There will be time for questions at the end."

**Presenters:**

- Adam Brown, CASA Chair
- Lauren Slegers, CASA Secretary

**FLAMAN/PALMER MOVED** to extend the the prestation by fifteen minutes.  
CARRIED.

**2018-12/3** **EXECUTIVE COMMITTEE REPORT**

Andre BOURGEOIS, Vice President (Student Life) - Report.  
Emma RIPKA, Vice President (Operations and Finance) - Report.  
Adam BROWN, Vice President (External) - Report.  
Akanksha BHATNAGAR, Vice President (Academic) - Report.  
Reed LARSEN, President - Report.

**2018-12/4** **BOARD AND COMMITTEE REPORT**

Aboriginal Relations and Reconciliation Committee - Report  
Audit Committee - Report.  
Bylaw Committee - Report.  
Council Administration Committee - Report.  
Executive Committee - Report.  
Finance Committee - Report.  
Nominating Committee - Report.  
Policy Committee - Report.  
Board of Governors - Report

**2018-12/5** **OPEN FORUM**

**2018-12/6** **QUESTION PERIOD**

**2018-12/7** **BOARD AND COMMITTEE BUSINESS**

**2018-12/7a** **THIBAudeau/ FLAMAN MOVES** on behalf of Audit Committee to approve the KPMG audit findings.

See SC-2018-12.01.

THIBAUDEAU: Apologised for the late release of the Findings. Noted that the Findings must receive immediate approval to be ready for tomorrow, the end of the month, for tax return purposes. Established that the audit investigates potential problems and instances of financial impropriety. Noted that the audit identified no significant concerns. Identified that the issue of IT management, precipitated by a server crash last year, returned as an area for improvement in the Findings. Emphasised that IT increased the frequency and quality of data backups. Confirmed that they now have to write the procedures into operational policy for the purposes of institutional memory.

SUNDAY: Expressed concern at the late release of the Audit. Noted that the nature of the motion, in effect, compels Council to approve the Findings without sufficient time for review review.

FLAMAN: Established that, for the second year, the Council received the Audit Findings on the late additions with short notice. Emphasised that Canada Revenue must receive the materials for the end of the month. Considered that this item satisfies the conditions for Late Additions as per §4.6. Suggested Audit Committee address this scheduling problem before the approval of next year's audit findings. Expressed concern at the state of transparency and accountability as evidenced in missing presentation materials and late Executive Committee minutes.

THIBAUDEAU: Determined to review and ensure the timeliness of auditing process and provide recommendations in his Audit Committee chair's transitional report.

#### **24/1/1 - CARRIED**

**2018-12/7b** **KIM/SUNDAY MOVED** to nominate one (1) member of Students' Council to the Bylaw Committee.

KIM nominated AGARWAL: declined.  
RIPKA nominated BOSE: accepted.  
KIM nominated STATT: declined.  
PALMER nominated ROSALIND: declined.

**BOSE** is declared appointed to Bylaw Committee via acclamation.

**2018-12/7c** **RAITZ/PALMER MOVES** to nominate one (1) member of Students' Council to the Policy Committee.

AGARWAL nominated STATT: declined.  
PALMER nominated LEY: accepted.  
BELCOURT nominated SUNDAY: accepted.

**LEY** is declared appointed to Policy Committee via secret ballot.

See SC-2018.12.10.

**LARSEN/PALMER MOVED** to enter the meeting into *in camera*.  
CARRIED.

**AGARWAL/FARRIS MOVED** to exit the meeting from *ex camera*.  
CARRIED.

**2018-12/8**     **GENERAL ORDERS**

**2018-12/9**     **INFORMATION ITEMS**

**2018-12/9a**    President - Report.

See SC-2018.12.01.

**2018-12/9b**    Vice-President, Academic - Report.

See SC-2018.12.02.

**2018-12/9c**    Vice-President, External - Report.

See SC-2018.12.03.

**2018-12/9d**    Vice-President, Operations and Finance - Report.

See SC-2018.12.04.

**2018-12/9e**    Vice-President, Student-Life - Report.

See SC-2018.12.05.

**2018-12/9f**    Students' Council - Attendance.

See SC-2018.12.06

**2018-12/9e**    Students' Council Motion Tracker.

See SC-2018.12.07.

**2018-12/9f**    Executive Committee Motion Tracker

See SC-2018.12.08.

**2018-12/9g**    Students' Council, Votes and Proceedings (SC-2018-09).

See SC-2018.12.09.

**2018-12/9h** RESIGNATION from Policy Committee - Councillor Thibaudeau

See SC-2018.12.10.

**MEETING ADJOURNED AT 9:20PM.**



# Memorandum of Agreement And Understanding

**BETWEEN:**

**Quebec Student Health Alliance Inc. D.B.A. "STUDENTCARE"**

**AND:**

**The Students' Union, The University of Alberta - (SU)**

## **PREAMBLE**

**Whereas** the member students of the SU voted to implement an Extended Health Plan and a Dental Plan as approved through a binding referendum conducted in 2009 in accordance with the Constitution, Bylaws and Policy of the SU, and

**Whereas**, the SU has determined, after exercising their due diligence through an extensive RFP process, to re-appoint Studentcare for the provision of brokerage, consulting and administrative services of the SU Extended Health & Dental Plan

Therefore the following agreement represents the understandings and responsibilities of the parties:

## **DEFINITIONS:**

|                                     |  |
|-------------------------------------|--|
| "Blackout Period"                   | is the time period before an eligibility list for a given policy year is activated, during which students' claims cannot be adjudicated. The blackout period applies to new members only. The blackout period will be waived for returning, eligible members who were enrolled in the previous semester.   |
| "Data Sets"                         | is an electronic list of eligible students who have been billed for, and are eligible to use, the Plan in the format and containing the specific information agreed upon by Studentcare, the SU and the University. These Data Sets include, at a minimum, the following information: last name, first name, student ID number, sex, date, month and year of birth, and email address. |
| "Executive Committee"               | is the Executive Committee of The Students' Union, The University of Alberta   |
| "Students' Council"                 | is the Students' Council of The Students' Union, The University of Alberta   |
| "Insurance Premium"                 | is the sum, as set out in Appendix A, charged by the Insurance Company for providing the Health and/or Dental Plan Coverage.   |
| "Health and Dental Plan" and "Plan" | is the SU group extended health and dental care benefit program or group insurance plan for its members.   |
| "Health and Dental Plan Coverage"   | is the specific insurance coverage provided to Participants by the Insurance Company under the Health and Dental Plan, as set out in Appendix A.   |
| "Health and Dental Plan Fee"        | is the fee charged to a Participant by the SU for the right to benefit from the Health and Dental Plan   |
| "Insurer" and "Insurance Company"   | is the selected underwriter of the Plan.   |
| "Insurer Fees"                      | are the agreed fees to be charged by the Insurer for the services it renders in connection with the Health and Dental Plan, with such fees being as described in Appendix A.   |
| "IBNR Reserve"                      | is an estimation of claims that have been Incurred But Not yet Reported in a given policy year. This is an estimate of the time lag in submitting and processing eligible claims.  |

|                               |  |
|-------------------------------|--|
| “Provider Fees”               | is the total agreed fee to be charged by Studentcare for the professional broker, consulting, and administrative services it renders in connection with the operation of the Health and Dental Plan. |
| “Member”                      | is a member of The Students’ Union, The University of Alberta as defined by its Constitution.  |
| “Participant”                 | is a Member who has been assessed the Health and Dental Plan Fee and is entitled to benefit from the Health and Dental Plan or the dependent of a member who has been enrolled into the Plan.        |
| “Policy year”                 | is September 1 through August 31 of each year in order to coincide with the University academic year.  |
| “Referendum”                  | is the Health and Dental Plan Referendum held by the SU in March 2009.   |
| “SU”                          | is The Students’ Union, The University of Alberta  |
| “Studentcare”                 | is the Quebec Student Health Alliance Inc., and ASEQ   |
| “U of A” and the “University” | is the University of Alberta.  |
| “Underwriting Model”          | is the financial, risk and claims processing structure of the Plan.  |

## **GENERAL**

### **1.0 GENERAL PROVISIONS**

- 1.1 Studentcare will provide advisory, broker, consulting and administrative services to the SU relating to the Health and Dental Plan as outlined in this agreement. No other consultant, agent or broker of record will be appointed while this agreement is in force. Notwithstanding the foregoing, Studentcare understands and agrees that the SU may require or have reason to seek quotations from other providers in advance of the termination of this Agreement, and shall have the right, for good and valid reason, to provide such other providers with a suitable endorsement related to the acquisition of such quotations.
- 1.2 Studentcare and the SU will work together in good faith and make all reasonable efforts to support the Plan for the benefit of the members of the SU and/or individuals eligible to benefit from the Plan.
- 1.3 Studentcare reports to and is ultimately accountable directly to Students’ Council. Notwithstanding the foregoing, Studentcare shall, in all day-to-day matters report to the Executive Committee via the General Manager (or their designee), and shall interact, and ensure that the staff of the Health and Dental Plan Service Office interact, as provided for in 2.4 below.
- 1.4 The Health and Dental Plan Coverage, Underwriting Model and Insurance Premium may be revised from policy year to policy year. The 2018-19 Health and Dental Plan Coverage, Underwriting Model and Insurance Premium are as defined in “Appendix A”. Any subsequent revisions must have the final approval of the SU. The SU has final control and decision on the selection of coverage, cost and underwriting model for each policy year.
- 1.5 Other key financial arrangements in respect of the Insurer are as defined in “Appendix A”. Such arrangements include agreed Insurer Fees, provisions relating to the sharing of any Insurance Surplus with the SU, and arrangements in relation to the IBNR Reserve.
- 1.6 The administration structure of the Plan is contained in “Appendix C”. This may be changed from policy year to policy year through prior mutual agreement.
- 1.7 The SU is the plan sponsor and holder of the Master Group Insurance Policy, if any, or Administrative Services contract. The Master Policy or Contract will be issued directly to the SU by the Insurer and will be in accordance with the outline contained in “Appendix A”.
- 1.8 The eligibility of Undergraduates to participate in, or opt out of, the Plan is as set out in “Appendix C”.

## **RESPONSIBILITIES OF STUDENTCARE**

## **2.0 HEALTH AND DENTAL PLAN SERVICE OFFICE**

- 2.1 Studentcare will operate an on-campus Health and Dental Plan Service Office in space allocated by the SU in the Students' Union Building for the exclusive use of SU members unless otherwise agreed to by the SU. Currently, the SU agrees to allow the campus office to be used to provide service to members of the GSA at the University of Alberta, or reasonable other work as may be assigned by Studentcare to its employees, as long as service to SU members is prioritized.
- 2.2 Rent for this space will be at a maximum gross rate of \$17,000 per annum or such other sum as the SU and Studentcare agree from time to time, in writing. The arrangements and responsibilities in respect of the space are outlined in the lease agreement, attached as Appendix E.
- 2.3 Studentcare will provide a high level of member service through the provision of employees devoted to the Plan. Such employees will be employees of Studentcare and Studentcare is responsible for payment of salaries and benefits and for training and supervision. Studentcare will act promptly and effectively in response to reasonable concerns expressed by the SU with regard to the performance of any or all such employees.
- 2.4 Studentcare employees, including the staff of the Health and Dental Plan Service Office, shall interact, as reasonably required by the SU, with the SU's Manager of Student Services and with the appropriate SU Director(s) to ensure that the Health and Dental Plan dovetails well with the SU's wellness programs and the activities of related SU Services. However, it is understood that Studentcare employees are not in a reporting relationship with SU employees.
- 2.5 During the school year, the Health and Dental Plan Service Office will be open from 9:30 am to 4:30 PM. The operating hours may be adjusted through reasonable mutual agreement during the year including peak periods, examination periods, summer months and the winter holiday season.
- 2.6 The purposes of the Health and Dental Plan Service Office will include, but are not limited to:
  - Receiving and processing of documentation for purposes of transacting opt-outs.
  - Processing all part-time opt-ins, spousal and family additions and other enrolments
  - Distributing claim forms, pay direct cards, travel coverage certificates and other documentation as necessary to Plan members
  - Providing students with information and answering queries about coverage, service, claims and other service related issues and matters.
  - Assisting students in completing claims and forwarding urgent/rush claims for adjudication via a direct daily courier service.
  - Receiving and holding claims payments from the insurer to the member when requested and arranged for by the member.
  - Assisting and advocating on behalf of Plan members with complex problems.
  - Acting as the liaison with Student Health Services, local health care providers and the University Administration as required.
  - Generally overseeing and coordinating the effective operation of the Plan.
- 2.7 Studentcare will provide a comprehensive annual report on the operation of Plan (Operational Report) administration and member services including the Health and Dental Plan service office and contact centre. The report will include information on the use of various administrative resources by students, staffing levels, and other factors affecting operations and performance including costs incurred in operating the on-campus Health and Dental Plan service office.
- 2.8 Studentcare and the SU will review the annual Operational Report and jointly determine strategies for the allocation of administrative resources for each policy year.

## **3.0 STUDENT SERVICE CONTACT CENTRE**

- 3.1 Studentcare will provide at their expense a toll-free Contact Centre, accessible from anywhere in North America and over the internet, via email, or other techniques, as a contact and support resource for members.

- 3.2 The Contact Centre will be open on normal business days from 9 am MST to 5 pm MST, or as mutually agreed upon, and will be staffed with sufficient employees to provide a high standard of service to SU members.
- 3.3 The Contact Centre will work in coordination with and in support of the SU Health and Dental Plan office.
- 3.4 Studentcare will ensure that callers do not experience unreasonable delays in accessing Contact Centre staff.

#### **4.0 WEB-BASED ADMINISTRATION SYSTEM**

- 4.1 Studentcare will provide the following services as part of the web-based Administration System to facilitate on-line management of the Plan, including opt-outs and enrolments:
  - Processing of opt-outs
  - Information on Plan Coverage
  - Updated provider network directory
  - Downloads of enrolment forms for spouse / dependent
  - Downloads of claim forms / pay-direct cards/ travel information
  - Submission of service inquiries
  - Other such services as may be added from time to time

#### **5.0 PROVIDER NETWORKS**

- 5.1 Studentcare has created and will continue to manage several Provider Networks, including but not limited to Dental, Vision, and Health Practitioners. SU Plan members will have access to Studentcare's exclusive Provider Networks throughout Greater Edmonton, and elsewhere in Canada.
- 5.2 The health care professionals in the Provider Networks will grant members the fee reductions specified by Studentcare, while providing high professional standards of material and service.
- 5.3 Studentcare and / or the SU, acting reasonably, will have the authority to veto any professional's membership in a Provider Network.
- 5.4 Studentcare and the SU will work together and make their best effort to integrate on campus health service providers in the Provider Networks.
- 5.5 Studentcare will continue to research and, if appropriate, establish other types of Provider Networks for the benefit of SU Plan members.

#### **6.0 PROFESSIONAL SERVICES AND REPORTING**

- 6.1 Studentcare will deliver monthly, term (Sept - Dec, Jan - Apr) and annual plan utilization reports to the SU Executive, and will endeavor to make such information available online to agreed parties via a secure, password-protected point of access if requested.
- 6.2 Acting reasonably, the SU may request additional summary and usage reports, including but not limited to reports such as top 50 prescription drugs, number of claimants reaching dental annual maximum, and other relevant data, which the SU Executive or designated staff shall require from time to time.
- 6.3 Studentcare representatives, upon reasonable notice and as reasonably required, will attend and participate in Executive Committee and Students' Council meetings, to answer questions and provide information. Studentcare will conduct research and prepare reports and analyses.
- 6.4 As part of its advisory services, Studentcare will inform the Executive Committee via the General Manager and VP Student Life (and/or their designees) of any administrative, legislative, insurance industry and/or student health issues and other developments that impact the operation of SU Health and Dental Plan, including best practices from other students' associations.

- 6.5 Studentcare will provide full financial disclosure on Plan operations by providing a detailed annual renewal report, via the General Manager and VP Student Life (and/or their designees), to the Executive Committee (or Health and Dental Plan Committee at the SU's discretion) and Students' Council that will include operational issues, Plan use, insurer fee and cost breakdowns, recommendations as to Plan coverage changes and the underwriting model, improvements to service, and other issues as required.
- 6.6 When directed by the SU, Studentcare will solicit quotations from insurance companies or insurance service providers via a competitive bidding process and will prepare a report including results, analyses and comments, and recommendations.
- 6.7 The SU holds complete authority on the selection of the Plan coverage, cost and underwriting model. The SU shall have the right to provide input relating to the selection of the Insurer, and Studentcare shall not unreasonably disregard such input.
- 6.8 In order to ensure the effective and cost-effective evolution of the Plan, Studentcare will provide the SU with advice, information and, where appropriate, recommendations on changes in the underwriting model, including, if appropriate, a change to a self-insured, partially-self-insured, or alternative model.
- 6.9 Studentcare shall disclose in writing to the SU any conflict of interest or potential conflict of interest that Studentcare may have which is associated with any transaction or recommendation.

## **7.0 PROPRIETARY POOLED PRODUCTS**

- 7.1 Certain Accidental Death & Dismemberment, Travel Insurance, and Tuition Insurance products are proprietary pooled products created on a customized basis by Studentcare with selected insurers/underwriters. These specific products, coverage and/or rates are not normally made available through other distribution channels. They are exclusive and proprietary to Studentcare, who may be considered to act as a vendor of these products. The risk, coverage, rating and cost of these products are pooled with and/or take into account the participation and experience of other Studentcare clients and/or Studentcare's and/or the insurer/underwriter's entire bloc of business in force. The pooling and underwriting methodology of proprietary pooled products may be confidential between the insurer and/or Studentcare, and Studentcare may enter into confidentiality agreements with the insurers/underwriters of proprietary products that supersede this Agreement.

## **8.0 DATA MANAGEMENT**

- 8.1 Studentcare will provide third party administration services for the SU for enrolment data and premium administration. Studentcare will, under the terms of the SU's data-sharing agreement with the University, exchange data with the University and the Insurer in order to determine eligibility, transact opt-outs, update enrolments, provide member service and generally maintain an up-to-date master eligibility list.
- 8.2 Studentcare will maintain the master eligibility data set and provide timely updates to the Insurer.
- 8.3 Studentcare will deliver Data Sets to the University as required for the effective crediting of members' accounts.

## **9.0 SURVEYS**

- 9.1 Studentcare will conduct and prepare periodic professional surveys, as frequently as mutually agreed upon with the SU, of Plan members on issues and matters pertaining to the Plan and report the results to the SU. As necessary, the SU will obtain and supply data and information as may be needed to complete these surveys and reports. The SU may include a reasonable number of non-Health and Dental Plan related questions in such surveys. The surveys shall be conducted in a manner that achieves a reliability level consistent with commonly accepted best practices such as those currently employed by Studentcare.

## **10.0 PRIVACY STANDARDS**

- 10.1 In the course of administering the Health and Dental Plan Studentcare will receive and handle students' personal information. Studentcare recognizes the importance of taking all reasonable means to protect

students' privacy and confidentiality to meet suitable standards of privacy and confidentiality, and agrees to act promptly to address any and all reasonable concerns expressed by the SU in relation to privacy and confidentiality.

- 10.2 Studentcare will use students' information only for the purposes of Plan administration and in accordance with its Privacy Policy, attached as **Appendix D**, as well as provincial and federal privacy legislation and the information sharing agreement with the University of Alberta.

## **11.0 COMMUNICATION**

- 11.1** Studentcare will plan and coordinate a communications program to promote and encourage students' awareness of the Plan. Such coordination shall be reviewed with the SU in advance and incorporate any reasonable feedback on the nature of the communication activities and materials. The Program will reflect the unique culture of the University of Alberta.
- 11.2 Studentcare will prepare an annual report detailing the communications initiatives undertaken which will include information on the approximate amount of funds allocated to each type of communication initiative.
- 11.3 Studentcare is committed to creating employment opportunities for U of A students. Wherever reasonably possible, efforts will be made to employ U of A students for the execution of the communications program and/or campaigns.
- 11.4 SU has the right of final approval of all communication materials distributed with reference to communications, promotion and awareness of the Plan.
- 11.5 Studentcare will place advertising in campus media. Charges for advertising will be at SU rates where applicable and paid by Studentcare.
- 11.6 Wherever reasonably possible, and subject to competitive pricing and the ability to perform the work to the required standard, Studentcare shall utilize the SU's Print Centre for the production of printed materials.

## **12.0 PERFORMANCE STANDARDS**

- 12.1 Studentcare and the SU may jointly set performance goals and standards for the operation of the Plan. Actual performance will be measured against the set goals through an annual evaluation.
- 12.2** Studentcare will meet and exceed reasonable performance standards for the insurance industry and act reasonably, diligently, and in accordance with the rules of the art.

## **13.0 GRADUATING MEMBERS "CONTINUATION" PLAN (CONTINUUM)**

- 13.1 Studentcare will make available high quality program to plan members who graduate from the University and therefore cease being covered by the Plan, so that these participants may continue or extend similar Plan coverage.
- 13.2 The SU will receive an administrative allowance of 5% of premiums generated by members who choose to enroll in this program.

## **14.0 STUDENTCARE FEES**

- 14.1 In consideration of the services provided through this agreement, Studentcare will be compensated through service fees of \$17.30 per participant (\$8.65 per Plan per Member), as outlined in Appendix B. These costs are included in the Plan premiums and will remain fixed for the duration of this agreement.

## **RESPONSIBILITIES OF SU**

### **15.0 PLAN COSTS AND DATA**

- 15.1 The SU is responsible for paying the premiums and/or costs for the Plan for all individuals enrolled under the Plan, which are all eligible members less valid opt-outs. The actual amount of the premium or costs may vary by Policy Year. However during the initial policy year, the fee structure as outlined in Appendix A will apply.
- 15.2 The SU will be responsible for the arrangements necessary for the collection of the fees through the University from all eligible students as part of the SU fee assessment.
- 15.3 The SU is responsible for arranging with the University the timely transmission of data lists in a format containing the information agreed to by the SU, the University and Studentcare to activate coverage, facilitate communication, etc.
- 15.4 Plan premiums or costs will be forwarded by the SU to Studentcare by the 15<sup>th</sup> of the second month after the start of each policy year, and thereafter, monthly in advance.
- 15.5 The SU may choose to set the Plan fee higher than required premiums, in accordance with its own bylaws and policies. Any difference between the Plan fee as assessed to members and required premiums shall be the property of the SU and retained by the SU.
- 15.6 The SU may, at its discretion, maintain a Rate Stabilization Reserve and utilize funds in the Rate Stabilization Reserve to reduce the impact of necessary increases in the Premium or other Fees, to provide seed money for changes in the underwriting approach, or for any other purpose deemed as valid and acceptable by Students' Council. The SU will maintain separate accounts in respect of the Rate Stabilization Reserve.

## **OTHER PROVISIONS**

### **16.0 TERMINATION OF THIS AGREEMENT**

- 16.1 Either party may elect to terminate this agreement at any time for breach of provisions contained herein, providing the other party has been issued written notification of the breach, and fails to correct within 30 calendar days of receipt of the notification.

In case of termination, the party in breach of its obligations shall indemnify and save harmless the other party against all reasonable damages, losses and attorney fees incurred by reason of said breach.

- 16.2 The agreement will also be terminated if the SU, subsequent to a valid referendum of SU members in good faith terminates the provision of a group Health and Dental Plan for its members.
- 16.3 This Agreement shall also be terminated as provided for in Section 21 below.

### **17.0 AMENDMENT**

- 17.1 This agreement can be amended by the mutual written consent of both parties.

### **18.0 INDEMNIFICATION**

- 18.1 Studentcare shall indemnify, and save the SU harmless from and against all losses, claims, costs, damages and liability caused directly or indirectly by the negligent acts, errors or omissions on the part of Studentcare, its agents, employees or officers in relation to the management, administration, or operation of the Plan.
- 18.2 The SU shall protect, and save Studentcare harmless from and against all losses, claims, costs, damages, and liability caused directly or indirectly by the negligent acts, errors or omissions on the part of the SU, its agents, employees or officers in relation to the management, administration, and operation of the Plan.

## **19.0 LAW APPLICABLE**

19.1 This agreement shall be governed by and construed in accordance with the laws of the Province of Alberta.

## **20.0 CONFIDENTIALITY**

20.1 The SU acknowledges that this document (including Appendices) contains sensitive information and the SU will act in good faith to protect Studentcare trade secrets and other competitive information. The SU and its organs will maintain the confidentiality of this document and, specifically, this document will not be distributed in whole or in part on the internet. Individual students may, upon prior request to the SU, view this document at the SU office, but may not remove the document or make copies using any type of recording device.

## **21.0 COMMITMENT TO BILINGUALISM**

21.1 Studentcare will ensure that, where reasonable and appropriate, its customer contact activities are capable of being conducted in English and/or French.

## **22.0 SIGNIFICANT POLITICAL CHANGE**

22.1 In the event of significant political change regarding the status of Quebec within the Canadian Confederation, the SU shall be entitled, in its sole discretion, to terminate this Agreement with effect from the start of the next ensuing Policy Year. In the event of significant political change regarding the status of Alberta within the Canadian Confederation, Studentcare shall be entitled, in its sole discretion, to terminate this Agreement with effect from the start of the next ensuing Policy Year.

22.2 In the event of significant political change which impacts or undermines the SU's ability to assess mandatory student fees, Studentcare and the SU agree to discuss and where appropriate implement any such changes to the Plan structure which may be required, including but not limited to, the termination of the Plan.

## **23.0 STUDENTCARE RESPONSES TO SU REQUEST FOR PROPOSALS**

23.1 The spirit and intent of Studentcare's responses to the SU's Request For Proposals (December 2017 - March 2018) shall provide clear and continuing guidance to Studentcare and the SU as these parties seek to work harmoniously in the operation of the Health and Dental Plan.

## **24.0 APPENDICES**

24.1 All Appendices appended to this Agreement form part of this Agreement.



**25.0 TERM**

- 25.1 This agreement will be in effect from September 1, 2018 until August 31, 2023 if either party provides written notice of intent to terminate to the other party prior to February 1, 2023. If such notice of intent to terminate is not provided, the agreement will automatically renew and will be effective on its present terms for an additional two years terminating on August 31, 2025. A notice of intent to terminate does not preclude the parties from entering a new agreement on mutually agreed terms to take effect subsequent to the termination of the present agreement.
  
- 25.2 It is understood that renewal of this agreement may be negotiated prior to the termination date, however there is no condition, implied or otherwise that would preclude the SU from subsequently contracting with an alternative service provider for services to be provided after the termination of this agreement.

Agreed to this

day of \_\_\_\_\_, 2018

For The Students' Union,  
The University of Alberta (SU)

For Studentcare  
(Quebec Student Health Alliance Inc.)

Reed Larsen, President

Lev Bukhman, CEO & Founder

Marc Dumouchel - General Manager

Kristin Foster, Director of Partnerships & Development

## APPENDIX A

### PLAN COVERAGE, UNDERWRITING MODEL, PREMIUMS, INSURER FEES, SURPLUS-SHARING AND OTHER INSURER-RELATED ARRANGEMENTS: 2018-23

**A1 HEALTH AND DENTAL PLAN COVERAGE: 2018 - 2020 (premium and coverage guaranteed for 2 policy years)**

The following is a summary of coverage. All coverage is subject to the terms, limits and conditions contained in the Master Policy to be issued by the insurer(s), which will not conflict with the description below.

| HEALTH COVERAGE   | DESCRIPTION  |
|---|--|
| Prescription Drugs  | <ul style="list-style-type: none"> <li>- 80% co-insurance</li> <li>- \$10,000 annual maximum</li> <li>- \$8 dispensing fee cap: eligible expenses for the dispensing fee are limited to \$8 for each prescription or refill</li> <li>- No deductible</li> <br/> <li>- Includes Pay-Direct Drug Card</li> <li>- Covers those medications listed in the Alberta Formulary, including hormonal IUDs, most oral contraceptives, anti-smoking aids, insulin, and diabetic supplies</li> <li>- Drug Exception process in place</li> <br/> <li>- Follows Alberta Health Formulary</li> <li>Mandatory generic replacement; brand name drugs covered if doctor specifies 'no substitution', up to the cost of the lowest priced generic equivalent</li> <br/> <li>Additional coverage available through Pharmacy Network</li> </ul> |
| Health Practitioners / Paramedical<br><br>Eligible categories of practitioners:<br><br><ul style="list-style-type: none"> <li>- Psychologist / Social Worker</li> <br/> <li>- Physiotherapist</li> <li>- Chiropractor</li> <li>- Registered Massage Therapist</li> <li>- Athletic Therapist</li> <li>- Podiatrist / Chiropodists</li> <li>- Registered Dieticians</li> <li>- Speech Therapist</li> <li>- Naturopath</li> <li>- Osteopath</li> </ul> | <p>Health practitioners must be registered with the appropriate licensing board in the province or country where treatment is received. Their professional designation must also be recognized by the insurer.</p> <ul style="list-style-type: none"> <li>- 80% co-insurance, up to \$600 per year</li> <br/> <li>- \$30 per visit per category of practitioner (increase from 2017-18)</li> <li>- \$400 maximum per category, per year</li> <br/> <li>Additional coverage available through Practitioner Network</li> </ul>   |
| Vision Care   | <ul style="list-style-type: none"> <li>- Eye exams: up to \$60 every 24 months</li> <li>- Glasses/Contacts: up to \$150 combined max per 24 months (increase from 2017-18)</li> <li>- Includes frames, lenses, and contact lenses</li> <li>- Laser eye surgery: up to \$150 every 24 months</li> <br/> <li>Additional coverage available through Vision Care Network</li> </ul>  |

|   |  |
|---|--|
| Vaccines  | 100% co-insurance, up to \$150 per policy year   |
| Medical Equipment & Services  | <ul style="list-style-type: none"> <li>- 80% co-insurance Reasonable &amp; customary</li> <li>- Coverage for expenses due to accidental bodily injury within Canada: crutches, braces, prosthetic appliances, rental of wheelchair or hospital-type bed, x-rays, treatment administered by a legally qualified physiotherapist, podiatrist, or speech therapist, services of a registered nurse, semi-private hospital accommodation</li> <li>- Registered nurse assistant (R.N.A.) in the home</li> <li>- Custom made orthopaedic shoes or modifications to orthopaedic shoes (when prescribed by Doctor, podiatrist, chiropodist): \$200 per policy year.</li> <li>- Members should submit an estimate to the insurer to verify the eligibility of the required medical equipment. The insurer will confirm if the device has been approved and to what amount.</li> </ul>   |
| Ambulance   | <ul style="list-style-type: none"> <li>- The Plan covers 80% of the reasonable and customary charges for air or land ambulance service to the nearest hospital when an emergency requires immediate medical attention</li> </ul>   |
| Travel Package<br>(Our of Province/Out of<br>Country Emergency Medical) | <ul style="list-style-type: none"> <li>- 100% reimbursement</li> <li>- Lifetime maximum: \$5,000,000</li> <li>- Covers hospital, physician, and other services for emergency treatment due to injury or illness while travelling outside of the province in which the student resides</li> <li>- 120 days per trip or entire academic exchange/co-op work term up to a full year</li> <li>- Unlimited number of trips</li> <li>- Emergency travel assistance</li> <li>- Trip Interruption: coverage for trip interruption in case of a medical emergency. Up to \$5,000 in associated expenses per trip</li> <li>- Trip Cancellation: coverage for trip cancellation in case of a medical emergency. Up to \$1,500 per trip for pre-paid, non-refundable trip expenses</li> </ul> <p>Note: Students and their dependants are not covered for out-of-province or out-of-country emergency services once they reach age 65. International Students (including US Students) who are not permanent Canadian residents are not covered when traveling to their country of origin.</p> |
| Tutorial Service  | <ul style="list-style-type: none"> <li>- Maximum of \$2000 (up to \$15 per hour) toward the cost of private tutorial service by a qualified teacher if an accident or illness causes disability and confinement to a home or hospital for more than seven consecutive days.</li> </ul>   |
| Tuition Insurance   | <ul style="list-style-type: none"> <li>- 100% of the cost of any non-refundable tuition fees, up to \$10,000, and up to \$1,000 for the cost of textbooks purchased for the current academic term, in the event of a disability requiring the discontinuation of studies</li> </ul> <p>The disability must be severe and prolonged as a result of an illness or injury and last for a continuous period of no less than 60 days, and must require that you completely withdraw from all classes and not attain the credits from your academic institution. You must receive continuous and appropriate medical</p>   |

|                                  |   |
|----------------------------------|---|
|                                  | treatment from a medical practitioner who is not related to you, beginning from the onset of the condition.                   |
| Accidental Death & Dismemberment | - Principal sum of \$10,000<br>- Losses paid as a percentage of the principal sum, depending on severity of event             |
| Dental Accident                  | - 80%, up to \$1,000 per insured, per accident<br><br>Services of a dentist to repair whole or sound tooth due to an accident |

| DENTAL COVERAGE  | DESCRIPTION  |
|------------------|--|
| Preventative     | -70%<br><br>Recall Exam Frequency: cleaning/polishing, bitewing x-rays, oral hygiene instruction and the application of fluoride are covered once per 12 months.<br>Complete Exam / New Patient Exam: a complete exam (sometimes called a new patient exam) is covered once per 36 months                            |
| Basic            | - 70% (increase from 2017-18)<br><br>- Fillings in amalgam (metal) are covered for all teeth. Composite (tooth-coloured) fillings are covered at the composite rate for all teeth.   |
| Annual Maximum   | - \$650  |
| Units of Scaling | - 4 Units of scaling per policy year   |
| Notes:           | - Services performed by an orthodontist are not covered by the Dental Plan<br>- The insurer will pay 100% of fee charged by the dentist, up to an amount equal to the indicated percentage of the Current Dental Fee Guide for General Practitioners<br><br>Additional coverage available through the Dental Network |

**A2 ACCIDENTAL DEATH & DISMEMBERMENT (AD&D) COVERAGE**

Losses are paid as a percentage of the Principal Sum.

**TABLE OF LOSSES**

|   |      |
|---|------|
| Loss of life  | 100% |
| Loss of both hands or both feet                           | 300% |
| Loss of one hand and one foot                             | 300% |
| Loss of one hand or one foot, and entire sight of one eye | 300% |
| Loss of one arm or one leg                                | 225% |
| Loss of one hand or one foot                              | 210% |
| Loss of one finger  | 10%  |
| Loss of thumb and index finger on the same hand           | 50%  |
| Loss of use of both arms or both legs                     | 300% |
| Loss of use of both hands or both feet                    | 300% |
| Loss of use of one arm or one leg                         | 225% |
| Loss of use of one hand or one foot                       | 210% |
| Loss of entire sight of both eyes                         | 300% |
| Loss of speech and loss of hearing in both ears           | 300% |
| Loss of entire sight of one eye                           | 210% |
| Loss of speech  | 150% |
| Loss of hearing in one ear                                | 150% |
| Quadriplegia  | 750% |
| Paraplegia  | 375% |
| Hemiplegia  | 375% |

**A3 UNDERWRITING MODEL:**

The SU is the Master Policy holder and the annual contract will be issued directly to the SU by Desjardins Financial Security (DFS). For the period of September 2018 - August 2020 (Two Year Premium Guarantee) the Master Policy will reflect the following arrangements:

- The underwriting for the Plan will be fully insured.
- The SU will not carry or retain any risk or liability for a claims deficit, should one arise.
- Premiums will be guaranteed from September 1, 2018 - August 31, 2020. It is expressly understood that new premiums will need to be negotiated with the Insurer in subsequent policy years and that such negotiations will take into account the actual claims experience of the SU Health & Dental Plan.
- Premiums for any enrolments in January shall be pro-rated as two-thirds the full year premium, for 8 months of coverage (January 1 - August 31).

**A4 INSURANCE PREMIUM:**

A4.1 The Per-Participant Annual Insurance Premiums, inclusive of STUDENTCARE FEES, for the coverage outlined above shall be as follows:

a) **Premiums for experience rated claims (2018-2020):**

|                      |          |          |
|----------------------|----------|----------|
| Extended Health Care |          | \$123.49 |
| Dental               | \$156.50 |          |

b) **Premiums for Pooled Coverage: Travel, AD&D and Tuition Insurance (2018 - 20):**

|  |  |        |
|--|--|--------|
| Travel Insurance (Blue Cross)          |  | \$6.00 |
| Tuition Insurance (DSF)                |  | \$1.50 |
| Accidental Death & Dismemberment (DSF) |  | \$1.00 |

c) **Annual Total Health & Dental Care Premiums \$288.49**

A4.2 The above Premiums and those set out in A4.3 below include Premium Tax in the amount of 3% of Premium and the Insurer Costs set out in A5 below.

A4.3 The additional cost for enrolments over and above the Member will be as follows:

|                                  | Assessed participant | Self-enrolment   |
|----------------------------------|----------------------|------------------|
| Member                           | N/A                  | 150% of premiums |
| Spouse or All Dependent Children | 100% of premium      | 150% of premiums |
| Spouse + Dependent Children      | 200% of premium      | 300% of premiums |

**A5 INSURER FEES:**

A5.1 The agreed Insurer Expense Charges are as follows:

|                              |                          |
|------------------------------|--------------------------|
| Claims Administration Costs  | 3.00% of Incurred Claims |
| General Administration       | 0.50% of Premiums        |
| Risk Charge/Cost of Capital: | 2.45% of Premiums        |
| Premium taxes                | 3.00% of Premiums        |

**A6 OTHER INSURER-RELATED ARRANGEMENTS:**

**A6.1 Claim Processing**

Desjardins Financial Security will adjudicate claims through its Montreal office. The SU shall be entitled to reasonable involvement in the claims adjudication process, including the right to advocate for Participants where coverage has been denied.

**A6.2 IBNR Reserve**

The IBNR is an estimation of claims that have been Incurred But Not Yet Reported, which is also known as the “claims lag”. The IBNR reflects the fact that at any given point a certain proportion of claims are always in “transit”: the eligible expense has been incurred, but the claim has not yet been processed. IBNR is used in financial reporting to reasonably accurately reflect financial performance during a given reporting period.

The IBNR is an estimate based on the traditional lag patterns of other student Health and Dental Plans and will be set at 10% of paid claims. The IBNR provision will be replaced with actual Claims numbers once those numbers are known.

**APPENDIX B**

**STUDENTCARE FEES**

**B1 FEES:**

STUDENTCARE shall be entitled to receive the following fees for the services it provides, included in Plan premiums detailed in section A4:

|  | Health                        | Dental                        | Total                          |
|--|-------------------------------|-------------------------------|--------------------------------|
| <b>Fixed Fees</b>                      |                               |                               |                                |
| Central administration fees            | \$2.00 per participant        | \$2.00 per participant        | \$4.00 per participant         |
| Consulting and management fees         | \$2.25 per participant        | \$2.25 per participant        | \$4.5 per participant          |
| Provider networks fee                  | \$1.00 per participant        | \$1.00 per participant        | \$2.00 per participant         |
| <b>Adjustable Fees (Cost-Recovery)</b> |                               |                               |                                |
| Campus office administration cost      | \$2.25 per participant        | \$2.25 per participant        | \$4.50 per participant         |
| Promotion and awareness fee/cost       | \$1.15 per participant        | \$1.15 per participant        | \$2.30 per participant         |
| <b>Studentcare Total</b>               | <b>\$8.65 per participant</b> | <b>\$8.65 per participant</b> | <b>\$17.30 per participant</b> |

It is understood that STUDENTCARE will provide a report to the SU annually detailing communications and campus office expenditures. Both parties, acting reasonably and in good faith, agree that the goal of these fees is to approximately reflect the cost of producing and delivering these services. If the fees do not reasonably and approximately reflect the costs of providing the service, costs may be increased and/or decreased or services decreased and/or decreased in the subsequent policy year by mutual agreement of both parties.

## APPENDIX C

### ADMINISTRATION STRUCTURE & OPTCHOICE

#### C1 Administration Structure

The following is the current outline of the administration structure for the SU Health & Dental Plan and is subject to adjustment based on the mutual agreement of all parties.

|  |   |
|--|---|
| Student Association:                   | University of Alberta Students' Union (SU)  |
| Institution:                           | University of Alberta (U of A)  |
| Plan structure:                        | Separate Health & Dental Plans; students may opt out or enroll in either Health or Dental or both.  |
| Billing of students:                   | September: automatically assessed the full year Plan Fee<br>January: automatically assessed the pro-rated Plan Fee for eight months of coverage (Jan - Aug)<br>Winter Premium is pro-rated for eight months of coverage.  |
| Eligibility summary:                   | All students who pay SU fees are eligible for the Plan (FT and PT credit students).   |
| Automatic enrolment / fee assessment:  | All students registered for 3 credits or more in the Fall or Winter Term and who pay SU fees will be automatically assessed.  |
| Opt out basis:                         | Non-conditional, also known as Universal. Students do not need to provide proof of other comparable coverage. However, they must opt-out during the prescribed opt-out period.  |
| Change of Coverage period (September): | Typically 3 weeks from first day of classes, depending on relevant university deadlines. These dates will be set annually by the SU and Studentcare.  |
| Opt out reimbursement method:          | U of A terminology: fees are "de-assessed": Credit to U of A student account or OneCard   |
| Blackout period (for claims):          | At the start of the plan term, a "blackout period" will be in effect while opt-outs are completed and the eligibility list is prepared only for new students in any given semester. The blackout period will be waived for returning students who remain continuously enrolled. |
| Policy year:                           | September 1 - August 31   |

#### C2 OptChoice

For students who choose to opt-out of the Health and/or Dental coverage of the Plan, STUDENTCARE will make available, at the point of opt-out, an opportunity to maintain certain portions of the coverage in exchange for payment of the specified cost. STUDENTCARE is entitled to include a fee of \$15 within the cost of each coverage option with "OptChoice".

The following coverage will be continue to be available on an "OptChoice" basis, subject to final approval by the SU on coverage and cost, which must be within 20% of the national average cost for similar OptChoice coverage provided by STUDENTCARE:

- Travel
- Tuition Insurance
- Accident-only health benefits

Other coverage may be added from time to time or in substitution to one of the above coverage options, always subject to final approval from the SU on coverage and cost.



## APPENDIX D

### STUDENTCARE'S PRIVACY POLICY

Studentcare administers the student group benefits Plan on behalf of student associations, in order to ensure that students receive the best service possible.

In our capacity as administrators, Studentcare receives certain student information from various sources. This information is used for purposes related to the effective and efficient operation of the student Health and Dental Plan. The information is not released to third parties for marketing or other commercial purposes.

This document outlines our commitment to keeping personal information private and confidential.

#### INFORMATION COLLECTED FROM THE STUDENT ASSOCIATION

Certain information is obtained by Studentcare from the student association or directly from the student. This is limited to the information necessary to communicate and administer the details of the student Health Plan. This information is used for the purposes outlined below.

---

#### COMMUNICATION

The name, mailing address, email address and student identification number of every eligible registered student is obtained through the student association for the purpose of communicating important information about the student Health Plan. Where information is not available from the student association, it may be requested from the student directly. This is done in order to enable students to make informed choices, including how to use benefits and how to withdraw from the plan.

---

#### CLAIMS PROCESSING

Certain information about students who remain covered under the group Health Plan is provided by Studentcare to the insurance carrier to ensure effective benefit claims administration, including:

- Name
- Student ID number
- Day and/or month and/or year of birth
- Gender

In the course of submitting claims, students may be requested by the insurance carrier to provide certain additional information in order to verify the eligibility of a claim for health or dental care costs.

---

#### CONFIRMATION OF COVERAGE TO HEALTH CARE PROVIDERS

In certain cases and at the student or dependant's request, health care providers may accept having an eligible claim assigned directly to the provider. In such cases, the provider may request Studentcare to confirm that the student is actually covered. Studentcare will confirm coverage to a health professional if the student authorizes the health professional to request such confirmation by providing his or her name and student number.

## OPT OUTS

Students who choose to opt out of the group Plan may be required to provide proof of equivalent coverage. This is mandated by the student association of which they are a member, as set forth in the agreement signed to authorize participation in the group benefits Plan. In order to satisfy the rules governing acceptable proof, information provided must clearly indicate the student's coverage for extended health and/or dental care, the insurance company name, and the policy number. If the coverage is as a dependent of a parent or guardian, then the proof provided may indicate the parent or guardian's name (not necessarily the student's).

Acceptable documents, which include the information outlined above, may include:

- An image of a summary of benefits from an insurance company website.
- A copy of a certificate or card.
- A letter from the plan sponsor (usually the employer) or the insurance company.
- Aboriginal students who receive benefits from Health Canada may provide a copy of their status card.

Studentcare reserves the right to confirm with the insurance provider of reference that the coverage indicated is current and equivalent to the group benefits Plan.

## STUDENTCARE HANDLING OF INFORMATION

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### STORAGE OF INFORMATION

Students' physical records are stored at our office in Montreal, Quebec. Electronic records are also stored on servers and/or electronic storage devices located at this location, as well as on remote backup servers at a secure datacenter in Montreal, Quebec.

We ensure the physical, organizational, and electronic security of personal information through the use of secure locks on filing cabinets and doors, restricted access to our information processing and storage areas, limited access to relevant information by authorized employees only, and through the use of passwords, personal identification numbers (PIN) and pass keys and the encryption (i.e. scrambling) of electronically transmitted information.

We have strict procedures in place, following industry best-practices, when destroying, deleting or disposing of personal information when it is no longer required, to prevent unauthorized access to such personal information.

Studentcare also uses internet firewalls for data security. They are designed to prevent unauthorized access to our computer systems from external sources. As its name suggests, the firewall is an industrial-strength combination of hardware and software designed to securely separate the Internet from our internal computer systems and databases.

For the online opt-out system, only the data required to perform the transaction is available on our web server. No unnecessary data is located outside our firewall.

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## OUR EMPLOYEES' RESPONSIBILITIES

The following types of employees may have access to students' files in the course of their ordinary duties:

- Administrative personnel
- Customer service agents

Our employees are responsible for maintaining the confidentiality of all personal information to which they have access. As a condition of employment, all employees are required to sign a confidentiality agreement binding them to this responsibility, which remains with them even if they leave our company.

We keep our employees informed about our policies and procedures for protecting personal information and reinforce the importance of complying with them. All employees are also required, as a condition of employment, to conform to these policies and procedures.

## STUDENTS' ACCESS TO INFORMATION

Students can access information relating to them contained in our files, including the existence of the file, by submitting a written and signed request, accompanied by a photocopy of their student I.D. and a stamped, self addressed envelope to:

Attention: Information Request  
Studentcare  
1200 Ave. McGill College, 22nd Floor  
Montréal (Québec) H3B 4G7

Studentcare will return one transcript of the information contained in our files. Studentcare may charge a reasonable fee if further copies are requested.

If, after reviewing the transcript of his or her file, a student wishes to rectify any errors in the file, he or she may mail this request, detailing the identified errors to:

Attention: Information Correction  
Studentcare  
1200 Ave. McGill College, 22nd floor  
Montréal (Québec) H3B 4G7

## STUDENTCARE'S INTERNET POLICY

This statement outlines the privacy practices which apply to users of the Studentcare website, and their use of the site specifically.

---

### INFORMATION THAT STUDENTCARE COLLECTS AND TRACKS

Studentcare collects two types of information about users of this site: data that users provide through optional, voluntary participation; and data Studentcare collects through tracking information derived mainly by tallying page views throughout our site as well as by the use of third-party analytics. Such information may be used in the future to help us better understand the use of our site. Studentcare will never divulge information about an individual user to a third party (except to comply with any applicable laws).

Studentcare collects user information in the following processes:

#### **E-mail / online forms**

Visitors who choose to use our online forms or contact us via email are asked to provide us with personal information (such as: contact information or student number). This information is used only to contact the visitor.

#### **Usage tracking**

Studentcare tracks user traffic patterns throughout our site. The tracking is done off-line using site log files, or through third-party analytics tools such as Google analytics. Studentcare breaks down usage statistics according to a user's domain name, browser type, and MIME type by reading this information from the browser string (information contained in every user's browser). This information is used only to provide better service to our visitors.

## Cookies

A cookie is a small data file that certain websites write to your hard drive when you visit them. A cookie file can contain information such as a user ID that the site uses to track the pages you've visited. Nevertheless, the only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other sites. Studentcare uses cookies to identify repeat visitors to our site in order to provide them with a better level of service.

If you've set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. **You can refuse cookies by turning them off in your browser.** You do not need to have cookies turned on to use the Studentcare site (with the exception of [healthplan.online](http://healthplan.online)).

---

## USE OF THE INFORMATION

Studentcare uses any information voluntarily given by our users to enhance their experience in the site, whether to better prepare future content based on the interests of our users, or to provide repeat visitors with better service based on their previous experience in our site.

As stated above, Studentcare uses information that users voluntarily provide in order to enhance the quality of assistance they may get upon returning to our site. Studentcare may create reports on user traffic patterns.

---

## SHARING OF THE INFORMATION

Studentcare does not share information collected about individual users with any third party, except with a user's express consent. (Studentcare will divulge information as necessary to comply with applicable laws.)

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## HEALTHPLAN.ONLINE

The use of [healthplan.online](http://healthplan.online), our web-based Health Plan administration system, requires users accept the following terms of use due to the sensitive nature of the information on that system:

"We take great care to ensure that the use of this website and the services available through the website are safe and secure.

I authorize Studentcare to accept my personal identification number (PIN) and student number as equivalent to my signature to access the [healthplan.online](http://healthplan.online) system and any subsequent requests (i.e. clicking the "submit request" button).

I recognize that Studentcare, in order to protect the confidential nature of my information contained on this system, will monitor and record all transactions which occur on this system, including but not limited to information from the originating computer.

Studentcare has implemented sophisticated security features on this website which includes both a hardware and software component. I agree to access the system using a web browser which supports, at a minimum, a 40-bit encryption key. In addition, the security features of this site require the use of cookies.

I recognize the confidential nature of my PIN number and agree to not disclose it to anyone else. In addition, after completing a transaction, I agree to clear my cache, or turn off and re-start my browser. Should I undertake any transaction at the office of Studentcare, those transactions will supersede any I undertake on this system.

I acknowledge that at no time will I be asked for my personal identification number (PIN) via email from anyone from Studentcare.

I agree to not send messages to Studentcare by email which contain any personal information as they are outside areas of the website using encryption.

I agree to supply Studentcare with a valid email address, at which they are authorized to contact me regarding my Health Plan status and any other important reminders.

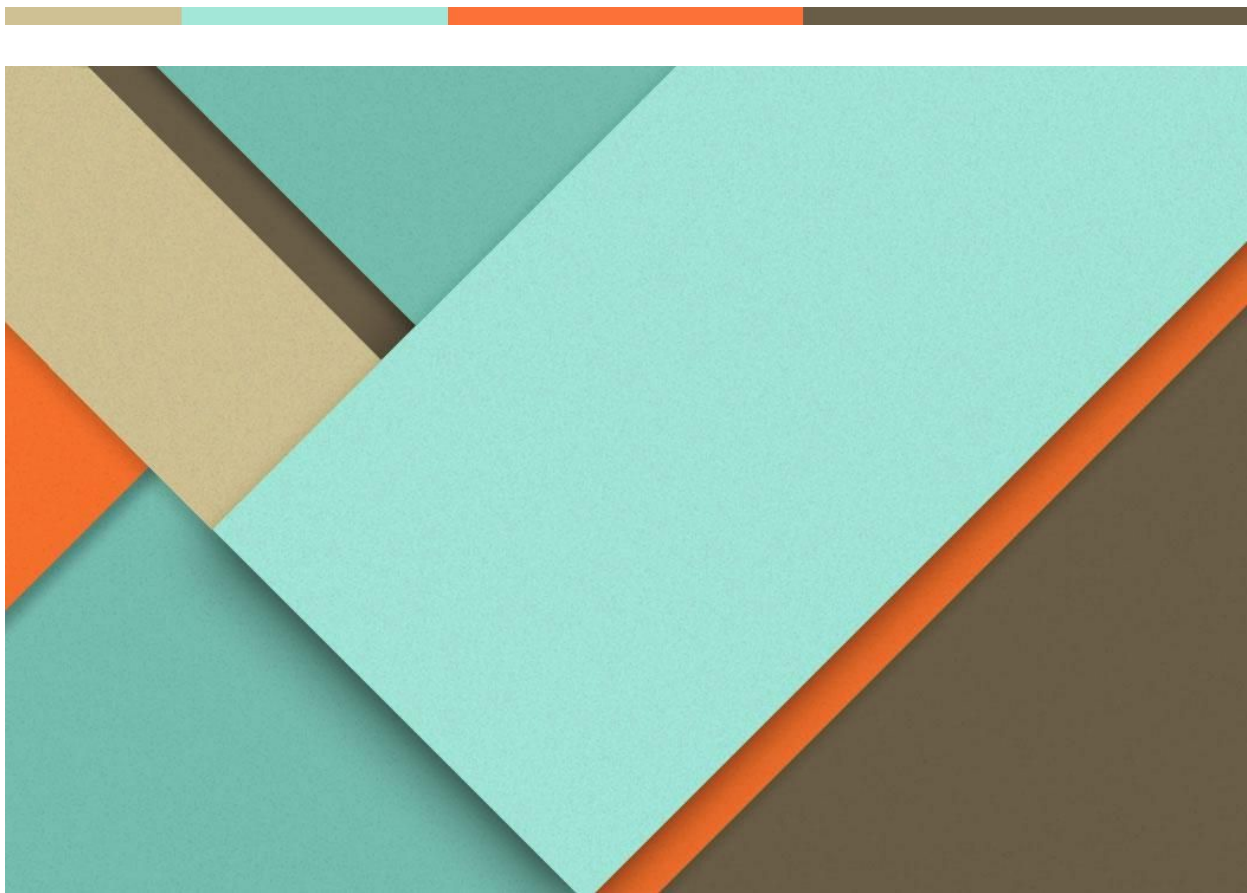
If I do not, I will be held responsible for any information that I neglect to respond to or take action from. This may include communication about incomplete or ineligible transactions and/or important deadlines.

Use of **healthplan.online** is on a voluntary basis.

If Studentcare decides to change its privacy policy, we will post those changes on this page so you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

APPENDIX E

LEASE AGREEMENT - TO BE DETERMINED



# The Landing Annual General Meeting, Consultation Plan Report


10.29.2018

—

The Landing Staff and Board

|  |           |
|--|-----------|
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## Overview

The Landing is a non-profit service at the University of Alberta that offers support for gender and sexual diversity. We strive to promote gender equity on a broad scale, and advocate for the safety and acceptance of individuals of all genders and sexualities in campus life.

As part of this mandate, we support LGBTTTQQPIANU+ (Lesbian, Gay, Bisexual, Transgender, Two-Spirit, Queer, Questioning, Pansexual, Intersex, Asexual, Non-Binary, Unlabelled, and more) communities and individuals, as well as their supporters, friends, family and loved ones.

The mandate of the Landing is:

- To offer support for gender and sexual diversity at the University of Alberta and related communities;
- To support LGBTTTQQPIANU+ communities and individuals, as well as their supporters, friends, families, and loved ones;
- To promote gender equity on a broad scale, and advocate for the safety and acceptance of individuals of all genders and sexualities in campus life; and
- To offer a space to LGBTTTQQPIANU+ individuals, as well as workshops, educational sessions, and outreach activities for all persons.

As per the Landing referendum in 2015, we strive to achieve the above mentioned goals through:

- Regularly scheduled drop-in hours staffed by volunteers
- Peer mentorship, support, resources, and referrals for students working through issues around gender and sexual identity and related stressors
- Education sessions for students and staff of all genders and sexualities
- Awareness campaigns, advocacy, outreach, and events
- Volunteer opportunities

To further strengthen our services and better fulfill the requirements of the referendum, we have been actively conducting program evaluations to examine the design, delivery, and impact of each program and use the findings to inform program improvement.

Apart from regular program evaluations during the academic year, we, in collaboration with the Students' Union, conducted a consultation project, which aims to assess the Landing programs and identify visions for future development through consulting with all stakeholder groups of the Landing. Data collected from this project is presented in this report as well.

While conducting this research study, the board and the SU agreed to focus on a few specific

items, as outlined below:

### **Memorandum of Agreement between The Landing & The Students' Union**

- 1.1. Conducting an assessment of Landing programs and operations through meeting with stakeholders. This would involve meeting, in conjunction with the Landing Coordinator, with past and present volunteers, past and present Board members, and other stakeholders to:
  - 1.1.1.1. identify common goals and aspirations;
  - 1.1.1.2. assess the state of Landing programs;
  - 1.1.1.3. identify where the vision for the Landing diverged between stakeholders; and
  - 1.1.1.4. enumerate volunteer concerns about the operation of the Landing.
- 1.2. In collaboration with the Landing Coordinator, produce a report and a set of recommendations for moving the Landing's program forward.

It is through these guidelines that we framed our consultation project.

## **Research methods**

To enhance the reliability and validity of the findings, we used a multiple of data sources, including:

- Quantitative programming metrics from the 2017-2018 academic year
- Survey with stakeholder feedback
- Key informant interviews with SU staff
- Focus groups with mixed stakeholder identities
- Exit interviews with volunteers from the 2017-2018 academic year

While conducting this consultation project, we attempted to reach a wide participant base for each stakeholder group, past and present, outlined in the next section. The number of participants for each stakeholder group is listed in brackets below.

### **Stakeholder identity groups and participant numbers:**

- Visitors (4)
- UofA students who haven't used the Landing's services (16)
- Volunteers (9)
- The Landing Staff (1)
- SU staff (10)
- UofA Staff, Faculty, Non-academic staff, etc. (12)

- Board Members (3)
- On Campus Partners (such as APIRG, iSMSS, HIRE, CSWT, etc) (21)
- Off Campus Partners (The Pride Centre, HIV Edmonton, etc) (2)

Looking at our division of stakeholder groups, we had the most participation from On-Campus partners, students who have not used the Landing's services before, and U of A assorted staff and faculty.

We had 11 participants at 4 separate focus groups, 57 survey participants, and 9 one-on-one interviews with SU staff members for a total of 72 participants. These participants' data is used in reference to Parts I-III, current evaluation of programs and services, visions for the Landing, and future options of the Landing's executive functioning (pros and cons).

After compiling the data, we noticed we did not have a lot of volunteer participants for this consultation project and we added one more source of data to help us see more clearly the volunteer concerns on the operation of the Landing. As a result, we have thoughts from 21 volunteers additionally recorded to be included only in reference to Part IV: Volunteer Concerns about Operations of the Landing.

## 2. Limitations of Data

As wide as we cast our net for participants, we only received a handful of respondents from each category. And as a result, we have a few limitations in our data that we would like to report:

First, because of the small sample size of participants from each stakeholder group, we cannot say that this data is fully reflective of each stakeholder group, but rather a snapshot of perspectives. Our 4 focus groups were attended by 11 people in total, and ideally we would have had more participants come to share their experiences. We had 57 Survey participants in total, which is a very small sample size given the student base size at the University of Alberta (roughly 38k students). So considering the amount of participants we had, this is only a snapshot of perspectives.

Second, our only one-on-one interviews were conducted with SU staff members. One-on-one interviews is a time consumptive data collection method and so we favored the survey and focus groups for collecting information on the other stakeholder groups--though this does mean our one-on-one interviews had an overrepresentation of SU staff perspective. We acknowledge that this might skew our data towards the pros and cons that were identified through the SU staff interviews.

Third, there is an over-representation of on-campus partners in our survey and focus group. While we are very happy to hear how our partners interpret our service and their suggestions for how to make our service better for all stakeholders, the data does also skew towards an overrepresentation of their perspectives compared to, for example, the visitors or volunteers of

the Landing stakeholder groups. We want to make sure that our service is one that is reflective of the community's needs, so it's important to keep that in mind as we incorporate our on-campus partner's suggestions.

Fourth, due to using a wide range of data collection methods (interviews, surveys, focus groups, etc) the data collected has a few slight variations due to differences in the questions. For example, the focus groups did an activity on mapping out the pros and cons of merging with the SU or remaining independent on a 2x2 grid--as is more engaging for a group of people--whereas the SU staff were asked to identify pros and cons as separate questions. While we still had a list of pros and cons identified in both collection methods, since the way we asked was different, the data cannot exactly line up between collection methods.

Fifth, part of the purpose of the consultation project was to hear from volunteers about their concerns about the operation of the Landing. We only had 9 out of ~35 present volunteers participate in the entire consultation project and therefore we have only a snapshot of their representation as well. In order to supplement the lack of responses in this consultation project, for part IV of the report, we added data from volunteer exit interviews conducted at the end of April/May of 2018 so we could report more clearly on the volunteer's concerns about operations of the Landing. That includes an additional 21 volunteer participants' experiences and opinions.

Lastly, the Staff at the Landing have been involved in most aspects of the planning, execution of, and reporting on the consultation project, and we have not given our own opinions to be recorded in the data. As a result, the data is missing perspective from current staff members. However, because we are the ones writing the report and we do have our own opinions, the report cannot be read as fully "un-biased" as it is impossible for us to be fully objective in reporting on an organization we work at. So while we did try to be as objective as possible, the data cannot be considered fully objective.

In closure, due to overrepresentation of some stakeholder groups, lack of representation of others, small sample sizes, and differences in data collection methods, we have these limitations in the data provided. We have made a report based on the data we have, while acknowledging the limitations of the data provided to us.

## Part I Program assessment

### 1. Program evaluation results 2017-2018

As per the Landing referendum in 2015, the Landing provides the following programs:

|                      |  |
|----------------------|--|
| <b>Drop-in hours</b> | A space for visitors to meet with friends, do homework, chat with volunteers, find |
|----------------------|--|

|   |  |
|---|--|
| (10am-4pm Monday-Thursday)                            | resources and referrals or ask questions   |
| <b>Spectrum</b><br>(Weekly meetings)                  | A community support space for LGBTQ+, allied, and questioning individuals. Volunteers lead a casual discussion group and provide peer mentorship to those who need it.   |
| <b>Queer Media Collective</b><br>(Bimonthly meetings) | A space for participants to discuss LGBTQ+ media, such as books, TV shows, music, podcasts, and so on.   |
| <b>Queerness &amp; Faith</b><br>(Weekly meetings)     | An open, inclusive, and welcoming space for individuals to explore the intersections of queerness and faith.   |
| <b>Trans Meet-up</b><br>(Bimonthly meetings)          | A casual hangout space for trans people of all genders and gender expressions to hang out, share experiences, share resources, and get to know other trans folks   |
| <b>Volunteer program</b><br>(Year-round)              | We provide training and professional development opportunities for our volunteers. We also run three volunteer teams (communication, education, and events planning) to engage them with the Landing's services. |

### Program output:

#### Drop in hours:

- 648 Shifts provided during 2017-2018 academic year
- 23 Volunteers provided regular drop-in services
- 28 Shifts provided per volunteer on average
- 682 visitors used drop-in service (89% are undergraduate students)

#### Spectrum:

- 9 meetings organized in winter 2018
- 4 volunteers facilitated discussion
- 31 participants in total
- Meeting topics include: biphobia, allyship, GSA, me too movement, etc.

#### Queer Media Collective:

- 5 meetings organized in winter 2018
- 2 volunteers facilitated discussion
- 16 participants in total

### Queerness & Faith:

- 21 meetings organized in 2017-2018
- 2 volunteers facilitated discussion
- 82 participants in total
- 9 guest speakers invited
- Meeting topics include two-spirit presentation, queerness and Christianity, intersection of queerness and Islam

### Volunteer program:

- 34 volunteers were trained during 2017-2018 academic year
- The education team delivered 8 training sessions and reached 170 individuals on/off campus
- The communication team distributed 400+ posters on campus and reached 2412 individuals through online marketing

## Program evaluation<sup>1</sup>

### Drop-in hours

We administered the drop-in hour visitor survey to evaluate visitors' experience of our service. 16 visitors, who used the drop-in service at least twice during the academic year, completed the survey.

Of the 16 respondents:

- 94% rated "satisfied" or "very satisfied" with the drop-in service
- 100% agree that they feel safe and comfortable at the drop-in hours.  
88% feel they can communicate with volunteers on a free and equal basis.
- 63% find the drop-in program increased their knowledge on LGBTQ+ issues.
- 94% find the landing a good space for networking and building a queer community

### Volunteer program

We used a post-training survey to evaluate volunteers' experience with the volunteer training. 16 out of 34 volunteers completed the survey.

Of the 16 respondents:

- 94% agree that the presentations at the training are easy to understand.
- 94% agree that they can immediately apply the content provided by the training.
- 88% agree that the training prepares them to meet these responsibilities as volunteers.  
64% indicate that they were engaged with the training for more than 60% of the time.
- 100% agree that they feel more confident in working with LGBTQ+ individuals
- 93% agree that they feel more confident in handling a wide range of situations faced by LGBTQ+ individuals.

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<sup>1</sup> Due to the low response rate for Spectrum and Queer Media Collective feed surveys, the data collected is not representative enough for evaluation. Therefore, evaluation results for the two programs are not included in this report.

We also administered volunteer satisfaction and implementation survey at the end of each semester to evaluate volunteers' experience at the Landing and their implementation of the essential components of the Landing. 16 out of 23 regular volunteers took part in this survey.

Of the 16 respondents:

- 94% feel their responsibilities as a volunteer are appropriate.  
94% feel the Landing is a community that they belong to.
- 100% find the Landing staff receptive to volunteer suggestions and comments
- 88% feel they gained a sense of accomplishment through this volunteer experience.
- 94% find this volunteer experience beneficial to their professional development.
- 89% agree that they follow the Landing volunteer policy all the time.

The data above indicates consistent program outputs through the joint efforts of volunteers and staff and overall satisfaction of our programs. Our survey shows that smooth communication with volunteers and engagement with the community have greatly contributed to visitor satisfaction. Evaluation results also indicate that volunteer satisfaction is achieved through strong personal fulfillment, networking opportunities, staff support, effective training, and appropriate work assignment.

## 2. Consultation survey results

The consultation survey aims to evaluate how well we fulfilled each requirement of the Referendum mentioned above. A total of 57 respondents participated in the survey. To achieve this goal, we asked each respondent to identify their stakeholder group (e.g. volunteers, U of A staff, off-campus partners, visitors, etc) and rate each requirement on a scale from 1 to 5, with 1 indicating "not fulfilling the requirement at all" and 5 indicating "fully fulfilling the requirement".

A sample question from the survey is shown below:

### Drop-in Hours:

Drop-in hours for the Landing are from 10am-4pm Monday-Thursday, each hour is staffed by our volunteers. Information about our drop-in services can be found here: <https://www.thelandingualberta.ca/drop-in-peer-support>

|  |                       |                       |                       |                       |                       |                                   |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------------|
|  | 1                     | 2                     | 3                     | 4                     | 5                     |                                   |
| Not fulfilling this requirement at all | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Fully satisfying this requirement |

For brevity, we compiled survey results in the table below, combining 1 and 2 as "not fulfilling requirements", 3 as "neutral", 4 and 5 as "fulfilling to fully fulfilling the requirements". The




number in each cell indicates the percentage of respondents choosing the corresponding category.

| Requirements            | Not fulfilling requirements | Neutral | Fulfilling to fully fulfilling the requirements |
|-------------------------|-----------------------------|---------|---|
| Drop-in Hours           | 3%                          | 33%     | 64%   |
| Peer Mentorship         | 10%                         | 26%     | 64%   |
| Resources & Referrals   | 7%                          | 29%     | 64%   |
| Events                  | 4%                          | 27%     | 69%   |
| Free Education Sessions | 8%                          | 22%     | 70%   |
| Volunteer Opportunities | 6%                          | 25%     | 69%   |

From the table above, we can see that for each Referendum requirement, more than 60% of the respondents agreed that the Landing have fulfilled it. However, a large portion of respondents chose “neutral”, because they have not participated the corresponding programs so far or have not seen detailed evaluation results and thus were not able to rate the programs either positively or negatively.

### 3. Focus group and interview results

Visitors expressed their satisfaction with the Landing services at the focus group. For example, visitors thought of drop-in hours to be fun, comfortable, and supportive. Participants considered the Intersection of Queer Symposium “very informative, engaging, and well delivered”. The hockey team sponsored by the Landing is considered effective in promoting queer sports. Visitors also treat the peer meet-up groups as a great way to “engage with community, embraces different opinions, and learn from other people”. Visitors especially value the sense of community that the Landing builds through its programs and its dedication to intersectionality and inclusivity.



However, participants also pointed out some of the downsides of the Landing's services. One prominent point is a lack of advertising and promotion. Some events/programs were not well attended because many students on campus were not aware of them. The Landing still needs to make more efforts to increase its presence on campus and communicate to the university community that everyone has a relation with gender & sexuality and can access the Landing's service whenever they need it.

On campus partners also considered their collaboration with the Landing very positive and enjoyable. For example, APIRG staff are impressed by the Landing's support and dedication to the collaborated events, such as the welcome BBQ and IQS. However, there were also some challenges in the past when the Landing staff had limited access to budget details, which negatively impacted the collaboration.

Interviews with the Students' Union staff show that SU services have benefited significantly from their partnership with the Landing. The Landing brings important perspective and expertise on inclusivity and safe space to SU events, programming, and training, as indicated by a team lead at the Student's Union. For example, due to the Landing's influence, volunteer training at Info Link and Safewalk have incorporated pronoun practice and knowledge of working with LGBTQ+ students. At SU cross-department meetings, such as the Volunteer Working Group, the Landing represents the voice of the LGBTQ+ community and increases service staff's awareness in supporting LGBTQ+ clients.


## Part II Visions for the Landing

### 1. Location, space, and hours

Volunteers, visitors, and on-campus partners who participated in the consultation project agreed that the current location of the Landing protects visitors' privacy and creates a sense of security. However, the Landing needs to be more visible and approachable to increase accessibility. An ideal location would be the combination of the two elements.

In terms of the space, a majority of the participants indicate that the narrow space of the Landing limits the services that the Landing could provide. Participants propose a larger space with two rooms—one for social hangout while the other for private one-on-one support. In addition, the space could have more windows so that it will be more bright, warm, and welcoming.

As the report mentioned earlier, the consultation survey indicates a need for extending opening hours. Suggested time periods for opening include some weekday nights from 5pm to 9pm,



some hours on Friday and the weekends when students don't have classes. Respondents acknowledge that extending hours will be a big undertaking for staff and traffic during these hours may be low, but when issues do come up, being available to support students will be beneficial. Some respondents also proposed appointment sessions as a complement for drop-in hours.

## 2. Personnel: staff and volunteers

Participants of the consultation project agree that the number of staff needed depends on the operation of the Landing. Currently the Landing is not fully staffed considering the amount of the workload required, as argued by the participants. Survey results show that there is also a need for a (part-time or volunteer) professional counselor or social worker at the Landing to support visitors as well as volunteers. A few participants also proposed to add a volunteer coordinator position which is dedicated to improving volunteer management procedures and enhancing volunteer development and to minimize current strain on staff.

In terms of volunteers, participants suggested 20 to 30 volunteers would be a manageable size to keep everyone engaged and keep the programs running efficiently. Participants also proposed an ongoing recruitment of volunteers throughout the year.

## 3. Programs

Most of the participants are in favor of the programs being focused on community and led by volunteers. Meanwhile, participants also emphasized the importance of staff support to ensure consistency. Staff are supposed to support program planning, gather resources, coordinate program logistics and volunteer debriefing, as well as other background work.

Some participants suggested having more input from the larger community into program planning. For instance, meeting topics should be proposed / chosen by the audience.

Program that participants suggested the Landing to provide in the future include:

- On-side professional counselling
- Open house in SUB at the beginning of the semester that would attract a large traffic
- Programs/events for allies
- More opportunities for queer athletics.

## 4. Campus partnership and involvement

Increasing outreach and collaboration with on-campus organizations and groups is a general theme highlighted by multiple participants. Participants acknowledge the Landing's

collaboration with APIRG and iSMISS, such as the Pride Week and Intersection of Queer Symposium (IQS), and suggest to avoid overlapping or redundant work.

The focus group further explored the future partnerships that the Landing could forge. For example, participants pointed out the prospect of collaborating with health care services, such as the University Health Centre and the Gender Program, to provide health care support for LGBTQ+ individuals, such as safe binding practices, STI prevention, etc.

The Landing works closely with the Students' Union services. Students' Union staff expressed a strong desire to work with the Landing and their expectation of the future partnership during the staff interview. SU services expect the Landing to use its expertise on inclusivity and safe space to inform SU training sessions and programs. On a broader scale, the Landing is expected to become a resource for consultation on inclusivity, equality, and anti-oppression practices and bring its voices across SU through departmental systems such as the Volunteer Working Group.

## Part III Future Options for the Landing: Pros and Cons

### 1. Major Pros and Cons for both options (A and B)

Participants of our focus groups and our interviews also identified pros and cons to the following two options:

- Option A: Merging the Landing and the SU effectively becoming an SU service
- Option B: Remaining an independent non-profit

From the data, we identified the top 3 major pros and 3 major cons for each option. A detailed list of all pros and cons for each option is provided in Appendix A, which includes how the top 3 pros and cons were selected. We are reporting on the top 3 items for each pro/con pairing below.

In the following sections, the SU has included a brief section titled "Response From the SU" to include information to clarify misconceptions outlined by consultation participants.

#### i. Pros for merging the SU and the Landing

When asked to identify the largest pros for merging the SU and the Landing, participants indicated 1 major benefit to the SU and 2 major benefits to the Landing.

For the Landing, participants identified two major benefits that would come from merging with the SU. First, that by nature of joining the SU, the Landing would have an increase in access to the structural supports of the SU, such as access to more financing pools, marketing services, internal resources and staff supports, HR and accounting department services, a potential new drop-in space, etc.

Second, in addition to the structural supports, the Landing would gain more visibility and have a higher profile on campus by being one of the SU services. The SU has a further reach in marketing and if included in those marketing campaigns, the Landing could benefit from the additional exposure and use of its services.

For the SU, a closer relationship between the two services would increase gender and sexual diversity and inclusivity practices with the SU in addition to creating more accountability for the SU in these areas. Implying that if the Landing were to merge with the SU, we would be able to increase the safety, visibility, engagement, and support for LGBTQ2S+ students in more levels of the SU--from the Student Executive team to student group training--by working within the SU structure as opposed to outside of it.

#### Response From the SU:

- In becoming apart of the SU, The Landing would have access to more advocacy support in being able to utilize our Research and Advocacy Department.
- The Research and Advocacy Department could also assist with grant writing for further funding.

## ii. Cons for merging the SU and the Landing

When asked to identify the largest cons for merging the SU and the Landing, participants identified 1 major challenge to the SU and 2 major challenges for the Landing.

For the Landing, the majority of participants identified a concern that the Landing could be restrained or restricted by the SU system of operation and vice versa. This concern evoked more questions than answers for the participants, such as:

- What happens if disagreements between SU and the Landing come up?
- What if the Student Executive team doesn't see the value of the Landing and how would that impact the service?
- Would a rigid SU mandate restrict what kind of programming the Landing can run if stakeholders and the community demand changes or requests that are outside of said mandate?
- How to support the community we serve if their needs are in opposition to the SU's?

The participants expressed wanting answers to these questions addressed if an agreement were to be made between the SU and the Landing.

Closely tied, the participants identified a secondary concern for the Landing if the services were to merge: an increase in difficulty changing or being vocal about SU practices that are either against the Landing's mandate or perceived as restrictive to LGBTQ2S+ students. This concern reflects the general perception that advocacy for LGBTQ2S+ student interests would not be allowed under the SU. It would be important to have a clear policy or procedure surrounding what is defined as advocacy and in what ways would the Landing be restricted. Questions such as "would encouraging the SU to increase its amount of gender inclusive washrooms in communal areas be considered advocacy?" and "who decides what types of advocacy would and wouldn't be allowed under the SU--the Student Executive team, the general manager, an advisory board?" would need to be addressed, as the Landing primarily supports a specifically marginalized group of people.

Lastly, the concern that participants identified for the SU was whether or not the SU has the capacity to absorb the Landing as one of its services. Merging the two organizations would mean enveloping an entire organization under the managers and executives' portfolios and could also lead to a strain on personnel and financial resources, if funding and management were to be re-allocated.

#### Response From the SU:

- The SU mandate for The Landing is to fulfil the mission outlined in the Landing referendum.
- The Landing has guaranteed funding through the DFU and an explicit mandate from the referendum, regardless of the particular Executive. The Landing fee is due for a 'review' plebiscite or a renewal referendum by March 2020.
- The Landing staff would have a broad range of operational autonomy over the day to day operations of The Landing, under the general oversight of SU Services management. The SU Executive become involved if The Landing staff choose to propose major changes to operations or programming.
- Advocacy would be allowed, as long as it fits within mandate outlined in the referendum and aligns with the SU values. <https://su.ualberta.ca/media/uploads/512/SU-StratPlan-2015.pdf>
- External advocacy (i.e. public facing advocacy, generally outside the University community):
  - Proposals can be made through exec and policy committee that certain advocacy stances should be taken. Students' Council would review to see if becomes official part of SU policy.
- Internal advocacy (non-public advocacy within the SU or University community):
  - Doesn't restrict Landing from advocating internally to the SU, and generally doesn't stop to advocating to other University departments.
- Any individuals interested in advocating outside of the policy constraints and oversight from Students' Council are always able to start their own student group to do that, with access to the services provided to student groups (space/funding).

### iii. Pros for remaining an independent non-profit

When asked to identify the largest pros for the Landing remaining independent, participants indicated 1 major benefit to the SU and 2 major benefits to the Landing.

For the Landing, participants identified the first major benefit of being independent as the Landing being able to continue its independence in decision making from the SU and the University; and that SU/University relationships would not affect the Landing as deeply. Decisions around how to run the Landing, the mandate, programming, policy changes, staffing, events, etc could all be made without consulting the SU and with lower over-head decisions being made in general, by nature of having a smaller board.

Closely tied, participants identified that a second benefit to remaining independent would be that the Landing can still benefit from the existing supports the the SU offers while maintaining its independence. The Landing could maintain and improve the current existing relationship to the SU without merging into one of the SU's services. Example benefits that the Landing currently receives from its original MOA with the SU are: discounted space rental, cleaning services, accounting services, graphic design services, HR services, volunteer working group supports, some joint PD and training for volunteers, etc.

Participants identified that for the SU, the biggest benefit the SU gains from the Landing remaining independent would be there is no additional strain on SU resources or re-allocation of resources.

#### Response From the SU:

- Contrary to participant perceptions, The Landing will not continue to benefit from the same level of support from the SU. This means no more access to:
  - The SU Accounting department and resources, HR department and resources , PD and training opportunities for staff, Marketing department and services.
  - This is due to SU concerns about past financial mismanagement and personnel issues from previous Landing staff and board.
- The cut to support and resources from the SU would be effective January 1, 2019.
  - The Landing would need to establish a fully functioning board, bank accounts, new contracts, new policies and procedures, new operating plan for 12-18 months. This is particularly important given the DFU review plebiscite in 2020.

#### iv. Cons for remaining an independent non-profit

When asked to identify the largest cons for merging the Landing remaining independent, the participants indicated 1 major concerns to the SU and 2 major concerns to the Landing.

The first concern that participants had for the Landing was the potential challenges of working with a volunteer board. A volunteer board's productivity depends on the motivation of board members: when there is a highly motivated, knowledgeable board who have the energy and capacity to lead the organization, they can be very efficient and have multiple people with experience in serving the community in question overseeing the organization. There is the chance that with a volunteer board, as the Landing has experienced in the past, a lack of energy, capacity, or necessary knowledge can severely slow down the organization's ability to

function properly. This is entirely dependent on the make-up of the board and the board's cohesiveness, which changes year by year.

Additionally, the participants identified that the Landing board has had a history of strained relationships with its staff and/or volunteers. Continuing to run the organization with an ever-changing board that has recurring negative experiences with staff and volunteers creates a hostile environment for a support service to run on. Concerns on accountability and transparency of the board to its staff, volunteers, and visitors would need to be addressed if the board recruits new members.

Lastly, the participants identified that the greatest concern for the SU in having the Landing remain independent would be its lost opportunity to improve inclusivity and representation of LGBTQ2S+ students in the SU and having a space dedicated to diversity under its portfolio.

## 2. Conclusion of Part III, Future Options for the Landing: Pros and Cons

Because the participants were able to identify nearly equal amounts of pros and cons of both options A and B, the Landing staff writing this report cannot make a clear recommendation on how to proceed based on stakeholder input alone. The data in Appendix A further details the breakdown of pros and cons for both options and it is recommended that each reader of this report reviews the Appendix for more information prior to voting on a recommendation.

## Part IV Volunteer Concerns About the Operation of the Landing

### 1. Major Concerns and Suggestions from the Landing Volunteers

As part of the agreement between the SU and the Landing, part of the consultation plan was to enumerate volunteer concerns about the operation of the Landing. Because only 9 volunteers participated in the summer consultation project, we are including data from our volunteer exit interviews that took place this April/May, 2018. There were 21 volunteer participants in the exit interviews.

From the exit interviews, we are compiling answers from three separate questions for this section.

- Question 1 "How was your experience with staff and board?"
- Question 2 "What are biggest concerns, challenges, or frustrations you have had when volunteering at the Landing?"



- Question 3 “Do you have any specific suggestions for improving the Landing's operation or services?”

We only included the responses to those questions that are relevant to the operation of the Landing.

A complete compiled list of volunteer concerns and suggestions can be found in Appendix B, complete with indications on how frequently each of the concerns or suggestions were mentioned by volunteers. We are reporting only the top 3 concerns and suggestions mentioned by volunteers.

#### i. Concerns:


The volunteers identified 3 main concerns for the operation of the Landing, all of which are specific to the board/volunteer relationship.

First, at least 9/21 participants identified feeling no direct or personal experience with the board. This isn't explicitly stated as a concern by the volunteers, but they did feel the need to indicate not having a relationship with any board members when asked about their volunteering experience. This could be interpreted as wanting to have a connection to the board by nature of identifying that they don't currently have that connection--or it could be taken at face value, which is that they just didn't have any experiences with the board and is not necessarily a concern of theirs. Regardless, it was the highest noted response from volunteers, so there is some room for speculation.

Second highest noted concern was that the volunteers who did have interactions with the board overwhelmingly indicated that they were negative experiences. There was a range of words used to describe this relationship--such as hostile, harassment, tense-- but overall power dynamics between board members and the volunteers was described to be quite negative, which is a large concern for the volunteers. Their concerns centered on not trusting the board due to past history, feeling ignored and/or disrespected by the board, feeling underrepresented on the board and in decision making as a primarily volunteer run service, etc.

Lastly, volunteers identified one of their concerns was that when there was communication between the board and volunteers, it was infrequent, confusing, and often perceived as hostile. When the only communication coming from the top-down leadership that the Landing has been operating on, they want to know that the information they are getting is consistent, clear, and respectful. It was also noted that board communication around the AGM was particularly confusing and was the primary reason they didn't understand the importance of the AGM or why they should attend to meet quorum.

#### ii. Suggestions:



The volunteers also identified a few suggestions to improve the operations of the Landing from their perspective.

The first noted suggestion was about changing the physical space or location. The volunteers identified that the space is not physically accessible for everyone--particularly for people who use a wheelchair or other mobility assistance tools. Not having a population of marginalized people be able to access our resources and services is a problem, especially as an organization that serves another type of marginalized community and some visitors exist in both the LGBTQ+ and disabled communities. Other comments on the space were that it wasn't as visible to campus, that we are tucked away in the corner and that it is too small for our purposes. Volunteers often felt like they would like another room to be able to talk to a visitor one-on-one if the drop-in space had more upbeat/hangout type visitors at the time. Volunteer's feel like if the community doesn't know if or where we exist, how can we expect them to utilize our services to their fullest extent?

Second, the volunteers identified their thankfulness for having a volunteer representative on the board--a change from previous years. They felt like the volunteer rep from the past year was always open to talking about the volunteer experience and advocated for those she spoke with. They would like to see that position continue on the board and to be taken more seriously. Considering the highest concerns that volunteers had shared, we suggest adding another volunteer representative position, if possible, to increase the volunteer's ability to communicate with the board more directly, and for the volunteers to have a strong vote in decision making surrounding the Landing. Having a volunteer representative is a critical component to having the volunteers feel more represented and respected on the board level, but only if the volunteer representative is also being treated seriously and with respect. It is our suggestion that the board treats the person in this position with respect and takes their suggestions seriously--as that is what the volunteers' main concern has been.

Lastly, the volunteers' third concern was not feeling like the board was present enough to the day-to-day goings on at the Landing. Volunteers identified that they would like to see more board involvement through talking to volunteers about their ideas and experiences, visiting programs and events, and in incorporating volunteer feedback more readily. They indicated feeling concerned that the board members were making decisions about the Landing that were negatively impacting the needs of the community it serves and the volunteers who run the organization, and that having the board be more present to the space and our programs would increase their ability to make more holistic decisions about the organization.

## 2. Conclusion of Part IV Volunteer Concerns About the Operation of the Landing.

One of the main purposes of this consultation project was to identify some of the major concerns that the volunteers had about the operations of the Landing. It is clear that the volunteers agree that they either have no interaction with the board, or a negative interaction with the board.

As we move forward as an organization, it's important for us to address the volunteer's concerns about not feeling respected by the board, not feeling communicated to clearly or kindly, and feeling a lack of connection with the board at all.

Through implementing their suggestions of increasing respect, use, and participation of a volunteer representative on the board, increasing the board's knowledge of the day-to-day needs of the Landing's visitors and volunteers, and increasing the visibility of the physical location of the Landing, we believe these changes could create a major shift in how the board and volunteer relationship could be repaired and improve the general operations of the Landing.

There are additional concerns and suggestions identified by the volunteers outlined in further detail in Appendix B, should the reader need more details on this portion of the consultation.

## Appendix A

Below are the compiled results of the participant identified pros and cons of Options A and B:

- Option A: Merging the Landing and the SU effectively becoming an SU service
- Option B: Remaining an independent non-profit

Note: Each item was given one (1) point per person in the SU staff interviews and one (1) point given per focus group who mentioned the item. They are listed in order of highest frequency of mention. We recognize that there were multiple people in the focus groups so the tallies can't be considered equal in weight, but as the focus group participants answered in a group setting, we don't know how many people agreed with each item individually. Additionally, the focus groups were not conducted by the staff writing the report to maintain confidentiality of focus group participants, so we do not know which participant offered which answer. Acknowledging these limitations, this is the data we present to you:

### Pros for merging with the SU

1. Closer relationship between the two services can increase gender and sexual diversity and inclusivity practices in the SU and create more accountability for the SU in these areas (9)
2. Access to SU services, finances, HR, resources, marketing and potential new physical space (9)
3. Higher profile on campus (4)
4. Efficiency in and speedy decision-making with a direct supervisor as opposed to board decision making (2)
5. Management is more accountable to students and acts as advocates for all students (2)
6. A temporary merge can help the Landing be more independent in the future (2)
7. Long history of volunteer management and support (2)

## Cons for merging with the SU

1. “Resource Allocation Challenge” Even if the pros of joining the SU pervaded, does the SU even have the capacity to support the Landing (adding more responsibility to managers and executive portfolios and strains on resources). (9)
2. Could be restrained or restricted by the SU system and vice versa (8)
  - a. What happens if disagreements between SU and the Landing come up?
  - b. What if the Student Executive team doesn’t see the value of the Landing and how would that impact the service?
  - c. A rigid mandate could restrict what kind of programming the Landing can run if stakeholders and the community demand changes or requests that are outside of the mandate
  - d. How to support the community we serve if their needs are in opposition to the SU’s?
3. Increased difficulty in changing or being vocal about SU practices that are against the Landing's mandate or restrictive to LGBTQ2S+ students (7)
4. Concerns about joining a large institutional system, as a service that supports a marginalized group (5)
5. Change in funding and/or loss of control over how finances are distributed (3)
6. Potentially lose non-profit status or become too dependent on the SU to leave (2)
7. No longer optional in student fees and how will student’s react to that decision (2)
8. If the Landing wants to apply for funding outside the SU (government grant for instance), would the grantors have to consider the SU as a whole instead of just the Landing and would that impact funding opportunities? (2)
9. Concerns about transparency if merged with the SU--what would transparency look like? (1)
10. Loss of greater Edmonton area community connection if refocused on only UofA undergraduate students. (1)

## Pros for remaining independent

1. Independence in decision making from SU and University, and vice versa (SU & University relationships would not affect the Landing) (11)
2. The Landing can still benefit from the existing supports the SU offers and remain independent (maintain and improve current relationship to the SU without merging) (7)
3. No additional strain on SU resources (7)
4. Can apply for more sources of funding as needed (grants, donations, etc) (5)

5. Independence in advocacy and/or confronting oppression without fear of lack of organizational support (4)
6. Can remain reflective of the community it serves (2)
7. Hierarchies and restrictions are less in place (only a board and small staff) (2)
8. Volunteer Boards can be productive depending on the motivation of the board members and can make quicker decisions to affect the organization, as opposed to very top-down leadership of the SU (2)
9. Can expand service to outside the university community (further reach in Edmonton) (1)
10. Possible access to a better physical space (could move from SUB entirely or move elsewhere in SUB) (1)

#### Cons for remaining independent:

1. Volunteer boards productivity depends on motivation of board members (chance for inefficient or slow-responding board) (4)
2. The SU misses an opportunity to improve inclusivity and representation of LGBTQ2s+ students (4)
3. The board has a history of strained relationship with staff and/or volunteers (2)
4. Board turnover and recruitment problems (2)
5. Financial sustainability is grant and DFU dependent which depending on board capacity could mean less stability if not actively seeking secure/sustainable funding (2)
6. Limited staff capacity under current staff structure and funding (1)
7. Divergent stakeholder cues and interests (1)
8. Low attendance at previous AGMs (1)
9. If the Landing outgrows its current size (too many volunteers/visitors for the staff to feasibly manage without proper funding for more staffing roles) (1)
10. If the Landing were to dissolve, there wouldn't be a support space for sexual and gender diversity on campus. (1)

## Appendix B

A portion of our consultation project plan was to enumerate the concerns and suggestions from volunteers about the operation of the Landing. We only had 9 participants in total for the consultation project, so alternatively, we have compiled the concerns and suggestions of volunteers from their exit interviews conducted by Staff at the Landing in April and May of 2018. There were 21 volunteer participants in the exit interviews.

Below are the compiled answers from three separate questions for this section.

- Question 1 “How was your experience with staff and board?”

- Question 2 “What are biggest concerns, challenges, or frustrations you have had when volunteering at the Landing?”
- Question 3 “Do you have any specific suggestions for improving the Landing's operation or services?”

We are pulling the responses to those questions that are relevant to the operation of the Landing.


Note: Per participant in the exit interviews, for each item they listed as a concern or suggestion, one (1) point per item is counted, per question. The points are listed in order of highest frequency of mention.

### Concerns from volunteers:

1. Little or no direct/personal experience with board members (9)
2. Power dynamics between board members and the volunteers is perceived as “tense” or “hostile” (8)
3. Communication between board and volunteers was infrequent, confusing, or perceived as hostile (2)
4. Reporting structure of the Landing is unclear, confusing, or frustrating (1)
5. Not enough knowledge about who the board is and what they do (1)
6. More staff or more staff hours needed to support the volunteers more fully (1)
7. The board wasn’t very physically present to support programs or volunteers (1)
8. No strategies came from the organization to address funding issues (1)
9. Too many people “outside of the Landing” make-up the board/should be more students on the board (1)

### Suggestions from volunteers:

1. Have a more physically accessible and visible space on campus(4)
2. Having a volunteer representative on the board is well received (3)
3. Have the board be more present within the Landing space by visiting programs, listening to volunteer feedback, and talking to people about the day to day functioning of the Landing and it’s needs etc. (2)
4. More resources being allocated to the physical space (2)
5. An advocacy “role” for volunteer or another staff member to fill (2)
6. Increase visibility of the services and programs on campus (2)
7. More education on the organizational structure/executive functioning of the Landing at training (2)
8. Be more present to POC inclusivity in the space and on the board (1)
9. Consult the volunteers before making huge decisions about the Landing’s organizational structure or about the Landing’s employees (such as changing the executive operations of the organization or termination of the only full time employee (1)
10. A more formal way to contact the board (1)

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11. More strategic planning around funding opportunities (1)
  12. Having a professional trained in social work or in the field of mental health of some kind on staff because the volunteers can “only refer to other services right now” (1)
  13. More information about why an AGM is important (1)
  14. Refresh the board membership and start again (1)