

Appendix B

CSA Services Policy



Table of Contents

Page

1.0		Bullring Policy	2
	1.1	Student Space	2
	1.2	Financial Stability	2
	1.3	Accessibility	2
	1.4	Ethical Standards	3
	1.5	Accountability	3
	1.6	Programming	3
2.0		theCannon.ca Policy	4
3.0		Bus Pass Policies	5
	3.1	Bus Pass Opt-Out Policy	5
	3.2	Bus Pass Opt-In Policy	6
	3.3	Bus Pass Misuse Policy	7
	3.4	Fees	8

Note:

No revisions to this Policy since 2022 AGM on March 30, 2022.

Policy & Transition Manager

April 5, 2022

1.0 Bullring Policy

The operation of the Bullring must maintain these principles and reflect them in the function of the Bullring:

1.1 Student Space

The Bullring is student space and above all else, should be accessible to and suitable for students. The Bullring is fundamentally a cafe/student lounge, where activities, events, menus, catering, and the like are centred around this primary function. This principle dictates that, unlike traditional commercial establishments, students should feel free to lounge without purchasing products, and may also bring in their own food. Decisions made about the operation of the Bullring will be made with the priorities of student needs and financial viability.

1.2 Financial Stability

While serving students is the number one priority, the Bullring must be financially self-sufficient. Only under exceptional, unavoidable, and unexpected circumstances should the CSA operating budget be accessed to offset Bullring expenses.

Financial statements are to be reviewed and discussed at every Bullring Operations Committee meeting and made available to the CSA Finance Committee. Decisions regarding pay increases, acceptable profit margins, operational improvements, significant capital expenditures, leasehold improvements, and other financially related matters will be made in conjunction with CSA values, in accordance with Bullring Policy and Terms of Reference, while maintaining independent fiscal responsibility.

Revenue collected above and beyond those allocated given the aforementioned framework at year end (April 30) will be incorporated into the CSA's Unrestricted Net Assets.

The Bullring Operations Committee has the authority to redirect up to \$60,000 in annual net revenue to the Bullring Capital Reserve Fund.

1.3 Accessibility

It is important that the Bullring be accessible to as many people as possible. The layout of the space will always be accessible to individuals with mobility issues. The Bullring shall strive to become more accessible to students by offering a range of food and beverage options.

The Bullring shall offer menu items which are affordable and healthy, as well as vegetarian, vegan, wheat free and gluten free food.

1.4 Ethical Standards

All products must be produced under ethical working conditions. An example of minimum workplace standards may be found in the U of G's Code of Ethical Conduct for Suppliers. Certified organic and fair-trade products will be used whenever possible. The Bullring will take pro-active steps to minimize waste. The Bullring will use re-usable dishware, cups, and utensils wherever possible and will implement a substantial incentive system to promote the use of reusable containers for take out. Disposable materials will be non-toxic and biodegradable where possible.

While every effort should be made to ensure that all Bullring products are as ethical as possible, the financial viability of the Bullring shall not be jeopardized in order to introduce a more ethical product line.

1.5 Accountability

The Bullring is bound by all bylaws, policies, and procedures of the CSA. The Bullring, in all aspects, is ultimately accountable to the CSA Board of Directors and must follow any board motions or directives.

Political decisions or major financial decisions that will impose financial implications on the CSA operating budget, must be approved by the CSA Board under suggestion from the Bullring Operations Committee.

Day-to-day operational decisions will be made at the committee level and must be recorded in detailed meeting notes. At a minimum, the President will present a written report once per semester to the Board. The report will include up-to-date information regarding Bullring finances.

1.6 Programming

Programming decisions regarding internal (CSA operations) or external (other campus groups, or community members) use of the facility will be primarily made by the Bullring General Manager.

Large scale and/or recurring bookings scheduled outside regular hours must be approved by the Bullring Operations Committee prior to confirmation. The Committee will conduct an annual review of the programming goals for the year to ensure the values of the space are being maintained.

Events which would normally require external security personnel, such as dances, licensed student events and the like will not be permitted at the Bullring, unless approved by the Bullring General Manager on a case-by-case basis. All groups, internal or external can lose their booking privileges based on previous event concerns. The decision to revoke or reinstate booking privileges will be made by the Bullring Operations Committee, as are the terms of reinstatement. Revocation of booking privileges will be temporary and reinstated as scheduled by a timeline determined by the Bullring Operations Committee in its decision to revoke booking privileges.

2.0 theCannon.ca Policy

- 2.1** TheCannon.ca is a website jointly owned by the CSA and the Guelph Campus Co-op. This operation is bound by a Partnership Agreement signed by both parties in August 2003 and where this policy manual and the Partnership Agreement differ, the Partnership Agreement shall take precedence.
- 2.2** This Policy outlines the responsibilities of the CSA within this Partnership Agreement. It is the responsibility of the President and Vice President, Student Experience to ensure this policy and the Partnership Agreement are upheld.
- 2.3** All regular activities of the Website shall be overseen by theCannon.ca Operating Committee. The responsibilities of the Operating Committee shall be listed in a Terms of Reference for the Committee and in the Partnership Agreement
- 2.4** The CSA Board of Directors must meet bi-annually to ratify the following items: The Operating Committee's Terms of Reference and Website Operations report, any operating policies and procedures that are developed by the committee, the operational budget, and the audited financial statements of theCannon.ca
- 2.5** The voting representatives for the CSA Board of Directors on theCannon.ca Operating Committee shall be the President, Vice President, Student Experience and CSA Programmer. This membership may be altered by a motion from the CSA Board of Directors as defined in the Terms of Reference of the Operating Committee.
- 2.6** From time to time, it may be necessary for members of the Board of Directors for the CSA and Guelph Campus Co-op to meet to discuss the Partnership. Quorum for such a meeting shall be 3 members from each of the Board of Directors. Notice for such a meeting must be given 15 days in advance and must state the reason for the meeting.

3.0 Bus Pass Policies

3.1 Bus Pass Opt-Out Policy

- 3.1.1** Only those students that cannot use City of Guelph Transit Buses and do not qualify for Mobility services will be eligible for a refund of the bus pass fee.
- 3.1.2** Bus pass fee refunds will only be available in the fall and winter semesters.
- 3.1.3** To apply, a student must:
 - a) apply for Mobility services and receive notification from the City of Guelph that the student does not qualify; and
 - b) provide a written or oral statement from a doctor, chiropractor, or physiotherapist outlining the reason(s) why the student cannot ride Transit Buses.
- 3.1.4** To preserve confidentiality, this documentation will be submitted to the Centre for Students with Disabilities who will simply provide a list of names and student identification numbers to the CSA.
- 3.1.5** Documentation for each student will be sufficient to qualify a student for refunds in one fall and one winter semester but must be renewed after each year.
- 3.1.6** The Vice President, External shall be responsible for reporting to the City of Guelph the total number of refunds provided each semester.
- 3.1.7** The refunds will be administered by the CSA but both undergraduate and graduate students may qualify.
- 3.1.8** The CSA will provide a refund to all students that apply and qualify.
- 3.1.9** If the number of students that qualify exceeds the bus pass opt-out limit set in the agreement between the CSA and the City of Guelph, the CSA shall petition the City of Guelph to increase the limit.
- 3.1.10** If the City of Guelph will not increase the bus pass opt-out limit, the CSA will seek funding from the university to cover the refunds beyond the limit.

- 3.1.11** If the university refuses to cover the refunds beyond the limit, the CSA will endeavour to raise the funds to cover the cost.

3.2 Bus Pass Opt-In Policy

- 3.2.1** Under the memorandum of agreement between the City of Guelph and the Central Student Association for the purpose of providing students with a universal bus pass, up to 30 students not currently taking courses may “opt in” during the spring semester.
- 3.2.2** Students who are living in Guelph during the spring semester and taking courses in the fall semester will have the opportunity to pay the current bus pass fee and receive bus pass privileges.
- 3.2.3** The CSA shall publicize the option to opt in and students may apply to opt in within the first two weeks from the commencement of regular classes in the spring semester.
- 3.2.4** Students accepted for a summer bus pass must show proof of registration in the following fall semester when picking up their pass in order to receive it.
- 3.2.5** Applicants will have the option to provide information concerning any circumstances the CSA should take into consideration regarding financial need, access to other forms of transportation and other relevant issues.
- 3.2.6** The Vice President, External shall meet with the Business Manager as soon as possible after the end of the application period to select the students who may opt in.
- 3.2.7** If more than 30 students apply to opt in, the CSA will advocate to the City of Guelph for an increase in the number of available passes.
- 3.2.8** Applicants for the summer semester passes shall only be accepted if they meet the following criteria:
- a) Applicant must be an ongoing undergraduate student at the University of Guelph and must be registered for courses or a co-op work term in the fall semester.
 - b) Applicant must not be able to obtain a pass through regular channels (i.e., be taking DE or in-class courses or be on a co-op work term).

- c) Applicant must live more than one (1) kilometre from the university or their place of work.
- d) Applicant must not be residing outside of Guelph for more than four (4) consecutive weeks out of the summer.

3.2.9 Where a group of applicants are considered equal, the committee shall conduct a random draw of students who will opt into the bus pass for the spring semester.

3.3 Bus Pass Misuse Policy

The Central Student Association (CSA) recognizes that, while the majority of students use their universal bus pass (herein referred to as “pass”) appropriately, some students choose to engage in misuse. This policy reflects the need to deal with these situations in an appropriate and consistent manner.

3.3.1 Overview

- a) **Definition of Misuse:** The deliberate use of a pass such that an illegitimate pass is used or the pass is used by someone other than the specific owner. This can include, but is not limited to, the direct or indirect transfer of a pass from the rightful holder to another and its subsequent use, or the copying of a pass through photocopying or any other means (except as sanctioned by the Registrar’s Office). This definition applies equally to those who otherwise rightfully possess a pass and those who do not.
- b) **Additional Passes:** It shall not be determined misuse if an individual uses a replacement pass legitimately obtained from the Registrar’s Office in lieu of a lost or stolen pass. However, the use of passes obtained from the Registrar’s Office through a deliberate misleading of University staff shall be deemed misuse.

3.3.2 Enforcement

- a) Enforcement of the misuse policy shall fall primarily upon the staff of Guelph Transit. They shall monitor the passes at the point of use to ensure that the passes are not being misused.
- b) If a staff member of Guelph Transit has reason to suspect a pass as being misused, he or she may confiscate the pass and student card of the individual.

- c) Subsequent to action as outlined in section 3.3.2.2, if the CSA discovers that the case is a wrongful allegation of misuse, the CSA will waive the replacement fee. If the allegations turn out to be correct, the CSA will charge for the replacement of the bus pass.

3.4 Fees

Students who seek to replace their bus pass without the original sticker will be charged a replacement fee. The price of this replacement fee and the allocation of the proceeds shall be determined by the Transit Committee.