

### Table of Contents

Page

<b>1.0</b>		<b>Director and Executive Files</b>	<b>3</b>
<b>2.0</b>		<b>Confidentiality</b>	<b>3</b>
<b>3.0</b>		<b>Protection of Privacy and Access to Information</b>	<b>4</b>
	3.1	Definitions	5
	3.2	Principles of Privacy and Access	5
	3.3	Public Access to Information	5
	3.4	Personal Information	6
	3.5	Collection	6
<b>4.0</b>		<b>Special Projects</b>	<b>7</b>
<b>5.0</b>		<b>University Centre Board</b>	<b>7</b>
	5.1	Preamble	7
	5.2	Appointments	8
	5.3	University Centre Board Undergraduate Student Representatives (UCBUSR)	8
	5.4	CSA Position on University Centre Board	9
	5.5	CSA Board of Directors Directives	10
	5.6	Reserved Rights of the CSA Board of Directors	10
	5.7	Recall of UCBUSR Members	11
<b>6.0</b>		<b>Dietary Policy</b>	<b>11</b>
<b>7.0</b>		<b>E-mail Policy</b>	<b>12</b>
<b>8.0</b>		<b>Ethical Purchasing</b>	<b>15</b>
	8.1	Preamble	15
	8.2	Definitions	16
	8.3	Scope	16
	8.4	Principles	16
	8.5	Ethical Purchasing Committee	17
	8.6	Engaging the Membership	19
	8.7	Policy Review	19
<b>9.0</b>		<b>Accessible Services Provision (AODA)</b>	<b>19</b>
	9.1	Preamble	19

# Appendix J Internal CSA Policy



	9.2	Providing Goods and Services	19
	9.3	Use of Service Animals or Support Persons	20
	9.4	Notice of Temporary Disruption	21
	9.5	Training of Staff	21
	9.6	Feedback Process	22
	9.7	Modifications to this Policy	22
	9.8	Questions about this Policy	22
<b>10.0</b>		<b>Co-Curricular Transcript Policy</b>	<b>22</b>
	10.1	Preamble	22
	10.3	Validation Requirements	22
<b>11.0</b>		<b>Policy Review Policy</b>	<b>24</b>
	11.3	Policy Review Classification	24
<b>12.0</b>		<b>Social Media Policy</b>	<b>25</b>
		CSA Primary and Service Accounts	25

*Note: Amendments were adopted by the Board of Directors on July 5, 2023.*

*Note: Amendments to add Section 12 to this policy were adopted by the Board of Directors on April 10, 2024.*

## 1.0 Director and Executive Files

- 1.1.1** Files shall be created for each Director, as determined by the Board of Directors.
- a) These files shall be kept separate from staff files.
  - b) If a staff member becomes a Director or a member of the Executive committee, or vice versa, a separate file shall be created for them reflecting the change in position.
- 1.1.2** These files may include, but are not limited to, confidentiality agreements, and grievances.
- 1.1.3** The Director and Executive files (referred to as “the files”) shall be stored in a locked filing cabinet in the office of the Policy & Transition Coordinator.
- a) Director and Executive files shall be sealed in an envelope, with the signatures of two separate Directors across the seal. The Board shall appoint these Directors on a case by case basis.
  - b) The Board of Directors shall also determine when these files shall be accessed and who shall have access to these files.
- 1.1.4** Items must be signed by the member in question before being placed in their file. In the event that a member refuses to sign, the item must be marked with the date presented, and noted that the member refused to sign.
- 1.1.5** Files shall be kept for five years after the Executive’s or Director’s term.

## 2.0 Confidentiality

- 2.1** Confidentiality is a fundamental responsibility for a CSA Director, Executive Officer, and/or staff member. As such, they must act honestly and put the best interests of the CSA ahead of their own interests. It also means that they must avoid or acknowledge conflicts of interest.
- 2.2** Directors, Executive, and staff members have limits on how they share information and with whom they may share it. Maintaining confidentiality also means that they must maintain the confidentiality of any person or sensitive information that they acquire during their service to the Board and CSA.

- 2.3** A breach of confidentiality may happen for a variety of reasons including but not limited to:
- 2.3.1** Disclosure of confidential information;
  - 2.3.2** Disclosure of personal information, and
  - 2.3.3** Conflicts of interest.
- 2.4** During their work, Directors, Executive, and staff members may have access to financial, personal or sensitive information about the CSA membership, staff and other Board members. In keeping with their duties, Board members shall not disclose information that they have received as a result of their position on the Board and shall not make improper use, either directly or indirectly, of any confidential information received.
- 2.5** Directors, Executive, and staff members have a large network of constituents, associates and other individuals to which they may have loyalty. While this is positive, it may cause a conflict of interest if a Director, Executive Officer, and/or staff member shares information that they have gained as part of their position or employment.
- 2.6** Directors, Executive, and/or staff members may suffer consequences if a breach of confidentiality occurs, whether it happens unknowingly or not. Consequences may vary depending on the circumstances and level of severity of the breach, as outlined in Bylaw 1, Section 6.0. Accountability & Removal from Office.
- 2.7** All Directors and Executive shall sign a Confidentiality and Conflict of Interest Agreement upon ratification by the Board of Directors. The Confidentiality and Conflict of Interest Agreement may be changed only by the Executive on an annual basis, in the winter semester.
- 2.8** Signing the Confidentiality and Conflict of Interest Agreement is a condition of ratification for Directors and Executive of the CSA. Signed agreements shall be kept on file by the Policy & Transition Coordinator and shall expire each year on April 30.
- 2.9** It is the responsibility of the Policy & Transition Coordinator to ensure that all Directors and Executive sign the agreement.

## **3.0 Protection of Privacy and Access to Information**

### **Preamble**

As a functioning not-for-profit corporation, the CSA respects and abides by the Freedom of Information and Protection of Privacy Act, as specified by the

provincial government of Ontario. At all times, the President and Human Resources and Operations Manager shall be familiar with the current rules/regulations regarding privacy and information.

## 3.1 Definitions

For the purpose of this policy:

**“Records”** means any information stored within the CSA, whether in electronic, print or any other form.

**“Personal information”** means any information that is recorded within the CSA about any individual.

**“Confidential nature”** means any information protected under the Charter of Rights and Freedoms of the government of Canada; home address, phone number or e-mail address; correspondence between individuals of a private nature; or opinions about an individual made by another.

**“Secure”** means stored in a place that is inaccessible to the public and protected in a reasonable manner.

**“Consent”** means knowingly and freely giving information for use by another for reasons that are known or ought reasonably to be known.

## 3.2 Principles of Privacy and Access

The CSA believes that every individual has the right to access information kept pertaining to their self. Each individual also has the right to privacy when information of a confidential nature is given to the CSA.

## 3.3 Public Access to Information

The CSA upholds that all information in its possession is open to the public, unless information relates to:

- 3.3.1** Personnel: The files of the staff members of the CSA shall not be available to the public or to other parties unless the staff member consents to disclosure.
- 3.3.2** Ongoing economic interests: Any information regarding plans, proposals, or other information that may jeopardize current contract or other negotiations with outside groups.

- 3.3.3** Confidential information: Any personal or other information that was given to the CSA with implicit or explicit confidence.
- 3.3.4** Conflict resolution/Law enforcement: Any information regarding internal or external conflict resolution or information regarding ongoing or confidential legal matters.
- 3.3.5** Deliberative processes: Information expressed in confidence during a decision-making process, such as an in-camera discussion of the Board of Directors.
- 3.3.6** Invasion of personal privacy: Any information about an individual will not be given out to other parties unless consent is received by the individual in question.

## **3.4 Personal Information**

All information of a personal nature may be accessed by the individual to whom it pertains only. To request a copy of records held by the CSA regarding an individual's personal information, a request form must be filled out and delivered to the Executive member responsible for the requested record. Personal identification must also be presented before information shall be disclosed. The Executive must fulfill every request for personal information unless:

- 3.4.1** If the person requesting the information is not the individual to whom it pertains, the Executive member shall not permit access.
- 3.4.2** If records pertaining to one individual hold confidential information about another, the Executive member will make arrangements to present the information without disclosing other confidential information.

## **3.5 Collection**

- 3.5.1** The CSA will collect individuals' information only with their explicit or implicit consent except when information pertains to:
  - a) An award such as, but not limited to, the Tenant of the Year Award or the Teaching Excellence Award.
  - b) Performance evaluation of a staff or volunteer member.
- 3.5.2** Whenever personal information is collected, the collector will inform the individual of the purpose of collection, what is being collected, how long

the information will be kept, who has access to the information, how the information will be used and how the individual may have access to this information (including how to file a complaint). An informative pamphlet will be available regarding the practical rules and procedures of the CSA around personal information.

## 4.0 Special Projects

4.1 Given that the CSA exists to address issues of concern to students, and given that the CSA has resources that may not be available to other campus or Guelph groups, from time to time the CSA may institute a project or initiative designed to correct some inadequacy or deficiency within the university, or within the City of Guelph.

The following considerations should apply:

- 4.1.1 The project is designed to serve the students of the University of Guelph.
- 4.1.2 Financial support must be viable and available. The CSA should investigate the possibility of external funding partners.
- 4.1.3 Project management should be instituted in such a manner that it is feasible to administratively continue its implementation from year to year (unless the project is a one-time occurrence).
- 4.1.4 The CSA should consider the evolutionary step of making projects self-administrative after it is demonstrated that the project is sustainable (Jan. 1994).

## 5.0 University Centre Board

### 5.1 Preamble

The University Centre Board of Directors is mandated with managing the operations of the University Centre (UC). As a central building used by students on campus for organizational and social space, and as a building that was built and continues to be funded by student fees, the CSA believes that the University Centre should be controlled by students. The current University Centre Board of Directors structure has a majority student membership, which has undergraduate members appointed on behalf of the CSA.

In order to implement student interests at the University Centre Board of Directors, the CSA will appoint ten undergraduate representatives to the University Centre Board. These representatives will follow and abide by the “Acknowledgement and Undertaking Regarding Confidentiality and Conflict of Interest” document set out by the University Centre Board. Undergraduate representatives will not be forced or told to vote in a block but will formulate their own opinion and vote in the best interest of the University Centre, the University Centre Board, and the undergraduate students.

## 5.2 Appointments

- 5.2.1 To ensure a broad-based cross-section of student representation to the University Centre (UC) Board, the Vice President Student Experience will post a call for applicants interested in sitting on the University Centre Board of Directors. The call must be posted for a minimum of one week on the website and distributed via mass email.
- 5.2.2 The Vice President Student Experience and two (2) Board of Director members will select, from the applications received, representatives to fill any vacancies on the University Centre Board of Directors. The CSA Board shall ratify these members.
- 5.2.3 The criteria for selecting candidates shall be as follows: understanding of issues of student space, understanding of being an undergraduate student representative, relevant experience to the position, understanding of the role of the University Centre Board of Directors and ability to fulfill the time requirements expected.
- 5.2.4 Appointments to the University Centre Board of Directors shall be for a term of two (2) years, as defined by the University Centre Board of Directors Constitution.

## 5.3 University Centre Board Undergraduate Student Representatives (UCBUSR)

- 5.3.1 The University Centre Board Undergraduate Student Representatives (UCBUSR) shall consist of UC Board student members and alternates.
- 5.3.2 UCBUSR is expected to make regular reports to the CSA Board of Directors.
- 5.3.3 UC Board members are expected to attend all University Centre Board of Directors meetings, and sub-committee meetings. For those circumstances where a member cannot attend a UC Board meeting,



they must contact the Vice President Student Experience at least 24 hours before the meeting date. The Vice President Student Experience will then reach out to UC Board alternates, who will then be expected to attend the UC Board meeting on behalf of the absent member.

- 5.3.4** The UCBUSR will meet as a group to discuss the student perspective in regard to the University Centre before all meetings of the UC Board. These meetings will involve discussions amongst the student representatives (both UC Board members and alternates) in a student-based environment prior to UC Board meetings. At these meetings reports will also be prepared for the CSA Board of Directors. These meetings are for discussion purposes only. Representatives will not be forced or told to vote in a block but will formulate their own opinion.
- 5.3.5** The Vice President Student Experience shall chair the UCBUSR meetings.
- 5.3.6** For UCBUSR meetings, all members (voting and alternates) are expected to attend in order to remain informed and knowledgeable of the matters before the UC Board.

## **5.4 CSA Position on the University Centre Board**

- 5.4.1** The Vice President Student Experience, on behalf of the CSA Board of Directors, will submit a letter in writing to the University Centre Board of Directors no later than the second University Centre Board of Directors meeting. The letter will contain a copy of CSA UC Board of Directors policy, and the following CSA requests and positions:
  - a) To recognize that the student members of the University Centre Board of Directors are representatives of the CSA and by extension undergraduate students.
  - b) To recognize these positions are learning based positions for students and to facilitate a process to allow students to fully participate and engage in all aspects of the University Centre operations.
  - c) The University Centre Board of Directors allow the CSA to appoint student representatives and alternatives at any point if there is a vacancy.
  - d) To recognize the CSA Board of Director's ability to recall appointed

representatives and to seriously consider letters from the CSA Board of Directors calling for the de-ratification of appointed students.

## 5.5 CSA Board of Directors Directives

**5.5.1** The CSA Board of Directors, as the appointing body, has the ability to give suggestions to the University Centre Board Undergraduate Student Representatives (UCBUSR) through the Chair of UCBUSR.

Suggestions may be given for the following reasons:

- a) The CSA Board of Directors deems the issues to be of significant importance to student interest.
- b) The CSA Board of Directors wishes to make its views known publicly.

## 5.6 Reserved Rights of the CSA Board of Directors

**5.6.1** The CSA Board of Directors reserves the right to:

- a) Appoint members to the University Centre Board of Directors seats that it controls, without consultation with the University Centre Board of Directors.
- b) Expect University Centre Board Undergraduate Student Representatives (UCBUSR) to represent student interest and uphold the CSA Policy Manual, Appendix J – Internal CSA Policy, Section 5.0 – University Centre Board at the University Centre Board of Directors meetings.
- c) Expect regular reports from the University Centre Board Undergraduate Student Representatives (UCBUSR).
- d) Expect all University Centre Board of Directors student members, both voting and alternate, to resign from the University Centre Board of Directors if they are no longer available to fulfill the requirements of the position.
- e) Expect alternate members of the University Centre Board of Directors to remain informed about current issues facing the UC and to ensure a full contingent of student representatives is present at each meeting of the University Centre Board of Directors.

- f) Expect University Centre Board Undergraduate Student Representatives (UCBUSR) members to bring issues they define as significant to the CSA Board of Directors for discussion and feedback.
- g) Expect all UCBUSR members, both voting and alternate, to attend meetings of the UCBUSR.
- h) Expect alternate members to check their email regularly for notice from the Vice President Student Experience that an alternate member is required to attend a University Centre Board Meeting when a voting member is unable to attend.

### 5.7 Recall of UCBUSR Members

- 5.7.1 A decision of the CSA Board of Directors to recall an appointed member of the University Centre Board Undergraduate Student Representatives (UCBUSR) may be initiated following a two-thirds (2/3) majority vote of the CSA Board of Directors after presentations from the member in question and, if desired, the UCBUSR.
- 5.7.2 After a successful vote, a letter will be sent to the student member, asking for their resignation. Another letter will be sent to the University Centre Board of Directors outlining the situation and a proposal to discuss de-ratification of the member in question.

### 6.0 Dietary Policy

- 6.1 Healthy food options and, whenever possible, local food options are to be made available at all CSA and CSA sponsored events where food is served.
- 6.2 Vegan and vegetarian options shall be made available at all CSA events and meetings where food is served. Every effort shall be made to include gluten-free, lactose-free, kosher and halal options and shall be made available at all CSA events and meetings where food is served.
- 6.3 One or more of the options may be removed if the people being served agree unanimously.
- 6.4 An adequate amount of options may be served to ensure that people of all dietary preferences receive sufficient portions.

**6.5** The CSA shall include an invitation to request foods that accommodate various dietary allergies and needs in the promotional items and any event where food is served. Should a request for accommodation be made, the CSA shall honour that request.

## **7.0 E-mail Policy**

**7.1** The CSA represents all undergraduate students at the University of Guelph and needs to work towards disseminating information in an effective fashion that gives all students equal knowledge and opportunity to be active members.

**7.2** Because the University's "official form of communication" with all patrons of the University is through webMail, one of the most effective modes of communicating with students for the CSA would be the same.

**7.3** The set-up and maintenance of these services, should the CSA choose to use them, shall be the responsibility of the Front Office Manager.

**7.4** There are three (3) forms of mass e-mail available to the CSA, provided by the University of Guelph:

### **7.4.1 Mass E-mail**

This mode of communication is for critical e-mail's that must reach all current students. Some of these issues include, but are not limited to, job postings, Annual General Meetings, Dental or Health Plan updates and Bus Pass updates.

### **7.4.2 High Volume E-mail**

This mode of communication is a self-directed service for event announcements, campaign updates, general announcements and matters that are not of a critical nature.

### **7.4.3 Listserv**

This mode of communication is opt-in only and is therefore not effective when attempting to communicate with all undergraduate students. However, this mode is very effective for small groups, committees, or clubs who wish to have discourse or communication with their members.

**7.5** All forms of electronic forms of mass communication will abide by CSA and University policy including, but not limited to, the CSA By-Laws and Policy Manual, the University of Guelph Human Right Policy and Mass E-mail Policy.

**7.6** Each mode of communication has different set-up, maintenance responsibilities, and guidelines.

### **7.6.1 Mass E-mail Set-Up**

- a) To send a mass e-mail, the President will send the e-mail to the Office of Student Affairs.
- b) The Office of Student Affairs and CCS guarantee that the email will then be passed on to the target body within five working days.
- c) The mass e-mail will not be passed on if the contents are not approved, in which case, the office of Student Affairs will return the e-mail to the President with concerns to be addressed.

### **7.6.2 Mass E-Mail Maintenance**

There are no maintenance requirements for this mode of communication.

### **7.6.3 Mass E-Mail Guidelines**

The mass e-mails will abide by all policies outlined in this policy.

### **7.6.4 High Volume E-mail (HVM)**

#### **a) General Information**

- Set-up begins as early as May 1.
- The Vice President, Student Experience will ensure that the organizational account is set up specifically for the purpose of the high-volume mail.
- The Vice President Student Experience will place a request for a HVM list to the Office of Student Affairs, who will pass the request to Computing & Communications Services (CCS).
- CCS will set up a list that includes all active, full and part-time undergraduate students, and ensure that the organizational account (8.11.2.1.1) is set as the moderator.
- On April 30 of each school year, CCS will delete the entire list.

- After the numbers for the fall semester are available (e.g. mid-August), the Vice President Student Experience will ensure that the list is refreshed by placing a(nother) request for an HVM list.

## b) Guidelines

- The Executive Committee will provide all items for the HVM announcement to the Vice President, Student Experience 24 hours before the e-mail is sent out.
- The Executive Committee will ensure that the content of all emails abides by the policies outlined in this policy.
- The Vice President, Student Experience will ensure that the HVM is sent out and confirmed.
- Only one HVM can be sent out in a one (1) week period (every 168 hours).
- HVM can only be sent out after 6 pm, so as to avoid webMail's high traffic times.
- The Vice President, Student Experience will ensure that a link is available on every email sent out that allows a concerned student to remove themselves from the list.

## 7.6.5 Listserv

### a) Set-Up

- The group who wishes to set up a listserv, must download the correct form from the CCS website and complete the required information.
- The form must then be signed by the Vice President, Student Experience and faxed to CCS.

### b) Maintenance

- The group who requested the listserv is responsible for the maintenance of the listserv.

## c) Guidelines

- All listservs will abide by all policies outlined in this policy.

### 7.6.6 Mass E-mail Endorsement Policy

- a) Unless decided otherwise by a properly worded motion at a meeting of the Board of Directors, the CSA does not endorse candidates running in an election for a student executive position in any organization and/or group.
- b) The Vice President Student Experience may advertise that elections are being held for the CSA, Board of Governors, Senate, and other Primary Student Organizations and Special Status Groups on campus, but may not list the names of any candidates.
- c) Advertisements for College Government elections may be included for information only in the mass e-mail and posted on the CSA website if dates for the elections of all seven (7) Colleges have been provided.
- d) The Vice President Student Experience must make information about the Senate, Board of Governors, and CSA available on the CSA website.
- e) The information for the CSA website must include at minimum, blurbs from each candidate, all applicable dates, and links to websites that may provide more information.

## 8.0 Ethical Purchasing

### 8.1 Preamble

The Central Student Association (CSA) is committed to upholding the values and principles of Ethical Purchasing. Recognizing that oppressive working conditions are the reality of workers worldwide, the CSA is committed to bringing these issues to light and standing in solidarity with workers both locally and internationally in their struggle to have fair and just working conditions. In addition, the CSA is committed to being a more sustainable organization by making environmentally conscious purchases.

We recognize that by changing the way we purchase, we are contributing to the overall demand for ethically made products; this in turn benefits the global health of workers and the environment.

The purpose of this policy is to ensure that the CSA and all services, clubs and organizations accredited through this organization are making environmentally sound purchases and supporting workers locally and internationally by purchasing from suppliers that maintain a positive and ethical working environment.

## 8.2 Definitions

For the purpose of this policy:

**‘Services’** means Meal Exchange, Food Bank, SafeWalk, Bike Centre, Student Help and Advocacy Centre

**‘Clubs’** means any group or organization accredited through the CSA that is not considered a CSA service.

**‘Purchaser’** means the club, service, or Executive that made the purchase in question.

**‘Apparel’** means any item that can be worn on the body (i.e., hats, clothes, bags).

## 8.3 Scope

This policy applies to all CSA purchases (including purchases made by services, clubs and organizations accredited through the CSA) from suppliers and immediate sub-contractors involved in the production, distribution and/or sale of any product purchased for the purpose of wearing it on one’s body, or bears the logo of the CSA.

## 8.4 Principles

The CSA is committed to upholding the principals of Ethical Purchasing as outlined in the University of Guelph’s Code of Ethical Conduct For Suppliers and Sub-contractors in Relation to Working Conditions and Employment Standards, as well as its Procedures for the Implementation of the Code of Ethical Conduct. Additionally, the CSA maintains that purchasing goods that are sustainably produced is also a principle of Ethical Purchasing.



## 8.5 Ethical Purchasing Committee

**8.5.1 Purpose:** to review purchases made on behalf of the CSA, a CSA service, or a club or organization accredited through the CSA.

**8.5.2 Timeline:** to meet at minimum once a semester.

**8.5.3 Membership:** Vice President, External (Chair), one Coordinator from each service, Clubs Coordinator, Vice President, Student Experience, Promotional Services & Graphic Designer

**8.5.4 Quorum:** Five members, one of which must be the Vice President External.

### 8.5.5 Responsibilities of the Chair

The Chair is responsible for the following duties:

- a) Calling the meetings.
- b) Ensuring that a scribe is present.
- c) Working with the Clubs Coordinator at the beginning of the Fall Semester to organize annual Ethical Purchasing training for the Clubs.
- d) Ensuring the distribution of an informational package to the Clubs, Services, Staff and Executive Committee regarding Ethical Purchasing. This package must include (but is not limited to) information regarding: the CSA's policy on Ethical Purchasing, the importance of purchasing ethically, a list of companies that the CSA recommends, dates for training, dates of Ethical Purchasing Townhall meetings.
- e) Facilitating the creation and maintenance of the CSA's List of Ethical Suppliers in collaboration with the Vice President, Student Experience and the Promotional Services & Graphic Designer.

### 8.5.6 Non-Compliance

In the case that the committee finds that one of the companies used to purchase goods are not in compliance with the University of Guelph's Code of Conduct and/or the CSA's Ethical Purchasing policy, the committee must follow the following steps:

- a) **Informal Warning**  
A constructive and informative letter from the Committee that provides the purchaser with information about the importance of Ethical Purchasing and how the purchaser can improve. This informal warning will be kept on file but will be removed after 18 months if the purchaser improves their purchasing practices.
- b) **Formal Warning, Level 1**  
Written warning on file. Formal apology to the CSA Board of Directors. The next purchase that is made by the purchaser must be ethical. This warning can only be issued if an informal warning has already been issued.
- c) **Formal Warning, Level 2**  
Notice of Hearing. Recommendations made from a hearing, must be submitted to the Board of Directors within three weeks after the hearing date. Any action beyond written warnings on files must be put forward to the Board of Directors as a recommendation.

## 8.5.7 Choosing a Supplier

- a) A supplier may be chosen from the University of Toronto list of suppliers.
- b) The Committee will research and provide recommendations to the Board of Directors of suppliers for the purpose of creating and updating the CSA List of Ethical Suppliers.
- c) If a supplier is not chosen from that list, the purchaser must make every effort to gather all the appropriate documentation from the supplier as proof that they practice fair and ethical treatment of their employees. The Vice President External will facilitate this process by creating a list of questions.

## 8.5.8 Reporting

- a) **Contents:** purchases made from each service and club; identifying whether or not the good were bought from a company committed to the principles of ethical purchasing; if the goods were not bought from a company that adheres to the guidelines of ethical purchasing, outlining which actions were taken to remedy this and any timelines.

- b) **Timelines:** Summer report should be made at the first Board meeting of the Fall Semester; Fall report should be made at the first Board meeting of the Winter Semester; Winter report should be made at the last Board meeting of the Winter Semester.
- c) **Transparency:** the report will be included in the CSA Board package and will be posted on the CSA website.

## 8.6 Engaging the Membership

**8.6.1** The Vice President External shall organize at least one townhall per semester for the purpose of providing students with the opportunity to discuss ethical purchasing on a broader level and where the CSA, and the University, can improve in its efforts to support positive working conditions.

**8.6.2** The Vice President External may hold additional meetings or create an ad-hoc committee as needed.

## 8.7 Policy Review

**8.7.1** This Ethical Purchasing policy will be reviewed once every 3 years.

## 9.0 Accessible Services Provision (AODA)

### 9.1 Preamble

The CSA strives at all times to provide goods and services in a way that respects the dignity and independence of everyone. The CSA is also committed to ensuring that persons with disabilities receive accessible goods and services of the same quality that others receive. The CSA is also committed to ensuring that, to the extent possible, accessible goods and services are delivered in a timely manner.

This Policy has been prepared to meet the compliance requirements of the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard and to articulate what people may expect from the CSA in regard to this standard.

### 9.2 Providing Goods and Services

The CSA is committed to excellence in serving all users of our services including people with disabilities and we will carry out our functions and responsibilities in the following areas:

## **9.2.1 Communication**

We will communicate with people in ways that take into account their disabilities. We will train staff who communicate with users of our services on how to interact and communicate with people with various types of disabilities.

## **9.2.2 Telephone Services**

We are committed to providing fully accessible telephone service to the users of our services. We will train staff to communicate with users over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with users by e-mail, TTY (TTY users can use the Bell Relay System by calling 1-800-267-6511) or support person if telephone communication is not suitable to their communication needs or is not available.

## **9.2.3 Assistive Devices**

We are committed to serving people who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by users while accessing our goods or services.

## **9.2.4 Billing**

We are committed to providing accessible invoices to all of our users. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail. We will answer any questions users of our services may have about the content of the invoice in person, by telephone or email.

## **9.3 Use of Service Animals or Support Persons**

We are committed to welcoming people who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter the CSA's premises with his or her support person. At no time will a person who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to CSA events or services.

## 9.4 Notice of Temporary Disruption

The CSA will provide users of our services with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

## 9.5 Training of Staff

The CSA will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of service policies, practices and procedures. This training will be provided within the first three weeks after a staff person commences their duties.

Training will include the following:

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the users of our services service standard.
- b) How to interact and communicate with people with various types of disabilities.
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- d) What to do if a person with a disability is having difficulty in accessing the CSA's goods and services.
- e) The CSA's policies, practices and procedures relating to the service standard.
- f) Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **9.6 Feedback Process**

The ultimate goal of the CSA is to meet and surpass users of our services' expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the CSA provides goods and services to people with disabilities can be made by completing a Feedback Form available in our front office or online at [www.csaonline.ca](http://www.csaonline.ca). Alternatively, feedback could be brought directly to the Vice President, Academic. Users of our services can expect to hear back within two business days.

## **9.7 Modifications to this Policy**

We are committed to developing service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the CSA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **9.8 Questions About this Policy**

This policy exists to achieve service excellence to users of our services with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the CSA Vice President Academic.

## **10.0 Co-Curricular Transcript Policy**

### **10.1 Preamble**

The University of Guelph's Co-Curricular Transcript ("CCT") is an official record of an eligible student's involvement in verified student activities at the University of Guelph that have occurred outside the classroom.

**10.2** This policy outlines the CSA's minimum requirements for validation of a Director of the CSA.

### **10.3 Validation Requirements**

**10.3.1** Attend at minimum 70% of the total number of Board meetings scheduled throughout the duration of their term. Terms begin May 1 of each year for Directors elected during the CSA General Elections and from the date of ratification for all other Directors.

- 10.3.2** Attend and complete all mandatory training. Training may include, but not limited to: anti-oppression, accessible services provision, Board governance, CSA Board of Directors specific training, and health and safety.
  - 10.3.3** Participate in at least one committee of the CSA and attend, at minimum 70% of all meetings held by each committee after the time of ratification.
  - 10.3.4** Attend the Annual General Meeting and any subsequent General Members' Meetings held by the organization.
- 10.4** In the case that requirements cannot be met, a Director may petition the Board of Directors by submitting the following to the Board package for the next regularly scheduled meeting of the Board of Directors:
- 10.4.1** A letter addressed to the Board of Directors outlining the specific validation requirement that the Director is petitioning the Board to waive.
  - 10.4.2** Optional: a written explanation of the circumstances that hindered the ability to fulfill the requirement in question.
  - 10.4.3** Optional: any documentation demonstrating an attempt to fulfill one's duties (i.e., an e-mail sending regrets to the Chair of a committee).
- 10.5** Petitions may be heard only after the completion of the Director's term.
- 10.6** The Board of Directors shall have the power to waive any and all requirements for validation for any given Director by a passing a properly-worded motion with a 2/3 majority vote.
- 10.7** All motions to waive requirements for validation must include the following information:
- a) the name of the Director that the petition is for; and
  - b) the academic year that they were ratified as a Director.
- 10.8** Any discussion on waiving the requirements for validation for the purpose of granting a petition request shall be in-camera.
- 10.9** All petitions to waive the validation requirements must be heard on a case-by-case basis.

## 11.0 Policy Review Policy

**11.1** All CSA policies will be reviewed on a regular, recurring basis according to the following schedule or following a directive made by motion at the Board of Directors.

**11.2** Review of CSA Bylaws and Policies will take place to ensure they are still relevant to the undergraduate student population and/or the operations and functioning of the CSA.

## 11.3 Policy Review Classification

Policy and bylaw reviews are divided into one of the following three classifications:

- a) **Frequent Reviews**  
Policies requiring more frequent review than the required minimum three-year review cycle.
- b) **Requested Reviews**  
Reviews as requested by CSA Members, Directors, Executive, staff, and volunteers on an ongoing basis.
- c) **Scheduled Three-Year Reviews**  
Any remaining policies and bylaws not included in a) or b) above.

**11.4** A review of a particular CSA Bylaw or Policy may find no change is needed.

**11.5** As a component of its regular reporting requirements, the Policy & Bylaw Review Committee will provide an annual report to the Board of Directors during the Winter Semester to include:

- a) The Policy Review Schedule for the current academic year identifying frequent reviews, scheduled three-year reviews, and requested reviews.
- b) A revised Three-Year Policy Review Schedule beginning in the next academic year, continuing from the previous year's schedule, and ensuring each CSA policy and bylaw is reviewed at least once during the three-year period.



- c) A list of policies that require review more frequently than every three years, including those requiring annual reviews such as the Human Resources Policy and the Environmental Policy. This list shall include the review status for each policy.
- d) A list of policy review requests including the date requested, and the name and title of the requester.
- e) A list of policies reviewed by the PBRC for the current academic year including a summary of changes made to each policy. This list shall identify policies that were reviewed, but where no revisions were recommended.

## 12.0 Social Media Policy

The Central Student Association requires a cohesive and recognizable brand to ensure the organization and its' services can properly engage with the undergraduate student body, and to provide transparency and accountability regarding the ongoings of the CSA. Social media has become an integral part of the outreach efforts to students regarding CSA activities and initiatives. In order to build a connection with the membership on how the CSA represents them and to communicate effectively on these platforms (e.g., Instagram), proper guidelines have been established.

These guidelines must be provided to all staff members electronically during their onboarding training and reviewed at the CSA Staff Orientation training session.

### 12.1 CSA Primary and Service Accounts

**12.1.1** CSA social media accounts are designed to promote all activities of the CSA and to engage directly with the membership.

**12.1.2** The following guidelines apply to all CSA Accounts:

- Accounts may be used to share promotions of other campus initiatives.
- Templates have been created and must be used for all CSA services.
- All posts and stories must follow the CSA Brand.
- All posts must be designed by the CSA Promotional Services Coordinator.
- All posts must be collaborated with the @csaguelph account.

- Stories must also be designed by the Promotional Services Coordinator, except for videos, pictures, and reshares; brand assets must still be used. These stories must be of value to students and be pre-approved by the CSA President in writing.
- For approved platforms, stories are permitted to be posted by service coordinators without prior approval, provided the CSA branded template is used and the story is related to a brief service announcement or a live update from a service event.
- No additional primary accounts shall be created without the Executive Committee's written approval.

**12.1.3** Social media activity that is harmful, malicious, violates this Social Media policy, or adversely affects the CSA's reputation is prohibited.