

1. CALL TO ORDER

Call to Order – 10:30 AM

2. TERRITORIAL ACKNOWLEDGMENT

We acknowledge that this meeting is being conducted on the unceded territories of the Coast Salish peoples; which, to the current knowledge of the Society include the Squamish, Musqueam, Stó:lo, and Tsleil-Waututh people.

3. ROLL CALL OF ATTENDANCE

3.1 Board Composition

President (<i>Chair</i>).....	Hangue Kim
VP External Relations	Prab Bassi
VP Finance	Baljinder Bains
VP Student Services.....	Jimmy Dhesa
VP Student Life	Alam Khehra
VP University Relations	Erwin Kwok
At-Large Representative.....	Raajan Garcha
At-Large Representative.....	Jaskarn Randhawa
Faculty Representative (Applied Sciences).....	Jeffrey Leung
Faculty Representative (Arts & Social Sciences).....	Jackson Freedman
Faculty Representative (Business).....	Gini Kuo
Faculty Representative (Communications, Art, & Technology).....	Juvina Silvestre
Faculty Representative (Education).....	Jamie Zhu
Faculty Representative (Environment).....	Yun Oh
Faculty Representative (Health Sciences).....	Aarushi Sharma
Faculty Representative (Science).....	Parham Elmi

3.2 Society Staff

Chief Executive Officer	Martin Wyant
Administrative Supervisor	Karen Atara

3.3 Guests

The Peak News Editor	Cecile Favron
Kia Mirsalehi	

3.4 Regrets

VP Student Life	Alam Khehra
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4. RATIFICATION OF REGRETS

4.1 MOTION BOD 2017-07-24:01

Prab/Jamie

Be it resolved to ratify regrets from Alam Khehra (academic).

CARRIED

5. ADOPTION OF THE AGENDA

5.1 MOTION BOD 2017-07-24:02

Jackson/Aarushi

Be it resolved to adopt the agenda as amended.

- To add under Presentations move to the beginning of the agenda: 7.1 Student Care
- To add In-Camera Discussion: FBS
- To add under Discussions: 9.2 Weekly Engagement

CARRIED AS AMENDED

Alam Khehra arrived at 10:33 AM

6. MATTERS ARISING FROM THE MINUTES

6.1 MOTION BOD 2017-07-24:03

Jimmy/Jamie

Be it resolved to receive and file the following minutes:

- Board of Directors 2017-07-10.pdf
- Finance Committee 2017-07-07.pdf

CARRIED

7. PRESENTATIONS

7.1 Student Care

Parham Elmi arrived at 10:37 AM

- Refer to PowerPoint
- Noted: Student Care plan is different from MSP
 - Students can choose between the Enhanced or Basic level plan
 - They can customize their plan with a mixture of the Enhanced and Basic plans
- New booklets are available for students and can be translated into certain languages
- Suggestion: Social media content to possibly be created and customized by Student Care, but be circulated from the SFSS communications office
- Reminder: Student Care offers an interactive website and a mobile app

Questions:

- Do you have paper mail?
 - It has been 10 years since Student Care stopped posting mail due to students continuously changing their address
- Can students add on other plans?
 - When filing a claim, amount will go through Student Care; as it is the students' primary plan, then the remaining balance can be submitted to the other plan (i.e. parents' plan)
- Outreach options for students who want to opt out?
 - Suggestion: SFSS to possibly post on their social media channels despite the emails already sent out by Student Care
- Percentage of members who opt out?

- Roughly 30% of members opt out, which does impact the costs of the benefits

8. NEW BUSINESS

8.1 SFSS Operations Monthly Report – MOTION BOD 2017-07-24:04

Alam/Baljinder

Be it resolved to approve the June, 2017 SFSS Operations Monthly Report presented by the CEO.

CARRIED

- Currently collecting data from the Legal Clinic of the number of appointments

8.2 July 1-15, 2017 Board Work Report & Committee Updates – MOTION BOD 2017-07-24:05

Alam/Jamie

Be it resolved to approve the July 1-15, 2017 Work Report.

CARRIED

8.3 Surrey Campus Committee Terms of Reference – MOTION BOD 2017-07-24:06

Juvina/Jeffrey

Be it resolved to amend the SFSS Board Policies, replacing the existing terms of reference for the Surrey Campus Committee with those attached.

CARRIED

9. Discussion items

9.1 Weekly Engagement – Outreach

- Purpose: to increase engagement by conducting weekly to bi-weekly engagement opportunities
- Suggestion: to send a schedule of the events and set up a doodle poll
- Main goals for the Engagement Committee: Improve social media and increase involvement in classes
- Engagement Committee Chair to bring a new proposal and motion to Board for approval of the \$420 budget

9.2 In-House Volunteer Peer Support Program

- The Women Centre has a crisis referral and Peer Support for individuals
 - Crisis Referral: Coordinators refers students to the
 - Peer Support – For students who need someone to talk to, however it is currently only available for staff
- Women Centre Coordinator received X volunteer applications
 - Unfortunately, there is no program for the volunteers
 - No foreseen additional costs to the program is perceived
- Suggestion: Program to possibly be taken to other campuses
- Concern: Some liability issues were addressed by the Women's Centre Coordinator
- The survey is scheduled to go out in August

10. ATTACHMENTS

- SFSS Ops Monthly Report for June 2017.pdf
- BOD1718 July 1-15 Work Report Committee Update.pdf
- TOR - Surrey Campus Committee (SCC).pdf
- 2017-05-06 Final Briefing Note - Peer Support Survey.pdf
- Reporting Calendar for SFSS 2017-2018 (2).pdf
- SFSS_Executive Orientation Report_June 2017 (2).pdf
- Studentcare SAP (2).pdf
- Weekly engagement proposal.pdf

11. ADJOURNMENT

MOTION BOD 2017-07-24:07

Gini/Jackson

Be it resolved to adjourn the meeting at 12:10 PM.

CARRIED

March 7, 2017

BRIEFING NOTE

SURVEYING MEMBERSHIP INTEREST IN A PEER SUPPORT NETWORK AT THE SFSS

ISSUE

The Women's Centre and Out On Campus currently only provide peer support on a casual, drop-in basis. Our volunteers – while dedicated – have little training and no supervision. Additionally, Health & Counselling has a peer support program that is developed but cannot support the number of volunteers interested in providing peer support through the SFSS.

BACKGROUND

The Women's Centre and Out On Campus provide referrals and peer support to students in crisis. However, peer support is provided informally and on a drop-in basis by volunteers, or, in their absence, more regularly by the Coordinators, who are often busy with other responsibilities.

CURRENT STATUS

Based on a proposal from the CEO, the Women's Centre Resource Assistant has conducted research into peer support programs at other universities, and has established a recommendation for developing a peer support program through the SFSS. One possible next step is to assess member interest in the peer support program proposed through this recommendation.

KEY CONSIDERATIONS

1. The needs of students who access services at the Women's Centre and Out On Campus exceed the general training opportunities provided by Health & Counselling.
2. The Women's Centre Resource Assistant has conducted research into this topic and has made a recommendation based on models at other universities.

March 7, 2017

OPTIONS

I believe there are two possible options:

1. Assess the membership's interest in an in-house peer support program prior to devoting resources to the development of such a program
2. Proceed with the development of the program without surveying the membership

RECOMMENDATION

I recommend the SFSS proceed with option 1 in order to justify the use of resources for a new service and to provide us with the information we need to better serve the membership.

Next Steps

1. The Women's Centre and Out on Campus will work with the Communications Coordinator to develop and circulate the survey.
2. We will secure a minimum of 500 student responses, with a minimum of 150 responses from WC and OOC clients combined.
3. Based on the results of the survey, the CEO will make a recommendation regarding the viability of a peer support program.
4. If a recommendation is made to host a peer support program, the CEO will work with the Women's Centre and Out of Campus Coordinators to develop a proposal for the delivery of peer support services.

SFSS BOARD COMMITTEE UPDATE

This report summarizes SFSS committee activities that took place from
July 1-15 , 2017

ADVOCACY

This was that first Advocacy meeting of the year! We had an orientation in which everyone introduced themselves and presented their interests. We also discussed Robert's Rule of Order.

ACCESSIBILITY FUND

Accessibility did not meet during this time. Our previous recommendation to update the Terms of Reference for the committee and include them in the board policies was passed.

EVENTS

This was the first Events and Promotions Committee Meeting with the At-large members. Meeting consisted of:

- Introduction of Board members and At-large members
- Updates from all directors about the Fall Kickoff
- Brainstorming session for potential events over the next year

FINANCE & AUDIT

Appointed two FAC members to draft up guidelines on the use of SFSS Credit Card for Club and SU members. Narrowed down budget line items that will be used for budget consultations. Made recommendations to the Granting Reform Working group.

GOVERNANCE

- determined timeline for presenting to Board and engaging students
- review session with all committee members on proposed bylaw messaging
- draft documents for presentation to board and communications plan by Communications Office

NOMINATION

N/A

STRATEGIC ENGAGEMENT

This committee had their 2nd informal meeting with members at large for the committee present. The committee analyzed their previous year, determined the weaknesses, strengths, needs and from that analysis, addressed specific things that our committee would need to work on.

SURREY CAMPUS

The committee held a retreat where we brainstormed ideas for the upcoming year, as well as provided context to new at-large members about the different types of initiatives that can be put forward by the Surrey Campus Committee. The members also were able to get to know each

other better to foster good relationships when working with each other in the future. The committee also formed its three sub-committees within the SCC - events, advocacy, and marketing.

VANCOUVER CAMPUS

The at-large member received an online orientation from the committee Chair. The Terms of Reference will be reviewed at the next meeting, which will be determined via Doodle. The sign up sheet has been sent and we are waiting for it to be filled out.

SFSS BOARD WORK REPORT

This report reflects the Board work from
July 1-15 , 2017

PRESIDENT

Named SFSS Committee Work & Action Items

- [July 7] Executive
- [July 10] Board of Directors

Meetings & Action Items

- [July 3] SFSS President/CEO
- [July 4] SFU Director of Planning and Projects
- [July 5] SFU VP Finance
- [July 5] Joint SFU/SFSS
- [July 10] SFSS President/CEO
- [July 10] SFU President + VP Students
- [July 10] SFSS/SFU/GSS Joint Operations Group Agenda
- [July 11] Foodbank Program
- [July 11] Vantage Point- Board Development Session
- [July 11] We Speak Student- External
- [July 11] SFU Student Experience Enhance
- [July 11] My Wellness- External
- [July 13] FBS Planning
- [July 13] Week of Welcome Planning
- [July 13] Food Bank Program- CEO/VP Finance
- [July 14] SFU Surrey Space Expansion Planning
- [July 14] SFSS/FIC PLanning
- [July 14] Week of Welcome/Orientation Planning with SFU

Projects

- Student Union Building Transition Plan
- Food and Beverage Services
- SFU Surrey Space Expansion Plan
- Board Development Session (Vantage Point)
- Sexual Violence and Misconduct Policy
- Emergency Food Bank Program
- Mental Health Strategy

Office/Engagement Hours

- Available by appointment on the SFU Surrey, Vancouver or Burnaby campuses. Please e-mail president@sfss.ca to set up an appointment.

Events

- [July 1] Board Social

- [July 14] Local MLA + SFU President Tour of SUB

Administrative

- Prepare for meetings, reviewed agenda items, minutes and supporting documents
- E-mails

VP STUDENT SERVICES

Named SFSS Committee Work & Action Items

- [July 7] Executive
- [July 10] Board of Directors

Meetings & Action Items

- [July 11] Meeting with My Wellness
- [July 13] SFSS Volunteer Leader Orientation
- [July 13] BC Wildfire Relief Fundraising Planning with Red Cross and Unicef
- [July 15] Science Peer Mentorship Training

Projects

- Food and Beverage Service
- Health and Dental RFP
- SFSS Volunteer Recruitment and Retention

Office/Engagement Hours

- Office hours for are by appointment: email vpervices@sfss.ca

Events

- [July 1] Board Social

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Reading/sending emails

VP EXTERNAL RELATIONS

Named SFSS Committee Work & Action Items

- [July 4] Advocacy Meeting
 - Created presentation for the new members
 - Drafted a summary of Robert's Rule of Order
 - Planned icebreaker
- [July 7] Governance Committee
 - Developing by-law referendum campaign
- [July 7] Executive Committee
- [July 14] Governance Committee

Meetings & Action Items

- [July 6] Meeting with Previous SFSS President to discuss mental health
- [July 10] Board Meeting
- [July 11] SFU Student Experience Enhance
- [July 11] Meeting with WUSC
- [July 11] Meeting with Campaigns, Research & Policy Coordinator
- [July 13] Meeting with Campaigns, Research & Policy Coordinator

Projects

- Sexual Violence Misconduct Policy
- Tank Farm Safety
- Mental Health Strategy
- U-Pass Student Caucus
- Provincial Budget Consultations
- SFSS Communications
 - Informational videos, content for Facebook + other SM platforms
- SFSS website redevelopment
 - User testing phase

Office/Engagement Hours

- Office hours are by appointment: email vpexternal@sfss.ca

Events

- [July 1] Board Social
- [July 6] FASS Dash

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Reading/sending emails
- Drafted letter

VP FINANCE

Named SFSS Committee Work & Action Items

- [July 7] Finance and Audit Committee
 - Budget Allocations
- [July 7] Executive Meeting
 - FBS Update
- [July 10] Board Meeting
- [July 12] Surrey Campus Committee Retreat Planning

Meetings & Action Items

- [July 7] Meeting with VP Student Life
- [July 11] Meeting with CEO (Bi-Weekly Meeting)
- [July 11] Meeting with CEO for BOD Evaluations
- [July 12] Meeting with App Scie Rep and CEO for Granting Reform
- [July 12] Meeting with GSS for Concert
- [July 13] Meeting with President and CEO for Foodbank
- [July 13] Meeting with Build SFU General Manager

Projects

- Granting Reform
 - Refined the document and requested staff to make a final draft
 - Created a communications plan to get student feedback
 - Requested feedback form from Communications Office
- Fall Kickoff Finances

- Reviewed actual expenses from last year and made suggestions to the team
- Audit
 - Reviewed financial statements from last year
 - Updated on Audit from CEO and Finance Coordinator
- Tax Service Program
 - Developed questions to ask UBCtacs for At-Large rep
 - Created strategy
- Budget Reallocation Policy
 - Worked on creating a policy to increase efficiency of budget reallocations
- Board and Director Evaluations
 - Researched on different Board Evaluations
- Food and Beverage Service

Office/Engagement Hours

- Office hours for are by appointment: email vpfinance@sfss.ca
- BASS Mentorship Program Interviews and Training

Events

- [July 1] Board Social

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Reading/sending emails
- Payroll, YTD Budget Update, Audit update, grants, etc.

VP STUDENT LIFE

Named SFSS Committee Work & Action Items

- [July 5] Events & Promotions Committee
- [July 7] Executive
- [July 7] Strategic Engagement
- [July 10] Board of Directors

Meetings & Action Items

- [July 5] SFSS x SFU Concert Planning
- [July 7] Meeting with VP Finance
- [July 10] Kickoff Liquor Licence Discussion with Martin
- [July 12] MECS x SFSS Kickoff Discussion
- [July 12] Kickoff MOU Revision with Martin
- [July 13] Week of Welcome planning
- [July 13] SFSS x Blueprint MOU revision
- [July 14] Guardteck Security space walkthrough for Kickoff
- [July 14] Week of Welcome and Welcome Day Planning

Projects

- SFSS Fall Kickoff

Office/Engagement Hours

- [July 10] Meeting with interested student(Kevin) volunteer for Kickoff

- [July 13] Meeting with interested student(Kayode) volunteer for Kickoff
- Office hours for are by appointment: email vpstudentlife@sfss.ca

Events

- [July 1] Board Social

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Reading/sending emails

VP UNIVERSITY RELATIONS

Named SFSS Committee Work & Action Items

- Accessibility Committee (recommended to Board to adopt TOR; CEO tasked with procuring new Accessibility Outreach Worker)
- [July 7] Finance & Audit Committee (update on budget reallocation progress)
- [July 7] Executive Committee (discussion on FBS with invitation to non-executive directors to attend)
- [July 7 & 14] Governance Committee
 - Developing by-law referendum campaign

Meetings & Action Items

- [July 4] Advocacy Meeting
- [July 4] SFSS CRPC meeting
- [July 4] SFSS Communications Coordinator meeting
- [July 4] Student Union Organizer meeting
- [July 5] GSS check-in meeting
- [July 7] Governance Meeting
- [July 7] FAC meeting
- [July 10] Board Meeting
- [July 10] SFU President + VP Students & SFSS President meeting
- [July 10] SFSS/SFU/GSS Joint Operations Group Agenda setting
- [July 10] OOC Coordinator meeting
- [July 10] WC Coordinator meeting
- [July 11] SFSS CEO meeting
- [July 11] SFSS CRPC meeting
- [July 12] drafted survey questions for Surrey space expansion with SFSS President
- [July 13] FBS Planning
- [July 14] SFU Surrey Space Expansion Planning
- [July 14] SFSS/FIC Planning
- [July 14] Governance committee meeting
- [July 14] Safety & Risk Services Julie Glazier meeting

Projects

- Food and Beverage Services (phone call discussions and in-person updates from SFSS President. Reviewed next steps pending Board agreement)

- SFU Surrey Space Expansion Plan (developed survey draft questions with SFSS President and reviewed floor plans for Surrey expansion; awaiting instructions for next steps from SFU)
- Bylaw referendum preparation (developed draft powerpoint for presentation to Board, requested list of meeting times from SUO for DSU/SUs, held practice review sessions with committee)
- DSU/club granting guidelines (awaiting revisions by staff per our requests)
- Sexual violence prevention policy (awaiting staff/SFU update)
- SLC partnership event (awaiting confirmation of details by SLC)
- GSS partnership event (meeting July 25 along with SFSS VP Student Life)
- Elections Policy communications campaign (on hiatus; to occur after bylaw promotions)

Office/Engagement Hours

- Office hours for are by appointment: email vpuniversity@sfss.ca
- [July 14] FASS mentorship program hike

Events

- [July 1] Board Social

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Reading/sending emails including to The Peak on bylaws and RHA on FIC membership
- Submitted work order for bylaw campaign development to Sindhu

AT-LARGE REPRESENTATIVE (GARCHA)

Named SFSS Committee Work & Action Items

- Surrey Campus Committee
 - Retreat planning
 - Part of the Advocacy sub-committee
- Advocacy Committee
- Governance Committee
 - Developing by-law referendum campaign
- Sexual Violence Policy Working Group
 - Speaking with legal about next steps

Meetings & Action Items

- [July 4] Advocacy Meeting
- [July 7] Governance Meeting
- [July 7] Finance and Audit Committee meeting
- [July 10] Board Meeting
- [July 13] SCC Retreat Planning Meeting
- [July 13] Sexual Violence Policy Meeting w/ CEO
- [July 14] Governance Meeting

Projects

- SFSS Sexual Violence Policy

Office/Engagement Hours

- Office hours are by appointment: email atlarge1@sfss.ca

Events

- [July 1] Board Social
- [July 15] SCC Retreat
 - Prepared ice-breaker games
 - Lead development session

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Reading/sending emails

AT-LARGE REPRESENTATIVE (RANDHAWA)

Named SFSS Committee Work & Action Items

- Finance and Audit Committee (FAC)
- Events Committee
- Build SFU committee
 - Meeting Architect alongside Marc in Yaletown Vancouver

Meetings & Action Items

- [July 5] Events committee meeting
- [July 7] Finance and Audit Committee (FAC)
- [July 10] Board Meeting
- [July 12] Build SFU meeting with Architect (materials, colour, etc. in building)

Projects

- 2017 Fall Kickoff Concert
 - Met with Sindhu to confirm marketing strategies, social media posts, and T-shirt designs, etc.
 - Assigned leads to marketing tasks for the concert marketing plan
- Tax Services Program
 - Set up coffee chat with UBCTacs President
 - Further research

Office/Engagement Hours

- Office hours for are by appointment: email atlarge2@sfss.ca

Events

- [July 1] Board Social

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Reading/sending emails

APPLIED SCIENCES REPRESENTATIVE (Jeffrey Leung)

Named SFSS Committee Work & Action Items

- Governance Committee:
 - Tasked with becoming familiar with the characteristics and details of the proposed bylaws

- [July 7] Informal meeting
- [July 14] Meeting
- Surrey Campus Committee:
 - Chose the Events Subcommittee
 - [July 12] Retreat planning meeting
 - [July 15] Retreat
 - Planned Events prioritization for the following year
- Executive Committee:
 - [July 7] Meeting

Meetings & Action Items

- [July 5] Blender Club meeting
- [July 7] Computing Science Student Society meeting
- [July 10] Board of Directors meeting
- [July 10] Mechatronic Systems Engineering Student Society meeting
- [July 16] Software Systems Student Society meeting

Projects

- Granting Reform:
 - Worked to review and solidify changes to the guidelines
 - Wrote communications plan and messaging

Office/Engagement Hours

- At almost all DSU meetings
- By appointment; email appscrep@sfss.ca

Events

- N/A

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Emails

ARTS & SOCIAL SCIENCES REPRESENTATIVE (J. Freedman)

Named SFSS Committee Work & Action Items

- Nominations Committee
 - The committee did not meet during this time.
- Events Committee
 - The events committee continued planning for the fall kickoff concert and held a session for the brainstorming of ideas of events to hold throughout the rest of the board year.
- Strategic Engagement Committee
 - The committee met to hold a long and comprehensive brainstorming session and root cause analysis of student engagement within the SFSS.

Meetings & Action Items

- July 7th: Strategic Engagement Committee Meeting
- July 10th Board of Directors Meeting

Projects

- 2017 Fall Kickoff Concert
 - Continued to compile files and documents from previous years
 - Began to outline size of individual volunteer teams, assign leaders, and develop roles

- Worked on writing the volunteer callout for all students interesting in volunteering for the event

Office/Engagement Hours

- July 6th: Engaged with Incoming Students at FASS Dash Event
- Office hours by appointment, email artsrep@sfss.ca

Events

- FASS Dash Scavenger Hunt Event - Ran SFSS Station

Administrative

- Preparation for meetings and reviewing of agendas and minutes
- Emails and communication with student body
-

BUSINESS REPRESENTATIVE

Named SFSS Committee Work & Action Items

- [July 5] Events Committee Meeting
- [July 7] FAC Meeting
- [July 10] Board of Directors
-

Meetings & Action Items

- [July 6] Fall Kickoff Training
- [July 12] Sponsorship meeting with GSS
- [July 12] Sponsorship meeting with Red Bull
- [July 12] Scotiabank Sponsorship Proposal
- [July 14] Sponsorship coordinator meeting

Projects

- Fall Kickoff Sponsorship
- Granting reform

Office/Engagement Hours

- Available by appointment on the SFU Surrey, Vancouver or Burnaby campuses. Please e-mail busrep@sfss.ca to set up an appointment.

Events

- [July 1] Board Social
- [July 14]

Administrative

- Prepare for meetings, reviewed agenda items, minutes and supporting documents
- E-mails
- Sponsorship coordination

COMMUNICATION, ART & TECHNOLOGY REPRESENTATIVE

(Juvina)

Named SFSS Committee Work & Action Items

- Vancouver Campus Committee
 - The committee did not meet during this time. The at-large member reviewed his role description and was informed on the current projects in progress. In the next meeting, we will review the TOR and determine consistent dates for engagement activities.
- Accessibility Committee
 - This committee did not meet during this time, but the newly created Terms of Reference got approved by the Board at the meeting on July 10th.

Meetings & Action Items

- [July 5] Communication Fall Semester Meet & Greet Meeting
- [July 7] FCAT DSU President's Meeting
- [July 10] BOD meeting

Projects

- Main organizer for the September Meet & Greet event for Communication major first year students
 - Submitted the initial proposal to the Communication peer mentorship program lead - Lehoa Mak

Office/Engagement Hours

- Available by appointment on Burnaby, Vancouver and Surrey campuses. Please email me at fcatrepsfss.ca at least one week in advance.

Events

- [July 1] BOD Social

Administrative

- Booked meeting rooms for the Kickoff Sponsorship Training Session and the first FCAT DSU President's meeting via MECS
- Recorded minutes at the FCAT DSU President's meeting
- Prepared for meetings, reviewed agenda items, minutes and supporting documents
- Correspondence to e-mails
- Reviewed the Vancouver Campus Committee TOR
- Submitted a proposal to the FCAT Student Engagement Coordinator for the September Meet and Greet event for first year students entering the Communication major program

EDUCATION REPRESENTATIVE

Named SFSS Committee Work & Action Items

- Advocacy Committee
 - Informal introductory meeting with at-large representatives.
- Strategic Engagement Committee
 - Engagement committee meeting held a meeting with at-large representatives to go through a thorough vision of what it to be expected for the upcoming year
- Accessibility Committee

- The committee did not meet at this time - however new terms of reference were passed at the July 10th board meeting

Meetings & Action Items

- July 4th: Advocacy Committee Meeting
- July 7th: Strategic Engagement Committee Meeting
- July 10th: Board of Directors Meeting
- July 13th: Peer Mentorship Meeting

Projects

- Education Peer Mentorship
 - Met with SFU engagement coordinators to discuss training session expectations

Office/Engagement Hours

- Office hours by appointment, email: edurep@sfss.ca

Events

- N/A

Administrative

- Preparation for meetings: review of agenda items, minutes, and supporting documents
- Emails

ENVIRONMENT REPRESENTATIVE

Named SFSS Committee Work & Action Items

- Governance committee
- FAC committee

Meetings & Action Items

- Governance meeting
- FAC meeting
- BOD meeting

Projects

- Safe walk
- Enviro frosh planning

Office/Engagement Hours

- Emails
- Appointment by email
- Enviro frosh meetings

Events

N/A

Administrative

- Emails and prepared for meetings

HEALTH SCIENCE REPRESENTATIVE

Named SFSS Committee Work & Action Items

- Advocacy Committee
 - Informal meetings and introductions with the at- large members
- Events Committee
 - informal meetings and introductions with at-large members and discussed the events we want to see throughout the year

Meetings & Action Items

- [July 4th] Advocacy meeting
- [July 5th] Events meeting
- [July 10th] BOD meeting
- [July 15th] Peer Mentorship Training

Projects

- FALL KICKOFF
 - Outlining emails to send DSUs, FSUs, clubs
 - Planning how to set up the DJ spinoff contest online
 - Meeting with Sindhu to develop the emails and social media posts
 - Learning about the ticket tracking procedure

Office/Engagement Hours

- Book appointment via email (healthrep@sfss.ca)

Events

- [July 1st] Board of Directors Social

Administrative

- Sorting through last year events committee emails relevant to posts
- Emails and readings before the meetings

SCIENCE REPRESENTATIVE

Named SFSS Committee Work & Action Items

- Advocacy Committee
 - [July 4] Primary meeting with at large representatives for committees.
- Strategic Engagement Committee
 - [July 7] Engagement committee (please see top of page for more information.)
- Build SFU
 - This committee did not meet during this period.

Meetings & Action Items

- [July 7] Met with At-large 2 to discuss Kick-off promotional video and made basic outline and script
- [July 7] Executive committee meeting
- [July 10] Board meeting

Projects

- Science Peer Mentorship Program
 - [July 5] Peer mentorship meeting with Science Engagement Coordinator
 - [July 15] Peer Mentorship training. Administer training, sign in and related tasks.

Office/Engagement Hours

- Office hours by appointment. Please e-mail sciencerep@sfss.ca. Skype meetings are also available, e-mail for more information.
- [July 14] SUS Meeting

Events

- [July 1] Monthly social

Administrative

- Prepared for meetings: reviewed agenda items, minutes, and supporting documents
- Emails



REPORTING CALENDAR: SFSS HEALTH & DENTAL PLAN

MONTH	REPORT / PRESENTATION / ACTION ITEMS
MAY/ JUNE	<ul style="list-style-type: none"> • Executive and/or Board Orientation Report and Presentation, sometimes delivered at Board retreat. • More detailed follow-up with VP Student Services and CEO to summarize important elements of the Plan structure, our role and responsibilities, and upcoming areas of focus. • Review of Communications Campaign: past initiatives, brainstorm new ideas, get fresh perspective and input from SFSS.
JULY / AUGUST	<ul style="list-style-type: none"> • Review of Year Ahead: key communications pieces, changes to reporting structure, discussion of any special areas of focus, referendum or survey planning as needed • Discussion of Plan sponsorship of and participation in upcoming campus events: Orientation, Health & Wellness Events, new initiatives that tie-in with principles of Health or Sustainability • Studentcare initiates contact with SFU staff in relevant departments: i.e. International Student Services, Health & Counseling Services, Coop / Exchange Office, Finance, Registrar's. Touching base, review procedures, check for any new programs or changes to admissions, deadlines, eligibility, systems requirements, etc. Not every year, but as needed. Involvement of CEO if any changes are discussed.
SEPTEMBER	<ul style="list-style-type: none"> • Introduction of any new Campus Office Staff to SFSS staff and Execs. Ensure that everyone is comfortable directing inquiries, working together • Studentcare participation in campus community events: Orientation, Clubs Days • Ongoing in-person, telephone, and email contact: managing change, tracking initiatives, solving individual issues and ensuring smooth workflow • VPSS forwards any student complaints to Studentcare for cross-referencing and research before responding. All simple operational questions to be answered by Studentcare staff on behalf of VPSS.
OCTOBER	<ul style="list-style-type: none"> • Follow up discussion with CEO about complicated student cases, unresolved issues, system changes or emerging areas of focus • Potential for a committee meeting to hear appeals only if VPSS and Studentcare staff are unable to find a solution to individual cases following established processes and rules (so far: 100% success rate) • Report on the Change-of-Coverage Period: written report and in-person meeting with CEO and VPSS. Review of invoices sent to SFSS with VP Finance and CEO. Objective is to answer questions, discuss terminology, timeline, etc.



REPORTING CALENDAR: SFSS HEALTH & DENTAL PLAN

MONTH	REPORT / PRESENTATION / ACTION ITEMS
NOVEMBER / DECEMBER	<ul style="list-style-type: none"> • Annual Claims Report: written report via email in advance, and discussed in-person with Vice President Student Services and CEO, with highlights to be presented to Council in January • Presentation to SFSS Board: Powerpoint, in-person. • Highlights of opt out stats, annual claims report, role of studentcare, general overview. A chance for representatives to ask questions of Studentcare directly. Discussion of Health Plan Survey: determine need / timing each year (typically every 2-3 years is sufficient). Initiate via telephone / email with VP Student Services and CEO. • Follow up in meetings if progressing with survey this year: review potential survey questions, methodology, option to include questions about other SFSS services
JANUARY	<ul style="list-style-type: none"> • Survey Report (if conducted): written report via email in advance, presented and discussed in-person with CEO and VPSS. Studentcare presentation of highlights to Exec, Board and Council. • Special Reports: submission to CEO (if any) with in-person meeting at SFSS discretion. Any additional analysis that may be required, coming out of Annual Claims Report, such as: <ul style="list-style-type: none"> --Analysis by Drug Category, Drug Usage Trends -- Number of Claimants Reaching Annual Maximum by Category --Comparison of Vision Care Benefits and provincial statistics --Update on Mobile App statistics or Mental Health Initiatives / Network • Presentation to SFSS Council: Powerpoint, in-person. Highlights of opt out stats, annual claims report, role of studentcare, general overview. A chance for representatives to ask questions of Studentcare directly *A scaled-down version of this presentation or written report can also be scheduled for AGM: to better engage members and for optimum transparency.
FEBRUARY	<ul style="list-style-type: none"> • Policy Renewal Process (PRP) Begins: Typically 2-3 in-person meetings with written materials supplied in advance wherever possible. • PRP Stage 1: Review Current Status, Solicit Feedback Preliminary discussion with CEO: in-person meeting, review typical process, initial cost projections, review of goals, examine any desired benefit changes
MARCH / APRIL	<ul style="list-style-type: none"> • PRP Stage 2: Financial Analysis, Determination of Priorities Follow-up meeting with VP Student Services and CEO to review updated claims trend, identify risks and requirements and any new priorities. Studentcare provides renewal analysis, investigates options as directed by the SFSS • Review of renewal analysis and/or benefit options, giving VP Student Services and CEO tools to evaluate and finalize any decisions, fine-tuning leading to completion of decision-making process and recommendations to the Executive, Board or Council. • Presentation of Executive recommendations to Council by VP Student Services. Studentcare representatives are available to attend as resource.

CEO Monthly Report: June 2017

1) Introduction

The intent of this monthly report is to provide a synopsis of key activities, events and other items that are related to SFSS service-delivery and administration.

A) Campaigns, Research, Policy

- ✓ Developed and implemented Board training session for “Robert’s Rules of Order”
- ✓ Created ab SFSS orientation for volunteers
- ✓ Provided campaign development support for members of the Governance Committee, to assist with the upcoming campaign to approve the revised SFSS by-laws
- ✓ Completing research regarding the potential pursuit of charitable status for SFSS
- ✓ Developed a script for on online training module on SFSS governance
- ✓ Created new procedures and supporting documents to ensure that the future administration of elections are in-line with our new elections policies
- ✓ Responded to the following support requests from Board members, staff and SFSS Board and Board committees:
 - Information regarding bylaws, policies, procedures, campaigns (1)
 - Development of new bylaws, policies or procedures (12)
 - Training requests (6)
 - Other (4)

B) Finance

- ✓ Performed regular payroll, accounts receivable/payable functions.
- ✓ Provided all necessary support for the 2011/16/17 audit
- ✓ Calculated 2019/20 student activity levy
- ✓ Prepared 2016 concert income statement and reviewed 2017 concert budget

C) Communications

- ✓ The new SFSS website (and sub sites) launched on June 21st. We are continuing to work with Ballistic Arts and Gravit-e to resolve a number of issues (e.g. incorrect web links, incomplete forms). Web content development is continuing.
- ✓ Launched an online petition in support of student space on the Surrey campus.
- ✓ Received 36 work orders (32 completed) in the following areas:
 - Promotion (3)
 - Graphic Design (18)
 - Web Content Management (8)
 - Other (7)

Social Media Tracking

	Apr-16	16-May	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	17-Mar	17-Apr	17-May	17-Jun
Facebook Likes	9,794	9,799	9,815	9,833	9,903	10,096	10,099	10,115	10,140	10,182	10,192	10,282	10,274	10,298	10,308
Facebook Posts	26	26	11	18	22	40	40	50	10	62	19	65	16	24	13
Facebook Post Engagement (the sum of reactions, comments and shares received by content/post)	628	200	404	149	781	2169	511	495	211	777	291	3,500	1,947	1,179	681
Twitter Followers	1,797	1,806	1,806	1,814	1,824	1,845	1,859	1,859	1,875	1,886	1,900	1,900	1,909	1,910	1,918
Tweets	5	11	5	9	8	12	11	17	6	15	7	17	2	2	4
Twitter Engagement (the sum of interactions received for your tweets: retweets, replies, quotes and likes)	10	29	23	25	37	28	23	27	13	21	9	27	17	17	3
Instagram Followers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	289	296	304	311	311	320	320

D) Copy Centre

- ✓ Printed and mounted Build SFU maps of foam board
- ✓ 8 banners printed and put into stands
- ✓ 6 fabric posters printed for conferences
- ✓ Revised Copy Centre order form and launched it
- ✓ Completing Standardized Operating Procedures manual

E) Food and Beverage Services

- ✓ Our Food and Beverage operation is winding up as of June 15th. We are exploring options from other potential operators.

F) Surrey

- ✓ Participated in a number of meetings related to Healthy Campus initiative, SCC orientation, SFSS orientation (Canvas module development)
- ✓ Processed 29 room/equipment requests
- ✓ Supported 8 in-person member requests and 4 requests via e-mail/phone

- ✓ Supported Surrey space petition
- ✓ SCC Canada Day treats
- ✓ Completed 110 room bookings

- ✓ Types of service requests:
 - Club/DSU information: 7
 - Wayfinding: 6
 - Event planning: 1
 - Health/Dental plan: 1
 - Cheque req. support: 1

G) Out on Campus

- ✓ Met with representatives from a number of key on-campus groups, including:
 - Residence Services
 - Inter-Faith Centre
 - Campus Security

- ✓ Continuing to redesign the Volunteer program. New recruitment cards have been designed, online training is being developed and we are working on a volunteer information handbook

- ✓ The OOC space has been cleaned and reorganized

- ✓ Working on standard operating procedures
- ✓ Working on new messaging to clarify What is offered at OOC, with a focus on positioning the centre as an education and support service

H) General Office

- ✓ Supported numerous groups and events, including the following:
 - Anime Club summer festival
 - Finance Club summer financializer
 - Muslim Student Association Iftaar 3
 - JDC West summer tryouts
 - Web DxD workshop and demo day
 - Chinese Undergraduate Association picnic
 - Networking Club bowling night
- ✓ Processed 71 club grant requests
- ✓ Processed 97 room bookings
- ✓ Processed 5 facilities requests
- ✓ Processed 23 A/V requests
- ✓ Processed 168 Food Bank submission

I) Women's Centre

- ✓ Supported the Collective in organizing numerous events, including:
 - Tabletop gaming workshop
 - Decolonizing Canada Day event

- ✓ Service referrals:
 - Vancouver Lower Mainland Multicultural Family Support Services
 - Pro-Choices Clinic
 - Adler Centre
 - Toronto YWCA
 - BC Civil Liberties Association
 - SFU Health and Counselling Services

- ✓ Recruited 5 new volunteers; trained 2 new volunteers

- ✓ Supported 7 students. Peer support themes included:
 - Sexual violence
 - Housing
 - Divorce
 - Gender identity
 - Social isolation
 - Finding a Counsellor

- ✓ Door-counter visits: 15,151

J) Build SFU GM

- ✓ Provided a Build SFU orientation for new Board members
- ✓ Attended bi-weekly SUB site meetings
- ✓ Created draft operating budget for the first year of SUB operations
- ✓ Drafted a plan/timeline for occupancy of the SUB
- ✓ Created a summary of changes to AV plan for SUB
- ✓ Met with project manager, contractor and tenant regarding space renovations for new food court tenant
- ✓ Obtained approval to proceed with a “Club and Student Union Centre” trial
- ✓ Created a plan for moving offices to help create the Club and Student Union Centre
- ✓ Helped with the closure of FBS operations

K) Administration/HR

- ✓ Assisted with preparation of a report regarding expectations for the Copy Centre Assistant
- ✓ Pre-screened applications for Member Services/Events Coordinator position
- ✓ Worked with Finance Coordinators to help divide tasks and establish expectations for the audit

- ✓ Completed 3 probationary review meetings
- ✓ Assisted with the supervision of the coffee shop during convocation week
- ✓ Helped with the closure of FBS operations
- ✓ Drafted standard operating procedures for HR
- ✓ Led multiple tours of FBS space

L) Student Union Organizer

- ✓ Provided support for the following groups:
 - FAS presentation and frosh planning
 - SASS presentation
 - Chemistry SU budget reconciliation
 - SASS Bank account set-up
 - FENV frosh planning
 - FSU elections
- ✓ Delivered six orientation workshops
- ✓ Leading the development of a Canvas course for clubs/SU's orientation
- ✓ Meetings with the following groups:
 - Co-curricular record team

- Campus Vibe presentation
- Council

- ✓ Participated on hiring committee for Events Coordinator

M) CEO

- ✓ Reviewed new legal clinic service. Richard Rainey is interested in continuing to provide the service and will do so at no charge for now, on a biweekly basis.

- ✓ Met individually with incoming Board members. One meeting left to complete.

- ✓ Conducted a variety of FBS tours for interested operators. Selected one operator (JRG) who seems to be a good fit. Developed a sub-lease agreement for their review and connected them with representatives from CUPE, to begin discussions regarding a potential collective agreement.

- ✓ Met with SFU to discuss next steps in the subleasing process. They have expressed significant concern regarding the prospect of a third-party operator working under the existing liquor license.

- ✓ Reviewed latest letter of intent from SFU regarding a potential takeover of our FBS and Food Court spaces. There are significant differences between the new letter of intent and the one that we negotiated in March 2017.

- ✓ Concluded the membership registry agreement with SFU.

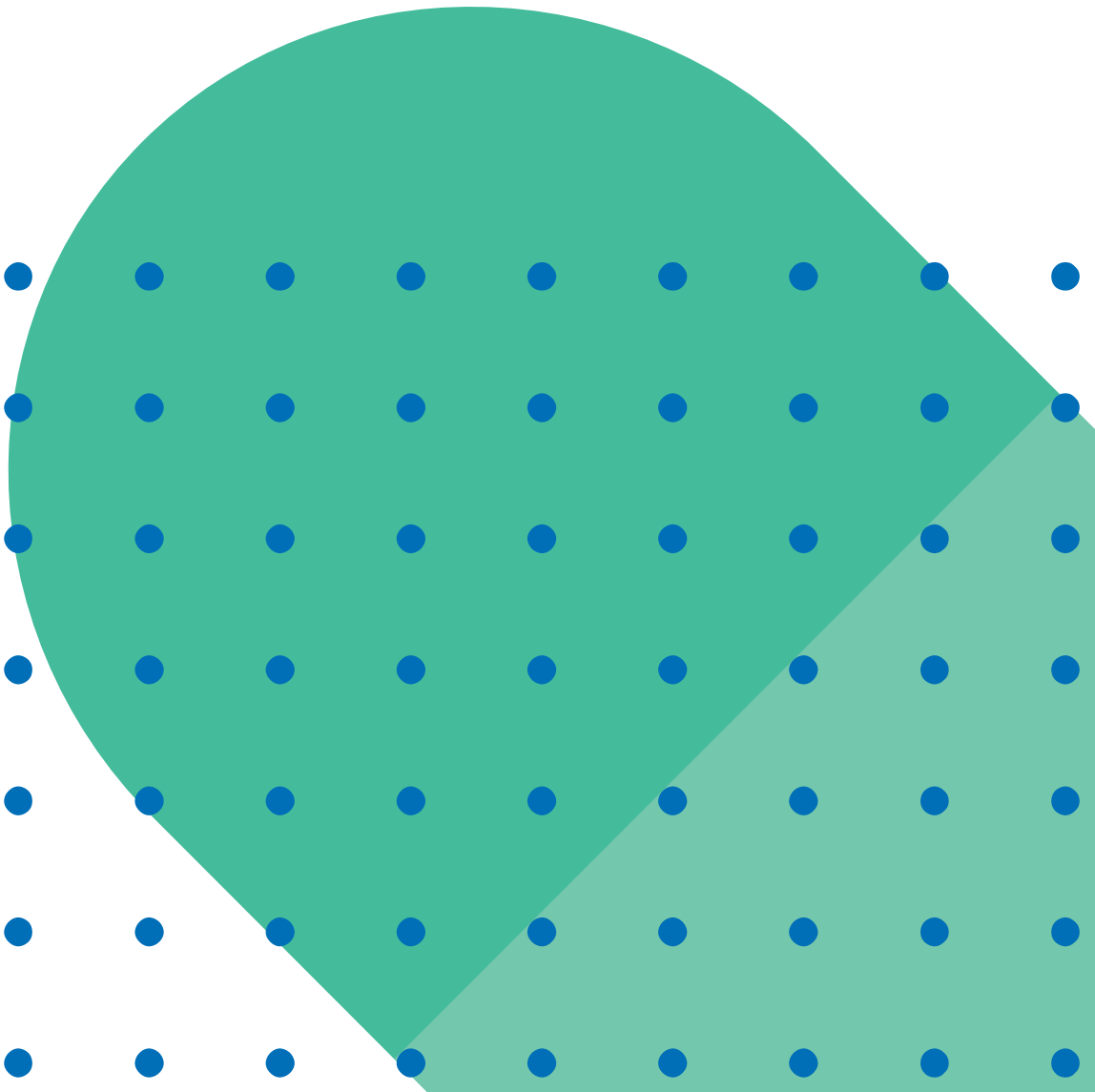
- ✓ Delivered conflict management presentation as part of Board Development.



STUDENTCARE

SFSS HEALTH & DENTAL PLAN

Executive Orientation Report
May 2017



1. HEALTH & DENTAL PLAN OVERVIEW

The SFSS Health & Dental Plan serves over 20,000 students and is one of the largest and most complex services provided to SFSS members. The Plan is managed by the SFSS and is professionally administered by Studentcare.

We're excited to have worked closely with the SFSS, following a successful referendum in which students approved a new Health & Dental Plan fee. The Plan is designed to provide all SFSS members with accessible and affordable extended health and dental care and is structured to complement the coverage provided by BC MSP and other provincial health-care plans.

WHY A HEALTH & DENTAL PLAN?

A growing number of important health-care services are not covered by provincial health care. For many students, paying for these services can lead to financial hardship, while others simply cannot afford them at all. The Plan is specifically designed for your members to pick up where provincial health care and other private health coverage end, helping students pay for the services they need. The Plan has evolved over time in response to students' claims experience and changes to provincial health care.

WHY A GROUP PLAN?

Individual insurance plans have always been available for purchase, but they suffer from several drawbacks.

- They are very expensive—up to 5 times the cost of a student Health & Dental Plan.
- They discriminate by sex and age.
- They exclude individuals with pre-existing illnesses (people who need a plan the most).

As a result, individual health and dental plans are not a real solution. Experience shows that only group insurance programs can meet students' health and dental needs at a reasonable cost. A student health and dental plan is a collective investment to ensure a minimum standard of health care for the student body.

WHAT IS COVERED?

The Plan provides the following coverage for the entire duration of the policy year (Sept. 1 – Aug. 31).



Health-Care Coverage

More than \$10,000 including prescription drugs, vaccinations, psychologists, physiotherapists, chiropractors, ambulance, and more



Vision Coverage

Over \$350 including eye exams, eyeglasses and contact lenses, and laser eye surgery



Dental Coverage

Up to \$700 including checkups, cleanings, fillings, root canals, gum treatments, extractions, etc.



Travel Coverage

120 days per trip for an unlimited number of trips and up to \$5,000,000 per incident, plus trip interruption and cancellation in the event of a medical emergency

WHO IS COVERED?

All SFU undergraduate students who are registered for 3 or more credits in September or January at Burnaby, Surrey, or Vancouver campuses are automatically covered by the Enhanced Health & Dental Plan, when paying fees to SFU. This includes eligible international students, exchange or student abroad students, and Co-op students (including those on exchange).

Students who are not automatically covered may be eligible to enrol themselves in the Plan.

Students who are enrolled may choose to enrol their spouse and/or dependent children in the Plan during the Change-of-Coverage Period.

Change-of-Coverage Dates:

Fall	Spring	Summer
Aug. 31 – Sept. 19, 2016	Jan. 3 – 23, 2017	May 4 – 22, 2017

2. THE ROLE OF STUDENTCARE

THE ROLE OF STUDENTCARE

Studentcare was founded by students in 1996. Frustrated with the offerings of traditional insurance brokers and outdated approaches to student health care, we built our organization around the health-care needs of students and the health and dental plan needs of student associations.

The student-oriented mindset remains with the organization to this day, with the majority of our management team consisting of former student leaders. We have infused our organization with the values and principles that we ourselves developed while working for students: integrity, respect, and trustworthiness.

The result is an organization uniquely suited to working with and for students. Serving over 75 student associations in six provinces, we have extensive experience with student organizations of all shapes and sizes, from 500 members to more than 50,000.

WHAT DO WE DO FOR YOU?

Studentcare works for the SFSS in two important ways. First, as the **program consultant**, Studentcare provides professional consulting and brokerage services, including:

- Ongoing negotiation with insurers to obtain the best deal for SFSS members, using the combined purchasing power of over 750,000 students
- Program set-up with university administration
- Creation and execution of an annual communications strategy
- Transparent, accountable measurement and reporting of Plan performance

Studentcare also works for the SFSS as the **Plan administrator**, providing complete Plan management and administrative services, including:

- Front-line services through our full-service office on campus
- Professional communications strategies to ensure optimum Plan awareness
- Full-service Member Services Centre to help students via phone, live chat, email, or regular mail
- Processing of all opt outs and enrolments through our exclusive online system
- Online Plan administration and service through www.studentcare.ca
- Management of enrolment data lists with insurer
- Ability to conduct surveys of your members

3. THE ROLE OF THE SFSS

→**Communications & Awareness:** The SFSS provides strategic supervision of all communications initiatives.

→**Evaluation of Member Appeals and Requests**

→**Policy Decisions, Setting Fees and Benefits:** The SFSS reviews detailed reports from Studentcare on Plan finances, enrolment statistics, and cost projections. It uses this information to evaluate potential Plan changes to ensure the best possible deal and long-term Plan stability for students.

4. EVOLUTION OF THE PLAN

THE SFSS AND STUDENTCARE

The SFSS and Studentcare have worked closely together since 2008, collaborating to ensure that benefits and fees best meet students' needs.

THE SFSS AND DESJARDINS FINANCIAL SECURITY LIFE ASSURANCE COMPANY

The insurance policies that underlie the SFSS Health & Dental Plan are one-year contracts that must be renewed each year for the subsequent year. Desjardins Financial Security Life Assurance Company has been the insurer of the Plan from 2012 to the present day. The policy renewal process generally begins in February and is concluded by mid-to-late May in order to set the Plan fee, premiums, and benefits for the following academic year.

DEFINITIONS OF PLAN PREMIUMS AND FEES

Plan premiums are the amounts remitted by the SFSS to Studentcare and the insurer, as required to fund all benefits and services associated with the Plan.

Plan fees are the amounts assessed to eligible students by the university, and are approved each year by the SFSS and the appropriate university departments.

The executives may choose to make changes to benefits for the following year based on the student concerns and claims experience they review throughout the year. As the executives receive input from students about the coverage they want, the Plan evolves with students' changing needs, resulting in a customized plan for the student body.

5. REACHING OUT TO STUDENTS

As the Plan administrator, Studentcare partners with the SFSS and campus stakeholders to ensure a high level of awareness of the SFSS Health & Dental Plan by producing numerous high-quality communications campaigns. The following is a brief overview of some of the communications categories we cover:

- 1. Plan Info Guide**
- 2. Publications & Editorial Pieces**
- 3. Flyers & Posters Distributed on Campus**
- 4. Presentations & Info Tables**
- 5. Website & Emails**

6. THE NETWORKS

Studentcare provides Plan members with additional complementary coverage through our Professional Networks. This coverage functions as a direct discount to students and can be used by visiting a Network provider. SFSS members have access to over 2,000 providers nation-wide.

PSYCHOLOGY NETWORK	<ul style="list-style-type: none"> ➤ Reduction on 50-minute individual adult therapy or coaching sessions
DOCTOR NETWORK	<ul style="list-style-type: none"> ➤ Access to licensed BC doctors via smartphone, tablet, or computer
MASSAGE THERAPY NETWORK	<ul style="list-style-type: none"> ➤ \$30 (plus GST) for a 30-minute treatment ➤ \$55 (plus GST) for a 60-minute treatment
PHYSIOTHERAPY NETWORK	<ul style="list-style-type: none"> ➤ No more than \$35 for an initial assessment and subsequent treatments
VISION NETWORK	<ul style="list-style-type: none"> ➤ No more than \$50 for eye exams, \$75 for select eyeglass models with Image Optometry ➤ No more than \$60 for eye exams, \$75 off select eyeglass models with Vancouver Vision Network providers ➤ 10% off contact lenses and 20% off eyeglasses (excluding Oakley and Arnette brands) with Clearly ➤ Up to \$200 off laser eye surgery
DENTAL NETWORK	<ul style="list-style-type: none"> ➤ 20% off dental services
PHARMACY NETWORK	<ul style="list-style-type: none"> ➤ Savings of up to 50% (max \$40) on out-of-pocket costs ➤ 20% off select regularly priced Rexall brand non-prescription products
CHIROPRACTIC NETWORK	<ul style="list-style-type: none"> ➤ No more than \$35 for an initial assessment ➤ \$30 for subsequent treatments

7. PLAN REPORTING AND MONITORING

As key decision makers, SFSS staff and executives need reliable, timely, and accurate information about their Health & Dental Plan. We provide the SFSS with regular claims information and reports. In addition, annual Plan utilization reports are used to provide a strategic overview and guidance.

Our team meets regularly with you to provide updates on all elements of the Plan, and to tackle all operational, service, and coverage issues. Our team is also available throughout the year to make presentations and to respond to any concerns or requests regarding the Plan.

In addition to regular reporting, Studentcare conducts a periodic survey—professionally designed and executed by our research team—of SFSS members to evaluate students' needs. The surveys are used to measure service and satisfaction targets and are an extremely effective planning tool. They also present a great opportunity for the SFSS to gather feedback on other issues by 'piggy-backing' additional questions onto the survey.



STUDENTCARE

1200 McGill College Avenue, Suite 2200
Montreal, Quebec H3B 4G7

STUDENT ASSISTANCE PROGRAM

MENTAL HEALTH SERVICES FOR STUDENTS

Bringing our experience as the leading provider of student health plans in Canada, serving over 750,000 students, Studentcare is excited to launch a Student Assistance Program designed to support mental health and wellbeing. This new program would provide a full suite of mental health services and resources, customized for students and available for implementation in September 2017.

As a stakeholder in the student health landscape at over 75 post-secondary institutions in Canada, Studentcare is uniquely positioned to support the SAP through our robust communication platforms and campaigns. In addition to creating real awareness, Studentcare can provide a one-stop, customized service to students that will integrate the SAP into the wide array of campus resources that contribute to a resilient student community.

WHAT IS THE STUDENT ASSISTANCE PROGRAM (SAP)?

The SAP is a confidential short-term, solution-focused counselling service, designed specifically to address issues faced by today's students. It includes:

- A platform that combines progressive counselling methods and technology
- Service available 24/7 for students anywhere in North America, **online, toll-free**, and with an option for **in-person counselling**
- A process connecting students with consultants, counsellors, and life coaches to provide them with appropriate support
- Multilingual, culturally-sensitive, gender and faith inclusive service

WHICH ISSUES CAN STUDENTS SEEK SUPPORT FOR?

- Academic issues
- Adjustment to post-secondary school setting
- Anxiety
- Bullying
- Career development
- Crisis
- Dependant care
- Depression
- Discrimination
- Drugs, alcohol, gaming, smoking
- Financial matters
- Grief & bereavement
- Harassment
- Home & family stress
- Medical health & resource referral
- Nutrition
- School stress
- Sexual issues
- Trauma
- and more

Students do not need to wait until they are in crisis to seek support from the SAP. Many proactive counselling services are also offered, such as life coaching for personal performance, career matters, relationships, finance, personal well-being, and personal growth.

STUDENTCARE

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HOW DOES IT WORK?

The SAP works together with Plan administrators and on-campus student health services to ensure students receive the right care for them. This “team” approach recognizes that students require a variety of options to resolve their issues on and off campus. The SAP also provides customizable utilization/trend analysis (by location), resulting in meaningful recommendations for institutions.

Studentcare is offering access to this program through student health plans at a cost of \$4.20 + GST per year, per Plan member. This program is also available as a stand-alone option in partnership with post-secondary institutions, with expanded access for any student deemed eligible.

WHO IS ELIGIBLE?

All students for whom the access fee is paid, as well as any dependants enrolled in the Plan, can have unlimited access to the Student Assistance Program.

HOW CONFIDENTIAL IS THIS SERVICE?

Studentcare takes privacy and confidentiality extremely seriously, especially when it comes to matters of mental health. We have chosen to partner with the SAP because they share our values in this area. Confidentiality is the cornerstone of their service vision. The professional social workers employed by the SAP adhere to a strict code of ethics and are held accountable to their professional regulatory body.

WHAT ARE THE QUALIFICATIONS OF THE SAP COUNSELLORS?

At minimum, SAP counsellors have a degree in Social Work or another related counselling field, 5 years of post-graduate clinical experience, and are in good standing with their professional regulatory body.

WHAT IS THE SAP'S MISSION?

The SAP recognizes the value and importance of promoting, fostering, and maintaining the well-being of students. It strives to contribute additional expert health solutions that broaden the scope of care, remove barriers to access, and improve the cost-effectiveness of service delivery. By working together as stakeholders in student health and well-being, we can empower students to thrive.



SURREY CAMPUS COMMITTEE

Name and Type

Name: Surrey Campus Committee

Duration: The committee will be established upon the adoption of these terms of reference and dissolved at the discretion of the Board.

Purpose

This purpose of this committee is to make and report on the development of recommendations to the Board of Directors aimed at providing for Surrey campus engagement.

Membership

- Voting members
 - President (ex-officio)
 - 3 board member
 - 8 at-large members taking at least one of their courses at the satellite campus
- Non-voting ex-officio members
 - Staff

The committee shall appoint its Chair by majority vote.

Deliverables

As a Board committee, the purpose of this committee is to provide the Board with formal recommendations and reports relating to:

- engagement initiatives and results, and
- community building events at the Surrey campus.

Governance

The committee will strive for consensus. Where no consensus is reached, the committee will make decisions by simple majority vote.

A majority of voting members constitutes quorum.

Robert's Rules of Order shall govern the conduct committee meetings.

Communications

The committee shall meet in person as required and at the call of the Chair.

The committee shall report on its progress at Board meetings.

The committee shall set a meeting calendar for the duration of the academic term at the first meeting of that term.

The Chair may call a meeting where a notice of three working days has been provided.

Relevant Policies

- Ends Policies
- GP-6: Board Committee Principles
- GP-7: Board Committee Structure

SEC Engagement Proposal

This year the Strategic Engagement Committee has come up with a plan to promote a fun atmosphere to engage with our membership through weekly events (e.g., Freebie Friday, Freezie Friday, Timbit Tuesday, or something of this nature). As a result, the committee has decided to draw up to \$450 until September 30th to test the effectiveness of this initiative, from the Membership engagement Line (741/20) which was allotted \$15,000 for the duration of the year.

- This year's committee has committed to spend up to \$6850 for outreach materials so far. As such, \$8150, will remain, if the full amount is used for outreach materials.
- This will promote opportunities for the board to interact with its members, provide something to look forward to every week, and most importantly obtain membership input in general as well as initiatives that the board is currently working on.

I would also require board members (unless there are extenuating circumstances) to attend **at least ONE** of these weekly engagement opportunities bi-weekly. Stipend reductions will occur (by VP-finance) for individuals that don't fulfill this obligation. An example of an exception would be seasonal holidays.

This will be an overarching principle, but I would like the funds for the Vancouver and Surrey campus to come from their respective committees.