Operating Policy – Services

# Purpose

## To provide McMaster Students Union (MSU) Services that better the experience of students and community members at McMaster University;

## For the purposes of this document, Services are defined as:

### A partly- or wholey-MSU run:

#### Group;

#### System; or

#### Suborganization.

### That is responsible for:

#### A particular type of activity;

#### Providing a particular labour; or

#### Supplying some public demand.

### That is not intended to generate revenue for the MSU.

# Operating Parameters

## This policy shall apply to all MSU Services as listed:

### MSU Campus Events;

### Child Care Centre;

### MSU Clubs;

### MSU Diversity Services;

### Emergency First Response Team (EFRT);

### MSU Food Collective Centre (FCC);

### MSU Macademics;

### MSU Maccess;

### MSU Maroons;

### Ombuds;

### MSU Pride Community Centre (PCC)

### MSU Student Health Education Centre (SHEC);

### MSU Student Walk Home Attendant Team (SWHAT);

### MSU Women & Gender Equity Network (WGEN).

## The MSU Services shall be split into two (2) categories by the type of services that is provided and the type of management leading it:

### Student-Led Services:

#### Peer-Support Services;

#### Student-Life Enhancement Services.

### Full-Time-Staff-Led Services.

## All services shall be run by an individual henceforth referred to as the Director;

## Exceptions to this Operating Policy shall be indicated in the Services’ individual Operating Policy or as approved by the Executive Board;

## All Services shall have an Operating Policy and shall operate within the guidelines set down in those documents, subject to the direction of the SRA and the Executive Board;

## Hours of operation shall be set through the Service Director in consultation with the Executive Board.

## All staff/volunteers within MSU Services shall receive training for their roles;

### Training shall be pre-approved by the supervisor of the Services’ Director in consultation with Executive Board.

# Student-Led Services

## Peer-Support Services

### Peer-Support Services are defined as:

#### Services that provide trained emotional and/or practical support to individuals with shared/lived experience with a marginalized and/or stigmatized topic or identity.

### MSU Peer-Support Services include:

#### MSU Diversity Services;

#### MSU Maccess;

#### MSU Pride Community Centre (PCC);

#### MSU Student Health Education Centre (SHEC);

#### MSU Women & Gender Equity Network (WGEN).

### Peer-Support Services shall:

#### Be managed by a Part-time Director and Assistant Director of the Service;

#### Include volunteer personnel as outlined in their individual Operating Policies;

##### Executive volunteer positions shall be hired by the Director and Assistant Director through an application and interview process;

##### Volunteer candidates from marginalized communities shall be prioritized in the hiring process.

### Provide confidential peer support;

#### Any personal information divulged at these meetings shall be held in confidence and will not be shared outside of the support session, with the exception of specific circumstances, including:

##### Written permission from the individual;

##### Reasonable cause to believe there is a threat of imminent and considerable danger to any party concerned; and

##### Any other limit to confidentiality as outlined in the **Ontario Regulated Health Professions Act (1991)**.

#### In any such scenario in which information disclosed falls outside of the limits of confidentiality as outlined above, only information deemed absolutely necessary shall be provided to specific and relevant individuals.

#### Some cases may arise where vague information about peer-support sessions may be disclosed;

##### In these instances, any specific or identifying details are kept confidential, as to protect the privacy of the individual.

##### Such cases may include:

###### A peer-supporter seeking consultation from an executive within the Service to find the best way to act as a support;

###### A peer-supporter struggling with a difficult session and requiring support themselves.

## Student-Life Enhancement Services

### Student-Life Enhancement Services are defined as:

#### Systems which supply resources for students pertaining to:

##### Health and Safety;

##### Wellbeing; and

##### Sociality.

### MSU Student-Life Enhancement Services include:

#### Emergency First Reponse Team (EFRT);

#### MSU Food Collective Centre (FCC);

#### MSU Macademics;

#### MSU Maroons;

#### MSU Spark;

#### MSU Student Walk Home Attendance Team (SWHAT).

### Student-Life Enhancement Services shall:

#### Be managed by a Part-time Director of the Service;

#### Include volunteer personnel as outlined in their individual Operating Policies.

## All Student-Led Services shall:

### Report through the Vice-President (Administration) to Executive Board regarding Service updates;

#### Reports shall be given:

##### At least twice per Fall and Winter semesters;

##### At least once per Spring and Summer semesters.

##### Specific reporting schedules shall be determined by the Administrative Services Coordinator in consultation with the Vice-President (Administration).

#### Reports shall contain updates about the functioning of the Service, such as:

##### Budget/finances;

##### Social media engagement;

##### Service usage;

##### Past/current/upcoming events/projects;

##### Year plan updates.

#### Reports shall be presented by the Director/Manager of the Service;

# Full-Time-Staff-Led Services

## Full-Time-Staff-Led Services are defined as:

### Systems provided for the betterment of the student experience that are managed through staff working full-time for the MSU.

## MSU Full-Time-Staff-Led Services include:

### MSU Campus Events;

#### Including AVTEK and Charity Ball.

### MSU Childcare Centre;

### Ombuds.

## Full-Time-Staff-Led Services shall:

### Report to Executive Board through the General Manager regarding service updates;

#### Reports shall occur on a timeline of at least once per Fall and Winter semesters;

##### Specific reporting schedules shall be determined by the Administrative Services Coordinator in consultation with the General Manager.

#### Reports shall contain updates about the functioning of the Service, such as:

##### Budget/finances;

##### Social media engagement;

##### Service usage;

##### Past/current/upcoming events/projects.

# Directors

## Directors of services shall:

### Oversee the operation of their Service;

### Ensure the Operating Policy for their service is upheld and ensure all their staff know where to find a copy of their respective Services’ Operating Policy;

### Work with the Communications Department to promote their service and any special events;

### Prepare the Services’ budget and present it to the Vice-President (Finance) in accordance to **Corporate Bylaw 3 – Finances**;

### Act as the sole budgetary authority for their service; bring requests for capital equipment to the Vice-President (Finance);

### Approve and initial work time sheets and submit them to the Accounting Department;

### Fulfill other duties as assigned by their Supervisor;

## Where the Director and Assistant Directors are part-time staff members, receive remuneration according to **Employment Policy – Employment Wages.**

# Hiring

## All staff shall be hired according to **Employment Policy – Employment** as indicated in each staff member’s individual Job Description.

# Finances

## Services shall not accept cash or cheques unless allowed for the individual Services’ policy;

## Services shall fill out purchase orders for inter-departmental financial transactions;

## Services shall not extend credit to employees or customers;

## The Accounting Department shall provide monthly budgetary statements for each Service.