



## Operating Policy – Services

### 1. Purpose

- 1.1. To provide McMaster Students Union (MSU) Services that better the experience of students and community members at McMaster University;
- 1.2. For the purposes of this document, Services are defined as:
  - 1.2.1. A partly- or wholely-MSU run:
    - 1.2.1.1. Group;
    - 1.2.1.2. System; or
    - 1.2.1.3. Suborganization.
  - 1.2.2. That is responsible for:
    - 1.2.2.1. A particular type of activity;
    - 1.2.2.2. Providing a particular labour; or
    - 1.2.2.3. Supplying some public demand.
  - 1.2.3. That is not intended to generate revenue for the MSU.

### 2. Operating Parameters

- 2.1. This policy shall apply to all MSU Services as listed:
  - 2.1.1. MSU Campus Events;
  - 2.1.2. Child Care Centre;
  - 2.1.3. MSU Clubs;
  - 2.1.4. MSU Diversity Services;
  - 2.1.5. Emergency First Response Team (EFRT);
  - 2.1.6. MSU Food Collective Centre (FCC);
  - 2.1.7. MSU Macademics;
  - 2.1.8. MSU Maccess;
  - 2.1.9. MSU Maroons;
  - 2.1.10. Ombuds;
  - 2.1.11. MSU Pride Community Centre (PCC)
  - 2.1.12. MSU Student Health Education Centre (SHEC);
  - 2.1.13. MSU Student Walk Home Attendant Team (SWHAT);

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- 2.1.14. MSU Women & Gender Equity Network (WGEN).
- 2.2. 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:
  - 2.2.1. Student-Led Services:
    - 2.2.1.1. Peer-Support Services;
    - 2.2.1.2. Student-Life Enhancement Services.
  - 2.2.2. Full-Time-Staff-Led Services.
- 2.3. All services shall be run by an individual henceforth referred to as the Director;
- 2.4. Exceptions to this Operating Policy shall be indicated in the Services' individual Operating Policy or as approved by the Executive Board;
- 2.5. 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;
- 2.6. Hours of operation shall be set through the Service Director in consultation with the Executive Board.
- 2.7. All staff/volunteers within MSU Services shall receive training for their roles;
  - 2.7.1. Training shall be pre-approved by the supervisor of the Services' Director in consultation with Executive Board.

### 3. Student-Led Services

- 3.1. Peer-Support Services
  - 3.1.1. Peer-Support Services are defined as:
    - 3.1.1.1. Services that provide trained emotional and/or practical support to individuals with shared/lived experience with a marginalized and/or stigmatized topic or identity.
  - 3.1.2. MSU Peer-Support Services include:
    - 3.1.2.1. MSU Diversity Services;
    - 3.1.2.2. MSU Maccess;
    - 3.1.2.3. MSU Pride Community Centre (PCC);
    - 3.1.2.4. MSU Student Health Education Centre (SHEC);
    - 3.1.2.5. MSU Women & Gender Equity Network (WGEN).
  - 3.1.3. Peer-Support Services shall:

- 3.1.3.1. Be managed by a Part-time Director and Assistant Director of the Service;
- 3.1.3.2. Include volunteer personnel as outlined in their individual Operating Policies;
  - 3.1.3.2.1. Executive volunteer positions shall be hired by the Director and Assistant Director through an application and interview process;
  - 3.1.3.2.2. Volunteer candidates from marginalized communities shall be prioritized in the hiring process.
- 3.1.4. Provide confidential peer support;
  - 3.1.4.1. 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:
    - 3.1.4.1.1. Written permission from the individual;
    - 3.1.4.1.2. Reasonable cause to believe there is a threat of imminent and considerable danger to any party concerned; and
    - 3.1.4.1.3. Any other limit to confidentiality as outlined in the **Ontario Regulated Health Professions Act (1991)**.
  - 3.1.4.2. 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.
  - 3.1.4.3. Some cases may arise where vague information about peer-support sessions may be disclosed;
    - 3.1.4.3.1. In these instances, any specific or identifying details are kept confidential, as to protect the privacy of the individual.
    - 3.1.4.3.2. Such cases may include:
      - 3.1.4.3.2.1. A peer-supporter seeking consultation from an executive within the Service to find the best way to act as a support;

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

## 3.2. Student-Life Enhancement Services

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

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

- 3.2.1.1.1. Health and Safety;
- 3.2.1.1.2. Wellbeing; and
- 3.2.1.1.3. Sociality.

### 3.2.2. MSU Student-Life Enhancement Services include:

- 3.2.2.1. Emergency First Reponse Team (EFRT);
- 3.2.2.2. MSU Food Collective Centre (FCC);
- 3.2.2.3. MSU Macademics;
- 3.2.2.4. MSU Maroons;
- 3.2.2.5. MSU Spark;
- 3.2.2.6. MSU Student Walk Home Attendance Team (SWHAT).

### 3.2.3. Student-Life Enhancement Services shall:

- 3.2.3.1. Be managed by a Part-time Director of the Service;
- 3.2.3.2. Include volunteer personnel as outlined in their individual Operating Policies.

## 3.3. All Student-Led Services shall:

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

#### 3.3.1.1. Reports shall be given:

- 3.3.1.1.1. At least twice per Fall and Winter semesters;
  - 3.3.1.1.2. At least once per Spring and Summer semesters.
  - 3.3.1.1.3. Specific reporting schedules shall be determined by the Administrative Services Coordinator in consultation with the Vice-President (Administration).
- 3.3.1.2. Reports shall contain updates about the functioning of the Service, such as:

- 3.3.1.2.1. Budget/finances;
- 3.3.1.2.2. Social media engagement;
- 3.3.1.2.3. Service usage;
- 3.3.1.2.4. Past/current/upcoming events/projects;
- 3.3.1.2.5. Year plan updates.

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

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

4.1. Full-Time-Staff-Led Services are defined as:

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

4.2. MSU Full-Time-Staff-Led Services include:

4.2.1. MSU Campus Events;

4.2.1.1. Including AVTEK and Charity Ball.

4.2.2. MSU Childcare Centre;

4.2.3. Ombuds.

4.3. Full-Time-Staff-Led Services shall:

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

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

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

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

- 4.3.1.2.1. Budget/finances;
- 4.3.1.2.2. Social media engagement;
- 4.3.1.2.3. Service usage;
- 4.3.1.2.4. Past/current/upcoming events/projects.

## 5. Directors

### 5.1. Directors of services shall:

- 5.1.1. Oversee the operation of their Service;
- 5.1.2. 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;
- 5.1.3. Work with the Communications Department to promote their service and any special events;
- 5.1.4. Prepare the Services' budget and present it to the Vice-President (Finance) in accordance to **Corporate Bylaw 3 – Finances**;
- 5.1.5. Act as the sole budgetary authority for their service; bring requests for capital equipment to the Vice-President (Finance);
- 5.1.6. Approve and initial work time sheets and submit them to the Accounting Department;
- 5.1.7. Fulfill other duties as assigned by their Supervisor;

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

## 6. Hiring

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

## 7. Finances

- 7.1. Services shall not accept cash or cheques unless allowed for the individual Services' policy;
- 7.2. Services shall fill out purchase orders for inter-departmental financial transactions;
- 7.3. Services shall not extend credit to employees or customers;
- 7.4. The Accounting Department shall provide monthly budgetary statements for each Service.