



CALL TO ORDER	
1. APPROVAL OF AGENDA	Decision Requested: That the Board approve the March 17, 2020 Agenda, as presented.
PRESENTATIONS	
STAFF SERGEANT CHUCK LAN, RCMP - 2019 Statistics	For Information
UBC CAMPUS & COMMUNITY PLANNING REPORT – Celene Fung	For Information
MATTERS ARISING FROM MINUTES	
2. APPROVAL OF MINUTES	Decision Requested: That the Board approve the February 18, 2020 Minutes, as presented.
REPORTS	
3. BUDGET SUBMISSION TO UBC – Update (verbal)	For Information
4. Q3 – 2020 INTERIM CO-ED REPORT – Q3 Financials, Strategic Plan and Operations Update	For Information
OLD BUSINESS	
5. COMMUNITY CENTRE RENTAL POLICY	Decision Requested: That the Board approve the Reservation Eligibility Criteria as proposed for dissemination on our external communication channels.
6. GOVERNANCE & HUMAN RESOURCES COMMITTEE REPORT - Chief Administrative Officer Recruitment Update (Verbal)	For Information
7. BYLAW UPDATE a. Bylaw Working Group b. UNA Negotiating Committee i. Insurance c. UNA Working Group - AMS	Decision Requested: See Attached Appendix A.
NEW/OTHER BUSINESS	
8. UNA COMMUNITY PRIVACY POLICY UPDATE	Decision Requested: That the Board approve the UNA Community Privacy Policy, as submitted and appoint Wegland Sit as Privacy Officer.
9. COMMUNITY CENTRES CLOSURE - PerfectMind staff training on April 1 st , 2020. (Verbal)	For Information
10. APPOINTMENT OF BOARD SECRETARY	Decision Requested: That effective immediately, the Board revoke the appointment of Murray McCutcheon as Board Secretary and appoint Bill Holmes as Board Secretary in his place.
ADJOURNMENT	

CLOSED AND IN CAMERA SESSIONS TO FOLLOW



APPENDIX A

Recommendations of the UNA Negotiating Committee and the UNA Bylaw Working Group – Phase 2 to the UNA Board (March 9, 2020)

A. Motions for Open Meeting

I. The UNA Bylaw Working Group – Phase 2 recommends that the Board pass the following motions:

Moved that the Board receive the final work product of the UNA Bylaw Working Group – Phase 2, namely the proposed UNA Constitution and Bylaws, version 7a.

Moved that the Board approve for a vote by UNA members the UNA Constitution and Bylaws, version 7a, subject to the condition precedent that UBC unconditionally agrees to enter into the Neighbours' Agreement 2020, version 17.

II. The UNA Negotiating Committee recommends that the Board pass the following motions:

Moved that the Board receive the final work product of the Working Group – AMS, which work was taken over by the UNA Negotiating Committee, namely the proposed UNA–AMS Memorandum of Agreement, version 4.

Moved that the UNA enter into the UNA–AMS Memorandum of Agreement, version 4, subject to the conditions precedent that:

(a) the UNA Constitution and Bylaws, version 7a, are approved by UNA members in a general meeting in substantially their form in that document, and

(b) UBC agrees unconditionally to enter into the Neighbours' Agreement 2020, version 17.

Moved that the Chair of the UNA Negotiating Committee immediately advise UBC of the adoption of the preceding motion and take such steps and provide such assistance as is desirable to assist UBC in its consideration of the UNA–AMS Memorandum of Agreement, version 4.

III. The UNA Negotiating Committee recommends that the Board pass the following motions:

Moved that pursuant to Bylaw 6.8, the Board delegates to the UNA Bylaw Working Group – Phase 2 the power to agree on behalf of the Board to minor revisions to the UNA Constitution and Bylaws, version 7a.

Moved that pursuant to Bylaw 6.8, the Board delegates to the Negotiating Committee the power to agree on behalf of the Board to minor revisions to the UNA–AMS Memorandum of Agreement.

Moved that if the Negotiating Committee or the UNA Bylaw Working Group – Phase 2 exercises any of the powers granted to it by the foregoing motions or by a similar motion in the closed portion of the Board meeting, each motion adopted by the Board in the open or closed portion of the meeting that refers to the affected documents shall apply with respect to the documents as revised.



THE UNIVERSITY OF BRITISH COLUMBIA

Campus + Community Planning

Memorandum

From: Campus and Community Planning
Date: March 11, 2019
Subject: Monthly Update from Campus and Community Planning

Upcoming Film & Events Notification (March/April)

March

- Thursday, March 5th, 10am to 5pm – **Reach Out and Roar** walk/run along Main Mall
See: <https://planning.ubc.ca/event/reach-out-and-run-roar>
- Saturday, March 7th, 7am to 4pm – **UBC Triathlon Duathlon** at the Aquatic Centre, and along University Boulevard, Martha Piper Plaza, Main Mall, Thunderbird Stadium, and SW Marine Drive.
See <https://planning.ubc.ca/event/ubc-triathlon-duathlon>
- Saturday, March 14th, 11:30am to 4:30pm – **Holi 2020** – B4 Parking Lot by Thunderbird Student Residence. Cultural event with colour powder and DJ.
See: <https://planning.ubc.ca/event/utsav-ubc-holi-2020>
- Saturday, March 21st to Tuesday, March 24th, 8am to 8pm - **Storm the Wall** at the Aquatic Centre, and along University Boulevard. Martha Piper Plaza, and Main Mall.
See: <https://planning.ubc.ca/event/storm-wall>

April

- Thursday, April 8th – **Last day of classes**
- Thursday, April 8th, 4pm – 9:30pm – **AMS Block Party** at University Commons. Event with concert to celebrate the last day of classes, with alcohol.
See: <https://planning.ubc.ca/event/ams-block-party-2020>
- Friday, April 10th – **Good Friday**, University closed
- Monday, April 13th – **East Monday**, University closed
- Tuesday, April 14th to 29th – **Final exams**

Community Development

The Campus + Community Planning Coordinator of Community Programs and Outreach plays a key role in working closely with UNA staff to help deliver our joint services, events and programs such as the highly successful Walk n' Roll to School program and the UTown@UBC Community Grants. After 4 years with Campus + Community Planning, Mustafa Akhtar has returned to school to study real estate at BCIT. While we will miss him, we are excited to announce that Debbie Yeh will be joining us on March 10th to fill this role. Debbie comes to us from the City of Surrey's Park Partnerships, where she specialized in event coordination, team management, and volunteer organization. She has supported a multitude of outdoor events from community picnics, garden openings, concerts in the park, and Surrey's annual Bear Creek Park Lights. During this time, Debbie also led the development of Surrey's mobile recreation program, Park Play. Debbie is a UBC alumni and is a certified Yoga instructor. She brings a wealth of experience to supporting the delivery of our community grants and other programs, along with key placemaking events such as Harvest, Chef Challenge, UBC Pride and Kids Take Over UBC!

Engagement and Consultation

UBC Climate Emergency Community Engagement — Share your voice!

In December, the UBC Board of Governors unanimously endorsed a Declaration on the Climate Emergency, responding to the advocacy of our students, faculty, staff, and resident community members. This Declaration unequivocally acknowledges the urgency of the climate crisis and UBC's ongoing commitment to directly face this as one of the most pressing issues of our time. For more information see <https://president.ubc.ca/letter-to-the-community/2019/12/05/climate-emergency-declaration/>

Since the Declaration, in collaboration with the UBC Climate Hub, the UBC Climate Emergency Task Force, comprised of UBC students, faculty and staff has been established. The Task Force is co-chaired by Professor Walter Mérida, Senior Faculty Advisor to the President and Professor in the Faculty of Applied Science, and Michelle Marcus from UBCC350, a political climate action group that aims to use the power of collective action to promote climate justice. The Task Force will make recommendations to address the climate emergency based on the ideas gathered from the upcoming community engagement process. The Task Force will be reported back to the Board of Governors in June 2020.

UBC recognizes this initial engagement process is being done within an expedited timeframe. Given the scale of the climate emergency, it is not expecting to find all the answers immediately. Rather, this is the beginning of a conversation that will inform UBC's leadership in addressing climate change. We hope UBC neighbourhood residents will take time to share your views on this topic, which not only affects the university community but the planet as a whole. Here's how you can get involved:

- Share your views via an **online survey**:
https://ubc.ca1.qualtrics.com/jfe/form/SV_1ZFKGqg6ojOFMrz The survey will remain open until March 27, 2020
- Attend the **campus-wide forum** at UBC Vancouver on March 11 between 2:30 pm and 6:00 pm. You can find more details at <https://climateemergency.ubc.ca/events/>
- Organize your own **community dialogue**. Resources are available to support the conversation at <https://climateemergency.ubc.ca/events/>

Learn more about the UBC's response to the climate emergency at <https://climateemergency.ubc.ca>.

Faculty and Staff Housing - Wesbrook Neighbourhood Plan Amendments

At the April, 2020 Board of Governors meeting, the Administration will be presenting proposed amendments to the Wesbrook Neighbourhood Plan for approval. The proposed amendments will enable timely delivery of up to 500 units of below market rate faculty-staff rental housing, meeting and potentially exceeding the 20% Housing Action Plan minimum target over the next 10 years.

The proposed amendments will not increase the currently anticipated population of Wesbrook Neighbourhood, the amount of floor area permitted or change the intended character of the streets, parks and public spaces outlined in the Neighbourhood Plan, by allowing for 6-storey buildings where some towers and stand-alone townhouses are currently planned.

Public consultation on the Wesbrook Neighbourhood Plan amendments took place between February 10-24, 2020, with a public open house on February 11 from 4:30-6:30 pm at the Wesbrook Community Centre. Overall, there was a positive response to the proposed amendments. There were 56 participants that attended the public consultation, 37 provided feedback via the online survey and at the open house. Of the 37 responses, 22 were related to the proposed amendments, of which 2 raised concerns about the proposed amendments, and 20 were in support. 15 responses were unrelated to the proposed plan amendments, but were general concerns about development in Wesbrook Place. A summary of the public consultation feedback and all verbatim responses will be presented with the April Board of Governors Report, and will be made available on the Campus + Community Planning website following the April Board of Governors meeting.

More information is available at <http://planning.ubc.ca/wesbrookplace>

Development Project Updates

For more information on development projects please visit:
<https://planning.ubc.ca/planning-development/projects-and-consultations>

DP19034 Technology Enterprise Facility (TEF) 4

On November 22, 2019 a development permit application was received for a 13-storey office building, proposed for the corner of Agronomy Road and Health Sciences Mall, next to the existing TEF3 Building. The 21,502 m² building would provide market leasable space for UBC research partners and contain ground floor commercial retail, one level of underground parking, and a landscaped courtyard. Following a Public Open House on December 5, 2019 and review by the Advisory Urban Design Panel and Development Review Committee, a revised submission was received on February 24. Currently the applicant is working with Campus + Community Planning staff to address issues identified through this process.

DP19036 The Conservatory

On November 21, 2019 a development permit application was received for the Lot 5 development site at the corner of Binning Road and Berton Avenue in the Wesbrook Place neighbourhood. The proposal was for a 20-storey tower and 3-storey townhouses containing 211 market residential units. On January 5, 2020 the UBC Development Permit Board recommended approval of the project with conditions. A development permit was issued on February 14, 2020.

DP16013-6 Focal Building CRU-3 Signage (Sesame Eatery)

On February 27, 2020 an amendment application was received to request additional copy on the street-facing side of the CRU-3 (Sesame Eatery) business main store sign at the Focal Building, 6111 University Boulevard. After consultation with university staff the deviation from the approved sign guidelines was supported. An amendment was issued March 2, 2020.

SLP20012 Wesbrook Mall Roadway Rehabilitation of Phase 2

On February 12, 2020, a streets and landscape permit application was received for the redevelopment of the Wesbrook Mall Roadway, spanning from University Boulevard to Thunderbird Boulevard. The improvements are planned for the end of March until September. Work includes roadway rehabilitation, paving and road markings, bike lane, landscaping, utility works, and lighting improvements. Details are currently being finalized with Campus + Community Planning staff.



PRESENT:

Richard Watson – Chair
Tor Album
Jane Kang (by Video Conference)

Murray McCutcheon
Carole Jolly
Terry Mullen

Regrets:

Cristina Initchi

STAFF:

Andrew Clements – Interim Co- Executive Director
Wegland Sit - Interim Co- Executive Director
Morgan Chung – Finance Manager
Glenda Ollero – Communications Manager
Shelley Milne – Board Secretary

CALL TO ORDER

The meeting was called to order at 5:30 PM. The Board Chair acknowledged that the meeting was taking place on the traditional, ancestral, unceded territory of the Musqueam people.

Director Mullen introduced a motion to allow Director Kang to attend the meeting by video conference. **Motion:** That the participation of Jane Kang in the February 18, 2020 meeting of the UNA Board by electronic means be permitted on the grounds that such participation is deemed by the Directors to be in the best interests of the UNA and is convenient. **Approved**

1. **AGENDA - Motion:** It was moved that the Board approve the February 18, 2020 meeting Agenda, subject to adding a presentation by Cecelia Wang, resident. **Approved.**

PRESENTATIONS

ELECTORAL AREA A REPORT– Jen McCutcheon, Director for Electoral Area A reported that the next Engagement Session with UEL, UNA and UBC representatives will take place on Wednesday, April 15, 2020 from 6:00 – 8:00 p.m. on the topic of affordable housing and its links to transportation. It was also reported that the UEL has written to the Province respecting the level of policing on UEL lands and suggested that the UNA consider sending a similar letter using the UEL letter as a template.

NOBEL PARK RENOVATION – Kavie Toor, UBC Athletics and Recreation provided an update on this proposed project, including information on the results of public consultation. Mr. Toor discussed concerns respecting parking and provided information on the materials to be used to improve drainage on the field. Mr. Toor asked that the UNA Board endorse that the project team proceed with a Development Permit Application through UBC Campus and Community Planning and proceed with fundraising efforts related to field naming. The Board took the matter under advisement.



WESBROOK PLAN AMENDMENT: ENABLING FACULTY STAFF HOUSING – Michael White, UBC AVP, Campus and Community Planning spoke to the presentation provided to the Board. Discussion ensued on:

- UBC targets for faculty and staff housing
- UBC plans to repurpose existing housing
- A future presentation by Mr. White to the UNA Board on the Vancouver Campus Plan Review and how UNA might participate in that review.

CAMPUS & COMMUNITY PLANNING REPORT– The Board received the Report provided by Celene Fung, Senior Policy Planner, Community Development & Engagement, UBC Campus & Community Planning (C&CP). Ms. Fung encouraged Board members and residents to check out the new C&CP website at <https://planning.ubc.ca>.

CECELIA WANG (on behalf of volunteers assisting community members in self-quarantine due to the COVID-19 virus). Ms. Wang described the efforts of approximately 50 volunteers to assist individuals in self quarantine with tasks such as grocery shopping and transportation. Ms. Wang asked the UNA Board if the UNA would be prepared to contribute financially to the effort. The Board received the request and indicated it would respond in due course.

- 2. MINUTES - Motion:** It was moved that the Board approve the Minutes of the January 21, 2020 Meeting, as circulated subject to deleting “Terry Mullen” in the motion under item 7: “expanding the community garden program” and by deleting the sentence: “it was suggested that Director Mullen attend the next PAC Meeting and report back to the UNA Board” in the paragraph entitled “Strategy for giving UNA residents access to the UBC academic community” under item 7 and substituting: “It was suggested that Director Mullen connect with the President’s Advisory Committee on Campus Enhancement and such other persons he deems appropriate in the UBC academic community and, in due course, report back to the UNA Board.” **Approved**
- 3. Q3 – 2020 INTERIM CO-ED REPORT** – Strategic Plan, Operations and Q3 - 2020 Financial Report – The Board received the Report and asked that the Report be brought back to the next Board meeting for further discussion and that the font size be increased on the Strategic Plan Update document. Directors were asked to prepare questions to promote a more in-depth discussion.
- 4. 2020-2021 DRAFT BUDGET** – Director Album summarized the Budget and UNA’s financial position, noting that the expected deficit of \$530,000 would be covered by a \$500,00 contribution from UBC and a \$30,000 contribution from UNA reserves. Director Album also reported on the public consultation results and the minor revisions made to the draft budget as a result, including reducing the stipend for Directors to reflect that the 7 Directors provided for includes the Board Chair. It was also mentioned that the Board Chair will meet



with one resident who has requested more detail on the Budget. In future the Board would like the public consultation responses to be included in the Board material. The Finance Manager agreed to forward this year's responses to Board members. Discussion followed with respect to the need to update the 5-year financial plan and to include the plan in the Budget presentation to UBC. **Motion:** It was moved that the Board approve the 2020 – 2021 UNA Budget. **Approved**

5. **CHIEF ADMINISTRATIVE OFFICER RECRUITMENT UPDATE** – The Board received an update on the status of the recruitment effort. It was noted that the role has been advertised with a deadline of March 6. The Governance & Human Resources Committee will meet in late March to create a shortlist of candidates to interview in early April. Recommendations will then be made to the Board for further interviews.
6. **BY-LAWS UPDATE** –
 - A. Bylaw Working Group – no update
 - B. UNA Negotiating Committee – Director Mullen reported that the UNA Negotiating Committee is working to set up a meeting with those at UBC responsible for proposed amendments to the Neighbours' Agreement 2015.
 - C. UNA Working Group - AMS – Chris Hakim, President, Alma Mater Society spoke in place of Director Cristina Initchi who was unable to attend the meeting. Mr. Hakim thanked Director Mullen for his work on leading the Bylaw changes. Mr. Hakim presented 4 options for AMS representation on the UNA Board and indicated that the AMS is prepared to continue discussions on all of them. It was acknowledged that there is a fifth “unwritten option” that UNA is also prepared to consider. Director Mullen suggested that the parties continue to negotiate based on the six propositions endorsed by the UNA Board and recognizing the intimate relationship between the AMS and UNA.
7. **2020-21 HAWTHORN and WEBROOK PLACE: Parking Permit Renewal and Pricing** – Interim Co-Executive Director Sit introduced the proposed changes to parking permit renewal and pricing for Hawthorn and Wesbrook Place as outlined in the Submission. Interim Co-Executive Director Sit responded to questions with respect to the costs and the communications strategy. **Motion:** That the Board:
 - a. Approve that the 2019/2020 pricing model as presented be carried forward to the 2020/2021 parking renewal season,
 - b. Approve the following Renewal Schedule for UNA Residential Parking Decals and Visitor Passes for Wesbrook Neighborhood and Hawthorn Neighborhood:

Wesbrook Neighbourhood:

 - i. 2020 – 2021 Wesbrook Residential Parking Decals and Wesbrook Visitor Passes will expire on April 30, 2021.
 - ii. From 2021/2022 parking season and onward, all Wesbrook Residential Parking Decals and Wesbrook Visitor Passes will be valid from May 1 to April 30 and expire on April 30 going forward.



Hawthorn Neighbourhood

- iii. 2020 – 2021 Hawthorn Residential Parking Decals and Hawthorn Visitor Passes will expire on August 31, 2021.
 - iv. From 2021/2022 parking season and onward, all Hawthorn Residential Parking Decals and Hawthorn Visitor Passes will be valid from September 1 to August 31 and expire on August 31 going forward.
- c. Approve the following 2020/2021 UNA Residential Parking Decal and Visitor Pass pricing for Wesbrook Neighborhood and Hawthorn Neighbourhoods
- i. The 2019/2020 pricing model will be carried forward to 2020/2021 parking renewal season for residential parking decals and visitor passes:
 - 1st vehicle - \$11.6 per month + GST
 - 2nd vehicle - \$23.3 per month + GST
 - 3rd vehicle - \$46.7 per month + GST
 - Visitor Pass - \$11.6 per month + 24 % TransLink Parking Tax + GST
 - ii. the length of 2020/2021 UNA Residential Parking Decals and Visitor Passes will be extended to:
 - 13 months in Wesbrook Neighborhood, and
 - 17 months in Hawthorn Neighborhood
 - iii. Wesbrook Neighborhood 2020/2021 Pricing:
 - 1st vehicle - \$11.6 per month x 13 months = \$151.7 + GST
 - 2nd vehicle - \$23.3 per month x 13 months = \$303.3 + GST
 - 3rd vehicle - \$46.7 per month x 13 months = \$606.7 + GST
 - Visitor Pass - \$11.6 per month x 13 months = \$151.7 + 24 % TransLink Parking Tax + GST
 - iv. Hawthorn Neighborhood 2020/2021 Pricing:
 - 1st vehicle - \$11.6 per month x 17 months = \$198.3 + GST
 - 2nd vehicle - \$23.3 per month x 17 months = \$396.7 + GST
 - 3rd vehicle - \$46.7 per month x 17 months = \$793.3 + GST
 - Visitor Pass - \$11.6 per month x 17 months = \$198.3 + 24 % TransLink Parking Tax + GST



8. GOVERNANCE & HUMAN RESOURCES COMMITTEE

- a. **DIRECTOR VACANCY - Motion:** That the Board appoint Tor Album as UNA Treasurer and Chair of the Finance & Audit Committee until such time that the Board appoints an elected Director to the position. **Approved**

- b. **COMMUNITY ENGAGEMENT ADVISORY COMMITTEE** – Director Jolly spoke to the reasoning behind the proposal to defer implementation of this Committee, including the need for the participation of a CAO and the fact that the Committee requires the participation of 2 Directors at a time when one Director has just stepped down. **Motion:** That the Board defer implementation of the Community Engagement Advisory Committee until such time as the Board has a full complement of members and the Chief Administrative Officer has been hired. **Approved**

9. OLD/OTHER BUSINESS –

- a. **INSURANCE UPDATE** - Interim Co-Executive Director Sit advised that he is working with the broker to finalize a binding quote for insurance that will be required if the By-Laws changes are approved and brought into effect. Discussion ensued with respect to the syncing of the quote and the Bylaw amendment process.
- b. **DIRECTOR RESIGNATION** – The Board Chair acknowledged outgoing Director Matthew Delumpa and thanked him for his public service.
- c. **Motion:** That the UNA Board acknowledge at the beginning of each meeting that the meeting is taking place on the traditional, ancestral, unceded territory of the Musqueam people. **Approved**

ADJOURNMENT - The meeting adjourned at approximately 7:35 PM.

The Board moved to Closed Session.

Strategic Direction		Task	Q1 Update (April, May, June.)	Q2 Update (July, August, September.)	Q3 Update (October, November, December)	Q4 Update (January, February, March)	Staff Lead/s	Notes
UNA Governance	Review the bylaws and constitution	Support the Bylaw Review Working Group established by the Board of directors	On going.	Liason Committee met with UBC BOG and continue to work through AMS issue. UBC BOG submission of amended by laws delayed until Feb. 2020.	At the October BOD meeting The UNA Negotiating Committee and UNA Working Group AMS were established. At the November meeting UNA Bylaw Review Working Group 2018-Phase 2 was established. Work is on going		Executive Director	Staff appointments are listed as, "as needed" for the newly formed (October 2019) UNA Negotiating Committee and UNA Working Group. TOR for each committee can be found in the January 2020, UNA BOD meeting minutes
UNA Governance	Review the bylaws and constitution	Support the Board on the bylaws and the Neighbours' Agreement.2015 project with	On going.	On going.	On going		Executive Director	
UNA Governance	Review the bylaws and constitution	Create and implement a community consultation plan for bylaw recommendations.	On going.	On going.	On going		Executive Director/Communications Manager	
UNA Governance	Review the bylaws and constitution	Explore UNA bylaws related to water management, noise, sidewalk snow removal operations, parking operations, smoking in public and park space.	Ongoing	On going. Meeting with UBC in Q2.	On going		Operations Manager	
UNA Governance	Review the Board's and director's roles and responsibilities within the context of the UNA's municipal-like mandate		BOD met with Watson August 13th. On going	To be initiated further by new ED.	To be initiated further by new leadership position.		Executive Director	Led by the Board with staff support as needed.
UNA Governance	Articulate and clarify the relationship between the UNA, UBC and UBC Properties Trust, and explore opportunities to enhance and strengthen the relationship		On going.	On going.	On hold		Executive Director	Led by the Board with staff support as needed.
Financial Sustainability	Determine core service levels and costs to maintain those services and align budget allocation to those benchmarks	Use the Neilson Report as a guideline for implementing business case scenarios to determine an appropriate level of success for all current and future programming at both community centres. Hold program offerings at 2018 levels.	On going.	Programming staff made significant head way in terms of assessment and evaluation of programs developing a Programming Assessment Matrix which scores current and proposed program offerings. Programmers continue to evaluate and determine adjustments accordingly from season to season.	Recreation department continues to evaluate using the tools that were developed early in this fiscal. Q3 involved working with legal to renegotiate 12 instructor contracts to change their designation from employees to contractors.		Recreation Manager	See attached report in September BOD meeting package.
Financial Sustainability	Determine core service levels and costs to maintain those services and align budget allocation to those benchmarks	Use Neilson Report templates to develop benchmarks for evaluating programs.	On going.	On going	Revenue and expenditures maintain consistent with 2018-2019 totals as recommended in the Neilson Report.		Recreation Manager	See attached report in September BOD meeting package.
Financial Sustainability	Determine core service levels and costs to maintain those services and align budget allocation to those benchmarks	Identify programs that have been traditionally underperforming and make necessary adjustments by Fall 2019.	On going. -See attached report in September BOD meeting package. Drop In Yoga Model was eliminated for start of fiscal 2019/2020.	On going	On going		Recreation Manager	
Financial Sustainability	Review the reserves policy in partnership with UBC	With the Finance Manager and UNA Finance Committee, examine the reserves (both long and short term).	On going. - Finance Committee has reviewed the existing reserve policies and balances of the reserves.	On going. Neighbours Agreement changes will ultimately affect management of the reserve policies. On hold until NA is approved.	On hold until NA is approved.		Finance Manager	
Financial Sustainability	Review the reserves policy in partnership with UBC	Review any existing documentation regarding reserves, terms of reference, Neighbours' Agreement, amendments since incorporation.	On going. - Finance Committee has completed an initial review of existing documentation	On hold until NA is approved.	On hold until NA is approved.		Finance Manager	
Financial Sustainability	Review the reserves policy in partnership with UBC	Set timelines for future review and revision of terms of reference and reserve policies.	On going. - further review and revision will be impacted by potential changes in the Neighbours Agreement	On hold until NA is approved.	On hold until NA is approved.		Finance Manager	
Financial Sustainability	Continue to explore financial models with the University Neighbourhoods Liaison Committee		On going.	On going.	On going		Executive Director	Ongoing with UBC Neighbourhoods Liaison Committee
Operational Capacity	Develop a professional development and compensation policy	Implement HR consultant's recommendation on updating job descriptions, creating professional development policy and developing compensation policy based on a market review.	HR Consultant has suggested a Q4 delivery of this project.	On going.	Discussions with Clear HR have landed on pursuing the completion of the compensation review project. Two compensation data surveys were purchased through Boland and Western Compensation and Benefits and are currently being reviewed by Clear HR for delivery in Q4 delivery. Professional development is currently assessed on a case by case basis and will be further reviewed in 2020-2021.		Executive Director	
Operational Capacity	Develop a professional development and compensation policy	Explore management training options and continue to invest and enhance staff training on customer service, IT and first aid.	HR Consultant has suggested a Q4 delivery of this project.	On going.	First Aid Training was led December 7th for all front desk, programmers and fitness centre staff. Updating our patron code of conduct and initiating a 'respect in the work place training' has been identified. Staff will work for a Q4 delivery of this project.		Executive Director	
Operational Capacity	Create and implement metrics to measure service delivery	Connected to community engagement goals, survey residents to gain feedback on satisfaction with services.	On going.	On going.	On going. Connect this task to Community Advisory Committee on Community Engagement once established.		Executive Director	
Operational Capacity	Create and implement metrics to measure service delivery	Improve data gathering and build foundation for improved metrics.	On going	On going.	On going. Connect this task to Community Advisory Committee on Community Engagement once established.		Executive Director	
Operational Capacity	Create and implement metrics to measure service delivery	Analyze overall service delivery and service quality starting with identified landscaping contractors.	On going.	On going	On going		Operations Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Migrate to Microsoft 365.	Done	Done. Developing backend to accept external users in MS Teams collaboration.	On going. Developing a Board document sharing platform. Developing a Strata Chair sharing platform expecting a Q4 delivery.		Operations Manager/Executive Director	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Implement and integrate PerfectMind with the UNA website. Learn and master PerfectMind communications tool and make it as user-friendly and brand-relevant as possible.	Ongoing - PerfectMind is on schedule for a November 18th GO LIVE date.	Perfectmind launch delayed until February 19th, 2020 due to competing priorities and development of new website.	On going. Configuration team has expressed challenges. Decision was made in early Q4 to delay the Go Live date until May 13th, 2020.		Recreation/Operation/Communications Manager	

Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Redesign and upgrade the website.	Contracted web design firm, Kimbo Design, to help with the redesign and upgrade. Started wire-framing, engaging PerfectMind (for their API) and created a list of priorities for the new website.	On going. Moving towards final stages of design phase. Expected to launch in tandem with PerfectMind. Estimated delivery February 2020.	Estimated completion has been pushed to May 2020 to launch in tandem with PerfectMind. Given the additional time, we've added to the original scope of the project by adding a few more features that we wanted to tackle after the launch.		Communications Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Identify and evaluate options for cloud-based accounting solutions offered by Sage.	On going.	On going.	Ongoing		Finance Manager/Operations Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Develop a MS Sharepoint extranet for the UNA Board of Directors.	On going.	On going. Planned implementation in Q3.	On going. Developing a Board document sharing platform. Developing a Strata Chair sharing platform expecting a Q4 delivery.		Operations Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Update internal communication platforms and tools, and develop an MS SharePoint to host an intranet site for staff.	Microsoft Teams and One Drive have been implemented and is being used by staff.	On going and moved to 2020.	Due to the scope of the project, it has moved to a 2020 - 2021 Work Plan.		Operations Manager	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Update enterprise documentation procedures and filing infrastructure.	On going.	On going. Interview with Diligents a board documentation management system.	On going. UNA Board SharePoint and OneNote infrastructure is expecting a Q4 Delivery.		Operations Manager/Executive Director	
Operational Capacity	Develop a robust IT platform that supports internal and external information exchange	Develop a communication platform in MS SharePoint to support strata chairs and facilitate the exchanging of ideas, sharing of contractor information and collaboration between buildings.	On going.	On going, and in preparation for training session for strata chairs and property managers to utilize this system..	On going. Expecting delivery in Q4.		Operations Manager/Executive Director	
Operational Capacity	Align operations and allocation of resources with strategic priorities	Review and enhance departmental budgeting processes.	On going. Recreation department instituted budgetary tools to enhance assessment and evaluation criteria of program offerings in order to assist in the goal of full cost recovery.	Departmental budgets were due at end of september in order to put a draft 2020-2021 budget ready for end of Q3.	Departmental budgets were included in the draft 2020-21 budget and reviewed by the Finance Committee in Q3.		Finance Manager	
Operational Capacity	Align operations and allocation of resources with strategic priorities	Partner with UBC PT to review landscaping around the UNA, categorize and prioritize area in a table format for operation and management purpose.	On going.	On going. Planned meeting in Q3.	On going.		Operations Manager	
Community and Stakeholder Relations	Develop more robust engagement tools to assess community needs	Examine surveys, focus groups and other mechanisms to assess needs, demographics and identify gaps.	Contracted company TWI Surveys to help with creating the community survey. Examined previous surveys to see what information has been helpful to collect in the past.	Narrowed down some of the general topics of the survey that we want to inquire with residents about.	Deferred to Q4.		Communications Manager	
Community and Stakeholder Relations	Create feedback tools for residents and other stakeholders	Develop a feedback form system at the UNA community centres.	Completed: Created a new comment card system at both community centres.	Completed.	Completed in Q3.		Communications Manager	
Community and Stakeholder Relations	Create feedback tools for residents and other stakeholders	Establish processes on how feedback is reviewed/processed.	Completed: Communications tracks, reviews and redirects all comments to appropriate department/staff lead.	Completed.	Completed in Q3.		Communications Manager	
Community and Stakeholder Relations	Create feedback tools for residents and other stakeholders	Work with communications department to review operations department communications toolkit.	Q3 or Q4	Q3 or Q4.	Deferred to Q4.		Communications Manager/ Operations Manager	
Community and Stakeholder Relations	Adapt and implement the Advisory Committee report in phases starting with the Community Engagement Advisory Committee	Work with the Chair of the committee to develop membership criteria and set the committee up.	On hold: New BoD lead to be assigned by BoD. Work to resume once new committee chair is appointed.	January 2020 establishment. Awaiting decision from Board of Directors.	Deferred. Awaiting decision from Board of Directors.		Communications Manager	
Community and Stakeholder Relations	Adapt and implement the Advisory Committee report in phases starting with the Community Engagement Advisory Committee	Once the committee is established, recommend that we develop community engagement core values to help guide our work (similar to IAP2). Resident survey in the fall of 2019 to inform the preliminary work of the committee.	Communications Manager attended an IAP2 Principles and Foundations seminar.	Community Advisory Committee on Community Engagement to be initiated once new BOD of directors is in place. Estimated launch date is Jan 2020.	Deferred. Awaiting decision from Board of Directors.		Communications Manager	
Community and Stakeholder Relations	Explore opportunities to enhance the relationship between the UNA and the UBC academic community.	Attend regular meetings at PACCE (President's Advisory Committee on Campus Enhancement).	On going	Met with PACCE and discussed opportunities to connect Emeriti with the UNA. Topics discussed included Speakers series and Emergency Preparedness.	On going. Pursuing correct contact with PAACE for communication through UNA communication channels.		Executive Director	Led by the UNA Board of Directors. A27F36A28:136A26:136F36A28:136A24:136F36A28:136A23:136F36A28:136A2A2:136

From: Andrew Clements and Wegland Sit, Interim Co-Executive Directors
Re: Q3 – 2020 Interim Co-Ed Report

INTERIM CO-EXECUTIVE DIRECTOR Q3 REPORT

AGM Elections and New Board Members

Much of the later fall months were spent preparing for and delivering our AGM and elections which took place on November 6. Preparation for these events is extensive and began 12 weeks prior to the AGM date. In this process challenges arose in the interpretation of the present bylaws, promoting a revision of a specific bylaw to accommodate the production of our mailing materials. Staff worked diligently to accommodate the correct interpretation and suggested that the Bylaw Working Group address the bylaw in question, to help facilitate the efficiency of running a UNA election. Addressing issues such as these ultimately takes a significant amount of staff time away from strategic work plan items.

On boarding new board members commenced with a board orientation on December 4th. Each manager gave a high-level presentation of their department. Outlining the Finance, Operations, Recreation and Communication departments, along with the staff that help support these operations, was a valuable exercise for new BOD members. More work can be done to develop an onboarding standard for new board members.

Strategic Work Plan Q3

The UNA Negotiating Committee and UNA Work Group AMS were formed in October 2019 and the UNA Bylaw Review Working Group was formed in November 2019 to further continue the task of delivering an amended Neighbours Agreement. Terms of Reference for each committee can be found in the January 2020, UNA Board Meeting minutes. A very significant amount of work was done by staff to gather the necessary insurance information for application to a broker for presentation to market. The present vacancy of Senior Leadership in the UNA has proved challenging for Interim Co- Executive Directors to navigate the complexities of assisting in evolving our governance, while still providing managerial support for their respective departments. A detailed quarterly update is provided in the attached 2019-2021 Strategic Plan Tracking Document.

Room Bookings

On October 1st, 2019, we returned the administrative duty of room bookings to in-house. Since late 2017 the UNA room and fields bookings had been contracted to UBC Athletics and Recreation. Upon returning the system to in-house, staff identified several procedural revisions and clarifications that were needed in order to maximize efficiency. Staff continues to work, in

collaboration with the Board, to help clarify the UNA facility rental policy in order to prepare for the launch of a more user-friendly online booking system in PerfectMind.

FINANCE DEPARTMENT SUMMARY FOR Q3

Budget Process & Finance Capacity

The first draft of the 2020-21 budget was reviewed by the Finance Committee in October 2019. The feedback from committee members and management was used to prepare a revised budget, presented to the Finance Committee in November. After this meeting, management worked with UBC to review the draft budget in conjunction with the 5-year plan and annual projections to review the structural deficit, and to determine the amount of additional funding that could be accessed through the Community Services Grant. UNA Finance prepared the third budget draft to be reviewed by the Finance Committee in January 2020.

A copy of the 2019-2020 Q3 Finance Report is attached to this Submission.

RECREATION DEPARTMENT SUMMARY FOR Q3

Instructor Contract Negotiations

The Recreation Team was involved in several renegotiations with instructors. Working with our legal team, we changed the designation of 12 instructors from employees to contractors and renegotiated their terms. Now, all 48 instructors are in place as contractors with the UNA. In line with elements of our financial sustainability principle of the strategic plan, all instructors must submit an invoice for services rendered. This process simplifies the payroll process for programmers as well as finance and will be vital to the operations of our new administrative system, (PerfectMind) when it goes live later this year.

PerfectMind Operating System

Training, configuration, programming, and troubleshooting continued with PerfectMind. Q3 included weekly touch bases with their support team as well as several hours per week dedicated by the configuration team to working in the back end of the software system. The configuration and implementation of the Perfectmind operating system has been ongoing. The project is vast and requires significant dedication from our configuration team to design and build. After outlining the time requirements needed from the configuration team to build the final phases of the system, plus train our 25-part time front desk staff a decision was made to push back the launch date until May 13th, 2020. This is to ensure that staff's confidence in building and using the system is at a high level at our Go Live date.

Community Events

The UNA successfully hosted a number of community events including Diwali on October 26th (400 people), Pumpkin Carving on October 23rd (60 people), Halloween on October 31st (800 people), and Photos with Santa (100 people). The UNA also facilitated a polling station for our

federal election October 21st at the Old Barn Community Centre. Our volunteers are a vital component of running these events and many of them are youth. Below is a summary of some of the youth volunteer contributions to our community from Q3.

Halloween Haunted House by Youth Leadership: The annual haunted house took on a new creative, youth vision, by becoming a themed escape room. Campus community members got a good scare from youth volunteer, actors – who featured professional make up done by community members.

Mental Health Literacy Training: A community partner, Adams Apples Foundation, offered free mental health literacy training for youth who submitted applications to attend. Youth received an adapted version of the CMHA's Mental Health First Aid curriculum to ensure they know how to support their own mental health, as well as their peers. Those who completed this opportunity will be applying for grants to lead wellbeing projects on campus.

Winter Thunderland – UBC Athletics Event Collaboration: This Winter season youth leadership participants had the chance to work alongside our community partner UBC Athletics, with the mission of engaging campus families. The event featured free skate, crafts, face painting, family games and a women's hockey game. UNA youth volunteers and UNA residents created a dedicated supporter section at this family focused event.

Safe and Connected Community Coordinator

At the end of December, the UNA was pleased to welcome Vicente Regis to the Programming Department. A resident of the Acadia Neighbourhood, he was hired as the Safe and Connected Community Coordinator. This position provides recreational and educational programs to enhance community wellbeing for residents including those who live in UBC student housing, Acadia Park family housing, and in the five neighborhoods of the UNA. This position will develop, coordinate and deliver programming that focusses on three key areas: community safety, inclusion/social connection and community capacity building.

COMMUNICATIONS DEPARTMENT SUMMARY FOR Q3

UNA AGM

The Communications Department led and executed the preparation of reports and created materials, speeches, presentations, printed and mailed AGM information to residents. Some learnings that came out of this year's AGM will be valuable in the coming years, particularly with regards to mailing deadlines that are prescribed by the bylaws but are proving to be challenging to execute given the restrictive timelines.

UNA Election

The Communications Department led and executed the preparation of election materials, coordinated nominees, organized an All-Candidates Meeting and created and mailed ballots to residents.

Website Project Update

The new UNA website project continues to make progress with the integration of PerfectMind. Front page planning has been completed. Mapping of internal pages was completed. Final templates for the internal pages were developed. The website was on track for launch with PerfectMind on February 2020, but post-Q3, was subsequently deferred to May 2020.

Old Barn Historical Display

Communications has been working on a new, updated historical display that is going up in the John Young Room at the Old Barn Community Centre. New permissions for archived photos were obtained. We are working with a graphic designer from the Burnaby Museum to help design the new display. The display is projected to launch in March.

New UNA Card Identity

Along with the launch of PerfectMind, a new UNA Card and Guest Card will be launched. The Communications Department led the creation of these new cards and new brand identity. We are working with the same graphic designer who helped create the brand identity of the Program Guide that was launched last year.

Other Projects As Usual

The Communications Department continued its day-to-day, week-to-week and month-to-months tasks. This includes event promotions, program promotions and creation of online and traditional communications collateral.

OPERATIONS DEPARTMENT SUMMARY FOR Q3

Insurance Application and Internal Process Review

Insurance application required an extensive review and data collection of UNA operations. A formal insurance application was submitted in Q3. As part of the insurance application, the Operations Department initiated an internal process review across all UNA departments. The objectives of this internal process were to minimize UNA's risk exposure, streamline internal business processes, improve organization efficiency and identify administrative time saving opportunities. Collaborating with the Recreation and Finance Department, the group identified a number of projects that could significantly enhance our internal business processes and reduce risk exposure.

PerfectMind

The Operations Department involvement in PerfectMind is largely divided into three areas: Membership data migration; Business process flow design; And hardware design and testing.

The Operations Department has been doing a data study/audit within our existing membership system in preparation for the actual data migration.

Work together with the Communication Department, both teams began a business process mapping study of our community center front desk operations, which included UNA membership Application process and Program Registration process. The goal of this new business process flow design is to enhance our customer service delivery, implement paperless process into our front desk operation.

The Operations Department explored the application of a new customer facing display/hardware. New hardware will significantly improve data quality (e.g. Address accuracy) during new membership intake and reduce time required to spend on a per customer basis.

Wesbrook Childcare Project

Project began in Q3. The new Wesbrook Child Care Centre is being constructed as an addition to the Wesbrook Community Centre. The facility accommodates 49 childcare spaces for infants, toddlers, and preschool age children. The new centre will be managed by the UNA and operated by the YMCA. Occupancy is targeted for summer 2020.

RFP for Towing and Storage Service

An RFP for Towing and Storage Service was issued back in October 2019. The UNA received two applications. The RFP was awarded to Buster Towing, also a towing service provider for the City of Vancouver.

Board Meeting and Documentation Management Solution

The Operations Department has been investigating a management solution for board meeting/document management. This management solution will be able to: Create and manage meeting agendas and supporting documents. Archive meeting minutes and related documents for access by all stakeholders. Manage policies and procedures through the entire lifecycle. The subscription cost of existing software was prohibitively high. The Operations Department is currently developing a Hybrid solution with Microsoft SharePoint and Microsoft OneNote from an existing Office 365 package.

Bean Around the World Contract Renewal

Bean Around the World initial 10 years lease term has ended. Initial negotiation was started in December 2019 and discussion is ongoing.



University Neighbourhoods Association (UNA)		2019-20	%	Year to Date: Qtr 3	
Operating Budget 2019-20 Summary		ADJUSTED		Actual	Prior Year
		BUDGET	YTD Act/Bud		
1	FUNDING SOURCES				
2	Neighbours Levy (Service Levy & GMSL)	4,710,785	68%	3,185,133	2,633,679
3					
4	Contributions to Reserves (Outgoing Funds)				
5	Infrastructure Replacement Fund	(113,059)	68%	(76,443)	(41,665)
6	Capital Replacement Fund	(56,529)	68%	(38,222)	(20,833)
7	Rate Stabilization Fund	-		-	-
8	Contingency Reserve Fund	(47,108)	68%	(31,851)	-
9	UNA/VSB Playing Field Replacement Reserve	(260,000)	17%	(45,000)	(45,000)
10	Community Access Supplemental Reserve	-		-	-
11	Total Contributions to Reserves	(476,696)	40%	(191,516)	(107,498)
12					
13	Transfers from Reserves (Incoming Funds)				
14	Contingency Reserve	80,002	75%	60,002	375,000
15	Total Transfers from Reserves	80,002	75%	60,002	375,000
16	Grants & Other Funding				
17	UBC Community Services Grant	500,000	75%	375,000	-
18	Total Grants & Other Funding	500,000	75%	375,000	-
19	Deductions				
20	Engineering & Operations Services				
21	Water & Sewage	441,631	75%	331,223	296,100
22	Fire Services Fee	1,188,674	75%	891,506	839,088
23	Total Engineering & Operations Services	1,630,305	75%	1,222,729	1,135,188
24	Recreation & Culture Services				
25	Athletics Access Fee	353,309	68%	238,885	130,203
26					
27	General Operation Services				
28	GST (unrecoverable: Neighbours Levy less UBC Costs & Contributions to Res	46,703	69%	32,456	26,991
29					
30	Total Neighbours Levy & Reserves Available	2,783,774	69%	1,934,549	1,608,800
31					
32	REVENUE				
33	Neighbours Levy Received	2,783,774	70%	1,954,137	1,465,635
34	Recreation & Culture				
35	Wesbrook Community Centre	342,426	67%	229,277	242,966
36	Old Barn Community Centre	120,617	75%	90,528	95,999
37	Programming	664,803	80%	534,386	542,147
38	Playing Fields & Park Rentals	93,503	168%	157,201	60,764
40	Total Recreation & Culture	1,221,349	83%	1,011,392	941,876
41	Other Revenue				
42	Parking	147,940	74%	109,616	94,315
43	Miscellaneous	27,143	161%	43,810	29,656
44	Total Other Revenue	175,083	88%	153,426	123,971
45	Grants & Other Funding				
46	External Grants & Miscellaneous	38,312	139%	53,340	49,047
47					
48	TOTAL FUNDING SOURCES & REVENUE	4,218,518	75%	3,172,295	2,580,529



University Neighbourhoods Association (UNA)		2019-20	%	Year to Date: Qtr 3	
Operating Budget 2019-20 Summary		ADJUSTED			
		BUDGET	YTD Act/Bud	Actual	Prior Year
49	EXPENDITURES				
50	Engineering & Operations Services				
51	Parking & Emergency Management	123,000	56%	69,068	68,187
52	Common Area Maintenance Fees				
53	Landscaping	257,744	91%	234,612	246,972
54	Road, Gutter and Sidewalk Maintenance	22,050	52%	11,500	4,263
55	Streetlights	52,332	56%	29,489	31,662
56	UBCPT Management Fees	63,000	95%	60,000	62,961
57	Electricity	102,375	49%	49,974	46,393
58	Other Common Area Maintenance Costs	59,924	62%	37,027	48,006
59	Common Area Maintenance 1	-		- 15,922	-
60	Total Engineering & Operations Services	680,425	70%	475,749	508,444
61	Recreation & Culture Services				
62	Wesbrook Community Centre	314,158	154%	485,030	226,169
63	Old Barn Community Centre	160,072	80%	128,600	121,986
64	Recreation Salaries & Benefits	856,381	79%	678,361	563,129
65	Programming	350,000	100%	350,190	366,855
66	Fields	17,360	63%	10,870	11,485
67	Community Access	118,700	77%	91,935	84,820
68	Community Support	26,600	67%	17,850	25,710
69	Total Recreation & Culture Services	1,843,271	96%	1,762,837	1,400,153
70	General Operation Services				
71	Administration Salaries & Benefits	929,996	73%	674,395	562,760
72	Sustainability	18,500	54%	9,971	14,692
73	General Operating Services	189,500	86%	162,843	137,821
74	Professional Fees	141,000	59%	82,562	220,554
75	Communications	240,000	38%	90,115	99,673
76	Public Engagement	84,000	76%	64,247	64,994
77	Total General Operation Services	1,602,996	68%	1,084,133	1,100,494
78					
79	Contingency (2% on Engineering & Ops and Recreation & Culture Services)	101,171	0%	-	-
80	TOTAL EXPENDITURES	4,227,864	79%	3,322,719	3,009,091
81					
82	BALANCE SURPLUS (OR DEFICIT)	(9,346)		(150,425)	(428,562)



These supplementary notes are provided to assist as background information for the 2019-20 Quarter 3 Financial Statements.

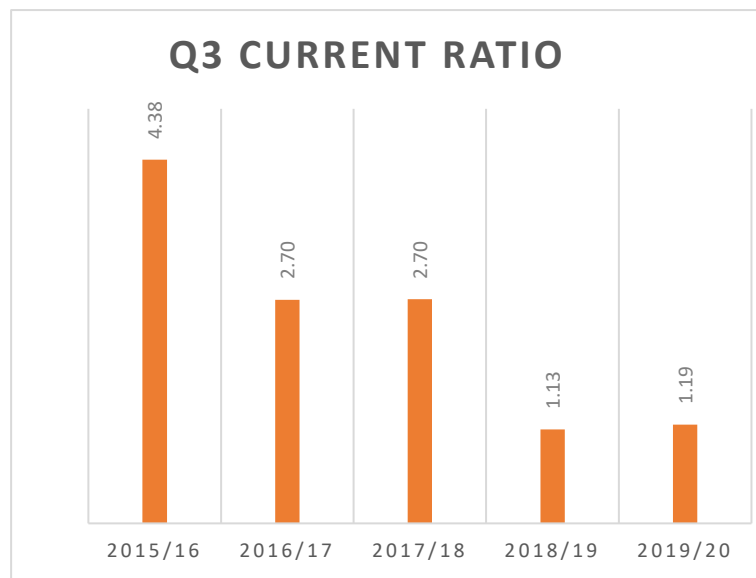
Q3 METRICS:

Liquidity

This ratio measures the extent to which UNA has enough cash to pay bills as they are due. The preferred range is 1.00 and above. At the end of Q3, the UNA's current ratio was 1.19, which is considered a healthy ratio.

The overall year over year current ratio decreases are due to the withdrawal and use of GIC investments to fund operations. As the UNA budgets for a balanced budget, the UNA plans for the exact annual cash needs of the organization. This typically results in limited excess cash on hand at the end of each quarter.

The current ratio was high in 2015/16 due to the surplus in those years. At this point, the Neighbours Levy was significantly higher than the UNA's expenses, leading to a larger amount of cash on hand. In subsequent years, the Neighbours Levy was lower, but the neighbourhood population continued to grow, leading to the year to year declines.





Budget to Actual Expenses

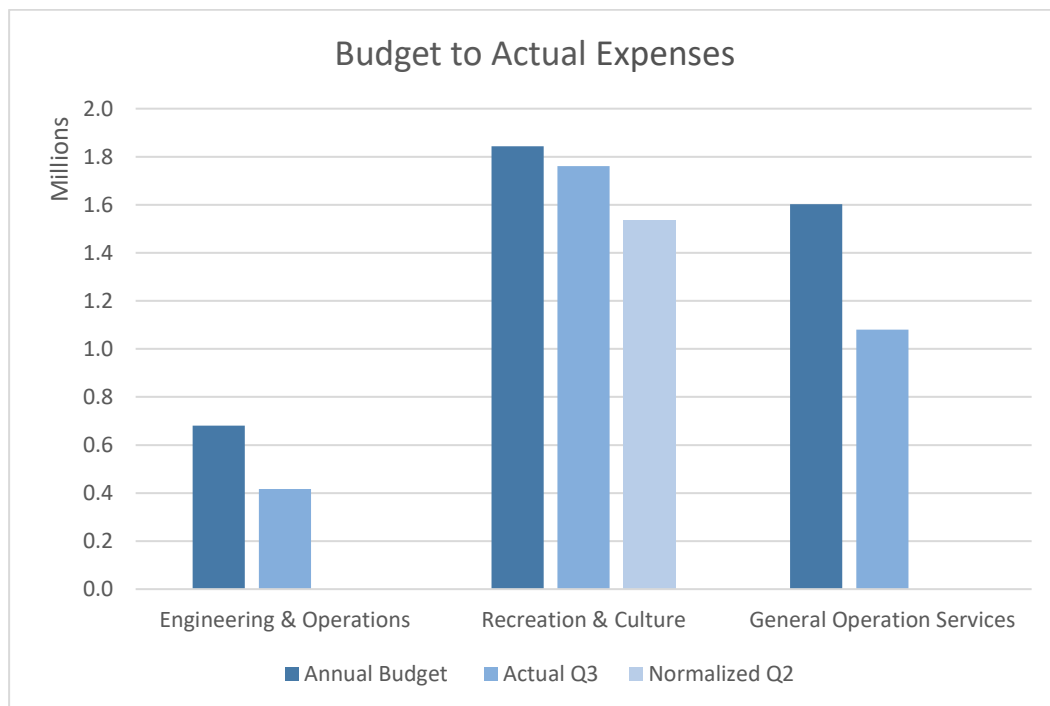
Total Engineering & Operations and General Operating Services expenditures were under budget expectations for Q3, at 70% and 68%, respectively.

Recreation and Culture expenses were 96% of budget in Q3. During Q2, the UNA Finance and Operations underwent a massive effort to create a comprehensive list of assets currently held and owned by the UNA. This allowed UNA to identify assets, including outdated software and equipment no longer owned by the UNA, to be removed from the UNA’s balance sheet, and recalculate amortization for the remaining assets. As a result of the asset clean-up efforts, there was a \$220K impact Wesbrook, and a \$4K impact to Old Barn operating expenses.

These expenses were accounting adjustments with no cash impact, reviewed and approved by the UNA Finance Committee.

The Recreation & Culture expenses are reduced to 83% of budget when normalizing for, or removing, the asset adjustment expense. Similarly, without the adjustment, Wesbrook Community Centre expenses decrease from 154% to 84% of budget. These normalized figures are consistent with Recreation & Culture revenue, at 83% of budget.

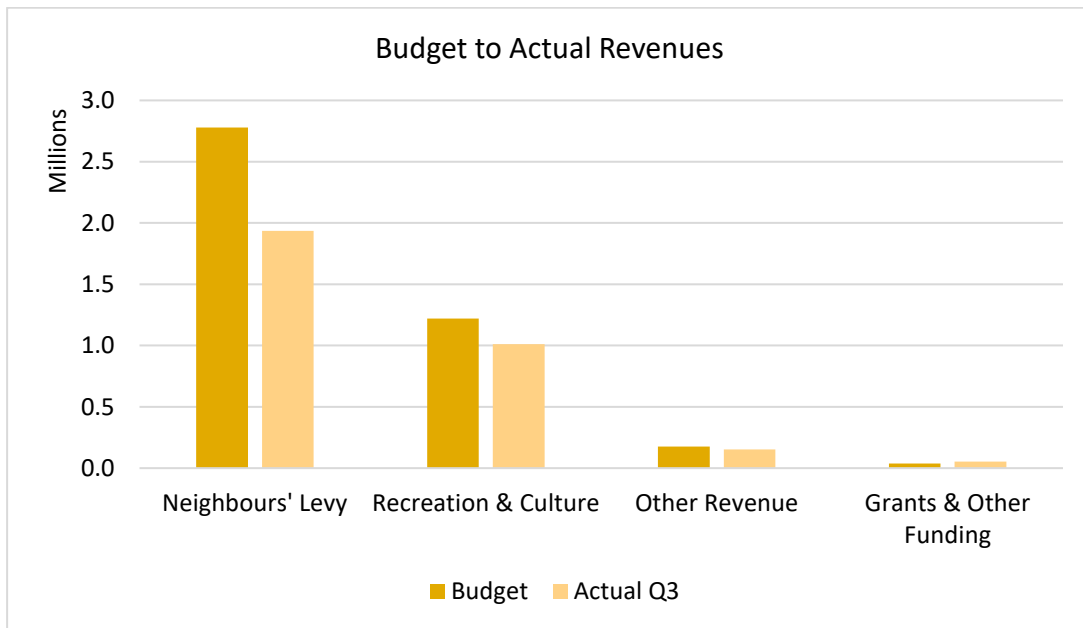
Please see the graph below for the Budget, Actual Q3, and Normalized Q3 comparison.





Budget to Actual Revenues

The overall revenues for Q3 are in line with budget expectations. Community Centre and Programming revenues are in line with the budget, with 83% of expected revenues received.



Overall, UNA's financial health is aligned with the budget for Quarter 3.



Date: March 17th, 2020
From: Andrew Clements – Interim Co-Executive Director and Recreation Manager
Re: Community Centre Rental Policy Recommendations

Background:

At the January 21st, 2020 Board Meeting staff put forth some criteria for consideration by the UNA Board to include as part of our bookings policy for external communication. All items were approved except for the first bullet point which stated, *'Please note, the sale or promotion of goods, services, religious beliefs, or political beliefs is not permitted.'* Staff was advised to remove the first line and that they may want to have a deeper discussion of the issue at a future board meeting.

Decision Requested

That the Board approve the Reservation Eligibility Criteria below for dissemination on our external communication channels.

Discussion

Reservation Eligibility (Proposed at the January 21, 2020 Board Meeting)

Please be advised of the following with respect to the University Neighbourhoods Association's managed Community Centres rentals:

Please note, the sale or promotion of goods, services, religious beliefs, or political beliefs is prohibited without written permission from the Recreation Manager.

Events involving media invitations and/or attendance, will require a special written consent from the Recreation Manager.

The renter may not use the name "Wesbrook Community Centre", "Old Barn Community Centre", or "University Neighbourhoods Association" on any promotional material without special written permission from the Recreation Manager.

The UNA reserves the right to request and evaluate a formal program proposal from any external entity (for-profit or otherwise) wishing to facilitate a class, workshop, program, seminar, lecture, activity, etc., on its premises. Subject to approval, the entity may be required to enter into a programming contract with the UNA, and to deliver any of the aforementioned as a UNA program contractor.

The proposed policy was modeled on the facility rental policies of various other community centres. Please see examples outlined in the Best Practices table below.



A relevant section of the University of British Columbia current Space Rental Policy was included in the table. (Please note that due to some controversial speaker appearances during the fall of 2019, UBC is currently re-examining its space rental guidelines.)

It is important to recognize that UBC is an educational institution with a guiding mandate which seeks to balance [“the resolute and equitable protection of free expression, in balance with other constitutionally protected rights and freedoms”](#), which does not reflect the primary objectives of most not-for-profit community recreation dedicated centres.

As stipulated in the Neilson Strategies Inc. Memorandum presented to the board on October 29, 2018:

“All community centres, as public buildings, give preference when booking space to the programming activities of the departments or agencies that operate the centres. Preference then extends to other local government departments, followed typically by local neighbourhood groups, school groups, non-profit societies and private groups. Several centres make a distinction between groups that are within the host jurisdiction, and those that are based in other communities. Some centres also give preference to youth groups over adult groups. For-profit companies are eligible to rent space in all cases; however, in almost every instance, these firms are assigned a low priority.

This approach to space allocation reflects the nature of community centres, which exist as publicly funded and operated facilities, in place to benefit the community as a whole.”

It is the above considerations coupled with additional factors outlined in the memorandum (i.e. mandate, program conflict, precedent, quality control, and partnerships) that call for enacted policies that enable community centre operations to evaluate rental request against mandate upholding guidelines. Arguably, it is precisely the overall mandate and reputationally dictated considerations which lead most community centres to either fully prohibit events promoting religious or political beliefs or reserve the right to permit them on case-by-case basis, subject to management review and approval.

In summary, the aim of a clearly defined policy is threefold:

1. To unequivocally communicate rental eligibility criteria to the public.
2. To provide guidelines and a clear framework for the UNA Bookings Department to adjudicate incoming requests.
3. To establish a ratified foundation for declining, and/or obtaining further information from potential renters.



Best Practice examples

Coal Harbour Community Centre	Based on availability, anyone can rent rooms for private functions as long as no admission fee is charged and no money is exchanged on site. Please note, the sale or promotion of goods, services, religious beliefs, or political beliefs is prohibited without written permission from the Recreation Supervisor. If you are interested in teaching a class, program, workshop, seminar, or activity, we cannot accommodate this through a room rental; please submit a program proposal to the community centre front desk.
West End Community Centre	Anyone can rent rooms (based on availability) as long as no admission fee is charged. Sale or promotion of goods, services, religious beliefs or political beliefs is prohibited without written permission from the Recreation Supervisor.
Kitsilano Community Centre	Political, religious or spiritual events cannot be hosted within the Centre.
False Creek Community Centre	Solicitation of goods or services, or propagation of political or religious beliefs, is prohibited without written permission from the False Creek Community Association.
Renfrew Park Community Centre	Any member of the community can rent a room based on its availability and as long as they are not charging individuals an admission fee. Religious, political, or commercial requests for rental space should be forwarded to the Community Recreation Supervisor.
University of British Columbia	<p>2. Access to Bookable Space</p> <p>2.1 Balancing Commitments. UBC respects the right to freedom of expression and will not discriminate in a manner prohibited by the British Columbia Human Rights Code. UBC reserves the right to ensure that any use of Bookable Space does not compromise UBC's or the UBC community's activities, as well as the safety and security of persons and facilities.</p> <p>2.2 Guidance and Advice. Any person with questions or concerns regarding the balancing of these interests should contact the Office of the University Counsel for advice and guidance.</p> <p>* Please note that UBC Board of Governors is currently reviewing a report on "UBC Oversight of Non-UBC use of Campus Facilities, further information can be found here: https://bog3.sites.olt.ubc.ca/files/2019/09/1_UBC-Oversight-of-non-UBC-use-of-UBC-Facilities.pdf</p>

CONSTITUTION

1. The name of the Society is the UNIVERSITY NEIGHBOURHOODS ASSOCIATION (the “*Association*”).
2. The purposes of the Association are:
 - (a) To promote a distinctive “university-town” community that will support and enhance The University of British Columbia's (“UBC”) academic mission particularly for the common good of those residents within the Local Areas and Designated Buildings, as defined in the Bylaws;
 - (b) To promote, develop and deliver services, amenities and facilities which better provide for the development of good neighbourhoods within the Local Areas and Designated Buildings, particularly for residents with respect to community health, safety, education, culture, recreation, comfort or convenience;
 - (c) To operate and maintain, or provide for the operation and maintenance, of any properties which may from time to time be designated, leased, licenced or otherwise conveyed to the Association for operation and maintenance as areas serving the general well-being of the residents with regard to community health, safety, education, culture, recreation, comfort or convenience of the residents;
 - (d) To receive funds from UBC, the residents and others, and to use such amounts for the fulfilment of any and all of the purposes set out above in any lawful manner as determined by the board of directors of the Association; and
 - (e) To promote, in the conduct of business and work of the Association, qualities of good neighbours, including civility, fairness, good faith, respect and understanding, all in the context of being a unique part of the UBC community, particularly through work to:
 - (i) establish, advance and perpetuate information management and liaison systems; and
 - (ii) provide timely input with respect to enhancing the quality of life in the public realm of the neighbourhoods,for the ongoing development of a community for living, working and learning in a creative, healthy, safe, enjoyable, and interactive environment.

BYLAWS OF UNIVERSITY NEIGHBOURHOODS ASSOCIATION

1.0 INTERPRETATION

1.1 In these Bylaws, unless the context otherwise requires:

Association means the University Neighbourhoods Association.

Board means the Directors.

Business Day means a day on which the Association's business office is open.

Chair means the Chair of the Association.

Designated Building means a building whose residents are eligible to become members pursuant to agreement between the Association and UBC, made in accordance with the Neighbours' Agreement 2015 or any successor agreement to the Neighbours' Agreement 2015.

Director means a person who is a director of the Association and, for greater certainty, does not include a person elected or appointed as a director until the person's term of office begins.

Faculty and Staff Housing means all institutional accommodation units, townhouses, apartments and housing used exclusively or primarily by faculty and/or staff of UBC.

Land Use Plan means the land use plan for the Point Grey campus of UBC deemed adopted by the Minister of Community and Rural Development in accordance with the *Municipalities Enabling and Validating Act (No. 3)*, Part 10 – 2010, as amended from time to time.

Local Areas means those residential neighbourhood plan areas identified for non-institutional development in Schedule C – Plan Areas, of the Land Use Plan, excluding all Student Housing, but not excluding Faculty and Staff Housing.

Qualified Recipient has the meaning given by the *Societies Act*.

Resident Member means a person who is a member pursuant to Bylaw 2.1(a).

Secretary means the Secretary of the Association.

Societies Act means the *Societies Act* of British Columbia from time to time in force and all amendments to it and any legislation that succeeds the *Societies Act*.

Student Housing means institutional accommodation units, townhouses, apartments and housing used exclusively or primarily by students of UBC or UBC's affiliated theological colleges, including students visiting from other educational institutions.

Treasurer means the Treasurer of the Association.

UBC means The University of British Columbia.

UBC Member means a person who is a member pursuant to Bylaw 2.1(b).

1.2 For the purpose of these Bylaws, a Resident Member who becomes a Director by acclamation is deemed to have been elected.

1.3 Except for terms defined in these Bylaws, the definitions in the *Societies Act* apply to these Bylaws.

1.4 If there is a conflict between a provision of these Bylaws, and the *Societies Act*, the regulations under the *Societies Act*, or any other enactment of British Columbia or Canada, the provision has no effect.

2.0 MEMBERSHIP

2.1 The members of the Association are the following persons:

- (a) persons who become members in accordance with Bylaw 2.3; and
- (b) up to 2 persons appointed from time to time by the President of UBC.

2.2. To be eligible to be a member, a person must

- (a) be at least 18 years of age, and
- (b) except for persons who are members pursuant to Bylaw 2.1(b), reside in a Local Area or Designated Building.

2.3 A person who is eligible to be a member may apply to become a member by application to the Association and becomes a member upon the confirmation of the Association that the person meets the eligibility requirements for membership.

2.4 A person appointed pursuant to Bylaw 2.1(b) becomes a member on receipt by the Association of written notice from UBC of the appointment.

2.5 Every member shall uphold the Constitution and comply with these Bylaws.

2.6 A person ceases to be a member:

- (a) by delivering the person's resignation in writing to the business office of the Association;
- (b) on the person's death;
- (c) on ceasing to be eligible to be a member; or
- (d) in the case of a person who is a member pursuant to Bylaw 2.1(b), on receipt by the Association of written notice from UBC that the person's appointment as a member has terminated or been revoked.

3.0 MEETINGS OF MEMBERS

3.1 Every general meeting shall be held on the day and at the time and place, in accordance with the *Societies Act*, as the Board decides.

3.2 An annual general meeting shall be held in each calendar year not more than 6 months after the fiscal year end of the Association.

3.3 The members may requisition a general meeting by delivering to the Association's registered office a requisition signed by not less than 10% of the members and the Board shall, within 21 days, call a general meeting, to be held within 60 days after the date of the Association's receipt of the requisition, to consider the business stated in the requisition.

3.4 The members may deliver to the Association's business office a notice signed by not less than 1% of the members setting out a matter that the members propose to have considered at an annual general meeting and the Association shall, in accordance with section 81 of the *Societies Act*, include the proposal in the notice of the annual general meeting if the proposal was received by the Association at least 7 days before notice of the annual general meeting is sent.

3.5 The Association shall, not less than 21 days before it holds a general meeting, give notice of the general meeting to the members in accordance with Bylaw 14. A proxy in the form determined by the Board shall accompany the notice.

3.6 The notice of a general meeting shall specify:

- (a) the place, the day and the time of the meeting;
- (b) in the case of special business (as defined in Bylaw 4.1), the nature of that business; and
- (c) the text of any special resolution to be considered at the meeting.

3.7 Every general meeting, other than an annual general meeting, is a special general meeting.

3.8 The accidental omission to give notice of a general meeting to a member, the accidental omission to include a proxy with a notice, or the non-receipt of a notice of a general meeting by any member does not invalidate proceedings at that general meeting.

4.0 PROCEEDINGS AT GENERAL MEETINGS

4.1 Special business is:

- (a) all business at a special general meeting except the adoption of rules of order and procedural motions, and
- (b) all business at an annual general meeting, except,
 - (i) the adoption of rules of order and procedural motions;

- (ii) the consideration of the financial statements;
- (iii) the report of the Directors;
- (iv) the most recent report of the auditor;
- (v) the appointment of the auditor; and
- (vi) the other business that, under these Bylaws, must be transacted at an annual general meeting or business which is introduced in the report of the Directors.

4.2 No business, other than the election of a chair for the meeting and the adjournment or termination of the meeting, shall be conducted at a general meeting at a time when a quorum is not present.

4.3 If at any time during a general meeting there ceases to be a quorum present, business then in progress shall be suspended until there is a quorum present or until the meeting is adjourned or terminated.

4.4 A quorum for a general meeting is 10 members who are present in person or by proxy.

4.5 If within 30 minutes from the time appointed for a general meeting a quorum is not present, the meeting, if convened on the requisition of members, shall be terminated; but in any other case, it shall stand adjourned to the same day in the next week, at the same time and place, and if, at the adjourned meeting, a quorum is not present within 30 minutes from the time appointed for the meeting, the members present constitute a quorum.

4.6 Subject to Bylaw 4.7, the Chair shall preside as chair of a general meeting, unless another person is selected by the Board in advance of the meeting.

4.7 If the person who, pursuant to Bylaw 4.6, is to chair a general meeting is not present within 15 minutes after the time appointed for holding the meeting, any Director present may be appointed by the members present to act as chair. If no Director is present or no Director is willing to act as chair, the members present shall choose a chair.

4.8 The chair of a general meeting may, or, if so directed by the members at the meeting, must, adjourn a general meeting from time to time and from place to place, but no business shall be transacted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.

4.9 When a general meeting is adjourned for 10 days or more, notice of the adjourned meeting shall be given in the manner set out under Bylaw 14.2 except that the Association shall not be required to provide 21 days advance notice of the adjourned meeting.

4.10 Except as provided in Bylaw 4.9, it is not necessary to give notice of an adjournment or of the business to be transacted at an adjourned general meeting.

4.11 A resolution proposed at a general meeting must be seconded and the chair of a general meeting may propose a resolution.

4.12 In case of an equality of votes at a general meeting, the chair shall not have a casting vote in addition to the vote to which the chair may be entitled as a member and the proposed resolution shall not pass.

4.13 A member is entitled to one vote at a general meeting.

4.14 Voting on ordinary resolutions at a general meeting shall be by show of hands. Voting on special resolutions at a general meeting shall be by ballot provided that at any meeting the members may agree by ordinary resolution to vote by a show of hands on a special resolution. Every ballot cast upon a poll and every proxy appointing a proxyholder who casts a ballot upon a poll shall be retained by the Secretary for a period of 3 months after the general meeting and shall be subject to inspection by a member at the business office of the Association during normal business hours.

4.15 A member may appoint by proxy a person to act and vote on behalf of the member at a general meeting.

4.16 A proxy:

- (a) shall be in writing and in the form determined by the Board;
- (b) shall be signed by the member giving it;
- (c) may contain limitations on the exercise of the power conferred by it; and
- (d) is valid only at the general meeting for which it is given and any adjournment of that meeting.

4.17 A proxyholder:

- (a) must be a member; and
- (b) if not a Director, may be the proxyholder for at most 5 other members who have given a general power of proxy.

4.18 The original or a copy of a proxy may be deposited at such place as is specified for that purpose in the notice calling the general meeting at any time prior to the commencement of the meeting, or adjourned general meeting, or with the chair of the meeting, the Secretary, or the senior manager of the Association.

4.19 A vote given in accordance with a proxy is valid notwithstanding the previous death or incapacity of the member giving the proxy.

4.20 A proxy may be revoked only by an instrument in writing:

- (a) executed by the member who gave the proxy; and

- (b) delivered either to the business office of the Association at any time up to and including the last Business Day preceding the day of the general meeting or adjourned general meeting for which the proxy is given, or to the chair of the meeting, the Secretary, or the senior manager of the Association on the day of the meeting, or any adjournment thereof, before any vote in respect of which the proxy is given has taken place.

4.21 Directors may, but are not obliged to, solicit proxies prior to a general meeting.

4.22 Any issue at a general meeting which is not required by these Bylaws or the *Societies Act* to be decided by a special resolution shall be decided by an ordinary resolution.

5.0 ELECTION OF DIRECTORS

5.1 An election of directors shall be held in 2021 and in every third calendar year thereafter.

5.2 For a year in which an election is required, the Board shall:

- (a) at least 14 days before the date set by the Board under Bylaw 5.2(b), publish an advance notice of the election in a community, local or other newspaper, and on the Association website, which notice shall include a call for nominations and the deadlines set by the Board under this Bylaw 5.2;
- (b) set the deadline by which nominations must be received by the Association, which shall be at least 15 days before the date set by the Board under Bylaw 5.2(c);
- (c) set the deadline by which the Association must send ballots to members;
- (d) set the deadline by which completed ballots must be received by the Association, which deadline shall be
 - (i) after the Association's annual general meeting for the year,
 - (ii) before December, and
 - (iii) at least 21 days after the date set by the Board under Bylaw 5.2(c).

5.3 Only Resident Members may be elected as directors. A Resident Member seeking to be elected as a director must be nominated by no fewer than 5 other Resident Members. Nominations must be in writing and delivered to the Association's business office by the deadline for nominations set by the Board under Bylaw 5.2(b).

5.4 The nomination of a member who is prohibited by Bylaw 6.17 from serving an additional term is invalid.

5.5 If, at any time after the close of nominations and on or before the date set by the Board under Bylaw 5.2(d), the number of nominees (excluding persons who have ceased to be

nominees) is equal to or less than the number of directors to be elected, the nominees are acclaimed as Directors.

5.6 If Bylaw 5.5 does not apply and any nominee is a Director seeking to serve an additional term as permitted by Bylaw 6.18, nominees, other than nominees who are such Directors, are acclaimed as directors and an election shall be held in which the only candidates are the Directors seeking to serve an additional term as permitted by Bylaw 6.18.

5.7 For each election – other than an election for which it can be determined in sufficient time that Bylaw 5.5 applies – the Association must send, by the date set by the Board under Bylaw 5.2(c), to every person who is a member at least 7 Business Days before that date:

- (a) the name of each nominee who has not been acclaimed as Director;
- (b) a statement provided by the nominee not exceeding 200 words;
- (c) a ballot; and
- (d) instructions for the completion and return of the ballot, including the date set by the Board under Bylaw 5.2(d).

5.8 Each member eligible to vote in an election is entitled to complete and return one ballot in accordance with the instructions provided by the Association.

5.9 Ballots shall be secure, secret, and in a form that the Board approves.

5.10 The persons eligible to vote in an election are those persons who are members 2 Business Days prior to the date set by the Board under Bylaw 5.2(d). Any person becoming a member in the period

- (a) beginning immediately after the day that is 7 Business Days before the date set by the Board under Bylaw 5.2(c), and
- (b) ending at the end of the second Business Day before the date set by the Board under Bylaw 5.2(d)

shall be provided with the materials referred to in Bylaw 5.7 at the time of becoming a member, unless it has been determined that Bylaw 5.5 applies with respect to the election.

5.11 The Board shall establish all procedures for the conduct of an election that are not provided under these Bylaws.

5.12 The nominees who are elected as Directors are those who receive the larger number of votes until all positions are filled.

5.13 If 2 or more nominees receive the same number of votes and, as a result, their election together with the election of nominees who receive a larger number of votes would result in more elected nominees than positions to be filled, the nominee or nominees to be elected from among the nominees who receive the same number of votes shall be determined by lot using the method described in section 151(a) to (c) of the Local Government Act (as it

read at the time of adoption of these Bylaws), administered by the person responsible for the conduct of the election.

5.14 If the method in Bylaws 5.12 and 5.13 for determining the elected nominees would or may, before the application of this Bylaw, result in more than 3 Directors who reside in a particular Local Area or Designated Building, the following provisions apply:

- (a) each nominee whose election would result in more than 3 Directors who reside in that Local Area or Designated Building is deemed to have received fewer votes than nominees who do not reside in that Local Area or Designated Building;
- (b) in applying (a), nominees shall be assumed to be elected one after the other, in accordance with the number of votes received (starting with the nominee who received the most votes); and
- (c) if the number of nominees, other than nominees with respect to whom (a) applies, is less than the number of positions to be filled, the remaining positions shall be filled by applying Bylaws 5.12 and 5.13 with respect to the remaining nominees.

5.15 For the purposes of Bylaw 5.14 (a), if

- (a) 2 or more nominees who reside in the particular Local Area or Designated Building receive the same number of votes,
- (b) the election of all those nominees would result in more than 3 Directors who reside in the particular Local Area or Designated Building, and
- (c) the election of some but not all of those nominees would not have this consequence,

the nominees with respect to whom Bylaw 5.14 (a) applies shall be determined by lot using the method described in section 151(a) to (c) of the Local Government Act (as it read at the time of adoption of these Bylaws), administered by the person responsible for the conduct of the election.

5.16 Notwithstanding anything to the contrary, in the event that an election cannot take place in accordance with these Bylaws due to circumstances beyond the control of the Association, the Board may make alternative arrangements for the election, with such arrangements to comply as closely as possible to the requirements for elections under these Bylaws.

6.0 DIRECTORS

6.1 The Directors must manage, or supervise the management of, the activities and internal affairs of the Association and may exercise all the powers and do all the acts and things that the Association may exercise and do, and which are not by these Bylaws or by statute or otherwise lawfully directed or required to be exercised or done by the Association in a general meeting, but subject, nevertheless, to:

- (a) all laws affecting the Association,

- (b) in recognition of its unique relationship with UBC, and the necessity to support and enhance UBC's academic mission, compliance with all agreements made between UBC and the Association; and
- (c) these Bylaws.

6.2 Subject to Bylaw 6.3, the number of directors is 6.

6.3 The Board may increase the number of directors to 7. Once it has set the number of directors at 7 it may not lower the number.

6.4 No person may become a Director if the person is not qualified pursuant to the *Societies Act* to be a director of a society. If a person is not qualified, the election or appointment of the person is void.

6.5 If, at any time, a Director ceases to be qualified pursuant to the *Societies Act* to be a director of a society, he or she ceases to be a Director.

6.6 A person elected as a Director holds office for a term that

- (a) commences at the start of the first Board meeting after the date set by the Board under Bylaw 5.2(d) for the election, and
- (b) ends at the start of the first Board meeting after the date set by the Board under Bylaw 5.2(d) for the next election of directors.

6.7 The Board may, from time to time, appoint a Resident Member as a Director to fill a vacancy. The term of office of a Resident Member so appointed commences on the day specified by the Board and ends at the start of the first Board meeting after the date set by the Board under Bylaw 5.2(d) for the next election of directors.

6.8 The members may, by special resolution, remove a Director from office and may elect a successor at the general meeting at which the Director is removed to complete the term of the Director.

6.9 Each Director shall uphold and comply with the Constitution and Bylaws.

6.10 Each Director, when exercising the powers and performing the functions of a Director, shall:

- (a) act honestly and in good faith with a view to the best interests of the Association; and
- (b) exercise the care, diligence and skill that a reasonably prudent individual would exercise in comparable circumstances.

6.11 A stipend shall be paid each year, within 5 Business Days after November 30 of the year, to each person who was a Director at any time in the period beginning December 1 of the preceding year and ending November 30 of the year. The stipend is payable for service during that period.

6.12 The annual amount of the stipend for 2020 is \$6,195 for service as a director other than the Chair and \$9,406 for service as the Chair. The annual amount of the stipend for each subsequent year shall be determined by multiplying the annual amount of the stipend for the preceding year by the ratio of the Consumer Price Index for that preceding year to the Consumer Price Index for the year that is two years preceding. For this purpose, the Consumer Price Index for a year is the annual average all-items Consumer Price Index for the year for British Columbia, not seasonally adjusted, as determined by Statistics Canada.

6.13 The amount of the stipend payable to a person for service as a director other than the Chair for the period in a calendar year for which the stipend is payable shall be determined by prorating the annual amount of the stipend for the year by the ratio of the number of days in the period that the person served as a director other than the Chair to 365. The amount of the stipend payable to a person for service as the Chair shall be determined in a similar manner.

6.14 A Director shall be reimbursed for all expenses reasonably incurred by the Director while engaged in the affairs of the Association.

6.15 For any matter that is, or is to be, the subject of consideration by the Board, if that matter could result in the creation of a duty or interest that materially conflicts with a Director's duty or interest as a Director, directly or indirectly, that Director shall fully disclose the interest to the Board, abstain from voting on the matter, leave the meeting when the matter is being discussed or voted on, and refrain from any action intended to influence the discussion or vote.

6.16 A Director shall account to the Association for any profit made as a consequence of the Association entering into or performing any contract or transaction, unless:

- (a) the Director complies with Bylaw 6.15; or
- (b) the contract or transaction was reasonable and fair to the Association at the time it was entered into, and after full disclosure of the nature and extent of the interest in the contract or transaction it is approved by special resolution of the members.

6.17 Except as permitted by Bylaw 6.18, a member may not serve more than 2 consecutive terms as a Director.

6.18 If, before giving effect to this Bylaw, there are fewer nominees for an election of directors than positions to be filled, a member who would otherwise be prohibited by Bylaw 6.17 from serving another term may serve another term. For greater certainty, this Bylaw may apply more than once to a Director.

6.19 A partial term as a director served by a member who has been appointed to fill a vacancy (other than a member appointed after 2020 and within 6 months after the end of an election of directors) shall not be counted as a term for the purposes of Bylaw 6.17.

6.20 A Director may resign in accordance with the *Societies Act*.

7.0 PROCEEDINGS OF DIRECTORS

7.1 The Directors shall meet not less than 6 times per calendar year. The Chair shall determine the dates, times and locations of Board meetings.

7.2 The Directors shall be given reasonable notice of the date, time and location of each Board meeting. For this purpose, “Director” includes any person whose term of office as a director will commence at the beginning of the meeting.

7.3 The date, time and location of each Board meeting shall be publicized. Members and other residents of the Local Areas and Designated Buildings are entitled to attend all Board meetings which are not closed or *in camera*.

7.4 Subject to these Bylaws, the Directors may establish the procedure for Board meetings, and may adjourn meetings.

7.5 The quorum to transact business at a Board meeting is a majority of the Directors at the time of the meeting.

7.6 Except as otherwise provided in this Bylaw, the Chair shall chair all meetings of the Board. If the Chair is not present within 30 minutes after the time for the start of the meeting, if the Chair has indicated an intended absence from the meeting, or if there is no Chair, the Directors present shall choose a Director who is present to chair the meeting. If the Directors elect a Chair at a Board meeting, the Chair shall thereupon commence to chair the meeting.

7.7 Questions arising at a Board meeting shall be decided by a majority of votes on a show of hands. In case of an equality of votes, the chair of the meeting shall have a second vote.

7.8 The chair of a Board meeting may move or propose a resolution.

7.9 The Directors may approve a resolution without meeting if they consent unanimously, excluding abstentions, in writing.

7.10 A Director, with the consent of the Chair, may at any time convene a meeting of the Board.

7.11 The Board may delegate any, but not all, of its powers provided that it continues to supervise the management and affairs of the Association. In making any such delegation the Board shall establish terms of reference which shall include that any committee, delegate, or delegates to which powers are delegated shall regularly report to the Board.

8.0 UBC OBSERVERS

8.1 Subject to Bylaws 8.2 and 8.3, the UBC Members may attend all Board meetings.

8.2 The Board may, by resolution, exclude the UBC Members from attending the portion of a closed or *in camera* meeting that involves consideration of a matter for which it can reasonably be concluded that UBC may be adverse in interest to the Association, but only if the UBC Members are

- (a) informed in advance that they may be excluded,
- (b) given sufficient information of a general nature to ascertain the rationale for their potential exclusion, and
- (c) given the opportunity to provide any additional information that may be relevant to the Board's decision.

8.3 Unless permitted by the meeting chair, the UBC Members may not be present for the discussion of a motion to exclude them.

8.4 If UBC Members are not permitted to be present for the discussion of a motion to exclude them and the motion is adopted, the meeting chair shall inform the UBC Members of the decision and give them a brief summary of the reasons for their exclusion.

8.5 The UBC Members may participate in discussions at a Board meeting, except as otherwise decided by the meeting chair, acting reasonably.

8.6 Subject to Bylaw 8.7, the Association shall provide the UBC Members with reasonable notice of all Board meetings and with all documents prepared for Board meetings.

8.7 Bylaw 8.6 does not apply with respect to documents relating to any matter for which the Chair (or a delegate of the Chair), reasonably believes that UBC will be adverse in interest to the Association and anticipates that a Board resolution excluding the UBC Members will be adopted. If the Board does not exclude the UBC Members from attending when the matter is considered, they shall be given the documents relating to the matter.

8.8 One UBC Member shall be permitted to attend and participate in meetings of the Association's committee that has responsibility for the formulation of the Association's annual budget. Except as otherwise directed by the Board, the UBC Member is permitted to share all budget-related information and Association financial reports with UBC employees and the Board of Governors of UBC, but only for the purposes of enabling UBC to exercise its rights and comply with its obligations under any agreement between the Association and UBC.

9.0 OFFICERS

9.1 The officers of the Association consist of a Chair, Secretary, Treasurer and such other officers as the Directors elect from time to time from among themselves. An officer holds his or her office until the earlier of the election of a successor or the time at which the officer ceases to be a Director.

9.2 The Chair shall undertake such activities in connection with the affairs of the Association as determined by the Board.

9.3 The Secretary shall, either directly or by delegation:

- (a) issue notices of meetings of the Association and Board,
- (b) keep minutes of all meetings of the Association and Board,

- (c) have custody of all records and documents of the Association,
- (d) have custody of the common seal of the Association, and
- (e) maintain the register of members.

9.4 The Treasurer shall, either directly or by delegation, oversee the financial affairs of the Association.

10.0 MANAGEMENT

10.1 The Board may appoint a senior manager of the Association in accordance with section 61 of the *Societies Act*, and such other employees and persons as may be required to manage the business, financial and other affairs of the Association under the direction of the Board.

11.0 SEAL

11.1 The Board may provide a common seal for the Association and may destroy a seal and substitute a new seal in its place.

11.2 The common seal shall be affixed only when authorized by a Board resolution and then only in the presence of the persons prescribed in the resolution or if no persons are prescribed, in the presence of the Chair and the Secretary.

12.0 RECORDS AND FINANCES

12.1 In order to carry out the purposes of the Association the Board may, on behalf of and in the name of the Association, raise or borrow and secure the payment or repayment of money in the manner it decides, and, in particular but without limiting the foregoing, by the issue of debentures.

12.2 No debenture shall be issued without the sanction of a special resolution of the members.

12.3 The members may by special resolution restrict the borrowing powers of the Board, but a restriction imposed expires at the next annual general meeting.

12.4 The Association shall keep proper accounting records in respect of all financial and other transactions, including the following:

- (a) each receipt or disbursement of the Association;
- (b) every asset and liability of the Association; and
- (c) every other transaction affecting the financial position of the Association.

12.5 The records of the Association that must be available for inspection by the members under the *Societies Act* may be inspected by the members at the business office of the Association.

13.0 AUDITOR

13.1 The Association shall have an auditor, who shall prepare an annual report to the members on the financial statements that are to be placed before the Association at each annual general meeting. The auditor shall state in the report whether, in the auditor's opinion, the financial statements present fairly the financial position of the Association and the results of its operations for the period under review and, shall identify expenditures or commitments which appear to be inconsistent with the purposes of the Association or significant changes from prior annual reports. If the opinion contained in the report of the auditor is qualified, the auditor shall state the reasons in the report.

13.2 At each annual general meeting the Association shall appoint an auditor to hold office until the next annual general meeting.

13.3 An auditor may be removed by ordinary resolution.

13.4 An auditor shall be promptly informed in writing of appointment or removal.

13.5 No Director, employee or member of the Association may be auditor.

13.6 The auditor may attend general meetings.

14.0 NOTICES TO MEMBERS

14.1 Unless otherwise specified in these Bylaws, a notice may be given either personally, by mail, or by email to the members at their addresses as noted in the records of the Association or, in the case of notice of a general meeting, in accordance with Bylaw 14.2.

14.2 Provided the Association has more than 250 members, notice of a general meeting may be given by:

- (a) emailing it to the email address of every member who has provided an email address to the Association; and
- (b) posting it to the Association website throughout the period commencing at least 21 days before the meeting and ending when the meeting is held.

14.3 A notice sent by mail shall be deemed to have been given on the second day following that on which the notice is posted, and in proving that notice has been given it is sufficient to prove that the notice was properly addressed and put in a Canadian post office receptacle.

14.4 Notice of a general meeting shall be given to:

- (a) every person who is a member on the day the notice is given; and
- (b) the auditor.

15.0 BYLAWS

15.1 A member is entitled to receive, without charge, one copy of the current Constitution and Bylaws of the Association.

15.2 These Bylaws shall not be altered or added to except by special resolution.

15.3 Notwithstanding anything to the contrary, Bylaws 6.1(b), 16.2, and this Bylaw, shall not be altered or added to except by special resolution where at least one UBC Member is present and no UBC Member opposes the resolution.

16.0 DISSOLUTION OF ASSOCIATION

16.1 In the event the Local Areas become part of the City of Vancouver or another municipality or become governed by a similar type of local government, the Directors shall put the question of the dissolution of the Association to the members at a special general meeting called for that purpose.

16.2 If the members authorize dissolution of the Association, or if the Association enters into liquidation proceedings pursuant to the *Societies Act*, the assets remaining after all liabilities have been paid or adequate provision for payment of the liabilities has been made, shall be distributed to the Qualified Recipient that replaces the Association as the provider of municipal-like services. If there is no such Qualified Recipient, then the remaining assets shall be distributed to the Qualified Recipient or Qualified Recipients specified in an ordinary resolution of the members or, if passing an ordinary resolution is not feasible, specified in a Board resolution.

17.0 TRANSITION

17.1 This Bylaw 17 applies notwithstanding any other provision in these Bylaws.

17.2 In this Bylaw 17,

AMS means the Alma Mater Society of the University of British Columbia Vancouver.

Application means the bylaw alteration application in respect of the alterations to the Association's Bylaws authorized by special resolution passed at the first special general meeting held in 2020.

17.3 A person who is a member of the Association immediately before the filing of the Application:

- (a) if appointed a member by the President of the AMS, ceases to be a member on the filing of the Application;
- (b) if appointed a member by the President of UBC, is deemed to have been appointed pursuant to Bylaw 2.1(b); and
- (c) otherwise, is deemed to have become a member in accordance with Bylaw 2.3.

17.4 A person who, immediately before the filing of the Application, is a Director because of appointment by the President of the AMS or the President of UBC ceases to be a Director on the filing of the Application and is not entitled to a stipend for any period in which the person was a Director.

17.5 The stipend payable in December 2020 to each Director and former Director shall be for the period beginning November 7, 2019 and ending November 30, 2020.

17.6 For greater certainty, the term of office of all persons who, immediately after the filing of the Application, continue to be Directors ends at the start of the first Board meeting after the date set by the Board under Bylaw 5.2(d) for the election of directors in 2021.

MEMORANDUM OF AGREEMENT

WHEREAS:

A. The University Neighbourhoods Association (“UNA”) and the Alma Mater Society (“AMS”) wish to enter into a contractual relationship that will facilitate and enhance their ability to work together on matters of mutual interest.

B. To further the development of that relationship the UNA will provide the AMS with access to the UNA Board and UNA Board committees in accordance with this Memorandum of Agreement.

C. In return the AMS will participate in this relationship with the UNA on the terms and subject to the conditions in this Memorandum of Agreement.

NOW THEREFORE THIS MEMORANDUM OF AGREEMENT WITNESSES that in consideration of the premises and provisions herein the parties agree as follows:

1. The AMS has the right, from time to time and for such term as the AMS determines, to appoint a student to attend open meetings of the UNA Board as a non-voting observer. The student has the right to:

- propose motions for inclusion in the agenda for any open Board meeting, such motions to be moved by the chair of the meeting,
- provide material to be included in support of the motions, such material to be included in the agenda package for the meeting, and
- speak to, and debate, such motions.

2. The AMS has the right to appoint a student to participate in any open session of a committee created by the UNA Board. The student has the right to vote on any matter put to a vote by the committee in an open session, with the exception of the Finance Committee, in meetings of which the student has no vote.

3. An open session of a committee means the portion of a meeting of the committee that would not be required or permitted to be closed to the public if section 90 of the Community Charter were applicable, *mutatis mutandis*, to meetings of UNA Board committees.

4. The AMS may appoint a different student to each position referred to in section 1 or 2 or may appoint the same student to more than one position, provided that the AMS will endeavour to minimize student turnover on a particular committee.

5. A student appointed by the AMS pursuant to section 1 or 2 has the rights given by the section only while the student is enrolled in a program of studies at UBC.

6. A student appointed by the AMS pursuant to this Memorandum of Agreement shall:

- sign such confidentiality agreement as the UNA shall reasonably require provided that, if the student commits a material breach of the agreement, he or she shall cease to be an appointee pursuant to this Memorandum of Agreement,
- be considered to represent the AMS without any duty to act in the best interests of UNA members, and
- abide by the UNA's procedural rules.

7. The AMS has the right to present a report at each UNA Board meeting in the same manner as the Director of Electoral Area A, UBC Properties Trust, and Campus + Community

Planning.

8. The AMS has the right to convene, at mutually convenient times, meetings of AMS representatives with the UNA Board, such meetings to be held twice a year or, in extraordinary circumstances, more frequently.

9. The UNA shall, at the request of the AMS, use its best efforts to secure for the AMS the right to participate in UNA-UBC Executive Quarterly Meetings.

10. The UNA shall, at the request of the AMS, use its best efforts to secure for the AMS an observer position on the UBC Neighbourhoods Liaison Committee and on any successor to the Committee.

11. The UNA and AMS shall, at the request of either party, engage in further discussions intended to enhance or redefine the relationship between the parties.

12. This Memorandum of Agreement takes effect on the later of the dates on which it is executed by each party.

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

ALMA MATER SOCIETY

per: _____
Richard Watson, Chair

per: _____

Executed on: _____

Executed on: _____



Date: March 17th, 2020
From: Wegland Sit – Interim Co-Executive Director and Operations Manager
Re: UNA Community Privacy Policy

Background:

UNA Policy 01-4 currently governs the UNA's position on the protection and use of personal information. As this policy has not been updated since June 2007, the language included is now inadequate given recently revised legislation provincially and federally.

This policy is not robust enough to provide a solid platform that can support any kind of information sharing agreement with external organizations. It presents an operational impasse, and it is a significant hurdle that prevents the UNA from providing more streamlined services to the residents (e.g. Application for Indirect Access to ICBC Information - Issuing and online renewal of the UNA on street parking permit).

This update will set a robust privacy policy to ensure the accuracy, confidentiality and security of personal information. This Community Privacy Policy describes the principles we apply when protecting Community Member personal information in our custody or control. This update also includes a step by step response plan during a privacy breach situation.

This update will also lay the foundational work to align our privacy policy with external organizations like ICBC. It plays a key role in modernizing the UNA online services going forward.

Decision Requested

That the Board approve the **UNA Community Privacy Policy as set out in Appendix A and appoint Wegland Sit as UNA Privacy Officer.**



APPENDIX A
UNIVERSITY NEIGHBOURHOODS ASSOCIATION
COMMUNITY PRIVACY POLICY

STATEMENT OF POLICY

At the University Neighbourhoods Association (“UNA” or “we”), we recognize the importance of privacy in relation to personal information we receive from our members, employees, volunteers, UNA access card holders, and residents of our neighbourhood (“Community Member(s)"). We attempt to ensure the accuracy, confidentiality and security of such information. This Community Privacy Policy describes the principles we apply when protecting Community Member personal information in our custody or control.

In British Columbia, the *BC Personal Information Protection Act* (“PIPA”) regulates the way in which private sector organizations collect, keep, use, secure and disclose personal information. The UNA is governed by PIPA.

DEFINITIONS

“**Personal Information**” means information about an identifiable individual and includes employee or volunteer personal information, subject to applicable exceptions. Under the PIPA, personal information does not include business contact information or work product information.

“**Collection**” – the act of gathering, acquiring, or obtaining personal information from any source, by any means.

“**Consent**” – involves voluntary agreement with what is being done or proposed. Consent may be express or implied.

“**Express consent**” signifies that an individual, knowing what personal information is being collected and for what purposes, willingly agrees to the information being collected, used and disclosed as notified. It may be given in writing or verbally.

“**Implied consent**” exists when an individual is “deemed” to consent to collection, use or disclosure of personal information if the individual voluntarily provides it for a purpose that would, at the time, be considered obvious to a reasonable person.

ACCOUNTABILITY

The UNA is responsible for the privacy of personal information in its custody or under its control



in compliance with the applicable privacy legislation.

The UNA has appointed Wegland Sit as its Privacy Officer with responsibility for implementing the UNA's privacy program and ensuring compliance with applicable privacy legislation.

Members of the UNA community (including UNA employees and volunteers) are responsible for day-to-day compliance with our Community Privacy Policy. Employees who do not comply with this Community Privacy Policy may be subject to discipline, up to and including termination.

CONSENT

The UNA collects, uses and discloses personal information only with knowledge and consent from affected individuals, except where otherwise required or permitted by PIPA or other applicable laws.

Consent may be implied in some situations. The UNA endeavours to obtain express consent for the collection, use and sharing of confidential and sensitive information. The UNA reserves the right to disclose information where required or permitted by law.

Consent may be withdrawn at any time, on reasonable notice, subject to legal or contractual restrictions.

IDENTIFYING PURPOSES

The UNA collects and uses information for purposes that are reasonable and necessary for its operations as a not-for-profit society that provides residents of the University of British Columbia's residential neighbourhoods with services. For example, we may collect personal information for the following reasons:

- To verify your identity and your residency;
- To develop and manage services to meet the needs of Community Members;
- To hire, manage, and compensate employees, volunteers and contractors;
- To meet regulatory requirements as required by law;
- To establish and maintain a business relationship with you and provide ongoing service.
- To issue and renew of the UNA on street parking permit and visitor parking pass.

The UNA will always endeavor to communicate the purposes for which personal information is collected at or before the time the information is collected, unless otherwise permitted or required by PIPA or other applicable laws.



COLLECTION, USE, & DISCLOSURE

The UNA limits collection of personal information to what is necessary for the purposes for which it is collected. The UNA collects personal information by fair and lawful methods.

Personal information will only be used or disclosed for the purpose for which it was collected, except with the individual's consent or as required or permitted by PIPA or other applicable laws.

RETENTION AND DESTRUCTION

Personal information will be retained only as long as necessary for the purposes for which it was collected, or as required or permitted by law. PIPA requires that any personal information that is used by the UNA for the making of a decision that directly affects an individual is to be retained by the UNA for at least one year after being used.

Any personal information that is no longer required for either administrative, financial, legal or historical purposes shall be securely destroyed in a confidential manner.

SAFEGUARDS

The UNA protects personal information by ensuring security safeguards appropriate to the sensitivity of the information are in place, including through the use of the following measures:

- Physical (i.e. locked filing cabinets, restricted access, appropriate security measures when disposing of personal information);
- Organizational (i.e. security clearances, access only on a "need to know" basis); and
- Technological (i.e. passwords, firewalls, data disconnection from the internet, and regular backups) and training of employees and volunteers.

The UNA stores personal information in Canada. However, from time to time the UNA may utilize service providers based in other countries which may result in the storage or routing of personal information outside of Canada. For example, the UNA newsletter is distributed using a provider known as Mailchimp based in the United States.

ACCURACY AND CORRECTION

The UNA will make reasonable efforts to ensure that personal information is as accurate, complete and current as required for the purposes for which it was collected. In some cases, the UNA relies on individuals to ensure that certain information, such as an individual's home telephone number, is current, complete, and accurate.



From time to time, the UNA may contact the individual to ensure that the information collected is or remains accurate and up-to-date.

If an individual believes that any of their information being held by the UNA is inaccurate, that individual is encouraged to contact our Privacy Officer who will promptly investigate any request for change of personal information, determine if it is appropriate to make any change and respond accordingly.

RIGHT OF ACCESS

The UNA is open about the policies and procedures it uses to protect personal information. Any inquiries may be made to our Privacy Officer.

Upon written request, the UNA will within a reasonable time period, tell the individual what personal information it has, for what purposes it is being used, and to whom it has been disclosed if applicable and within the time period for which records are available.

Individuals have the right to challenge the accuracy and completeness of their information and have it amended if it is inaccurate, incomplete or out-of-date.

- In certain circumstances, the UNA may refuse to disclose personal information, including:
 - where required by law, certain personal information may not be disclosed;
 - where the information contains personal information about another individual;
 - where the information is of such a nature that its disclosure could reasonably be expected to prejudice the mental or physical health of the individual;
 - where the information was gathered in the course of a formal dispute resolution process; and
 - where the information is subject to solicitor-client or litigation privilege.

PRIVACY BREACHES

- Employees must immediately report actual or suspected privacy breach incidents in accordance with this Policy. If there is any question about whether a privacy breach has occurred or may occur, employees are directed to consult with UNA's Privacy officer.
- All employees are expected to provide their full cooperation with any investigation or response to a privacy breach incident.



- Employees are directed to respond to privacy breaches as follows:

Step One – Duty to Report

Upon discovering or learning of a privacy breach, all employees shall:

- immediately report the privacy breach to their manager/supervisor or UNA's Privacy Officer;
- take immediate action, where possible, to ascertain the extent of the privacy breach and to contain or stop the breach, such as by:
 - isolating or suspending the activity that led to the breach;
 - taking steps to recover personal information, records or equipment; and
 - determining the extent of the breach, including identification of what records or personal information was involved.
- preserve any information or evidence related to the breach for investigative purposes.

Upon discovering or being notified of an actual or suspected privacy breach, the manager/supervisor shall promptly notify UNA's Privacy Officer, and work with the Privacy Officer to contain, investigate and respond to the breach.

Step Two – Assessment

Upon being notified of a privacy breach, the Privacy Officer shall:

- assess what additional steps are required to contain the breach, and implement such steps as necessary;
- identify the type and sensitivity of the personal information involved in the breach, and any steps that have been taken or can be taken to minimize the harm arising from the breach;
- identify the individuals affected by the breach, or whose personal information may have been involved in the breach;
- estimate the number of affected individuals; and
- make assessments of the types of harm that may flow from the privacy breach.

The Privacy Officer shall be responsible for conducting a detailed investigation into the causes of the privacy breach and other contributing factors. The investigation shall include but not be limited to:

- assessing all information reported to the Privacy Officer;
- engage in fact-finding to assess the causes of the privacy breach;
- considering other exacerbating factors that may have contributed to the breach or the



- harm flowing from the breach; and
- considering the foreseeable harm arising from the breach, including but not limited to:
 - the sensitivity of the personal information involved in the privacy breach;
 - the risk of harm to affected individuals, including identity theft, and emotional and mental harm, humiliation and stigma;
 - risk to public safety;
 - loss of trust in the UNA; and
 - financial and legal exposure.

Step Three – Notification

The Privacy Officer shall make a recommendation to Chief Administrative Officer (CAO) regarding whether notification of the privacy breach should be made to affected individuals or the Office of the Information and Privacy Commissioner of British Columbia (“OIPC”). The considerations shall include, but not be limited to:

- whether notification will help to avoid or mitigate harm to affected individuals or the UNA;
- provincial, federal or other legal requirements to notify (i.e. contractual or statutory obligations);
- potential risk of identity theft or fraud flowing from the breach;
- any risk to safety or physical harm arising from the privacy breach (e.g. stalking, harassment);
- any stigma flowing from the breach for affected individuals, including risk to reputation, hurt feelings or humiliation;
- any risk of loss to business or employment opportunities for affected individuals;
- loss of confidence or trust in the UNA; and
- any guidance documents issued by the OIPC concerning notification.

The determination about whether to provide notification of the privacy breach shall be made promptly following the breach, and notification shall be undertaken as soon as reasonably possible. If any law enforcement agencies are involved in the privacy breach incident, then notification will be undertaken in consultation with such agencies.

Where feasible, direct notification (phone, email, letter or in person) is preferable, but indirect notification (i.e. public announcement or media release) may be considered in appropriate circumstances depending upon the scope of the breach, the number of affected individuals, cost, effectiveness of notification methods and other relevant factors.



Step 4 – Prevention

The Privacy Officer shall report to Chief Administrative Officer (CAO) on the outcome of the investigation, and make recommendations concerning what steps can or should be taken to prevent similar privacy breaches from occurring in the future. The UNA shall take appropriate action to prevent privacy breaches.

COMPLIANCE AND CONTACT INFORMATION

- Requests for access to information, issues or complaints about the UNA's compliance with this Policy regarding the handling of personal information, and questions or comments about this Policy may be addressed to the UNA's Privacy Officer:

Attention: Wegland Sit , Privacy Officer

Email: Wegland.Sit@myuna.ca

Tel: (604) 822-3263

#202-5923 Berton Avenue

Vancouver, BC

V6S0B3

This Privacy Policy may be updated from time to time.