

# **RLPA Fall Business Meeting**

**November 4<sup>th</sup>, 2010 1:00pm**

## **Agenda**

1. Welcome & Call To Order
2. Attendance
3. Agenda  
No additions. Agenda approved.
4. Approval of Minutes from March 11<sup>th</sup> 2010  
Approved-Sylvia C , Randy F
5. Business from Minutes  
None
6. Reports
  1. President's Report  
The Association is in good shape, the LEAD conference was excellent but we'll need to discuss liability issues with conference. At LEAD, U of C won the case study, U of L won the citizenship award, Best of the West Award to U of A for Harnessing a Returner Community  
Partnership with OACUHO may be growing-looking for their attendance at the next Annual General Meeting (AGM)  
Relationship with NWAUCHO continues to be strong  
President's report will be sent out separately
  2. Treasurer's Report  
Budget distributed to attendees  
Many receivables to still to come in-payments for LEAD, dues  
Proposing to change membership invoices being due to July, not looking to double up anyone with their budget cycle but will allow us to assess membership heading into LEAD (different rates charged for different sized institutions), if anyone has problem with that due to budget cycle contact Rob to be billed later. Might be a problem with people being on holidays over the summer, might have to chase a few schools due to this. The goal is to have things paid up before busiest bill time.  
Invoices for this meeting and for membership provided  
Looking to bring consolidated budget to AGM, revenue streams included along with expenses, looking to balance revenue and expenses to zero,

looking to have more in bank to handle bills-don't want to delay payments to Goldeye, etc.

LEAD is paying for general liability (a prorated amount). LEAD will get double hit this year with insurance but they made money so should be ok

3. Communication Coordinator's Report

RLPA website has been redesigned, looks the same but works differently, front page calendar has been added, will be moving to online registration soon, online discussion forum to augment the listserv which should be up before holidays

Hallways newsletter distributed. Different from past-no institution updates. Updates will move to website with Hallways focusing on major events and links to the website. All free at this point. To add or adjust listserv membership please contact Craig.

4. LEAD Report

Problem with getting names and genders in on time for placement. Friday started a bit late but students started activities on their own. Raising fee didn't impact attendance.

Another \$650 coming out for insurance costs.

Want to get names of new committee members at this meeting so they can all meet at the AGM.

Recommend using Goldeye in the future. If interested in being on committee contact Mark C.

We are booked at Goldeye for three more years.

This year some schools had liability issues with licenses needed to transport to site. Something to consider as getting to Goldeye is getting more difficult legally and more costly. Bus companies have more trouble getting to Nordegg as they may have time issues with drivers. This year there was a bus that took people from Edmonton. A more central location might be tough to find. Have seen increase in attendance despite location.

MRU had challenges with getting students to conference-liability issues related to requiring class 4 licenses for staff. Any other schools with concerns along these lines? GMU-ended up getting bus for students.

What was expense? Possibly around \$1100 split between all schools using it. How many on bus? 24 between three schools.

Dates set so groups can start working on getting buses for next year well in advance.

What other schools need class 4 licenses? Some places view students as staff which allows them to drive.

GMU-ran into some issues. Have to fill out Alberta transportation logbooks depending on what they're using. Steve-MRU-have to be careful when students are driving, can be in a tough spot if something happens liability-wise. Looking to ensure professional staff are driving not student staff.

5. NWACUHO Report

NWACUHO membership fees due by Dec. 31 if you want to attend conference. Annual conference is in Vancouver, BC this year. First Canadian site since Calgary in 2007. It's being held at the Four Seasons downtown. \$145 per night. Everything is on the NWAUCHO website. Tash to follow up with email.

Program proposals due by Dec. 10. Awards and nominations-all due by Dec. 17. More info will be sent to listserv. Don't have to be a member to attend although the rate's a bit higher for non-members. Conference dates are Feb. 13-15 2011.

Steve is incoming president (MRU). Looking to have this membership connect more with NWACUHO as it's the only international organization within ACUHO-I. Connection with US schools has been a very good one. Mount Royal is willing to host in 2014 when it comes around to Alberta but open to others if they would like to. CHOs especially are encouraged to attend. Seeing a lot of middle level professionals but not as many upper level attendees.

Tash-thanks for the support of her in this role and it's been a great experience. Looking forward to working with new representative.

6. Upcoming Conferences

NWACUHO

ASSC May 10-13, Medicine Hat

Dima-encourage to go to NWACUHO-helping ACUHO-I get more international

Western Directors meeting at SFU after NWACUHO-first ever meeting.

Feb. 16-17, can hit both in one trip, looking to have first meeting go well-Steve has contact info-Jan,Flagel (SFU). Also offers listserv for directors even if not attending.

Clint (AB rep for NASPA region) national conference March 12-16 in Philadelphia, website up

Call for programs-ACCC June 5-7, in Edmonton (Clint) –will be sent out to listserv

College virtual roundtable-ACUHO-I sponsored, see website

CACUSS-at Ryerson in June

ACUHO-I in New Orleans in July

7. Elections

Two positions to elect. Conference chair elect, NWACUHO rep

Conf chair position:

Call for nominations: Ryan Cameron-second Craig (U of A), Brianna McElroy-second Steve (U of L). Craig motioned, Brett seconded to close nominations. Both nominations accepted, speeches delivered.

Election result: Brianna McElroy elected as conference chair elect

NWACUHO Representative: background info from Tim. Confusion with NWACUHO as to why we vote for nominee as others associations don't.

Winning vote is backed by RLPA but not in yet. They have to apply but will get letter of support from RLPA. Others can also apply without RLPA backing. Nominees from non-member institutions can run but must become a member.

Call for nominations: Judy Eyben-Glenice nominated and Steve (U of L) seconded, Brett Philips-Clint nominated and Ryan (U of A) seconded. Close nominations-Curran motioned, Bri (U of A) seconded. Both nominations accepted and speeches delivered. Election results: Judy Eyben

## 8. New Business

### 1. Awards

Dima-RLPA gives out two major awards given as well as asks for inductees into student leadership society. New Professional and Josie Lamothe Award for outstanding service-usually given at AGM. We did get nominations for New Professional Award so it will be given out now. Jim Fowler from GMU was recipient of award. Clint read nomination that he wrote.

Awards are critical for association-we need to recognize our own. Please get names for awards for the AGM. Please get names in for the Student leadership society as well. Certificates for society members will be sent out after AGM.

## 9. Discussion

1. U of S-increasing numbers of students not showing up in Sept-are other schools seeing this? July 31 as deadline to get refund. Will refund if they aren't accepted. These are students who are accepted and are walking away from deposits. GMU-fair number of no-shows. Started calling students in summer to see if they're coming or if they have questions, has reduced numbers of no shows. Some loans came in late or students got late admission to programs. Year to year on this. Started tracking number of cancellations and why. Financial reasons are biggest reasons. Found cheaper housing typically biggest reason.  
What about international students? Good relation with international office so if they don't get visa they'll reimburse. U of S had around 28 no shows. Can't fill because it's too late. U of L-increased deposits to try and get people to commit. Online check in system for students. Can check who hasn't gone online and can follow up with them. CNC-have to pay earlier, and set time to move in. If not done by Aug. 1 they call. LAK-won't accept students into housing unless they are accepted to school.
2. Handling students if visas not approved-are they getting refunds? GMU, RDC do refund. Many schools do if they have fewer international students. Larger numbers at U of S. UAA-might have delay so we transfer their application to the next term. Will refund \$150. U of S mostly seeing grad students not showing up. Some require documentation about

visa before responding to students. UAA-get info from prospective student office. GMU-seeing some students canceling if visa declined and credit card not valid anymore so asking for direct refund (scam) -policy around this now. Are you getting info on why visa denied? Not getting this. Dima-students need to show they have enough money to live for one year. Formula used by government isn't enough to cover housing. May still not be able to pay for housing based on numbers.

3. Processes to debrief after critical incidents.

MRU-just went through process-working closely with counseling, bringing them directly into residence to help students. CNC-emergency services makes house calls. U of A-suicide debrief with everyone to see what went right, what needs improvement, what we communicate to staff, role of director. Including everyone from residence and dean of students.

University critical response team-two levels of debrief, one in department and one with university. Department feeds their debrief info to university committee.

U of L-sometimes CAs prefer group counseling. More casual setting. U of A doesn't have after hours counseling, willing to pay for counseling as needed. Managing info going out to student staff critical.

Clint-is there value of having people talk to others with scripted questions, journaling, reflection with others or by themselves. Might get more info this way as long as upfront with who is going to access info. Rob-counselors available when needed for group or individual work. Will come in after hours. Depends on actual situation. Will wander around residence and get feel for how community is functioning.

Bri (U of A)-everyone has own processing time, might need more time to process and be ready to talk so follow up may be needed long term. Alë (U of C)-don't forget about housekeeping staff-brought up in regards to attempted suicide.

Struggle with communication in terms of who gets called and when. Who is involved in decisions around student returning to residence. Dima-importance of reporting to only one person. Chris-follow up not always debriefed-how things are handled afterwards (cleaning out rooms, etc). Ian-people were too 'ok' following incident-perhaps emotions packed away for awhile afterwards. Rob-debriefing right afterwards is very important. If not done then it can lead to significant problems. Combination between short and long term follow up critical. Importance of checking in with colleagues at other schools for support.

Craig-trouble with aftermath? Who's involved and who has say and how we debrief through that. Two kinds of debrief-support for staff and also gloves off (what happened and why) and this may have to hurt some feelings. Pulling in everyone who was connected to the incident no matter what role they had. Dima-have to be honest and establish ground rules-not searching for blame. Chris-written, other forms of debrief so all can get feedback in. Rob-class in critical incident debriefing-longer term

debrief, make sure you identify first responders and what they did, sensitivity to how people reacted as they might be dealing with new thoughts on what they did.

4. Dima-proposed rent increases. U of A-0.8 increase CPI. Restructuring meal plan so still figuring out that rate. Have had high increases last few years. U of S-dorm 3.5 apts 4.5-5. Clint-5 increase-maybe less. Might be differential for returners. LAK 3-4. U of L dorms 4, apts 4-5, U of C 1-4. RDC less than 4.
5. Bedbugs-U of A-chemical treatments-sniffer dogs to locate bugs. Building new halls-fully furnishing all rooms no outside furniture and mattresses will be allowed. Clint-uses the dog-brings it in at end of summer to sweep building. Getting good rate. Looking into heat treatment. Haven't used it yet.  
Mark C-have used heat treatment-12 apts. Looking at building own heat area for students to bring items to. Student given directions to follow. No compensation. Over 100 cases so far. Non compliance leads to charges, further disciplinary charges (evictions). Effective but only until new bugs introduced. Good relationship with company. Rates are pretty low. In service for staff. Eviction for not reporting. Training staff member to become an exterminator-all pests. Large costs so far. Education as critical issue. Translated info into different languages. Some students may be used to them so inform them. Searching block of nine around effected units. Treating every week. Started seeing issues in 2007. University of Florida has a lot of good information.  
RDC-cost to bring in dog to search 830 rooms around \$7000. Treat 9 room block costs \$1500-\$2000. U of S-can dog operate in a room that's been infested before even if it's been treated? Might not be as effective in repeat cases. LAK-can't bring in own furniture. Craig-look to educate as to what signs to look for, educating student staff about symptoms.
6. Housekeeping charges-U of A-anything that happens which results in staff not being able to get their work done then it's a charge. Community charges-Clint-timeline for getting charges out to students? As year goes on they find out charges which are split accordingly and notices goes out. Ongoing charges? Yes within reason per incident. Who applies charges-admin staff but student staff get the charges to admin. Rob-has to be reasonable in terms of mess expectations. Expectation might not be reasonable in relation to what other schools are doing. What's normal and what's abnormal? What is the perspective of the custodial staff vs. what works in a hall setting? Lister as higher than normal. Clint-working with housekeepers-Unico has been very good contractor. Incentive programs for communities that are doing well-clean inspections lead to prizes. Reward positive behavior as opposed to quickly going to charges. Ryan-standard/expectation of housekeeping and maintenance e.g. picking up

recycling. Rob-who pays for HK budget? There res services pays for all HK. Charges decided upon by res services-they get all bills and they decide what to charge. Try to ramp down frustration with staff by deciding what to charge. There isn't an extra charge to do any specific task-based on time. If you know where they're being charged back in terms of payroll that could be seen as budget recovery and not cleaning costs. U of S-cleaning is cleaning, if extreme get it viewed by managers and then charge goes out. Same as U of L. LAK-golden garbage can award. HK judges and awards the prize

7. Qualities of student leaders. Ryan asks what the group sees as critical quality in a student leader. Empathy, open mindedness, potential, initiative, resourcefulness, persistent, sensibility, practicality, loyalty, citizenship-including civility.
10. Location of Spring AGM  
GMU in Edmonton
11. Adjournment  
Motion to adjourn from Ian and seconded by Clint. Adjourned at 4:02pm.