



BYLAWS

of the Woodsworth College Students' Association

BYLAWS OF THE WOODSWORTH COLLEGE STUDENTS' ASSOCIATION

Current as of April 29, 2021

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Base Membership Fee

- I. The Association shall collect from its Members \$7.50 in the University's Fall, Winter, and Summer academic sessions.

Orientation Week

- II. The Association shall partner with the administration of the college for the purpose of administering an annual Orientation Week for its First-Year Student Members in the week leading up to the first undergraduate lecture per the University's Arts and Science Calendar, wherein:
 - a) Provisions are made so that any First--Year Student who has not participated may participate;
 - b) A hierarchy of appointed Orientation Executives and Leaders is established to keep order and encourage social interaction;
 - c) An atmosphere of camaraderie and collegiality is established;
 - d) Events or activities of a social, cultural, or educational nature occur at least once every day of the Orientation Week; and
 - e) The events and administration of Orientation Week are reasonably equivalent or superior to comparable initiatives of other colleges.

The Gala

- III. The Association shall be responsible for holding an annual gala in the Winter academic session, wherein:
 - a) Provisions are made so that not less than 200 people may participate and so that priority of participation is granted to Members and their invitees;
 - b) The gala is reasonably equivalent or superior to comparable initiatives of other colleges.

The President

- IV. The President shall be a signing authority for contractual purposes as Chief Executive Officer for the Association, and shall be tasked with:
 - a) Acting as the Association's official representative and spokesperson;
 - b) Presenting a President's Address at the Annual General Meeting;
 - c) Calling meetings of the Executive Committee and Board of Directors;
 - d) Chairing Executive Committee, Elections and Referenda Committee, Policy Review Committee, and Orientation Management Committee meetings;
 - e) Performing the duties of the Speaker of the Board unless the Board of Directors appoints an independent individual;
 - f) Steering the trajectory of the association while consulting with the executive committee and the board of directors;
 - g) Consulting with the Vice President of Internal Affairs regarding the administration of Co-Curricular Record recognition for Board members and Association affiliates;
 - h) Working in coordination with the College administration to ensure that graduation photo services are provided to the membership;
 - i) Serving as the main liaison with other University of Toronto Councils and University wide groups; and

- j)** Representing the Association on St. George Round Table (SGRT) Council.

The Vice President of Internal Affairs

- V.** The Vice-President of Internal Affairs shall be a signing authority for contractual purposes as Chief Operating Officer for the Association, and shall be tasked with:
 - a)** Immediately assuming the President's duties, including but not limited to those outlined in the Articles of Constitution and Bylaws of the Association, in case of the President's absence or removal from office;
 - b)** Acting as the deputy to the President in the Board of Directors, the Executive Committee, and in public affairs;
 - c)** Administrating office services offered to students by the Association;
 - d)** Conducting all business related to hiring and managing human resources within the Association, subject to Board of Directors review;
 - e)** Administering all processes related to the bringing on of honorary directors, specifically establishing an appropriate procedure for vetting their merits to sit on the board;
 - f)** Developing policies and procedures for the effective day--to--day functioning of the Association;
 - g)** Chairing Hiring Committee, and Offices and Student Spaces Committee meetings;
 - h)** Overseeing the administration of the free menstrual products initiative;
 - i)** Overseeing the administration of Co-Curricular Record recognition for all Board members and Board affiliates in consultation with the President;
 - j)** Working with the Vice President of Financial Affairs to administer the Association tax clinic as needed;
 - k)** Taking on any crucial board responsibilities in the event that the director or executive position typically responsible is vacant;
 - l)** Ensuring that responsibilities are appropriately distributed within and among portfolios, and also ensuring that unattended crucial responsibilities in vacant positions are distributed among portfolios as needed; and
 - m)** Assuming the duties of a standing committee Chair in the case of a chair's absence, incapacitation, or removal from office with the exclusion of the executive review committee which will be chaired by a director in the case that the standing chair is unable to fulfil their responsibilities.

The Vice President of Financial Affairs

- VI.** The Vice-President of Financial Affairs shall be a signing authority for contractual purposes as Chief Financial Officer for the Association, and shall be tasked with:
 - a)** Developing and recommending an operating budget to the Association;
 - b)** Making recommendations to the Board of Directors regarding insurance and indemnification policies;
 - c)** Preparing regular financial reports and audited statements;
 - d)** Presenting the financial status of the Association at the Annual General Meeting;
 - e)** Ensuring that financial procedures are enforced;

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- f)** Ensuring that an accurate, clear and up to date record of the association's financial dealings is maintained throughout their term and archived for easy access at the end of it;
- g)** Chairing the ad-hoc Finance committee when deemed necessary;
- h)** Overseeing the planning and operation of the Association Tax Clinic in consultation with the Vice President of Internal Affairs;
- i)** Ensuring that the association maintains relevant insurance coverage;
- j)** Mitigating and resolving financial conflicts regarding payments and debts owed by or to the association; and
- k)** Overseeing the long-term health of the Association's assets and investments, including ensuring that a viable plan is in place for future Boards of Directors to purchase sensible Capital Assets.

Vice President of Public Relations

- VII.** The Vice-President of Public Relations shall be tasked with:
- a)** Creating and carrying out a recruitment strategy for the Association;
 - b)** Overseeing the print and online presence of the Association;
 - c)** Ensuring that all represented constituencies identified in the Articles of Constitution are made aware of all elections, referenda, general meetings, events, athletics, and any other major Association initiatives;
 - d)** Designing and ordering new association merchandise to be sold to the student body;
 - e)** Designing, ordering and distributing annual board sweaters; and
 - f)** Chairing the Public Relations ad-hoc committee, if deemed necessary.

Vice President of External Affairs

- VIII.** The Vice-President of External Affairs shall be tasked with:
- a)** Liaising with and attending meetings of, external organizations as deemed necessary by the association;
 - b)** Managing the association's affiliate organizations;
 - c)** Overseeing the distribution of the annual Individual Initiative Grant in accordance with the proceedings of the external committee and the objectives of the association;
 - d)** Ensuring that the association's seats on the Saint George Roundtable, the Saint George Sustainability Roundtable, Provostial Undergraduate Student Advisory Group and any other relevant external organizations the association has a seat on are filled, in the event that the member assigned to that role is unable to fulfil their responsibilities;
 - e)** Chairing the Standing Publication Review Committee; and
 - f)** Chairing the Standing External Committee.

Vice President of Social Affairs

- IX.** The Vice-President of Social Affairs shall be tasked with:
- a)** Overseeing the planning and implementation of regular social activities and events organized by the Association;

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- b)** Overseeing Orientation Week and recommending the appointment of the Orientation Executives and Leaders, and if applicable, Orientation Coordinators;
- c)** Overseeing the Annual Awards Gala, recommending the appointment of the Gala Executives and Gala Coordinators if applicable; and
- d)** Chairing the Social ad-hoc committee, if deemed necessary.

Vice President of Athletic Affairs

- X.** The Vice-President of Athletic Affairs shall be tasked with:
 - a)** Overseeing teams in intramural competitions and other athletic activities;
 - b)** Maintaining and expanding the student athletics community at the college;
 - c)** Organizing events relevant to the Athletics portfolio; and
 - d)** Chairing the Standing Athletics Committee.

Associate Director of Financial Affairs

- XI.** The Associate Director of Financial Affairs shall be tasked with:
 - a)** Aiding in the financial operations and audit process conducted by the Vice-President of Financial Affairs;
 - b)** Sitting as a member of the Finance Committee;
 - c)** Working with the Vice President of Financial Affairs to support the planning and implementation of the Association Tax Clinic; and
 - d)** Aiding in the compilation of the budget.

Associate Director of Social Affairs

- XII.** The Associate Director of Social Affairs shall be tasked with:
 - a)** Aiding with the planning and implementation of regular social activities and events organized by the Vice-President of Social Affairs;
 - b)** Aiding in the planning of Gala and the appointments of the Gala Executives; and
 - c)** Aiding in the planning of Orientation Week and the appointments of the Orientation Executives and Leaders; and
 - d)** Standing as a member of the Social ad-hoc Committee.

Associate Director of Athletic Affairs

- XIII.** The Associate Director of Athletic Affairs shall be tasked with:
 - a)** Aiding in the oversight of all teams in intramural competitions and other athletic activities;
 - b)** Aiding in the maintenance and expansion of the student athletics community at the college;
 - c)** Aiding in the organization of events relevant to the Athletics portfolio; and
 - d)** Standing as a member of the Athletics Committee with the Vice-President of Athletic Affairs.

Associate Director of Public Relations

- XIV.** The Associate Directors of Public Relations shall be tasked with:

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- a) Aiding in the creation and execution of a recruitment strategy for the Association;
- b) Aiding in overseeing the print and online presence of the Association;
- c) Aiding in ensuring that all represented constituencies identified in the Articles of Constitution are made aware of all elections, referenda, general meetings, events, athletics, and any other major Association initiatives;
- d) Aiding in the designing and ordering new association merchandise to be sold to the student body;
- e) Aiding in the designing, ordering and distributing annual board sweaters as needed; and
- f) Standing as a member of the Public Relations ad-hoc Committee.

Associate Director of External Affairs

XV. The Associate Director of External Affairs shall be tasked with:

- a) Aiding in the continuous communication and meetings with external organizations, as deemed necessary by the Vice President of External Affairs;
- b) Working with the Vice President of External Affairs to oversee the continued operations of Woodsworth recognized and affiliated clubs;
- c) Aiding in the distribution of the Individuals initiative grant;
- d) Working with the Vice President of External affairs to ensure that seats on external organizations that the association holds are filled when normal members are absent;
- e) Working with the Vice President of External Affairs and other board members to bring new partnerships and sponsorships to further association objectives; and
- f) Standing as a member of the External Committee with the Vice-President of External Affairs.

89 Chestnut Residence Director

XVI. The 89 Chestnut Residence Director shall be tasked with:

- a) Representing the interests of Woodsworth students residing in the Chestnut Residence; and
- b) Organizing events and/or programs to get Chestnut Residence students involved with the association.

Woodsworth College Residence Director

XVII. The Woodsworth College Residence Director shall be tasked with:

- a) Representing the interests of Woodsworth students residing in the Woodsworth College Residence;
- b) Organizing events and/or programs to get Woodsworth Residence students involved with the association; and
- c) Attending scheduled meetings with the Woodsworth Residence Council (WRC), at the invitation of the WRC president, to facilitate cooperation and communication between the WRC and the association on all relevant policies, programs and events.

Part Time Students' Director

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- XVIII.** The Part Time Students' Director shall be tasked with:
- a)** Representing the interests of part-time students at Woodsworth College; and
 - b)** Organizing events and initiatives for part-time students in collaboration with the Association of Part-Time Undergraduate Students (APUS).

Mature Students' Director(s)

- XIX.** The Mature Students' Directors shall be tasked with:
- a)** Representing the interests of mature students at Woodsworth College;
 - b)** Organizing workshops throughout the year and overseeing the Mature Students' Certificate Program, in addition to any other initiatives that may be deemed appropriate; and
 - c)** Chairing the Mature Students' ad-hoc committee, if deemed necessary.

Academic Bridging Director

- XX.** The Academic Bridging Director shall be tasked with:
- a)** Representing the interests of Academic Bridging students at Woodsworth College;
 - b)** Organizing events and initiatives for Academic Bridging students; and
 - c)** Chairing the Academic Bridging ad-hoc committee, if deemed necessary.

Community Outreach & Sustainability Director

- XXI.** The Community Outreach & Sustainability Director shall be tasked with:
- a)** Providing opportunities for members of the association to exercise their stewardship of the University as well as the community at large through charity, good will, and solidarity;
 - b)** Chairing the ad hoc Community Outreach and Sustainability committee when deemed necessary;
 - c)** Representing the association on the Saint George Sustainability Roundtable; and
 - d)** Representing the association in events, initiatives and programs pertaining to topics such as, but not limited to, food security and sustainability, public transit and environmental sustainability.

Mental Health Director

- XXII.** The Mental Health Director shall be tasked with:
- a)** Collaborating with the Vice-President of Internal Affairs to host at least one training session on mental wellness for the Board of Directors;
 - b)** Hosting a "WCSA Wellness Week" each semester prior to the exam period;
 - c)** Maintaining contact with on-campus health and counselling services on; and
 - d)** Recommending and organizing policies, programs, services and informational resources to support the health and well-being of Woodsworth College students.

International Students' Director

- XXIII.** The International Students' Director shall be tasked with:

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- a) Advocating for the needs of, and executing events and programs to support international students at Woodsworth College; and
- b) Maintaining contact with on-campus International Student Community organizations – such as the Centre for International Experience (CIE) – to disseminate information regarding relevant events, resources and initiatives on campus.

Equity Commissioners

XXIV. The Equity Commissioners shall be tasked with:

- a) Collaborating with the Vice President of Internal Affairs to host at least one Equity training for the Board of Directors;
- b) Recommending and executing policies, programs and initiatives to build inclusivity and celebrate diversity within Woodsworth College;
- c) Working with other on-campus and student organizations to address equity issues;
- d) Monitoring all meetings of the executive committee to ensure board affairs are conducted to the standards of equity outlined in association governing documents;
- e) Approving all events along with the Vice President of Internal Affairs and Vice President of Financial Affairs;
- f) Chairing the Executive Review Committee; and
- g) Chairing the Equity ad-hoc committee before September every year.

Professional Development Director

XXV. The Professional Development Director shall be tasked with:

- a) Providing professional development opportunities including, but not limited to, networking skills, resume building, and career guidance; and,
- b) Chairing the Annual Woodsworth Leadership Conference.

Upper Year Students' Director(s)

XXVI. The Upper Year Students' Directors shall be tasked with organizing events and programs for upper-year students, including but not limited to, two Cram Jams each semester, graduate school information sessions in collaboration with Princeton Review and stress-relief events.

Off-Campus Students' Director(s)

XXVII. The Off-Campus Students' Directors shall be tasked with:

- a) Representing the interests of, and planning events and initiatives for off-campus students at Woodsworth College;
- b) Chairing the Off-Campus Committee, if deemed necessary;
- c) Hosting WCSA Wednesdays on a weekly basis; and
- d) Hosting a "Commuter Appreciation Week" in collaboration with other student societies.

First-Year Students' Director(s)

XXVIII. The First-Year Student's Directors shall be tasked with representing the interests of, and planning events and initiatives for, first year students at Woodsworth College.

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U.T.S.U. Woodsworth Director(s)

- XXIX.** The U.T.S.U. Woodsworth Directors shall be tasked with:
- a)** Attending WCSA and U.T.S.U. Board Meetings monthly, or as required; and
 - b)** Representing the interests of Woodsworth College Students at the U.T.S.U.

The Publications Editor-in-Chief

- XXX.** The Publications Editor-in-Chief will sit on the Board as an ex-officio member.
- a)** They shall be tasked with:
 - i.** The recruitment of editors and writers to fill vacancies on the publication's staff in an open and transparent manner;
 - ii.** Ensuring the consistent distribution of a publication to Woodsworth students; and
 - iii.** Upholding the editorial independence and standards of the publication.
 - b)** The position will be advertised and appointed by the preceding publications masthead alongside the Association's regular end-of-term election cycle. The appointed Publications Editor-in-Chief will then be ratified by two-thirds majority vote of the Board of Directors; and,
 - c)** The publication will be primarily governed by decisions made and documents ratified by their editorial staff.

Orientation Coordinator(s)

- XXXI.** The Orientation Coordinators shall be:
- a)** Paid an honorarium in an amount to be approved by the WCSA Board of Directors prior to the hiring of the Orientation Coordinator;
 - b)** Confirmed no later than March 1st and be re-evaluated for ratification by the subsequent Board of Directors upon their election;
 - c)** Available to offer their input on the selection of the following year's Orientation Coordinators
 - d)** Required to:
 - i.** Organize orientation week under the supervision of the Vice-President of Social Affairs and the Orientation Management Committee;
 - ii.** Establish the Orientation Executive Committee;
 - iii.** Assist with the recruitment and selection of Orientation week executives and leaders, including, but not limited to:
 - 1.** The creation and implementation of publicity materials, the application process and interviews.
 - 2.** The organization of the Orientation week leader retreat and other leader information sessions.
 - iv.** Ensure Orientation week leaders attend appropriate training sessions;

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- v. Contact and maintain communication with U.T.S.U. to coordinate the WCSA and the U.T.S.U. Orientation week activities;
- vi. Submit a board report at every WCSA BOD meeting throughout their employment period;
- vii. Maintain records of all expenses incurred during Orientation week and operate within the scope of the WCSA Orientation budget;
- viii. Submit a detailed report on Orientation week to the board before October 1st; and
- ix. Be familiar with the WCSA Constitution, Bylaws, and Policies.

The WOLF Coordinator(s)

XXXII. The WOLF Coordinator(s) shall be:

- a) Hired by the Office of the Dean of Students;
- b) Paid an honorarium to be determined and paid by the Office of the Dean of Students;
- c) Confirmed no later than March 1st and be re-evaluated for ratification by the subsequent Board of Directors upon their election;
- d) Tasked with:
 - i. Organizing a series of academic and student-life related workshops and events under the supervision of the Orientation Management Committee;
 - ii. Assisting the Orientation Coordinators with the creation and implementation of the WCSA Orientation budget;
 - iii. Maintaining records of all expenses incurred for WOLF activities and operating within the scope of the WCSA Orientation budget;
 - iv. Submitting a detailed report on WOLF to the board before October 1 ; and
 - v. Being familiar with the WCSA Constitution, Bylaws, and Policies

The Gala Coordinators

XXXIII. The Gala Coordinators shall be:

- a) Tasked with the planning and preparation of The Annual Woodsworth Gala pursuant to the constitution;
- b) Tasked with chairing the Gala Committee to be struck before the Winter term; and,
- c) Selected by a panel consisting of the Vice-President of Social Affairs and the Associate Director of Social Affairs of the Association.

Chief Returning Officer

XXXIV. The Chief Returning Officer shall:

- a) Be appointed from the Office of the Dean of Students by the Board of Directors of the Association at the beginning of their term;
- b) Be responsible for upholding regulations and restrictions outlined in the Association's Election Policies;

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- c) Assist the standing committees and Board of Directors of the Association on matters relating to elections and referenda;
- d) Co-chair the Elections & Referenda Committee, as a non-voting member, with the President of the Association;
- e) Sit as an ex-officio member of the Policy Review committee.

The Secretary of the Board

XXXV. The Secretary of the Board shall be tasked with:

- a) Maintaining and overseeing an up-to-date internal contact list as the official secretary for the Association;
- b) Processing requests for documents surrounding the affairs of the Association;
- c) Facilitating the well-functioning and striking of committees;
- d) Ensuring that meetings of the Association and its committees are carried out comfortably and transparently, including informing the Board of Directors with a system of agendas and minutes which are in turn subject to Board approval; and
- e) Keeping a record of minutes at weekly Executive Committee meetings.

Standing Committees

XXXVI. The Standing Committees of the Association are to be re-struck every year.

They shall be the:

- a) External Committee, whose role, under direction of the Vice-President of External Affairs, shall be to review and recommend granting club recognition or funding to student groups that demonstrably and directly enrich the culture of the Membership
- b) Athletics Committee, whose role, under the direction of the Vice-President of Athletic Affairs shall be to review and recommend changes to athletic procedures and programs;
- c) Policy Review Committee, whose role, under the direction of the President, shall be to review the policies and bylaws of the Association and recommend any changes thereto, and to adjudge whether the values or makeup of the Membership have shifted significantly enough to warrant changes to the Articles of Constitution;
- d) Elections and Referenda Committee, whose role, under the direction of the President, shall be to oversee elections and referenda of the Association and provide direct consultation between the Association and the Chief Returning Officer, who shall in turn be an ex-officio member without rights to vote or second motions;
- e) Executive Review Committee, whose role, barring entry to all Executive Committee members, shall be to investigate charges of improper procedure, inefficiency, misconduct, or derelict of duty by Executive

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Committee members, and in turn recommend better practices or disciplinary action to the Board of Directors. This committee shall be chaired by the equity commissioners or by another director in the event that the equity commissioners are unable to do so. The Chair of the Board shall sit as ex-officio on this committee to maintain proper procedure;

- f)** Publications Review Committee whose role shall be to ensure the journalistic integrity and editorial independence, as well as to financial oversee spending of the publication, which meets at least once per semester. This committee will be chaired by the Vice President of External Affairs and will consist of three members of the publication, as well as two members of the Board of Directors;
- g)** Executive Committee, whose role and functions are defined in the Association's Articles of Constitution;
- h)** Orientation Management Committee, whose role, under the direction of the President, shall be to oversee the planning and implementation of Orientation Week. The committee will consist of the three signing authorities. If one of the signing authorities is unable to sit on the committee, another member of the executive committee will be appointed to this committee; and
- i)** Offices and Student Spaces Committee, whose role, under the direction of the Vice-President of Internal Affairs, shall be to oversee the maintenance and renovation of WCSA Offices and the Student Lounge.

Recusal from Committees

XXXVII. Committee members shall immediately recuse themselves from ongoing proceedings if at any time:

- a)** A conflict of interest arises; or
- b)** They seek election and sit on the Elections & Referenda Committee.

Community Guidelines

XXXVIII. The WCSA community guidelines are recognized to have bylaw status, shall be enforced as such in board affairs, and are to be engaged with in accordance with all procedures, policies and rules governing the bylaws.

Election Campaigning & Materials

XXXIX. A period for election campaigning of not less than one week shall occur between the close of nominations and the opening of polling during either Election Cycle, wherein postering or props:

- a)** May only be placed in and with the respective administration permission of:
 - i.** Woodsworth College;
 - ii.** Woodsworth College Residence; and
 - iii.** 89 Chestnut Residence.

- b)** Shall be removed by the candidates before voting begins.

Election or Referenda Complaints

- XL.** Any complaints regarding the conduct of polling in Association elections or referenda shall be submitted in writing before or within one hour of the start of the count to the Chief Returning Officer unless relating to the conduct of the count itself, in which case the complaint must be submitted within one business day of the count.

Collaboration with External Groups

- XLI.** Collaboration between the association and external groups shall be governed by the following provisions:
 - a)** If a member of the board wishes to collaborate with a group external to the University of Toronto, the member must seek the permission of the Vice President of External Affairs.
 - i.** This process may be subject to review by the Board of Directors during a monthly board meeting should either party request it.
 - b)** All potential organizations must be free of discriminatory policies and practices and be inclusive of all races, sexual orientations, gender identities and expressions, ethnicities, places origin, ages, disabilities, and political and religious affiliations.

Individual Initiative Grant

- XLII.** The Individual Initiative Grant shall be distributed every year according to the following provisions:
 - a)** The grant will be distributed at the discretion of the External Committee;
 - b)** Grant applications will require a specific budget proposal for how the funding provided will be used; and
 - c)** Grant distribution will require receipts to be provided by the recipient to confirm that their spending matches their proposed budget.

Prioritizing Association Benefits

- XLIII.** It is understood that the purpose of the association is to serve the student body of Woodsworth College, and as such the opportunities and rewards provided by the association shall be prioritized to go to Woodsworth College Students.
 - a)** Such benefits and opportunities include but are not limited to:
 - i.** The Individual Initiative Grant;
 - ii.** Give-away Prizes; and
 - iii.** Hired Positions.
 - b)** This priority should not apply to active board members who have taken on a role to serve the student body;
 - c)** It is understood that prioritizing who receives what benefits is a matter of discretion which must be preserved for the board to act with in such cases;
 - d)** If every reasonable effort is made to prioritize providing a benefit to the student body as outlined above and such efforts are unsuccessful, then the provision of said benefit to other groups including board members and non-Woodsworth University of Toronto students may be considered;

- e) In such cases where the board believes that providing a benefit to a non-Woodsworth University of Toronto student or a Board Member instead of a Woodsworth College student would provide a broader clear and tangible benefit to the membership that providing the benefit to a Woodsworth student would not, then they may do so.

Scholarship Contributions

- XLIV.** The association shall endeavour to contribute no less than \$10 000 a year to existing scholarship funds established at the college by the association in previous years, or new funds they may wish to start, if such a contribution is fiscally feasible.

Land Acknowledgement

- XLV.** WCSA recognizes the need to pay respect to and acknowledge this land on which the association operates. As such, it will use the following *Statement of Acknowledgement of Traditional Land* approved by the Ceremonials Committee of the Governing Council at the association's events and meetings as appropriate:

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and most recently, the Mississaugas of the Credit River. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land

Denial of Service

- XLVI.** The association recognizes the rights of its officers and employees to refuse service to individuals that behave belligerently or abusively, or in a way that violate WCSA's Community Guidelines, in accordance with the following procedures:
 - a) Where the actions of an individual pose a threat to the safety and security of other individuals, officers or employees should take reasonable steps to immediately notify the President, the Vice President of Internal Affairs, and/or their immediate supervisor; and
 - b) An officer or employee who refuses services to an individual must provide a written record of account of the incident to the President or Vice President of Internal Affairs within no more than two working days of the incident. This should include the date, time and location of the incident, a list of witnesses where possible, and a full disclosure of circumstances that led to the denial of service.

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