

**Board of Directors Meeting for
OCASA & OCASA Pension Corporation
Tuesday, February 11, 2014 3:00 pm – 4:30 pm
Teleconference & VIDEO Conference**



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MEETING AGENDA

	Name	Region/College	Term	
1.	David Belford President	West, Fanshawe	2011	2014
2.	Chantal Thiboutot, Vice President	East, La Cité Collégiale	2011	2014
3.	Riley Burton, Secretary	North, Confederation	2011	2014
4.	Alanna McDonell Treasurer	East, Algonquin	2011	2014
5.	Rick Helman Past President	East, Loyalist	2009	2013
6.	Bridget Woodcock	Central, Humber	2012	2015
7.	Greg Murphy	East, Durham	2012	2015
8.	Krista Pearson	North, Sault	2012	2015
9.	Jane Cooper	West, Mohawk	2012	2015
10.	Kristi Harrison	Central, Centennial	2013	2016
11.	Kelly Murray-Scott	West, Lambton	2013	2016
12.	Janine Foster	East, St. Lawrence	2013	2013
Resource				
	Diane Posterski	Executive Director, OCASA		
Guests				
	Derek Dobson CEO & Plan Manager, CAAT Pension Plan	Mike Gallagher, OCASA Appointee to the Sponsors' Committee		



**Board of Directors Meeting
Tuesday, December 3, 2013**

Agenda Item #	Agenda Item	Resources
1.	3:00 pm Call to order – OCASA Pension Corporation Chair: Dave Belford	
2.	Approval of the Agenda (Motion to approve)	
3.	Approval of the Meeting Minutes of December 13, 2013 (Motion to approve)	Appendix 1: Draft Minutes OCASA Pension Corporation
4.	3:10 pm Guest: Derek Dobson, CEO & Plan Manager, CAAT Pension Plan Derek will be updating the Board on the growth strategy through pension mergers.	Appendix 2: Background documents
5.	Adjournment of OCASA Pension Corporation	

Agenda Item #	Agenda Item	Resources
1.	4:00 pm Call to order – OCASA Chair: Dave Belford	
2.	Approval of the Agenda (Motion to approve)	
3.	Approval of the Meeting Minutes of December 13, 2013 (Motion to approve)	Appendix 1: Draft Minutes OCASA
4.	Ongoing business: <ul style="list-style-type: none"> • Membership: ASAs and membership strategy. • Advocacy: Compensation; Budget submission • Policy: Approve updated AODA 	Appendix 2: Reports for background and information purposes.
5.	4:25 pm Administration: Confirm next meeting in April	
6.	4:30 pm Adjournment (Motion)	

Board of Directors Meeting
Tuesday, December 3, 2013
3:30 pm – 4:30 pm
Teleconference

Draft Meeting Minutes

	Name	Region/College	Term	
1.	David Belford President	West, Fanshawe	2011	2014
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7.	Kristi Harrison	Central, Centennial	2013	2016
8.	Kelly Murray-Scott	West, Lambton	2013	2016
9.	Janine Foster	East, St. Lawrence	2013	2013
<i>Regrets</i>				
10.	Chantal Thiboutot, Vice President	East, La Cité Collégiale	2011	2014
11.	Alanna McDonnell Treasurer	East, Algonquin	2011	2014
12.	Bridget Woodcock	Central, Humber	2012	2015
<i>Resource</i>				

Diane Posterski

Executive Director



**Board of Directors Meeting
Tuesday, December 3, 2013**

Agenda Item #	Agenda Item	Resources
1.	<p>Call to order Chair: Dave Belford</p> <p>It was noted that Janine Foster was already appointed in an interim capacity until the June 2014 elections, during the preceding OCASA Pension Corporation meeting.</p>	
2.	<p>Approval of the Agenda Motion to Approve the Agenda. Moved: Greg Murphy Seconded: Jane Cooper Carried</p>	
3.	<p>Approval of the Meeting Minutes of September 27, 2013 (Appendix 1) Motion to Approve the Meeting Minutes of September 27, 2013. Moved: Kristi Harrison Seconded: Kelly Murray-Scott Carried</p>	
4.	<p>Motion to appoint interim Board member Janine Foster, Manager, Alumni Relations & Annual Giving, St. Lawrence College Janine was welcomed to the Board of Directors until full elections again in June 2014.</p>	
5.	<p>Reports (Appendix 2) Reports were reviewed with the following discussion points:</p> <ul style="list-style-type: none"> • Membership Report (Diane) Discussion included the challenges and the focus on particular colleges. It was also suggested that the complimentary membership for new hires should be reviewed at the next Board meeting, with some data being available by then. • Committee Report (Chairs) Mentorship Committee: A question was raised about mentors being non-members – it was generally agreed that mentors and mentees should all be OCASA members to bring value and highlight the networking value of OCASA. However, if the need arises, and particular people in the system are interested in mentoring (such as a college president, or other stakeholder), but are generally excluded from membership in OCASA, then consideration would be given to including these mentors in the program. Member Engagement Committee: The issue of webinar participation certificates was raised, for those members who need PD continuing education credits to maintain their various professional designations. It was agreed that this could be offered to members, and advertised to members as an added value in joining 	



Board of Directors Meeting
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	<p>OCASA events. Note: this is already done for the conference workshops.</p> <ul style="list-style-type: none"> Executive Director's Report (Diane) Due to time this was not expanded upon. <p>Motion to receive reports: Moved: Rick Helman Seconded: Greg Murphy Carried</p>
6.	<p>2014 Business Plan (Appendix 3)</p> <p>Dave Belford reviewed the Strategic & Business Plan.</p> <p>Key discussion points were as follows:</p> <ul style="list-style-type: none"> Leadership: Identifying leaders in system, and showcasing – look into the Colleges Ontario Book of Experts; LinkedIn CoP agenda March 23: Value of OCASA; strategies for PD; succession planning; SMAs and role of administrators Community Building: Free membership: need to follow up on this strategy to learn how we can improve, and analyze stats of conversions. Advocacy: Need to identify goals for 2014 – advocacy role may become more important moving forward <p>Motion to approve the 2014 Business Plan. Moved: Rick Helman Seconded: Greg Murphy Carried</p>
7.	<p>2014 Budget Approval (Appendix 4)</p> <p>Diane reviewed the proposed budget (in Alanna's absence).</p> <p>Motion to approve the 2014 Budget. Moved: Jane Cooper Seconded: Greg Murphy Carried</p>



**Board of Directors Meeting
Tuesday, December 3, 2013**

8.	Administration: Confirm next meeting in February Diane will send out a meeting request in the week of February 10, 2014.
9.	Adjournment Motion to adjourn. Moved: Rick Helman Seconded: Greg Murphy

Membership Renewals

	Conversion rate	
New hire members: September 2012 - January 31, 2013 (five month period)	22	
Renewals from those members	12	55%
Confirmed not renewing:	5	
Still undetermined	5	
Total new members in 2013	86	
NEW HIRE members in 2013	47	55%
Total paying members in 2013	39	
Total expired memberships in 2013 (retirement, left college)	83	

Based on CAAT retirement estimates, we can expect to lose 33 members to retirements each year. But we also see people exiting due to downsizing/restructuring.

At start of the New Hire campaign, we assumed 80 new members in a year, with 40% being new hires, or 32 free memberships. Assumed that with 80 new members, we could break even with 32 free memberships in a year.

The OCASA office follows a new member welcome process and a new member renewal process; both involve mail, email and personal phone calls.



Administrative Staff Association (ASA)

A Guide for Success



Your partner in administrative excellence.



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Overview

What is it?

A local administrative staff association invites membership from the administrative staff employed at a local college. Guided by terms of reference or a constitution, and local leadership, the association supports the professional interests of its members while supporting the strategic objectives at that college. All full-time, part-time, contract and seconded administrative staff may belong. While OCASA membership is encouraged as a prerequisite for membership, local ASAs might encourage membership from all administrative staff.

Why have one?

The ASA provides local opportunities for advocacy, networking, mentoring, leadership and professional development. While provincial OCASA works on behalf of all college administrators across the province, that work and information can help to support the efforts of the local college ASA.

Since 2003, each college Board of Governors and/or President determines local terms & conditions of employment for administrative staff (including a compensation policy). It is more imperative now that a local consultation and information sharing process be encouraged between ASA leadership and the senior management team at that college.

What are the benefits to the college?

- improves information exchange
- provides administrators' perspective on committees
- helps with employee retention and satisfaction
- develops leadership capacity
- encourages networking
- builds bridges

What are the benefits to administrators?

- more PD opportunities
- improves information flow
- networking supports improved working relationships
- adds leadership opportunities
- provides a credible college voice

What is the ASAs relationship with OCASA?

OCASA does not "charter" local associations and the relationship is an informal one.

Colleges are encouraged to elect a college representative to be a liaison with OCASA for information sharing purposes, and to help guide provincial strategic efforts. These representatives form the Committee of College Representatives, which provides an advisory role to the OCASA Board of Directors.

OCASA is available to the local ASA to help develop needed resources, provide data, share best practices, etc. The provincial office is committed to the development and ongoing success of the local ASA.

Local ASAs are encouraged to adopt OCASA's Commitment to Professionalism (Appendix 1) as they engage their colleagues and college management. They are also encouraged to support the OCASA mission statement.



Getting Started

Every college has its own history, culture and ways of “getting things done”. The following includes suggestions for starting an ASA, and may not necessarily flow in this order. Consult the OCASA office for further guidance and assistance.

Leadership team: Forming a leadership team of three to five people is recommended. It is important to include a diverse range of administrators representing different service areas of the college, who also enjoy the respect of their colleagues. An ASA is to represent the interests of all administrators and should not represent the perceived interests of a few, or reflect the agenda of one. Best practice also suggests that key ASA leadership needs to be at a Dean or Director’s level to have the ear of senior management.

Meeting with the President/Senior Management: Including the President in the formation of the ASA encourages acceptance, helpful direction and guidance for future exchanges. The most effective ASAs have the support of and enjoy regular meetings with the college president.

Communication with administrators: Using email, informal conversation, meetings, etc. determine the interest level of administrative staff, including their immediate concerns and desires that as ASA could address. A survey could be used to identify top priorities.

Plan an initial meeting: Gather administrative staff for an orientation, PD event, social event – whatever works at your campus to generate interest. Use the opportunity to discuss the ASA. Consider inviting a representative from OCASA (Executive Director and/or Executive member).

Governance: Local ASAs are encouraged to develop terms of reference or a constitution to guide the affairs of the association. Sample terms of reference can be found in Appendix 2. This also outlines possible leadership positions.

Elections: Holding elections gives more credibility to the process. OCASA can help with this process by providing an electronic option.

Business Plan: Establishing strategic priorities and goals around advocacy, PD, and social events will ensure that action happens. This can be accomplished in the inaugural meeting. Consider instituting a small local fee (\$1.00-\$3.00/pay) to help cover local initiatives.

Bank Account: Setting up a special account at the college is the easiest way to manage the cash flow for the ASA and does not require a change in signatures whenever leadership changes.



How can OCASA help?

At any Stage in the development process the OCASA office can be consulted.

OCASA can offer tools to support the election process, survey process and member communications process.

Elections: OCASA can offer an online ballot process to allow the leaders to remain at arms length. All we need is information about those running for a position: name, title, ASA position.

Surveys: OCASA maintains a professional membership with Survey Monkey allowing us unlimited surveys. We can offer you support in generating a survey and running it.

Member communications: Through our online email service, we already have groups defined for each college. This service can be made available to you, allowing you to offer professional looking communications with your members (currently we use Constant Contact).

Website: OCASA can also offer you a web page just for your local ASA. Here you can post announcements, events, etc. We can even do the posting for you.

Best Practices

This is not an exhaustive list. Samples of ASA communications are included in Appendix 3. These give examples of ASA involvement in the life of the college.

Advocacy:

- regular (monthly or quarterly) meetings with senior management, including the president, HR director, VPs
- poll members (anonymously) for information on workplace matters (might also be requested from senior management)
- have annual compensation discussions when the recommendations come out from Council
- representation on strategic planning for college
- bring ideas/solutions to the discussions
- actively offer to participate in solutions/programs (i.e. leadership development program for admin staff)

Professional Development:

- regular events: speaker breakfast/lunch; wine & cheese
- topic ideas: CAAT Pension Plan, Insured Benefits, retirement planning, mental health in the workplace, stress, strategic planning, leadership, diversity, etc.
- work with local HRD staff to develop local events

Networking:

- regular/annual/semi-annual events
- breakfast/lunch/wine & cheese
- invite college president for discussion
- build into PD event
- offer event when staff are already gathered for college business

Information sharing:

- ASA newsletter
- ASA website (OCASA can offer web space for your own page)
- Listserve

Leadership team/Executive:

- have a minimum of 3-5 people sharing the load – improves recruitment, event planning, information dissemination and advocacy
- ensure that some of the leadership is at a Dean's or Director's level, particularly when meeting with senior management

ASA Presence:

- an ASA office, door labels
- sponsor college activities such as a PD event for admin staff



- OCASA Day: offer a coffee break for admin staff sponsored by OCASA (on multiple campuses if appropriate)
- get invited to new staff orientation events
- have existing members identify themselves in someway (i.e. everyone has an OCASA mug – and uses it)

College Committees:

- all admin reps must be OCASA members
- representation on all major committees
- representation on hiring committees for admin positions

Membership:

- OCASA membership automatic for local ASA members (local ASA is local OCASA group)
- endorsement of OCASA membership from college president (noted at new staff orientation, when invited to ASA event, in written communication)
- have one person on leadership team committed to recruitment
- actively recruit new hires (with assistance from HR)
- send out recruitment promo with each issue of *College Administrator*

Appendix 1

Commitment to Professionalism

1. OCASA members are committed to the highest standard of professional conduct, acting with excellence and integrity. In the course of their duties, OCASA members aim to work in a manner that supports and promotes the strategic objectives of their local college and the work of their colleagues across the province.
2. OCASA, as an association, is committed to supporting its members in their professional goals through advocacy, encouraging professional development, providing regular communications and facilitating opportunities for networking and mentoring. To this end, OCASA is committed to working collaboratively and cooperatively with college partners while also upholding the highest standard of professional conduct, acting with excellence and integrity.

Vision: Your partner in administrative excellence.

Mission: OCASA is a voluntary, professional association which supports and advocates for Ontario's community college administrators, while building and promoting administrative excellence for the betterment of the college system.

Appendix 2

Sample Terms of Reference

(This is a sample only and may be customized for each ASA)

1.0 MANDATE

The XXX College Administrative Staff Association is established to support and represent the local interests of administrative staff in conjunction with the Ontario College Administrative Staff Association (OCASA). The ASA will pursue and foster the interests of its members in addition to the provincial mandate. The ASA may:

- foster professionalism, excellence and integrity for all members
- engage in local advocacy and consultation on matters of relevance to administrative staff
- provide a liaison with College senior management to assist with the resolution of issues affecting members
- provide a liaison with the provincial OCASA
- improve opportunities for networking among ASA members by hosting professional development, social and networking events
- provide a venue for peer recognition of administrative excellence

2.0 RELATIONSHIP WITH OCASA

OCASA is a voluntary, professional association which supports and advocates for Ontario's community college administrators, and promotes administrative excellence for the betterment of the college system.

The ASA is its own association. While it is not formally accountable to the provincial OCASA, it does provide a liaison for information exchange with OCASA and seeks to work within the Vision, Mission and Commitment to Professionalism as communicated by OCASA.

3.0 ASSOCIATION MEMBERSHIP

All College OCASA members are jointly members of the XXX College ASA.

OCASA membership is open to all full-time, part-time or contract administrative staff. Secondments from faculty or support staff may join OCASA only if they are no longer paying union dues. However, the local ASA might invite them to participate in ASA activities as an administrator, but non-voting member.



4.0 THE EXECUTIVE COMMITTEE/BOARD OF DIRECTORS

4.1 Membership

The Executive Committee/ Board of Directors will consist of the following:

(The following positions and duties may comprise the ASA Executive Committee; these can vary by college ASA. There doesn't need to be a title such as VP/Director; the position can simply be "membership & recruitment", for example).

President (2 year term)

- Act as spokesperson and primary advocate
- Serve as College representative to OCASA
- Coordinate the annual meeting of members

Director/Vice President Membership, Recruitment & Communications (2 year term)

- Maintain an up-to-date record of members
- Lead membership recruitment activities
- Facilitate communication with members at least once per year

Director/Vice President PD & Recognition (2 year term)

- Provide input to Staff Development about PD
- Develop a recognition program for members
- Coordinate the annual recognition and networking event

Director/Vice President Member Issues & Advising (2 year term)

- Provide confidential support and advice for members
- Act as a liaison with OCASA to assist members with access to services
- Act as an advocate for members where requested

Secretary/Treasurer (2 year term)

- Maintain any financial records of the ASA
- Record minutes of the annual meeting of members and distribute to members

Past President – Ex officio (1 year term, or until a new past president is identified)

- Provide historical context, insight and continuity

Each term is renewable.

The Executive Committee/Board of Directors will be elected by secret ballot conducted through an online service provided by OCASA, or by a procedure agreed upon by the membership/executive committee. *(option: nominate to the Board of Directors, then let the Board elect its own officers/positions).* All OCASA members may participate in the elections where elections are held.

Should a member of the Executive Committee be unable to complete their term of service, the resulting vacancy will be appointed by the Executive Committee on an interim basis until the next election of officers is held.

4.2 Nominations Procedures

An internal procedure can be established, or OCASA can provide an electronic voting option at not cost to the ASA. Nominations and elections can be managed by OCASA on behalf of the local ASA.



Appendix 2: Terms of Reference

In either case, a process and timeline for receiving nominations should be established. For example, Nominations to the Executive Committee will be received by the VP/Director Membership, Recruitment & Communications within 10 days prior to the annual meeting of members. Nominations for the VP Membership, Recruitment & Communications will be received by the ASA President. All nominees must confirm their interest in writing.

When more than one person is nominated for a position, all names will be offered to the membership for election as described in 4.1 above.

4.3 Executive Committee/Board of Directors' Role

The Executive Committee will work to fulfill the mandate of the ASA, including:

- a) coordinating events for administrative staff at College, including social/networking, PD and general meetings;
- b) gathering input from members and planning for meetings with senior management at College;
- c) representing the views of the ASA to senior management;
- d) developing an annual peer based recognition activity for administrators;
- e) providing input to OCASA on behalf of the ASA members.

4.4 Meetings

The Executive Committee/Board of Directors will meet at least three times a year.

The Membership will meet at least one time per year. Notice for such meetings should not be less than 10 days before the general meeting date.

Meeting notes will be kept by the Secretary/Treasurer.

Summaries will be shared with the membership following the meetings.

4.5 Resolutions

All executive decisions will be made by consensus wherever possible.

Where it is impossible to reach a consensus, each member of the Executive Committee will have one vote and a resolution will be passed by a simple majority. A quorum must exist in order to pass a resolution. A quorum will consist of a minimum of 3 members of the Executive Committee.

All decisions of the membership will be made by consensus wherever possible.

Where it is impossible to reach a consensus, each member will have one vote and a resolution will be passed by a simple majority of those members present in person or by proxy. A show of hands or secret ballot may be used, according to the discretion of the Chair.

4.6 Proxy Votes

Each voting member of the XXX College ASA may provide a proxy vote on issues being presented to the membership at a meeting of members.

A proxy may be given to any other member of the XXX College ASA.

A proxy must be signed by the member on the standard form provided.

**4.7 Sub Committees**

Sub committees may be established for specific projects or ongoing tasks. The executive committee may appoint a chair and invite membership to join the committee according to the scope of the project.

Approved DATE

Appendix 3

Best Practices

ADMINISTRATIVE STAFF ASSOCIATION

Annual General Meeting

June 9th, 2009

Staff Dining Room, Woodroffe Campus

Please join us for our year-end review, elections and some insight on College business from our guest speakers. Please RSVP to Alanna McDonell (mcdonea@algonquincollege.com). There is no charge for members and a \$10 fee for non-members. Breakfast will be served at 8:00 am and the formal meeting will commence at 8:30 am.

Agenda

Breakfast & Networking

Welcome

OCASA Review

Present Agenda

Recognition of New Members

Membership Report

Financial Report

Activity Report 2008-2009

Election of Executive Committee Members

Guest Speakers

- Programs and Services Review, Bob Letourneau, VP Administration
- Emerging Directions in the College's Master Plan, Phil Rouble, Facilities Planning Specialist
- College Transformation 2009-2013, Robert Gillett, President

Closing Statements

Wayne McIntyre, ASA Chair

Alanna McDonell, OCASA College Rep.

Brent Brownlee, Membership Director

Duane McNair, ASA Vice Chair

Alanna McDonell, Events Director

Jo-Ann Aubut, Director at Large

ASA Chair, Wayne McIntyre

Election of Executive Committee Members

Positions

Chair – Wayne McIntyre (Running for re-election)

The Chair shall preside over all meetings of the Executive Committee and general membership. The Chair shall be the executive officer of the Association and shall represent the Association before the public either personally or through delegates.

Vice Chair – Duane McNair (Running for re-election)

The Vice Chair shall preside at meetings in the absence of the Chair and shall perform all other functions usually attributed to this office and assigned by the Chair. The Vice Chair shall assume the Office of Chair upon the inability of the Chair to complete his or her term of office.

Treasurer – Diane Charlebois (Running for re-election)

The Treasurer shall hold the funds of the ASA and disburse them upon authorization of the Executive Committee. The Treasurer shall keep an accurate record of receipts and disbursements and prepare an annual statement for publication to members at each general membership meeting.

Events Director – Alanna McDonell (Running for re-election)

The Events Director shall manage the organization and execution of association events as outlined by the Executive Committee. The Events Director will keep records of feedback obtained from the events to ensure future events are in line with the desires of the membership.

Communications Director – vacant

The Communications Director shall disseminate information to the membership through e-newsletters. The Communications Director will also assist in communicating events and in developing information pieces that are distributed to the membership.

Membership Director – Brent Brownlee (Running for re-election)

The Membership Director shall maintain updated membership lists of the ASA Executive Committee and the general membership. The Membership Director will provide OCASA membership packages as required. Completed membership forms are to be forwarded to OCASA and Algonquin College payroll for processing.

Secretary – vacant

The Secretary shall keep accurate minutes of the meetings of the ASA Executive Committee and the general membership. The Secretary shall assist the Chair with official correspondence and maintain office files of correspondence and other records pertaining to the Association.

Directors at Large (2) – Jo-Ann Aubut (Running for re-election), 1 post vacant

Directors at Large assist the Executive with planning and decision making. They contribute to the general operation of the Executive and to the events organized by the Executive. They also assist with projects that may arise from queries from the membership.

The Executive meets approximately every 6 weeks for 2 hours.

We would like more members to join the Executive. If you are interested in any of the above positions, please contact Alanna McDonell. You can also announce your interest to the membership at the AGM.

March 2008

Spring—General Meeting—March 25th, 2008

Confederation OCASA

Confederation OCASA Update

Special points of interest:

- **PLAN TO ATTEND**
Confederation OCASA's general meeting coming up on **March 25th** at noon in the Shuniah boardroom.
- Regional Managers are in town and will be able to join us—come and visit with them as well.
- **Administrative salaries** will be discussed by Christine during the Q & A.

Please attend this important upcoming Confederation OCASA general meeting.

We are providing our membership with a FREE lunch for your convenience while attending this important meeting—come and enjoy.

If you have any questions that you would like your Executive to ask Christine Bates, Human Resources Director, on behalf of Confederation OCASA,

please send them to Sheryl via email at:
sfulong@confederationc.on.ca

We are inviting Christine to attend our meeting from 12:45 p.m. to answer the questions received ahead of time (allowing them to be presented generically on behalf of our whole OCASA membership).

As well, Christine will answer any questions from the floor.

This is YOUR chance to ask ... we are looking forward to everyone's participation.



MARK YOUR CALENDARS FOR **TUESDAY, MARCH 25th, 2008 at 12 noon—BOARDROOM**. The meeting begins at 12:15. FREE lunch, GREAT conversation and LOTS of information!!!

PLEASE RSVP to Marjorie at Ext. #6612 .

The newly re-named OCASA magazine the **COLLEGE ADMINISTRATOR** will be arriving within the next few weeks. Watch for your issue!!!

Opportunities with OCASA

Opportunities are always available to Confederation OCASA members—from a position on your local executive to a committee internally or on a Provincial

forum. For more info, please do not hesitate to give Sheryl a call at Ext. #6201.

REMINDER: The annual OCASA AGM and PD

Conference will be held in Ottawa this year in June. Full details will be sent to each member—watch for the emails. It has shaped up to be a terrific program!

ASA Development Model

Network: Basis for ASA development – initial activities support this foundation (new hires circles; breakfasts/wine/cheese)

- ✓ Known for connections between staff at all levels
- ✓ diversity across departments/function/level
- ✓ access to information and expertise to help problem solve in your own job function
- ✓ sense of community and belonging
- ✓ supporting college at a basic level

Resources: provides some support for administrative function

- ✓ PD event
- ✓ Presenting leaders to group, learning about their function (i.e. what do Dean's really do)
- ✓ Access to provincial resources

Relationship builder: builds positive relationships with college stakeholders (i.e. staff development, HR, IT, finance, etc.)

- ✓ *Indicates integrity, professionalism*
- ✓ *Supports vision of college*
- ✓ *Is known for being added-value to college environment*

Representation: meetings with senior leadership

- ✓ Based on trust, conversation can now happen
- ✓ Discussion and consultation about solutions to agreed-upon issues affecting administrative staff
- ✓ Meeting with President, VPs, HR

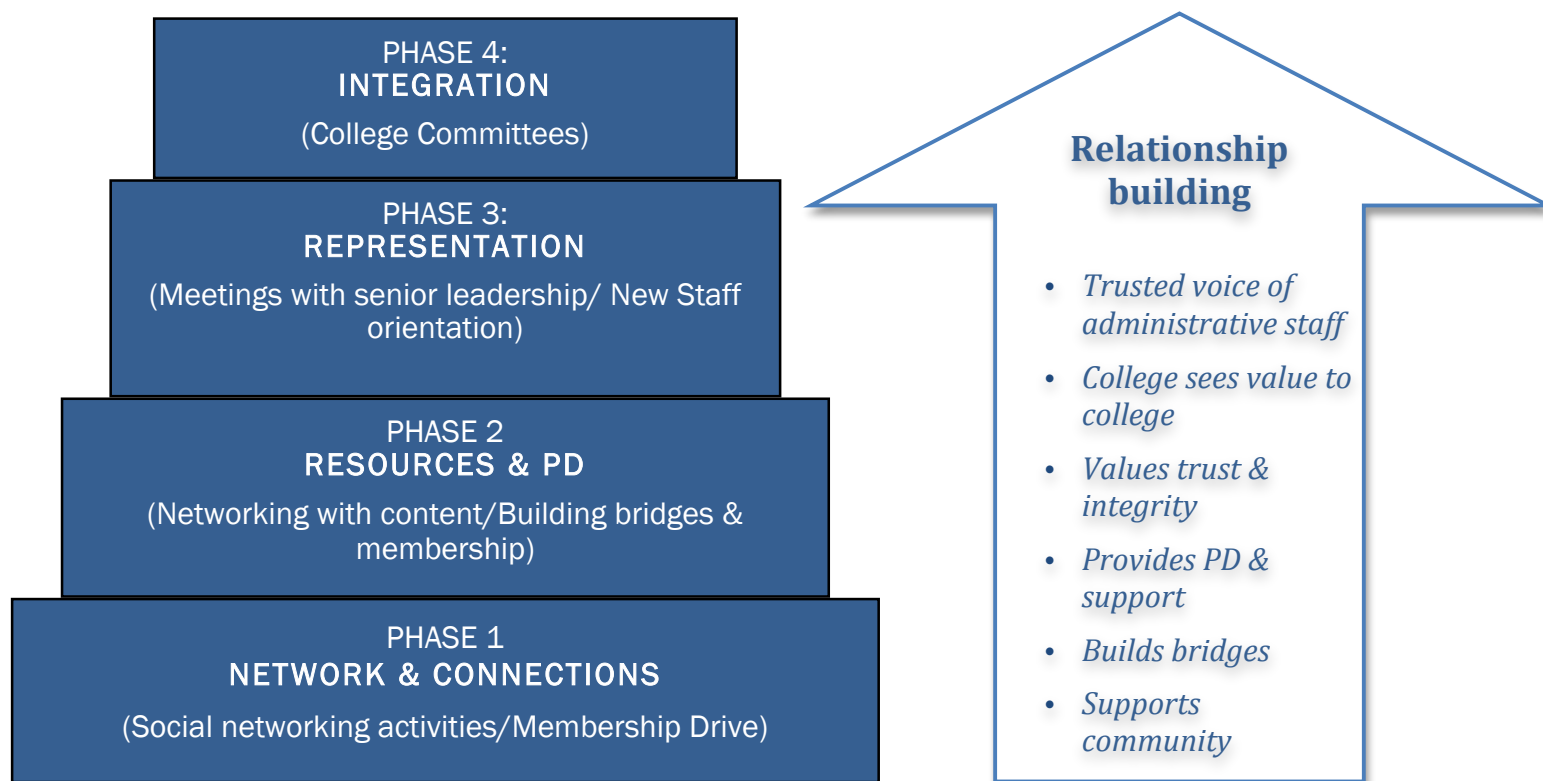
Integration: Key stakeholder in college

- ✓ Positions on committees as OCASA appointee
- ✓ Consulted on organizational change matters, compensation, ts and cs
- ✓ Consulted on strategic matters.



ADMINISTRATIVE STAFF ASSOCIATIONS

Value & Purpose



Executive Director, Diane Posterski
 Attended CSAE conference in London Jan. 30/31, 2014
Some notes from learning there

Membership Notes – learning and action around member engagement

1. **Create great experiences:** OCASA conference – let's wow attendees (all details of welcome, execution, memory)
2. **Help new members engage right away** – have one simple task to complete (We do this through web profile and Member profile); personal contact is always best
3. **To grow in “tough” times**, must do the following:
 - i. Focus on core programs
 - ii. Be a source for what members can't afford (legal services, education webinars??)
 - iii. Be a source of information (sector news)
4. **Introduce ourselves as an organization and get to know them** (OCASA reaches out to new members, and reviews their member profile)
5. **Get new members into Volunteer and networking activities right away** (what might these be? Quarterly welcome webinars?)
6. **Entertain them!** (interesting video links?)
7. Use Interesting, playful communications...
8. **Thank you & recognition is key**
 - Gala
 - Share member success
 - Milestones (OCASA 10 year pin)
9. **DATA: get non-member data together (Mailing and personal follow-up)**

Immediate thoughts of application:

- Conference: new member & first time attendees reception with seasoned members in attendance (perhaps our 10+ year attendees are invited to this reception)
- Conference: put more effort into exceptional experience throughout all elements
- Gather non-member data from three key colleges and focus efforts on mailing and phone calling
- We already do some certificate recognition of volunteers, but expand this to all committee members
- For members who are terminated, but looking for sector employment, can we keep membership active for a period while person is looking for new job?

*Reviewed and updated February 3, 2014
For review by the Board of Directors, February 11, 2014*

Accessibility Standard for Customer Service

This plan is based on a template provided by the Ministry of Community and Social Services website, and the principles of independence, dignity, integration and equal opportunity.

Accessible Customer Service Plan: Policy Statement

1.1. Providing Goods and Services to People with Disabilities

OCASA is committed to excellence in serving all customers including people with disabilities.

1.2. Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

1.3. Communication

We will communicate with people with disabilities in ways that take into account their disability.

1.4. Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

1.5. Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

No fees will be charged for support persons for admission to OCASA's premises.

1.6. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, including website, email communications, and telephone access, OCASA will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed on OCASA's website, and will be sent by the usual methods of communication, including email and telephone.

*Reviewed and updated February 3, 2014
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1.7. Training for staff

OCASA will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Executive Director
- Office assistant
- Any other staff that might be hired in the future, either at the OCASA office, or remote location, if they deal directly with OCASA members, or the public.

This training will be provided to staff within one month of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- OCASA's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any required assistive devices OCASA requires to provide goods and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing OCASA's goods and services.

Staff will also be trained when changes are made to the plan.

1.8. Feedback process

OCASA will ensure that a feedback process is in place, and is monitored regularly.

Customers who wish to provide feedback on the way OCASA provides goods and services to people with disabilities can send an email message, letter or make a phone call. A key access point will be on the website home page, with a quick link: AODA Accessibility feedback. All comments/concerns/complaints will be sent to an email address: AODA@ocasa.on.ca.

Executive Director of OCASA will be responsible for monitoring and responding to complaints. Customers can expect to hear back in three business days. A spreadsheet will track all complaints and responses.

Modifications to this or other policies

Any policy of OCASA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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Specific barriers and accommodations for OCASA

Introduction

OCASA rarely welcomes members or the public to our physical premises. Our members tend to meet together at their local college, which is already AODA compliant, or at an offsite location (i.e. annual conference held at a hotel/resort). However, we do meet by other means, primarily electronic including web conferencing, website, teleconference.

For the purposes of this plan, we will include OCASA's head office location, as well as consideration for events that are held at other locations, and services provided through "virtual" and off-site means.

This portion of the customer service plan indicates existing barriers that persons with disabilities might face in accessing OCASA's products/services.

Existing barriers

OCASA's office is on the second floor of building that does not have an elevator.

OCASA will post a sign with the office phone number at the lobby entrance advising persons requiring assistance to call the OCASA office and someone will come down to meet with them. If the office is currently closed for business, the sign will also indicate that reality, including for how long, and how to contact staff alternatively.

For pre-arranged meetings, or for unexpected visitors, provision for off-site accessible space will be made at a nearby alternative.

OCASA's communications to members are by email, website and occasionally print mail.

For members that identify a need for communications suitable for a person with a vision impairment, OCASA will provide an alternate format of communications. Where a screen reader is available to the member, then OCASA will ensure that all print copy materials are sent electronically. Also, all PDF documents on the website already include an option for speech, so that the document can be read aloud.

OCASA's annual professional development activity will have the registration form include a request for disability related supports upon request by the attendee. We do request ahead of time what needs an attendee has that can be accommodated by meeting planners and the hosting property. We will commit to work with members requesting services to ensure that they can fully participate in the event. Premises selected for conferences will always be screened for accessibility requirements.

*Reviewed and updated February 3, 2014
For review by the Board of Directors, February 11, 2014*

Procedures

Staff Training

AODA training will be provided to staff within one month of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- OCASA's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any required assistive devices OCASA requires to provide goods and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing OCASA's goods and services.

Staff will also be trained when changes are made to the plan.

Prepared for Board of Directors Meeting
 February 11, 2014
 By Diane Posterski

Terms & Conditions of Employment for Administrative Staff (Ts & Cs) Review of 2010 Template

In 2003, a new Charter moved Ts and Cs, along with compensation management, to Colleges' Boards of Governors to adopt and amend as appropriate for their college. A consortium of 23 colleges (excluding Humber) agreed to generally follow suit on such matters.

The College Employer Council provides recommendations and guidelines based on their market research and best practices. In 2010, the Ts & Cs were updated with a revised version being sent to colleges March 17, 2010. In 2012, the ACC set up a sub-committee with HR, OCASA, and Council to review the document again to ensure it remains current.

Discussion has followed these general themes:

1. Considerations for revisions to layout and order (more professional, less collective agreement style)
2. Clarification of language for some sections
3. Expanded language in other sections
4. Removal of sections that might better be considered college policy

March 5, 2012: a group of OCASA members met by teleconference to review the Ts and Cs and identify areas of concern (9 members).

March 23, 2012: OCASA met with two HR representatives and Council to begin discussions. No concrete outcomes were reached, apart from better understanding the issues, and agreeing that some items need not be in the main document, but rather as appendices.

June 4, 2012: met again with Council (no further meeting has been held since that time). OCASA brought the following list:

1.5 Job opportunities: What is the definition for vacancy? How to protect employees who are being squeezed? (*comments: OCASA needs to provide specific language*)

2.1 Job Evaluation: when will this be revisited?

2.3 Re-evaluation to a lower payband: This can be seen as a tool sometimes used to exit an employee. Ella recommends removing it. When are positions re-evaluated down? What is "as much notice possible"? is this not giving permission for constructive dismissal?

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 February 11, 2014
 By Diane Posterski

4. Liability Coverage: expand this to include legal counsel regardless of competing interests; or indemnification for sure.

9.3 College Dismissal:

"If terminated by the College, an employee who has completed the one-year probationary period ~~will~~ **may** receive ~~only~~ the greater of :"

Need flexibility in administration of this. Clearly common law will kick in to determine appropriate severance. Consider taking this piece right out.

11.2 d) Arbitration of complaints as to dismissal: lawsuit replaces this.

- *Others items that emerged included intellectual property and copyright & patent*
- *Council has proposed taking out Leave clauses from main body, and including as appendices.*

What's next?

1. OCASA's legal counsel will again review terms to ensure we're still on track for current environment. These comments will be incorporated in discussions with Council.
2. If OCASA Board's will, member consultation can again occur.
3. Don Sinclair and Diane Posterski will review terms again, and propose language changes that we can agree upon, then take it back to ACC.
4. Plan is to have a template that we agree upon by June 2014 (before bargaining begins).