

AMS COVID-19 Response Plan

June 2020

Introduction

Post COVID – How We'll Move Forward

The AMS has been navigating the pandemic, planning for recovery and rebuilding for the future. The future is hard to predict. Going forward, customer behaviour and emerging trends will play an important role in helping us plan, forecast, and prepare for the future. Timing for post-recovery efforts is uncertain, but AMS will be prepared once BC Health & Safety rolls out new measures and guidelines. The health and safety of our members and staff remains a priority.

The AMS will continue to follow the Government's phased recovery plan to ensure we resume activities in a safe manner, as we continue to monitor the progress of all phases to limit the resurgence of COVID-19 transmission.

As we progress to a "new normal", it is critical for everyone to do their part and to adhere to the BC health and safety guidelines, measures and restrictions through all the phases, to help protect our members, employees, communities and loved ones.

What Have We Been Doing

Innovation in the midst of COVID is taking us to the virtual realm. AMS services, events, businesses and some club services will be online by September 8, 2020. We are looking at innovative ways to engage with our members, and give them the AMS experience online virtually.

During these unprecedented times, our priority is implementing daily health and safety measures at the NEST, and ensuring continuity of services and businesses.

The Impact of COVID-19

We are addressing the COVID impact and focusing on ensuring service and business continuity.

There will be noticeable changes in customer behaviour, decline in revenue, and disruptions in operations and business continuity, reduced donations, reduced student enrollment numbers, inflated food prices, and we have been working to address these:

Change in customer behavior:

To address this:

- Evaluate customer behaviour, and adapt accordingly
- Over communicate and update members on what the AMS has done and is doing during the crisis
- Communicate our AMS Health & Safety measure to reduce anxiety
- Improve efficiency by shifting members to digital and self service channels (Services, Events, F&B).
- Employ promotion strategies, discounts, contests, online engagement etc.

Decline in revenue:

To address this:

- Brakes on non-essential spending, hiring freeze where possible, plan cost cuts
- AMS is exploring other revenue streams, and branching out
- Changing flare/concepts for underperforming businesses
- Assessing underperforming businesses, and adapting and reinventing the wheel, where necessary.
- Restructuring businesses, closing underperforming businesses.

Disruptions in operations and business continuity (food price inflation, supply chains etc.).

To address this:

- Stabilizing operations and secured supply chains and locking in some pricing.
- Once the AMS is fully open (based on BC government phased rolls out), then the recovery trend may be more accurate, and we can plan for just in case and different scenarios, to include frontline facilities, costs, variable labour, staffing etc.

Reduced Donations:

To address this:

- AMS will assess donation revenues needed for this year and the next 3 years, and plan/canvas/fundraise accordingly.

Student Enrollment/Fees:

- Waiting on UBC to provide us with the enrollment numbers to identify trend and assess the impact.

Track and Monitor:

Certain services may be in higher demand at this time. We need to monitor/ track usage, so that we can focus our attention on those services

For businesses, some may fare better than others; some foods may be in higher demand; as we track these items, we continue to amend our offerings based on customer preferences.

Communication During the Pandemic

This is key as we need to address members and employee concerns, and fears during this crisis. It is the primary means to consistently provide accurate information, and give members and employees necessary opportunities to ask questions and be heard on an ongoing basis.

As the AMS continues to respond to the crisis, we need to update members and employees on what the AMS has done and is doing during the crisis; and that the health and safety of our members and staff remains our priority.

When members and employees have a clear sense that AMS is responding and adapting to the crisis, and that their health and safety remain our priority, then our communications would have achieved the intended result - trust is built, members use our services, and the workforce can regain lost productivity and achieve improved performance

As the lock-down eases, AMS has been re-opening student services and businesses in phases in accordance with the BC Health & Safety guidelines. We plan to have all services and businesses online by September 2020.

Student Services

Most of AMS services will continue, or move online, with ZOOM as backup. We plan to reconnect with our members and reassure them that AMS is following the BC Health & Safety Guidelines. In response to current conditions, AMS is investigating new service options to benefit our members during these difficult times (e.g. housing, increased mental health support, and wellbeing).

Advocacy

AMS has been providing support to students remotely during COVID, and will continue to provide support remotely into the Fall. External meetings (Senate Appeals Committee meetings), have been moved online for the foreseeable future, and thus, the Advocacy Coordinator is not needed on campus at this time to perform their duties.

eHub

Remote/Online: This service will continue to be provided remotely through Zoom/etc, and into the Fall. All events/workshops will be online. The aim is to be able to continue to do so virtually for the upcoming year. Depending on social distancing guidelines, we may be able to introduce some limited support in person (e.g. 1-on-1 appointments).

Partnership Programs:

Trial Partnership with UBC Arts Co-op: A new “e-Co-op” stream, where students have the option to develop their own business ventures and receive co-op credit for doing so. Students accepted will receive \$3K to start their business. Depending on the outcome of this trial program with the Arts Co-op Office, we can potentially expand into additional faculties, and develop agreements that will help a broader range of students in exchange for monetary compensation.

RBC Get Seeded Event: RBC and e@UBC had expressed interest in continuing to fund the event, whether online or in person. AMS will continue conversations with RBC and e@UBC in an attempt to re-run these events for the 2020-21 academic year.

Food Bank

The food bank continues to remain open with limited access to the UBC Life Building, which is closed. AMS has been able to keep up with the increased food demands, and will continue to keep clients/staff safe by following the BC Health & Safety measures.

Food Bank Funding

One significant obstacle for Food Bank operations this year is receiving donations. Food Bank receives signifi-

cant donations that depend on-going campus events.

AMS receives yearly donations (since 2018): \$25K from UBC President's Office, and \$20K from the Grad Class Gift, which equals to 90% of all donations received last year. AMS started a new partnership with FoodMesh (a "middleman" for diverting excess food from grocery stores to organizations in need) starting in June, and AMS continues to use GoFundMe (collected \$3K in online donations to date); which will ensure Food Bank remains operational even with increased demand.

During COVID19, BC Government funding for food banks only included registered charities. AMS is a non-profit, so our food bank could not access this government funding. AMS is lobbying the BC Government to include student unions, so that we can access the government funding for the AMS food bank.

Peer Support

Peer support is currently closed for the summer, and will be open/ online in the Fall.

Speakeasy & Vice have been consolidated into "Peer Support". Restructuring is underway.

Currently exploring platforms to use for online support, learning best practices from organizations that are already providing online support such as the SASC, etc.).

For harm-reduction activities, AMS will be making changes to programming to adapt to the physical distancing requirements set out by the BC government.

Online Training / Partnerships: AMS will partner with organizations (such as [BCCDC Harm Reduction Services](#)) to provide online training to promote their services in conjunction with an online panel discussion around drug use in the UBC Community. We will also continue to trial new initiatives based on the on-going changes we see due to COVID-19 (e.g. [increase in drinking due to being socially isolated](#)).

Safewalk

(Mon-Fri until 6PM - walking-only team):

AMS aims to restart this service in the coming weeks, and will ensure all safety measures (PPE, physical distancing etc.). With the Nest open Mon-Fri, until 6 PM; physically requesting an accompaniment from Safewalk will not be possible until the Nest re-opens until later hours.

Once the Nest is open later, sneeze guards have been installed in front of the Safewalk desk to help prevent any passing of COVID between clients and staff.

Safewalk Car: We will evaluate the possibility of resuming operations in the Fall. If we proceed, AMS will follow the sanitation procedures similar to what taxi companies follow, and install sneeze guard between drivers/passengers

Tutoring

Private Tutoring: The service will continue online as normal via Nimbus app (includes free group tutoring, and help via client's browser), with ZOOM as the backup.

Online: All Tutoring Services will be online in September regardless of the platform. This will apply to any of our partners who we offer tutoring in conjunction with, such as Residence and various constituencies.

In-person Tutoring: Recognizing students may wish to receive help in-person, we are still exploring this possibility, and depending on BC government guidelines, there may be an opportunity to offer simultaneous tutoring both online and in-person. These sessions could potentially take place in the Tutoring Rooms that were used

last semester, or alternatively, other rooms that could more easily allow for Tutoring help as well as social distancing.

The Sexual Assault Support Centre (SASC)

SASC's Support & Advocacy Services will continue online/phone, and will operate in the Fall using a hybrid model (in-person and online).

In-person drop-in services will be available in the Fall 2020.

Outreach and Education (Online): Support groups, SASC workshops, pre-recorded materials for orientation events, webinars, recorded educational material, outreach, engagement, collateral materials (brochures and awareness campaigns) etc.

Events such as the Healthier Masculinities program's Men's Circle and Let's Talk series will take place online until further notice.

Volunteer Recruitment & Training (Online): Some limited training will occur in-person, in smaller groups, for volunteers to meet each other and SASC staff members. Volunteers will be trained to provide workshops both in-person and using online platforms.

Food & Beverage

COVID has upended the food supply chain (harvest, logistics, sourcing, processing etc). Food prices have skyrocketed, and some of our suppliers have gone out of business. Committed to not raising our prices, AMS has analyzed its supply chain, renegotiated deals with existing/new suppliers, locked in some pricing, and looked at alternatives, including suppliers, should the structure fail. If certain foods/ ingredients become unavailable, we will adapt.

AMS is looking to expand our food diversity, by investigating, for example, how to offer Kosher and Halal food offerings to our customers.

Overall Challenges / Operational restrictions:

- Concerns with the Outlets' ability to service the required number of students due to employees' required social distancing i.e. less staff might have to produce similar quantities; relook at procedures and process.
- Reduced employment opportunities for students: due to reduced number of employees per outlets, see above argument
- Customer base: uncertain numbers for Fall 2020
- Minimum wage: restructuring all outlets to absorb the minimum wage increase of \$14.60 (from \$13.85) June 1, 2020

Online Access/Orders: On Jun 30, 2020 Blue Chip, Gallery and Honour Roll orders will be accessible online via our AMS website. All outlets will be accessible by September 8, 2020.

Blue Chip Cafe

- Opened May 20, 2020 implementing BC Health & Safety guidelines and measures (social distancing and sanitizing protocols).
- On June 4, started food take-out and deliveries.
- Online for orders via AMS website will be accessible Jun 30, 2020.

New business: Developing Blue Chip Patio on the old VanCity ATM site, to maximize traffic from McInnes field and bus loop, and exploring new revenue stream.

Honour Roll

- Opened May 25, 2020, implementing BC Health & Safety guidelines and measures (social distancing and sanitizing protocols)
- On June 4, started food take-out and deliveries.
- Online for orders via AMS website will be accessible June 30, 2020.

New business: Redeveloping the menu for food-on-demand-orders.

The Gallery Patio + Lounge

- Opened May 25, 2020, implementing BC Health & Safety guidelines and measures (social distancing and sanitizing protocols)
- On June 4, started food take-out and deliveries.
- Online for orders via AMS website will be accessible June Jun 30, 2020

New business: To increase revenue, as of Jun 4, we are offering discount on take-out orders. From Sep 8, 2020, we will be adding more games to enhance student community feel (subject to restrictions from Canada Health Officer).

Grand Noodle Emporium

- Closed until Sep 04, 2020. Opening TBD by assessing the level of students physically on campus for the winter term
- Sep 8, 2020, take-out and delivery to commence at a discount to the AMS
- Online for orders via AMS website will be accessible Sep 8, 2020

PhTea

Permanently closed, and area transformed into an additional food preparation area needed by Honour Roll.

Porch

- Closed until Sep 04th, 2020. Determining the opening timeline by assessing the level of students physically on campus for the winter term
- Take out and delivery starts Sep 8th, 2020,
- Online for orders via AMS website will be accessible Sep 8, 2020

New Business: Re-arranging the equipment behind the counter to accommodate more refrigerated space. It will allow for better workflow and expansion of the menu offering for the build-your-own bowls

Pie[R]2

- Closed until Sep 04, 2020. Determining the opening timeline by assessing the level of students physically on campus for the winter term
- Take out and delivery starts Sep 8, 2020.
- Online for orders via AMS website will be accessible Sep 8, 2020

New Business: Re-designing and improving the menu offering to compete in the current climate

The Pit

Closed until Sep 04, 2020. Opening TBD based on the BC Health and Safety guidelines.

Commissary Kitchen

Investigating new stream of revenue.

AMS Events

From this crisis opportunities have emerged; events and other events organization have been forced to pivot to the virtual ways of engaging our members. We are committed to finding innovative ways to positively impact student experience and engage members.

AMS Firstweek

We want to continue tradition and give student the first week experience to remember in years to come, and engage them in a safe way. We are adapting, scaling down events and shifting to smaller, more frequent, quality events mixed with a variety of virtual events.

Outdoor Activations that take place in the first two weeks in the Plaza Outside the Nest will not be happening this year, unless the government allows large public gatherings by September. As it is our main source of revenue for Firstweek, AMS will be reducing our expenses on events, and plan multiple smaller events for members who will be on campus and will try to work on virtual events for engaging bigger audiences.

Event measures and guidelines:

- 1) Venues limited to open/outdoor spaces
- 2) Capacity limited to 50 - persons (unless changed by government)
- 3) Sanitizers and single use masks at every event
- 4) Safety infrastructure such as social distancing stickers

- 5) Possibility of scanning a code once checked into events for contact tracing purposes
- 6) Temperature can be taken during check-in of event if required

Firstweek Kits:

- 1) Finance Committee is still debating on whether to proceed with the Firstweek Kits this year
- 2) If we proceed, we will bring down the number from 700 to 450/500 kits
- 3) Looking at the possibility of shipping kits to students who will not be coming to Vancouver in Term 1
- 4) Discussing the possibility of collaborating on a kit with UBC Orientations

Examples of Physical Events for First Week

Residence Revamp:

Provide transport for students from residences to stores in order to help them purchase what is needed for a comfortable start to campus life.

Safety precautions:

- Allocating one person to a single row
- Temperature taking before entering the bus
- Masks at arrival if needed

Firstweek Flix: Outdoor movie night with a large projector screen

Safety precautions:

- Limit capacity to 50 but invest in more screens for multiple locations. E.g Nest Atrium, Orchard Commons Lounge, Vanier and Totem Commonsblock, etc.
- Placards that indicate safe social distancing measures
- Closed seating will be limited to 6 students per group, seating will be arranged before-hand to ensure these measures are adhered to.

Examples of Virtual Events:

- Virtual Pit Nights
- Virtual Yoga Workshop (partner w/local Yoga Studios)
- Netflix Party
- Virtual Talent show (Can ask students to record themselves and apply)
- Virtual Workshops
- Virtual Career networking

- Webinars, virtual games,
- Virtual contests
- Social Media Therapy: Puppy/Animal Therapy, Meditation and Mindfulness
- Webinars on Stress Management & Financial stress management
- Tour Life in Vancouver,
- Online Well being sessions
- Virtual Tours (AMS, UBC Campus, and around UBC)
- Virtual First Week Orientation
- Virtual International Students First Week Orientation
- Videos to Life in Vancouver
- Online access to free support and consultations

Student Engagement:

- 1) Events Social Media Strategy to grow presence, build relationships, and awareness
- 2) Virtual Events
- 3) AMS Events Youtube channel
- 4) Align social media to achieve objectives. Use #, live broadcastings to create buzz etc.
- 5) AMS Events website (Virtual): a one-stop shop to access information of all our virtual and physical events.

A virtual Welcome Back BBQ is possible but it would still require a decently big budget if we wish to work with artists to virtually perform for us. This is something that we can discuss if need be but for now, the Welcome Back BBQ 2020 stands cancelled.

Conferences & Catering

COMMERCIAL:

Due to event restrictions, all conference bookings at the NEST have been cancelled until the BC government releases new guidelines.

- NEST Guideline for Event Planners & Organizer have been formulated and circulated to our customers.
- Transitioned from buffet to single use drop offs
- Exploring new catering opportunities off campus
- Reduced staffing due to low business

- Contacting customers to canvas new business, and have received rebooking for 2021/2022
- Changes to food menu, setup, service, and teardown of events/bookings/catering as per Ministry of Health guidelines.
- Keeping customers updated on the BC government guidelines
- New room capacities in place, hand sanitizers in bookable rooms, cleaning between groups in rooms.

CLUBS:

- Priority for space use will be given to Movement clubs (as per Sylvester)
- Non movement clubs will be urged to use a digital platform
- New room capacities in place, hand sanitizers in bookable rooms, cleaning between groups in rooms.
- Changes to food menu, setup, service, and teardown of events/bookings/catering as per Ministry of Health guidelines.

Information & Technology

Preserving continuity of AMS Business Operations: COVID has given us the opportunity to review, assess, and test our IT infrastructure and equip the AMS going forward to keep us prepared. IT is enhancing remote work capabilities, and securing critical assets.

Priority 1: Critical application access and Management - Full Remote Access using UBC VPN, RDP and AMS laptop (so far we have set up 20 users who are falling under this category).

Priority 2: Important application access – Full remote access using Google Chrome Remote Desktop and user’s own computer (certain restrictions may apply).

Priority 3: Moderate access – Web access to applications, files with AMS provided USB

Priority is required to be reviewed by managing director, IT department and departmental manager, and in certain cases, by IT committee. Also, full remote access should be minimized for security considerations.

Human Resources

Communications: HR will provide employees with up-to-date information on internal policies, flexible workplace policies related to COVID-19 with clear instructions on what to do in specific scenarios (such as a colleague acquiring the virus).

To help employees navigate through these uncertain times, HR will send out consistent and frequent messages to keep employees informed and reassured, to help reduce anxiety..

Employee Engagement: HR to draw up a plan to engage and motivate employees. Example: Online lunch-n-learn tutorials, contests, trivia, online workshops, games, daily or weekly motivational and positive messages to encourage and boost employee morale.

Virtual Recruiting: Hiring process will take place remotely via WebEx chat to conduct in person meetings. The hiring process/steps remain unchanged.

Dayforce (Online): Employees can now update their profile and banking information via the online Dayforce platform, and payroll will receive a notification.

Work from home policy: The HR team is working on this policy, which will allow employees to work from home only if their job duties permit. This will require a pre-approval from the manager.

Health and Safety Policy: HR and the H&S committee together working on incorporating the new H&S guidelines into the AMS H&S policy.

Building Operations

The NEST reopened on May 19 2020 following the BC Health & Safety Guidelines & Measure. Below are new additions AMS has added to the existing measures:

- Extending all washroom automatic taps to run 20 seconds
- UBC Custodial will increase frequency of disinfection of high touch surfaces when the building has more people
- Door staff to limit the number of people entering the Nest to avoid overcrowding for Club Days etc
- Washrooms will be cleaned 3x a day

Additional measures we could provide:

- Providing free masks for people who visit the Nest (Costco doing this) or cloth with marketing ads (<https://adage.com/article/cmo-strategy/branded-face-masks-hit-market/2253366>)
- Changing to copper door handles, SARS COV-2 lives only 4 hours on copper surfaces
- Automatic door openers

Marketing & Communications

Despite the pandemic the strategic priorities for the MarComm team remain the same

1. Communicate the value and impact of the AMS in a way that every student understands.
2. Assist AMS operations in reaching their revenue targets.

In a way COVID-19 has given the AMS an opportunity to really showcase our value. As students and their families struggle with finances and other issues related the pandemic, the importance of our role has increased – if there was ever a time students needed someone to have their back that time is now.

So while our priorities haven't changed much and we will still execute on the 2020 Marketing Plan, we will put more emphasis on:

Celebrate our Success

The AMS has already done a lot for students since the pandemic started and we should let more students know. In the past we've been guilty of not capitalizing on success of our advocacy so we want to change that.

Communicate early and often

This will not only help ease student anxiety but again shows how we're fighting for them. The idea is not to wait until we've succeeded, but provide progress reports along the way. The same goes for things we're planning. Almost no student reads council minutes, so we shouldn't just mention something in council and expect students to find out, we should be proactive.

Transparency

Avoid platitudes, concrete examples are important. Whenever possible avoid phrases like "We're working on that". Instead provide real examples as much as possible. Who are you speaking with, who have you met, what was discussed? It's important not to promise things we may not be able to deliver but there are ways to phrase progress without locking ourselves in. This will help to create trust.

Actions Required

- Regular meetings with student executive for updates and success stories (already scheduled)
- Bring in Comms Coordinator as needed to write stories and profiles
- Social Media Coordinator to organize the dissemination of the content over social channels
- Highlight content on our website and newsletters

Use simple language and repeat it

Generally the AMS has a colloquial tone, but now is the time to really make information simple and easy to absorb. Use active voice, speak like a student, use more bullet points, and recognize that we may have to say the same thing multiple times for it to sink in.

Actions Required

- Develop a simple style for SM coordinator, SM associates and writers to follow
- Make sure COVID information follows the same tone as the style guide
- Schedule important information to repeat regularly on all channels including TV screens and washroom frames.

Office of the VP Finance

In light of the COVID-19 pandemic, the AMS Finance Portfolio is working hard to ensure that club and constituency treasurers are able to successfully complete their duties remotely. The AMS Cash Office is open from 9 AM to 4 PM, with sanitary and social distancing precautions in place. In this document, we highlight several aspects in the portfolio that have undergone changes in order to adjust to the current situation.

AMS Reimbursement System

Club and constituency treasurers are able to submit reimbursements and invoices for processing both remotely and in-person at the AMS Cash Office. The respective forms are found online on the front page of the AMS website, and reimbursement requests can be sent to reimbursements@ams.ubc.ca. Trial Balances and Sharepoint information can be requested by contacting the AMS Finance team.

Remote desktop is being set up to ensure students staff can work safely from their home and have access to accounting systems.

Treasurer Orientations

Treasurer orientations have been shifted online over Zoom, with orientations held every several weeks. The treasurer authorization forms (President Supplementary Form and Signature Card) are currently being accepted via email to the Clubs and Constituencies Financial Administrator. The forms can be found online at the AMS website. Prospective treasurers can contact the Clubs and Constituencies Administrator or check the clubs newsletter for more information regarding the next Orientation dates.

Implementation of the new Expense Management System

All demos, contract negotiations are normally done online, as a result there is no change to the first stage of implementation of a new Expense Management System. As we move on to stage two which is transition of data, the accounting staff all have a remote desktop. So on the days they are working from home, there are no impacts.

Expansion of the AMS Credit Card Program

All demos, contract negotiations are normally done online, as a result there is no change to the first stage of implementation of a new AMS Credit Card Program. As we move on to stage two which is transition of data, the accounting staff all have a remote desktop. So on the days they are working from home, there are no impacts.

AMS Fiscal Budget 2020/2021

In light of the COVID-19 pandemic and its impact on travel, the AMS Fiscal Budget has been adapted to prepare for any major potential fluctuations due to decreased enrolment in the 2020/2021 school year. There will be a reforecast of the budget coming to council after the first quarter as we find out more information.

Funds and Grants

Funds and Grants are normally administered online. All AMS subsidies and funds are all accessible on the AMS's website, and as a result there is no change. Procedure will continue as normal except committee meetings will be conducted online.

Health and Dental

The Health and Dental subsidy is administered through e-transfer. Goals and priorities for the Committee this year include examining permanent opt-outs of the AMS/GSS Health and Dental insurance, maximizing student usage of the Health and Dental plan in light of the COVID-19 pandemic, reviewing drug coverage, and discussing summer eligibility for students.

Wellness Bursary

Investigating the setting up of a Bursary to allow students to access funding for Counselling support

Emergency Aid Fund

Investigating how we could have funds available to support members during similar crises in the future

Office of the VP Administration

Nest Space

Club Offices & Lockers Clearouts/Reallocations

While clubs usually vacate their offices and lockers in the spring and then move into their spaces in the summer, this year - due to the delays posed by COVID-19 - we are planning on combining these two steps. As we want to respect social distancing in the Nest, we will be inviting clubs in groups.

- Beginning next week (week of the 15th), clubs will be invited to come clear their offices/lockers and/or move their belongings into new spaces.

First, we will bring in clubs who have not been granted an office and/or locker for the upcoming year.

Second, we will bring in clubs switching offices and/or lockers.

Third, we will bring in clubs who are receiving the same office and/or locker space - Many clubs with offices are losing their locker spaces, so we will ask them to clear their lockers at this time.

Finally, we will bring in clubs gaining a new office or locker space.

Club Offices & Lockers Access

As it stands, all club operations in the Nest are still suspended and this will continue after the office & locker clearouts are completed with the only difference being that club executives will be allowed access into their offices with no seating available in the precincts to disincentivize staying in the Nest.

Hatch Art Gallery

For our annual Call for Submissions for exhibitions throughout the year, we have added a portion that requests digital exhibitions which we plan to feature on the screens in the Hatch, on our new Hatch website and throughout our existing social media and communications platforms. This allows the Hatch to still function outside of its physical space and increases accessibility and visibility of the Hatch and all its programming.

- We are currently researching what this website will look like but there is great emphasis on creating a catalogue/database directory of the Permanent Art Collection and supporting documentation that will help us all learn more about these pieces.

This website will also house all of our digital programming and all information about the Hatch

- Developing new ways for the Hatch Gallery to interact with the community at UBC: i.e. colouring book.

COVID19 Booking Guidelines Messaging for Club Executives

Due to COVID-19 and government regulations the Nest has reduced the room capacities to allow for safe distancing. These restrictions have drastically limited the actual number of usable room space at the Nest. Due to this we will have to prioritize which events will be able to take place in the Nest.

If your event is not confirmed, you will be provided with resources to host your event virtually.

Club booking guidelines for the 20/21 winter term are as follows:

- Events which could easily be done online will not receive room bookings for the fall semester.
 - ∅ This would include general club meetings, networking events and speakers.
- Events that require in-person engagement (i.e. active movement) will be looked on most favorably for room bookings.
- Events such as workshops, which would benefit from in-person engagement but do not require it, will be considered based on availability

Club Booking confirmations

The AMS has taken the following precautions to ensure the safety of all visitors to the Nest.

- Reduced room capacities for safe distancing
- Default room sets to accommodate new capacities
- Installed hand sanitizer in all bookable rooms
- Rooms will be cleaned between every booking

While the AMS is following the guidelines set out by our local government we ask that the clubs take their own measures to ensure those attending their events are healthy and safe.

- Attendees must not have travelled outside Canada within the last 14 days
- Attendees must not have had known contact with a person diagnosed with Covid19
- Clubs must adhere to the strict room capacity
- Club must have a traceability contact list consisting of the full name and contact of each attendee

Club Resources

Club Bookings and Controlling Expectations:

Recognizing the limited room capacities within the Nest as a result of current provincial guidelines, we are currently seeking to inform clubs as best as possible as to what the fall will look like for bookings.

Our first step here is the development of COVID19 Booking Guidelines, in conjunction with Conferences & Catering (Amanda and Christine)

These guidelines lay out which events clubs should not seek bookings for i.e. club executive meetings, networking events.

At the same time, they provide broad guidelines about what events would be considered for room bookings: events which are active, require in-person engagement.

- This would specifically include fitness and sports events, interactive workshops, etc. however, we are being intentionally broad here as we want to encourage clubs to be creative and think of new events that would benefit from in-person engagement.

For our second step, we will be engaging in consultation with clubs through a Fall Booking Plans Survey, released (June 18th). This survey will include our booking guidelines; they will also include our current room capacities and measures that clubs need to take in order to ensure that their events are healthy and safe. The survey intends to answer two main questions:

- 1) Given the booking guidelines and room capacities that you have received, what are your plans with regards to in-person events for the fall semester.

This portion of the survey is being designed to ascertain what the demand for Nest bookings will be like in the fall. This is something that Amanda has asked for.

- 2) If you are not planning on hosting events in the Nest, or are planning on limiting the number of events you host at the Nest, what kind of alternatives for events are you considering, and what kind of resources could we offer to best support you.

This will help us figure out what kinds of steps we should be taking in order to provide resources that are in demand.

Clubs Days

Our team has begun preliminary discussions on how Clubs Days can still take place. We believe that this is an event that needs to take place in some form because it is the main way by which clubs gather new members for the year. We are considering a number of alternatives, including ways in which it could take place in person.

- Our idea for in-person is that we would stagger Clubs Days over a longer period of time, and would host it outdoors outside the Nest, accompanied by AMS Events activations
- Alternatively, we will have a Virtual Clubs Days through AMS CampusBase

CampusGroups is currently working on developing a means of hosting a clubs engagement fair. It offers the following features, which we will integrate into Clubs Days.

- Facilitates the registration of groups and attendees for the fair.
- Provides a complete directory of student groups, which students can look through and check out pre-recorded videos.
 - CampusGroups also offers a number of ways for groups to customize their booth and chat with new students via videoconference and chat.

- Students can be matched with recommended groups based on their areas of interest.
- Students can directly join the groups they are interested in. Alternatively, clubs can collect a list of interested students, which they can use to follow up via email.

Office of the VP Academic and University Affairs

Active COVID-19 Response - “ Covid19 Impacts on UBC Students ” Survey (Released June 3, 2020)

- a. AMS is collecting student feedback/concerns on COVID-19 through a survey in partnership with the Graduate Student Society (GSS) and UBC Planning and Institutional Research (PAIR)
- b. Sharing the data gathered from the survey as a report to aid in the online course transition planning for International Students Services, Enrollment Services, the Center for Teaching and Learning (CTLT), and the Orientations Committees
- c. The results will assist in developing “[Guiding Principles for Fall 2020 Course Adaptations](#)” to emphasize student wellbeing and values of compassion, accessibility, and flexibility.
- d. Practicing active transparency with members of the Alma Mater Society and encouraging the University to practice transparency in their plans as well.

Online Course Accessibility - Increasing Academic Concessions and Student Support

- a. Commit to regularly consulting and collaborating with disability advocates such as the CiTR Accessibility Collective, Neurodiverse and Disabled Alliance, and Disabled Students Association, and the Centre for Accessibility, in order to create clear online learning and assessment principles, maximizing choices for students with accessibility needs
- b. Encoding the [Universal Design for Learning](#) principles as resources for instructors
- c. Advocate to establish lecture recording technology infrastructure, closed captioning technology, and web-based learning modules.
- d. Liaising with the Faculty Association and Centre for Accessibility to make course materials are accessible (i.e. course subtitling, closed captioning, Dyslexia-friendly fonts, trigger warnings)
- e. Promotion of the resources available for people encountering challenging circumstances that require accommodations.

WorkLearn Funding - Advocating for the Maintenance of Experiential Learning Opportunities

- a. Due to COVID-19, funding for a pilot project that allocated [WorkLearn](#) positions intended for racialized, Indigenous, and disabled students was cut. In the next budget cycle, we will advocate for funding for this project to return.

- b. Advocating for development of skills training programs for sustainable career development for all students
- c. Advocating for strategic allocation of UBC budget towards experiential learning opportunities such as Centre for Community Engaged Learning and research-based WorkLearn jobs, particularly around COVID-19 response

Consultation & Advocacy - Establishing a Presence on Platforms to Engage with Students

- a. Implementing AMA-style “Virtual Town Halls”/Webinar-Style Platforms for Students
- b. Having an active presence on social media platforms such as Reddit’s r/UBC, AMS Facebook, AMS Instagram to engage with students.
- c. Working with the Orientations Steering Committees to make the transition for incoming domestic and international students easier.
- d. Hold bi-weekly meetings with the Vice Presidents Academic from each Faculty at UBC to engage in meaningful conversations regarding the academic stresses and concerns of each individual constituency.
- e. Attend meetings with the Provost Office and the Associate Deans, Academic to share student concerns with online course transitions, registration, and certification processes.

Tuition - Transparency Around Qualifying Criteria for Student Financial Aid and Tuition Fees

- a. Advocating for Conducting feasibility research on capping international student tuition increases at 0.9% for the 2020/2021 year or, if need be, developing a report identifying why repealing/reducing international student tuition increases cannot be implemented during the 2020/21 academic year.
- b. Revised tuition consultation process involving further transparency and accessibility to students and benchmarking statistics.

Food Insecurity - Creation of Digital Meal Donation Programs to Help Struggling Students

- a. Food insecurity has been heightened by the COVID-19 pandemic. We will support UBC initiatives such as the development of digital meal donation programs (i.e. Swipe it Forward).
- b. As a long term goal, we will advocate for the restructuring of pricing models such as a “Pay For What You Eat” at UBC Food Services to reduce food waste and the creation of a comprehensive affordability plan.
- c. Assist and collaborate with the FSI Core Team and VP Administration portfolio in the construction of the Digital Food Hub and educational resources on food insecurity
- d. Support the creation of a comprehensive affordability plan with the VPS Office

Student Housing - Ensuring the Shelter and Safety of Incoming Students

- a. Maintaining an active discussion with the UBC Vice President of Students office encouraging transparency with UBC Student Housing regarding year round housing and accommodations due to COVID-19.

- b. Advocating for Student Housing and Community Services to advertise their financial aid services through Enrollment Services Advisors.
- c. Ensuring the University establishes a needs-based model for housing services this upcoming academic year.
- d. Assist with the student population to make sure student consultation is being practiced with the University.

OER Funding - Advocating the Need For Free Course Materials to Faculty and Staff

- a. Promoting the incentives such as the OER Fund, potential of OER development for contributions to tenureship to faculty, through enforceable policy to cap the costs of learning materials.
- b. Continue advocacy on the development of Open Educational Resources through collaboration with the CTLT and department heads.
- c. Collaboration with student leadership in undergraduate societies to raise awareness of Open Educational Resources at the faculty level.
- d. Incorporating accessibility and connectivity into Open Educational Resources Fund Principles.

Office of the VP External Affairs

BC Budget Consultation Submission 2021

Background: The AMS External Affairs office throughout the summer has been working on ways in which it can effectively advocate for better provincial budget expenditures with regards to post-secondary institutions (PSIs). The three key recommendations that the VP External Affairs has made to the provincial government for Budget 2021 are:

1. Revising the current funding models of the provincial government to PSIs to increase direct financial support. This revision would include an annual allocation of funds towards universities and colleges to keep tuition and ancillary increases stable.
2. Amending university regulations for the fiscal year of 2021/2022 to allow PSIs to run budget deficits which ensure that institutional budget cuts are minimized and eventually paid off through long-term financial recovery strategies by the PSIs.
3. Increasing investments to BC Campus allowing for the increased adaptation of Open Education Resources (OERs) which would play a financially positive role in a COVID-19 academic environment. Additionally, it would fit the diverse needs of students from rural and marginalized communities along with students who have disabilities.

Continuous Advocacy: While information on the Budget 2021 lockup is still unknown due to the pandemic's physical distancing requirements, the External Affairs office will be continuing to advocate to the provincial government and those sitting on the Select Standing Committee of Finance and Government Services to adhere to the recommendations made by the major schools of British Columbia. The above-mentioned recommendations were made in coordination with the SFSS, UVSS, BCFS, and other student unions.

4. The student unions that we worked with in coming up with these recommendations agreed that COVID-19 has forced us to revisit the current ways in which the provincial government funds post-secondary institutions. With the current financial situation of many post-secondary institutions in British

Columbia, provincial funding is direly needed to ensure that major budget cuts are not enforced upon students, faculty, and staff.

5. It is important to understand that currently, public post-secondary institutions are not permitted to run budget deficits. This disallowance is due to the public status that post-secondary institutions have through the University Act. In the instance that PSIs were allowed to run budget deficits, this would negatively impact the financial status of the provincial government and their credit ratings. UBC itself is able to borrow from its investments at a 6½% interest rate which is designed to act as a barrier to encourage the long-term nature of its investments. As a result, we will be continuing to advocate in addition to our budget submission, that post-secondary institutions be able to run budget deficits this year in order to sustain many of the programs that they will be forced to cut in the event that revenue numbers are not financially viable.
6. While advocating for Open Education Resources has been a strong advocacy point for previous External Affairs portfolios and will continue to be for future External Affairs offices, this year, as discussed with other student unions and organizations, will be one of distinguishing nature due to the transition of in-person instruction to online instruction. With many students finding it difficult to navigate online classes due to the abrupt transition, BC Campus is currently developing online homework platforms, accessible testing systems, and expanding its development of open educational materials such as textbooks and other learning materials. As a result, we will be continuing to work with both parties to ensure that the provincial government reserves expanded investments into OERs for Budget 2021.

Housing Affordability

Background: With the COVID-19 pandemic creating financial barriers for students and their living accommodations, the provincial government has provided little to ensure that students are being well-supported. The provincial Temporary Rental Support (TRS) program which provided monetary, accessibility, and eviction-related support to tenants in British Columbia was a large disappointment as it excluded students. In addition, no additional programs were made to ensure that students and their living accommodations were being supported during the pandemic. This exclusion was as a result of student housing not being covered under the Residential Tenancy Act which protects renters from unreasonable rent increases among other unjust landlord practices.

1. In understanding that the inclusion of student housing in the Residential Tenancy Act would give students rental rights and allow them to qualify for emergency aid programs such as the TRS, we must understand that it would also take away many reservations that the university makes specifically for students. A key example of this is the reservation of housing for students: the university would be unable to reserve housing for students as it is considered discriminatory. Additionally, age requirements for residences would be removed as that is another form of discrimination in the eyes of the law.

Continuous Advocacy: As a result of the Rent-With-Rights campaign, the External Affairs office has and will be continuing housing affordability advocacy through a joint working group with other student unions which effectively pushes post-secondary institutions to abide by leading practices which include many of the practices as laid out in the nine recommendations of the Rent-With-Rights campaign.

1. It is important to understand that with COVID-19 pandemic imposing financial hardships on students, we will be ensuring that the working group recommends to the government to support students if the pandemic persists and continues to impact the financial well-being of students. In addition, we will also be working towards ensuring that the working group includes in its best practices to create internal subsidies similar to the TRS to support students in the future.

Transit Solutions

Background: The COVID-19 pandemic created a breadth of problems for students especially with regards to transit. As a result of the pandemic, many students were forced to return homes internationally and domestically. For the AMS, this created the problem of: should students still pay for the U-Pass regardless of them not being here to benefit from it? The subsequent answer to this issue was no which effectively resulted in the suspension of the U-Pass agreement. By extension, this brought about the problem of fulfilling the transit needs of graduate students who needed and still need to come to campus for research-based degrees along with enrolled undergraduate students who require transit to conduct essential services.

1. In coordination with the GSS External Affairs office, we agreed on creating a subsidy program for term two of the summer semester (July and August) which would support students and especially graduate students who require transit passes to commute to campus for research. In addition, this subsidy will support undergraduate students who are enrolled and currently residing in the Lower Mainland. With new data collected by the AMS and GSS, we are estimating that this subsidy will cost just over \$700,000 but is essential for students due to the unreasonable prices students would have to pay in the absence of the U-Pass program. We are currently working with the university to ensure that funding for the subsidy is covered by the tuition surplus.

Continuous Advocacy: As we enter the second half of the summer term, we will not be able to determine whether we need to reinstate the U-Pass for the fall as enrollment numbers are unknown until July 15th. In addition, we will be working with the U-Pass Advisory Committee (UAC) to determine whether the need for reinstatement of the U-Pass is necessary.

External Affairs Budget 2020/21

- As the COVID-19 pandemic is coming to a hopeful end in British Columbia and the reopening of the economy has been a defining situation by the province, the External Affairs office budget will be continuing to reserve a lobby budget. We are anticipating that, once travel restrictions have been lifted, we will be able to effectively advocate in-person and create adequate professional relationships with government officials. If the province decides to keep travel restrictions in place in the short-term, we will be reviewing our budget to ensure that the lobby budget is allocated in a manner that best serves the members of the AMS.
- In addition to the lobby budget, we will be ensuring that the research budget is used effectively to produce high-quality brief, policy papers, and as of recent, our BC Budget Consultation Submission for Budget 2021. Research budgets allow us to pay for higher quality research and use it to justify, reinforce, and form efficient advocacy strategies. Especially in a year which has been heavily impacted by a world-wide pandemic, it is important that we increase the amount of research in accordance with the amount of ad-hoc advocacy that arises.