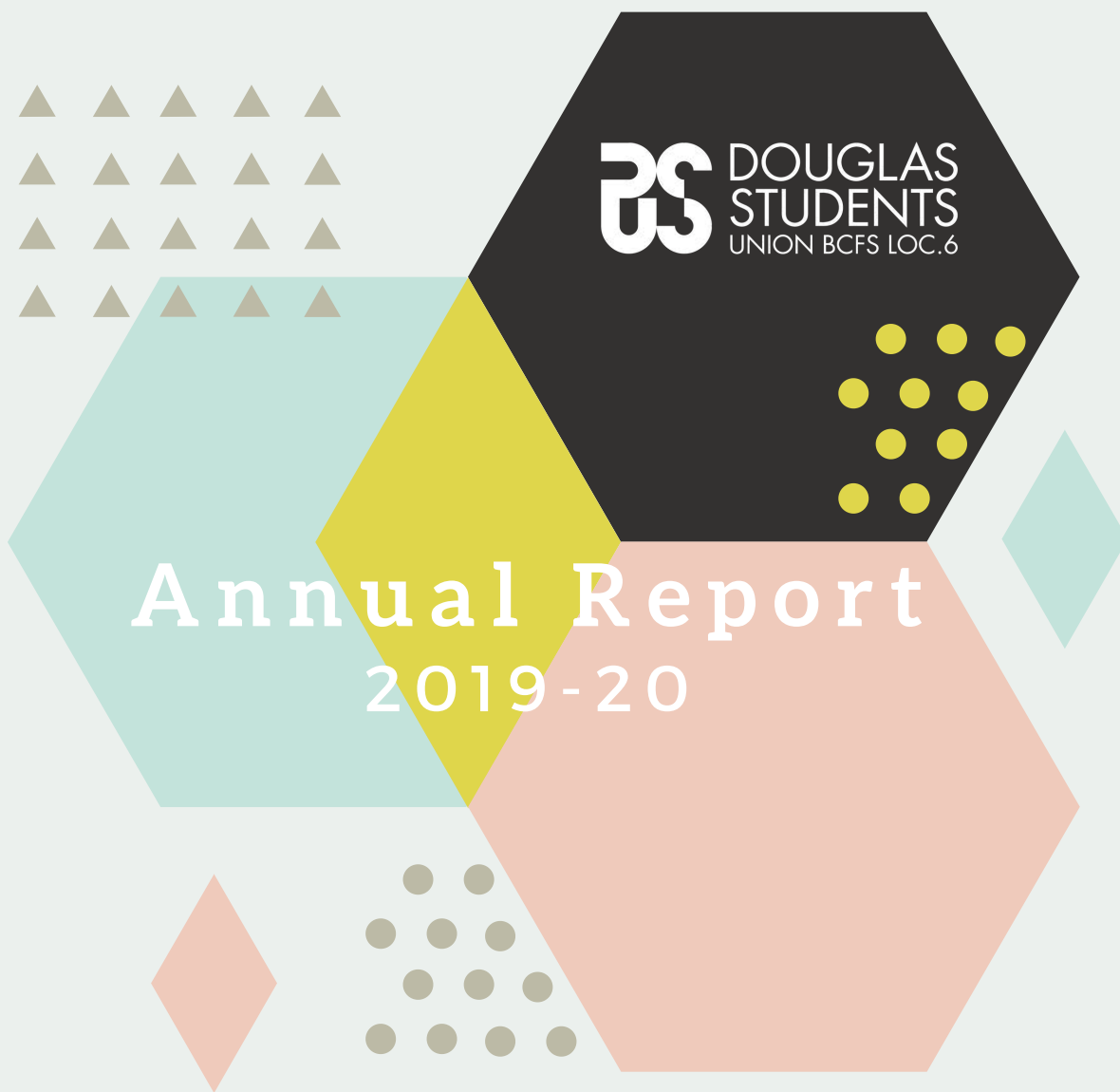




Douglas Students' Union

Local 6 | British Columbia Federation of Students
January 2021



TABLE OF CONTENTS

3	Letter to Members	29	Volunteer Program
5	Campaigns	30	Membership Communication
16	Collectives	33	Internal Affairs & Finances
18	Government Relations	36	Services
21	College Relations	40	Students' Union Building & Spaces
23	Campus Life	42	Board of Directors
27	Clubs	44	Staff



Dear Members,

Please accept for your consideration the Students' Union's Annual Report covering September 2019 to August 2020.

The year began with full programming for campus life with a successful month of welcome events. These included beverage gardens with all-ages carnival at both campuses, DSU Clubs Fairs, our DSU Student Lounge Grand Re-Opening, Welcome Back Pancake Breakfasts and EDGE in partnership with Douglas College Student Life. We also welcomed members with many tabling events, sharing our services and upcoming initiatives, and distributing thousands of our handbooks & dayplanner.

Campus life continued throughout the year with dog therapy, movie days and our very popular food events where hundreds of members were treated to a hot meal and snack.

We kicked off our major campaign Our Time is Now to increase and encourage youth participation in the October 14 Federal Election. Over 2300 members pledged to vote and we hosted over 14 events on both campuses including Candidates Meet & Greet and on campus voting. Through our work, and work of students' unions all across the country, we saw voter turnout in general advanced polls hit an all-time high of 29 percent and on-campus voting increased by 60 percent over the 2015 federal election.

We celebrated campaign successes with the announcement of the BC Access Grants program, that will provide non-repayable financial assistance to students to the sum of \$41 million annually, more Open Educational Resources adopted at Douglas College than ever before saving members collectively thousands of dollars, and we contributed to improvements of the Douglas College Sexual Violence and Misconduct Prevention policy.

We continued to support the important work of the DSU Collectives through events such as the DSU Accessibility Collective's Find Your Chill series, the DSU Indigenous Students' Collectives Indigenous Artisans Fair, the Pride Collective's socials and Pride month celebrations, and the Womens' Collective's many workshops around health, trauma and resiliency.



Throughout the year, we saw an increase in membership engagement through on campus events and online spaces such as our DS App and on all of our social media platforms, DSU Clubs and our DSU Crew Volunteer Program.

Services were expanded to offer more to support members. We created more business partnerships in the Deals App to offer more discounts for members. The DSU Student Lounge at the New Westminster campus was fully renovated to create more social student spaces as well as comfortable group study spaces. We worked with our health and dental provider to increase prescription coverage to 100% to help members save on medications. Through the collective work of students' unions across the province, and in collaboration with the BC Government, 24/7 online counselling services Here2Talk was launched to fill gaps in counselling services for students.

While the campus shut-downs due to the COVID-19 pandemic meant cancelling our many plans for the year, we quickly transitioned our operations to deliver the most crucial services to members through online and distance delivery models to make sure access was maintained. We focused our efforts on sharing up to date information and working with Douglas College to ensure that the needs and priorities of our members were heard and met. We contributed \$100,000 to the Douglas College Emergent and Emergency Needs Fund to help support members in financial need and kept our operations and communication channels open to answer questions and provide assistance to members navigating the new COVID-19 world.

Looking at the year ahead, we will continue to offer and expand the most important services to our members. We will continue to build online spaces and communities for members to stay connected and we will take this opportunity to focus on advocating for increased access to post-secondary education.

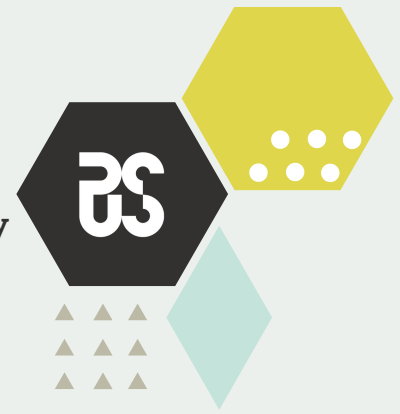
We have been able to accomplish a lot this past year and these goals were only achieved because of the support and work of you, our members. We hope to continue to work together with you, tackling the challenges on the road ahead.

**In Solidarity,
Douglas Students' Union Board of Directors**



CAMPAIGNS

It was a busy year for the Students' Union with campaign and advocacy work. Even though COVID-19 disrupted many plans, the Students' Union was still able to accomplish many goals and achieve some important wins for members. Working together with over 170,000 students from 15 students' unions across the province through the British Columbia Federation of Students, we share our collective wins together and continue the fight towards our common goal to make post-secondary education more accessible and affordable.



STUDENTS NEED GRANTS NOT LOANS

GRANTS NOT LOANS

CAMPAIGN GOALS:

- Establish an up-front needs-based grants program for students
- Increase the annual funding of \$41 million to \$100 million to assist up to 100,000 students per year

BACKGROUND:

BC was the only province that offered no up-front grants or forgivable loans. Instead, the government offered a series of boutique grants and repayment assistance programs that are available to small pockets of the population. With no comprehensive system of grants, BC provided the lowest amount of non-repayable financial assistance in the country.

BC needed a student grant program to level the playing field and help all British Columbians access the education they need to succeed. Up-front grants relieve financial pressures that students face while in study, and enable students to focus more on being successful in their classes, rather than worrying about how to make the next semester's tuition fee payment.

Further, the assurance provided by up-front, needs-based grants addresses debt aversion, a factor that limits those from low- and middle-income backgrounds from enrolling in the first place.

CAMPAIGN VICTORY:

In the 2020 Budget, government announced the creation of an up-front, needs-based grants program called the BC Access Grant. The BC Access Grant is funded \$41 million annually, which is projected to assist 40,000 students each year.

STUDENTS' UNION ACTION:

- 700+ pledges signed
- Actively lobbied in the BC Budget Consultation & through meetings with local Members of Legislative Assembly
- Encouraged members to send thank you emails to the Premier, Minister of Advanced Education Skills and Training and the Minister of Finance
- Featured at the DSU Advocacy Fair
- 4+ in person tabling events & activities



KNOCK OUT INTEREST

CAMPAIGN GOALS:

- To eliminate interest on federal student loans

BACKGROUND:

Interest rates charged on Canada Student Loans equal the highest rates charged on student loans in the country. As articulated in past provincial campaigns on student loans, interest on student loans are simply a tax on the poor, and they add a significant financial barrier to post-secondary education for low- and middle-income families.

The British Columbia Federation of Students' campaign to eliminate interest on BC student loans successfully resulted in the elimination of interest in the 2019 BC Budget, but this represents only a portion of students' total loans.

Life is Increasingly Unaffordable

Canadians with student loans pay, on average, \$5,000 in student loan interest. Many provinces are eliminating these unfair extra charges. The federal government can act now to eliminate interest on student loans

CAMPAIGN VICTORY:

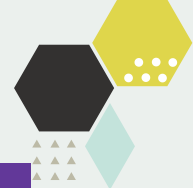
In March 2019, the Federal government's Budget 2019 announced a reduction in interest charged on federal student loans. Budget 2019 limits interest charged on student loans to the prime rate of interest.

Additionally, it removes interest charged on student loans during the six-month grace period following the end of studies. Government estimates suggest this change will save borrowers an average of \$2,000 over the loan repayment period.

STUDENTS' UNION ACTION:

- 2200+ pledges signed
- Actively lobbied at meeting with local Members of Parliament
- Featured at the DSU Advocacy Fair
- Highlighted at NSO & Weeks of Welcome in September 2019
- 6+ in person tabling events & activities





FAIRNESS FOR INTERNATIONAL STUDENTS

CAMPAIGN GOALS:

- Establish provincial regulation of tuition fees for international students, including a freeze or cap on increases
- Regulation or standardization of tuition fees at Douglas College
- Increase awareness of the unique challenges facing international students, including predatory tuition fee models, insufficient student services and racism on- and off-campus

BACKGROUND:

Unregulated, Unpredictable, Unfair

In BC, as in most of Canada, international tuition fees are unregulated and can increase at any time, with no notice. Domestic student tuition fee increases are capped at 2% annually under the BC government's Tuition Fee Limit Policy. Meanwhile, tuition fees for international students in BC have increased by 64% since 2006.

Due to government underfunding, institutions have come to depend on the revenue they receive from increasing fees for international students. However, unpredictable fees make budgeting impossible, meaning some international students are forced to leave Canada before completing their studies.

It is Time for Fairness for International Students

We need the BC government to amend the Tuition Fee Limit Policy to include the regulation of fees for international students. This would create fairness, consistency, and predictability for international student tuition fees.

Working together with the British Columbia Federation of Students, we published a comprehensive research document about international students in British Columbia.

The [document](#) explores the history of international education in the province, the current reality of funding and fees, and the pitfalls of the province's current strategy (or lack thereof) on international student recruitment.

CAMPAIGN VICTORY:

BC Government commitment to a restructuring of the post-secondary education funding system

STUDENTS' UNION ACTION:

- 400+ postcards signed
- Actively lobbied in the BC Budget Consultation & through meetings with local Members of Parliament
- Included into DC Budget Submission recommendations to freeze international tuition fees
- Featured in the DSU Advocacy Week
- 6+ in person tabling events & activities



OPEN TEXTBOOKS NOW!

CAMPAIGN GOALS:

- To encourage faculty across BC to incorporate open educational resources into their classrooms
- Save students money on textbooks by increasing adoption of OERs at Douglas College
- Bust myths surrounding open educational resources and open education
- Promote and support adoption of open textbooks and other materials among faculty
- Support the efforts of the BC Federation of Students and BC Campus (BC's provincial open textbook research organization)

BACKGROUND:

Don't Drop The Course, Drop The Textbook

The high cost of textbooks has nearly doubled since 2002. In addition to ever-increasing tuition fees and ballooning student loan debt, textbook costs are creating further obstacles for student success in the classroom. In fact, a majority of BC post-secondary students report that they don't buy their textbooks – this can have serious negative effects on learning outcomes.

Open Educational Resources (OERs) are accessible, affordable and customizable teaching, learning, and research resources that reside in the public domain, which permits their free use and re-purposing by others. They increase access to knowledge and the quality of learning, both of which improve student success. These resources commonly include textbooks and open access journals, but can also include other materials used for learning and research like course materials, modules, videos, tests, software, and more.

In the past 5 years, open textbooks have saved students nearly \$5 million in British Columbia; more funding will result in more materials and save students money one class at a time! All it takes to expand the program is a commitment from instructors and administration to make saving students money a priority.

CAMPAIGN VICTORY:

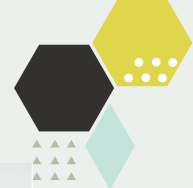
- Since 2013, 16,898 members at Douglas have saved a total of \$2,079,017 at the end of 2020
- The OER Incentive Grant has awarded 47 faculty since its' implementation in 2018

2019/2020

- 159 sections using OER with total saving for members \$518,195
- Fall 2019 – 32 classes (1598 members, \$191,033 savings)
- Winter 2020 – 29 classes (1454 members, \$170,695 savings)
- Summer 2020 – 18 classes (1221 members, \$157,195 savings)

STUDENTS' UNION ACTION:

- Continued participation with the Open Douglas Working Group to strategize and support more implementation and adoptions of OERs at Douglas College
- Open Access Week October 21-17 & Open Education Week March 2-6 events to promote awareness of OERs
- Activities included Cost of Textbooks Flowchart, Price is Right game & examples & displays of OERs
- Featured at the DSU Advocacy Fair
- Annual Contribution of \$3000 to the Douglas College OER Incentive Grant
- 6+ in person tabling events & activities



FUND IT, FIX IT

CAMPAIGN GOALS:

- To increase funding for institutions and secure a progressive funding model that provides stability and accounts for inflation
- To immediately freeze, and progressively reduce tuition and other user fees
- Restructure the post-secondary education funding system

BACKGROUND:

Tuition fees have skyrocketed over the last two decades, more than doubling since 2001. Where average tuition fees were \$2,500 in 2000, they are over \$5,900 in 2019; the average cost of obtaining a degree has increased by over \$13,700 in tuition fees alone. The reason for this is clear: years of cuts and neglect have resulted in an underfunded system that makes up for funding on the backs of students and their families.

In recent years, the proportion of public funding to BC colleges and universities has dropped to less than 44% of total operating revenue, down from more than 80% in the 1980s and more than 90% in the 1970s; the proportion of tuition fee revenues now makes up 48% of institutions' revenue — surpassing the proportion from government funding. This constitutes a massive divestment in public education for the current generation of young people compared to the support provided to those who attended college and university in past decades.

With the rising cost of tuition fees, add to those costs a multitude of new ancillary fees, ballooning housing costs, rapidly inflating transportation costs and other increased living costs, and it is easy to see why so many students are struggling. Compounding the squeeze on students and their families is the fact that wages have remained stagnant, and student financial assistance has not kept pace with need.

CAMPAIGN VICTORY:

BC Government commitment to a restructuring of the post-secondary education funding system

STUDENTS' UNION ACTION:

- Actively lobbied in the BC Budget Consultation & through meetings with local Members of Legislative Assembly



[Link to Fund It Fix It Campaign Video](#)



OUR TIME IS NOW

CAMPAIGN GOALS:

- To increase youth voter participation in the 2019 federal election by encouraging members and other young people to vote
- To increase the discussion and narrative of issues that are important to young people
- Get issues important to young people into party platforms

BACKGROUND:

The British Columbia Federation of students in partnership with the Students' Union organized a successful campaign to encourage youth voter participation in the 2017 provincial election, which resulted in a significant increase in youth voter turnout across BC.

The Our Time is Now campaign built upon past successes, and refined tactics to further demonstrate to all parties that youth issues matter, and should be a central part of any federal party's platform.

The campaign utilized a mix of social media and online engagement tools to reach members and non-members alike and mobilize the youth vote in 2019.

CAMPAIGN VICTORY:

- The Green Party and New Democratic Party included the elimination of interest on student loans into their party platform
- According to Elections Canada, on-campus voting increased by 60 percent in 2019 over the 2015 federal election
- Voter turnout in general advanced polls hit an all-time high of 29 percent
- 53.9% of voters aged 18-24 and 58.4% of voters aged 25-34 voted

STUDENTS' UNION ACTION:

- Worked with Douglas College to coordinate and encourage on campus voting at both campuses October 9-12
- 55 class talks - reached over 1400 members
- 2300+ pledges signed
- Tabling activities included voting trivia game, sharing important issues graffiti board, voting on issues
- Events included Candidates Meet & Greet at both campuses
- 14+ in person tabling events & activities





RECONCILIATION THROUGH EDUCATION

CAMPAIGN GOALS:

- To educate students, staff, faculty and administrators of Douglas College about the Truth and Reconciliation Commission and the asks of Indigenous people in Canada
- Break down the barriers that restrict indigenous learners from accessing post-secondary education
- To promote positive interactions between Indigenous students, staff and faculty and the greater post-secondary community through story-telling, culture sharing, and myth busting
- To call on the provincial government to implement the recommendations made by the Truth and Reconciliation Commission

BACKGROUND:

Indigenous students face issues with education attainment and participation in post-secondary education across Canada. Indigenous post-secondary attainment is not only an education issue, but has larger consequences for income inequality and patterns of chronic unemployment.

Education Attainment Levels in Canada

In recent years, despite the increasing proportion of Indigenous people with university degrees, the attainment gap with non-Indigenous people has been widening, not shrinking. The proportion of Indigenous people who have a university degree has more than quadrupled compared to 25 years ago, yet the gap between Indigenous and non-Indigenous people has more than doubled over the same period. These disparities show that there is still an issue with attainment and access to post-secondary education for Indigenous peoples in Canada.

TRC Recommendations for Reconciliation Through Education

The Truth and Reconciliation Commission's recommendations for post-secondary education

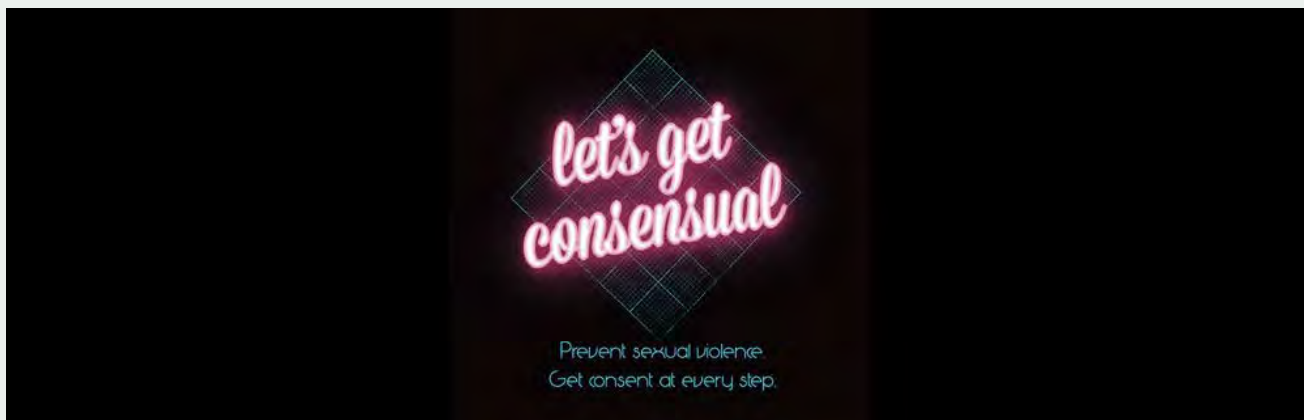
focus on providing necessary funding to educate teachers on how to integrate Indigenous knowledge and teaching methods in the classroom. Education needs to be a top priority in the federal and provincial reconciliation framework. Investing in Indigenous education is a necessary step towards reconciliation and provides a pathway to stronger economic stability and reducing income inequality.

CAMPAIGN VICTORY:

The inclusion of the objective to "Align practices and processes with the UN Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Commission's Calls to Action" in the 2020-25 Douglas College Strategic Plan

STUDENTS' UNION ACTION:

Supporting the work of the DSU Indigenous Students' Collective through increased dialogue and awareness, events, and campaigns.



LET'S GET CONSENSUAL

CAMPAIGN GOALS:

- Raise awareness about consent culture on campuses

BACKGROUND:

The campaign focuses on building a consent culture on campus and having conversations about what consent is, to build a better campus community.

Sexual violence is a problem across our society and actions that occur on campuses are reflective of that larger societal issue.

In May 2016, the BC government adopted the Sexual Violence and Misconduct Act, obligating all post-secondary institutions in the province to create and adopt policy to respond to allegations of sexual violence and misconduct. The passage of the Act was critical in acknowledging the prevalence of sexual violence at post-secondary institutions.

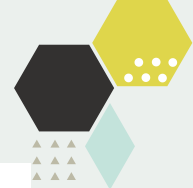
The Let's Get Consensual campaign is an initiative of the Anti-Violence Project of the University of Victoria, and has undergone redevelopment and rebranding.

We also work with Students for Consent Culture (SFCC) - a national student-led organization working to end campus sexual violence by building a network between student unions, community organizations, and other advocates.

STUDENTS' UNION ACTION:

- Over the past 4 years, the Students' Union have worked with Douglas College to implement the Sexual Violence and Misconduct Prevention and Response Policy on campus and this year worked to update and amend the policy to better reflect the needs of students, faculty and staff
- Consultation with Students for Consent Culture to analyze existing Douglas College policies and identifying gaps to address
- Participation in Campaign update and training in August with the University of Victoria Students' Society that covered understanding Consent, how to support survivors & training on the Let's Get Consensual campaign
- Signed on as an official partner on the Let's Get Consensual campaign





**period.
promise**

Period might be tough to talk about sometimes, but they are just a fact of life.

PERIOD PROMISE

CAMPAIGN GOALS:

- The distribution of free period products in bathrooms at Douglas College
- Increase the awareness of period poverty and the impacts on students

BACKGROUND:

Periods are a fact of life. Menstruation products are a basic necessity. But if you're living in poverty – or vulnerable in other ways – access to tampons, pads, cups or menstrual underwear, can be challenging.

Period Promise is an initiative of the United Way of the Lower Mainland that aims to raise awareness of the concept of period poverty and to break the cycle by providing free access to menstrual products to people who can't afford them. Starting out as a donation drive initiative called Tampon Tuesday, the initiative has grown to become an advocacy-based campaign promoting free access to menstrual products amongst businesses, organizations, and governments.

In April 2019, the campaign's efforts resulted in the Ministry of Education announcing that all public K-12 schools would have free menstrual products available to students in washrooms by the end of 2019.

STUDENTS' UNION ACTION:

- In February 2020, the Students' Union signed on to the Period Promise Campaign, committing to uphold the principles of the campaign by providing menstrual products free to members at our spaces
- The Students' Union provides free period products at both the New Westminster and Coquitlam campuses through our service desks
- Participated in DC IMPACTS Team event Periods, Politics & Beyond on March 10 - Womens' Representative presented and spoke to action across the province at students' unions
- The Students' Union hosted a photo booth and info table at the event





MOOSEHIDE CAMPAIGN

CAMPAIGN GOALS:

- The distribution of free period products in bathrooms at Douglas College
- Increase the awareness of period poverty and the impacts on students

BACKGROUND:

The Moose Hide Campaign is a grassroots movement of Indigenous and non-Indigenous men and boys who are standing up against violence towards women and children.

Indigenous women are three times more likely to experience domestic violence than non-Indigenous women, and three times more likely than non-Indigenous women to be killed by someone they know. Too many women who are wives, daughters, sisters, aunts, mothers, grandmothers are not safe in their own home.

Too many have been murdered or are missing.

It is time for us to change this.

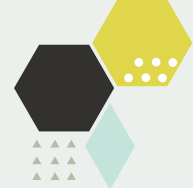
This cycle of violence came from residential schools, racism against our Indigenous peoples, and colonization. It was never in our culture to do violence to the women and children in our families and communities, it was always our responsibility to protect them.

Many efforts, projects, and strategies are now under-way throughout the country to change this reality, but we can and need to do more. Silence is not good enough, and simply being a non-abuser is not good enough. We must speak up and take action, and we need to support each other as Indigenous and non-Indigenous men.

STUDENTS' UNION ACTION:

- In February 2020, the Students' Union signed on to the Moose Hide Campaign
- \$500 dollar donation to the campaign
- Ordered Moosehide pins & materials for on campus engagement
- Engaging in process to become an official Campus Ambassador of the campaign





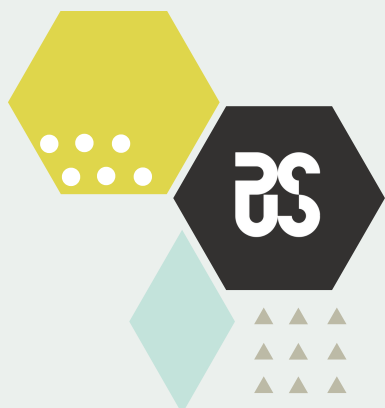
DSU Advocacy Fairs

Fall 2019 - November 5 at NW, November 7 at COQ

The Students' Union hosted the fall DSU Advocacy Fairs to showcase the campaigns and advocacy work. There were engagement activities and campaign actions for each campaign featured, with over 700 members participating over 2 days. There were also cupcakes handed out to celebrate the campaign victories over the past 5 years.

Winter 2020 - The DSU Advocacy Fairs were cancelled due to COVID-19 campus closures





COLLECTIVES

Students' Union Collectives are sub-organizations of the Students' Union that represent equity groups on campus. They are run by the Students' Union constituency representatives and they coordinate meetings, events and advocacy for issues that relate to the collective.



DSU Accessibility Collective

The DSU Accessibility Collective's goal is to create an inclusive and welcoming environment for all members as well as advocate for the equitable treatment of members with accessibility needs on campus and in the community. The collective members participate in social and recreational activities as well as support special events on campus.

- October 3 2019 – "Take Care Time" at NW
- Find Your Chill Series Fall 2019: November 12 at COQ, November 13 at NW
- Find Your Chill Series Winter 2020: January 22 at COQ, February 26 at NW
- Bell Let's Talk Day Info Tabling w/ Student Life + Athletics – January 28 2020 at NW /January 30 2020 at COQ
- June 10 2020 – ONLINE Guided Meditation Event for Challenging Times via Zoom.

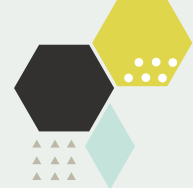
DSU Indigenous Collective

The DSU Indigenous Students' Collective's goal is to provide an inclusive and welcoming environment to all members, encouraging community, enriching cultural identity and gathering strength through learning. The collective members participate in social and recreational activities as well as support special events on campus.

- October 4 2019 at NW/COQ – Sisters in Spirit Tabling, partnered with ISS
- November 19 2019 – Indigenous Artisan Fair at NW
- November 21 2019 – Indigenous Centred Self Care Workshop at COQ w/ IMPACTS + ISS
- February 14, 2020 – Women's Memorial March
- June 21 2020 – ONLINE National Indigenous Peoples Day, Sharing Resources and created Video with Elders and Students speaking on NIPD and what it means to them
- July 1 2020 – ONLINE Canada Day post + awareness of colonization impacts, sharing resources

DSU Pride Collective

The goals of the DSU Pride Collective are to provide a safe and inclusive space for members of the LGBTQ2S+ community. The Collectives hold fun, safe and inclusive events for members and to provide information and materials regarding LGBTQ2S+ members on campus to make friends, utilize services specific to their needs.



The Collective also advocates for LGBTQ2S+ members at Douglas College and the greater community.

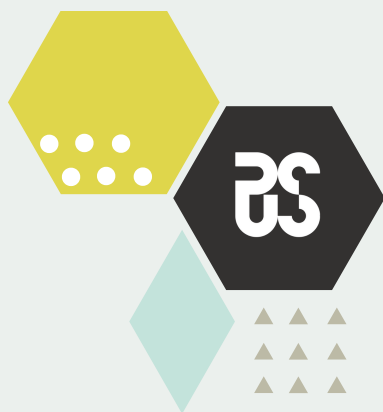
- October 2 2019 - Pride Meet & Greet at NW
- November 24 2019 - Drag Show at The London Pub w/ Collective Members
- November 27 2019 - Pride Movie Day Social at NW
- January 27 2020 - Pride Social at NW Friendship Speed Dating
- February 28 2020 - Pride Collective Spoke at Girl Guides Meeting on Being a Trans Ally
- May 17 2020 - ONLINE International Day Against Homophobia, Transphobia and Biphobia Video Post + awareness on DSU Social Media
- June 29 2020 - Stonewall Riots awareness post
- July 27-August 2020: Vancouver Pride Virtual events and virtual parade, DSU sponsored, share posts social media
- August 4 at NW + August 6 2020 at COQ - Pride Flag Raising Events (ON CAMPUS) w/ very small, invited group
- August 8-15 2020 - New Westminster Pride Social Virtual events and Virtual Pride Parade, sponsored by the DSU, sharing posts on DSU social media
- August 10-13 2020: social media, shared series of Pride terms with definitions, highlighting people, quizzes for learning etc...

DSU Women's Collective

The goal of the DSU Women's Collective is to create a safe and inclusive space for all self-identified women; to support, grow and learn from each other with a focus on social justice, awareness and community building through workshops, resources, speakers and meetings.

- October 10 2019 - Women's Rights in Health Care Workshop w/ IMPACTS
- November 18 2019 - Women's Trauma and Resiliency Workshop
- November 27 2019 - Violence Against Women Tabling at NW
- February 7 2020 - Film Screening w/ IMPACTS
- February 28 2020 - Women's Sexual Health Dialogue w/ IMPACTS
- March 3 2020 - INTL Women's Day Tabling at NW
- March 10 2020 - Periods, Politics and Beyond! Dialogue at NW w/ DC + IMPACTS





GOVERNMENT RELATIONS

While COVID-19 disrupted the Students' Union's strategic plan to build more government relations this year, there were still some opportunities to meet with and speak to government officials about the needs of members during the pandemic and how to make education more accessible.



FEDERAL GOVERNMENT RELATIONS

Meetings with Local Members of Parliament

MP Peter Julian (NDP)

On August 4, 2020, the Students' Union and Douglas College held a Pride Flag Raising at the New Westminster Campus where New Democratic Member of Parliament for New Westminster Peter Julian attended.

MP Ron McKinnon (Liberal)

The Students' Union met with Member of Parliament for Coquitlam-Port Coquitlam, Ron McKinnon, on July 9, 2020 about the shortfalls of the CESB and CERB programs. The main concern was the lack of support for our members - even though they have the same bills and expenses there was little support for the student community in the CESB program. McKinnon defended the CESB program and explained that it was to provide the basic survival needs for a short period of time. McKinnon said he would pass along concerns and feedback to his colleagues. Overall the meeting was not productive as the concerns did not seem to be on the radar of the MP McKinnon.

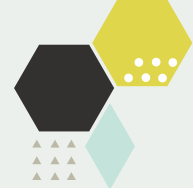
On August 6, 2020, the Students' Union and

Douglas College held a Pride Flag Raising at the Coquitlam Campus where Liberal Member of Parliament for Coquitlam-Port Coquitlam Ron McKinnon attended.

Minister Carla Qualtrough (Liberal)

The Students' Union met with one of the advisors to Minister Carla Qualtrough, the Minister of Employment, Workforce Development and Disability Inclusion and the Liberal Member of Parliament for Delta on July 13, 2020.

The purpose of the meeting was to hear the concerns that members have had during COVID-19 pandemic. The Students' Union spoke to the point that CESB is very low especially for lower mainland living costs and also pointed out that international students had a lack of financial support, were confused about their visas, and that the federal website is hard to navigate for our members. The advisor informed us that there are plans in place to make school more affordable through grant money allocated to students with the highest financial need. The meeting was positive and well received as the focus of the meeting was on concerns of the high cost of living for students.



PROVINCIAL GOVERNMENT RELATIONS

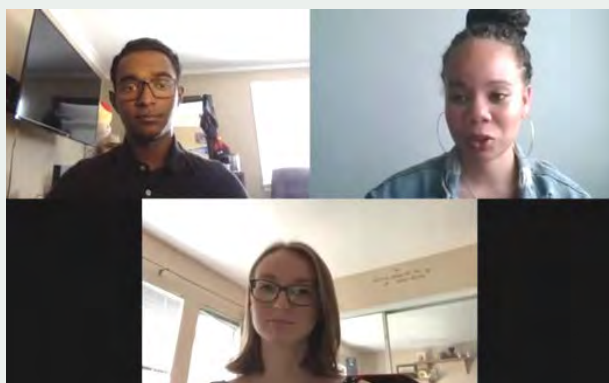
Meetings with Local Members of Legislative Assembly

MLA Joan Isaacs

On August 6, 2020, the Students' Union and Douglas College held a Pride Flag Raising at the Coquitlam Campus where BC Liberal Member of Legislative Assembly for Coquitlam-Burke Mountain Joan Isaacs attended.

Submission to BC Select Standing Committee on Finance and Government Services Consultation for Budget 2021

In previous years, the Students' Union presented to the committee but due to COVID-19 and the increase in requests to present, the Students' Union was not scheduled to present. In June 2020, the Students' Union submitted a video to the BC Select Standing Committee on Finance and Government Relations with recommendations for the 2021 BC Budget.



[Link to Video Submission](#)

Highlights of Students' Union's Submission

The Students' Union identified a funding crisis in the post-secondary system, it is unstable and unsustainable due to heavy reliance on international tuition fee revenue.

The current system creates uncertainty for international students and is also a risk to the success of all students. There are direct correlations between the decrease of ministry grants to the increase of international tuition fees at all public post-secondary institutions.

The post-secondary-education system is currently witnessing and experiencing the consequences of

of the heavy reliance on international tuition revenues to fund our institutions because international students either can not or choose not to come study in BC and therefore a drop in enrolment and tuition fee revenues.

Recommendation: a complete restructure of the post-secondary education funding system in BC to create a stable funding system will benefit all students and communities

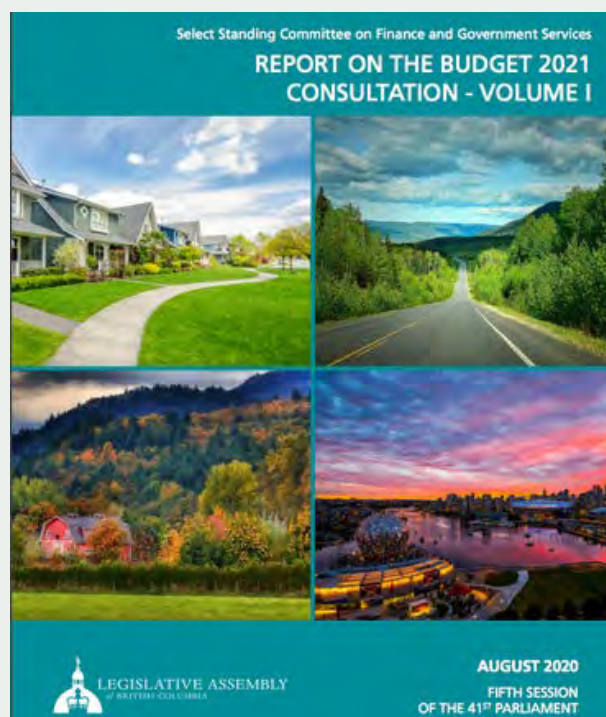
Recommendation: a freeze on domestic and international tuition fees.

[Link to British Columbia Federation of Students' Budget Submission](#)

BC Select Standing Committee on Finance and Government Services Report

The BC Select Standing Committee on Finance and Government Services makes recommendations on Budget 2021 to the Minister of Finance based upon feedback from consultations.

The Students' Union recommendation was included in the report "The lack of regulations on tuition fee increases for international students and how that contributes to unpredictability was also discussed by the Students' Union who recommended a cap on the annual increase."



[Link to BC Select Standing Committee on Finance and Government Services Report](#)

British Columbia Federation of Students' Advocacy Week - October 2019



Over 40 representatives from students' unions across the province met with various Members of Legislative Assembly from Government and the Opposition during the British Columbia Federation of Students' Advocacy Week on October 21-24 2019 in Victoria.

Members of Legislative Assembly were especially intrigued by the international education strategy which would provide supports for international students as part of the Fairness for International Students campaign.

Government was also very interested in the progression of the Sexual Misconduct and Violence policy work and agreed that different institutions needed different levels of funding as some do not have any resources available while others have full centres dedicated to sexual misconduct instances.

BC Budget 2020 - February 2020



The Students' Union was invited to the BC Budget Presentation on February 18 2020 in Victoria and met with Melanie Mark - Minister of Advanced Education, Skills and Training and Carole James, Minister of Finance and various other Members of

Legislative Assembly. The highlight of Budget 2020 was the announcement of the BC Access Grant Program with \$41 million of annual funding for the program

BC Access Grant Announcement at Annacis Island - February 2020



The Students' Union participated in the BC Access Grant Announcement at Annacis Island on February 28, 2020. The announcement features trades students who will benefit from the program.

The Students' Union had the opportunity to thank Melanie Mark, Minister of Advanced Education, Skills and Training, Ravi Kahlon, Parliamentary Secretary for Sport and Multiculturalism of British Columbia and John Horgan, Premier of British Columbia in person for the new program that will increase access to many students.

Local Government Relations

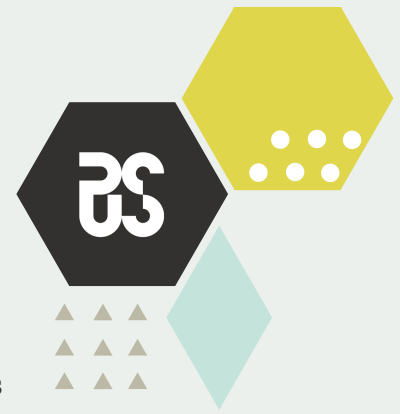
The Students' Union meets and corresponds regularly with local city government bodies to address issues facing members within the communities and to discuss opportunities to work to work together on community events and campaigns.

City of New Westminster

City of Coquitlam

Councillor Bonita Zarillo - On August 6, 2020, the Students' Union and Douglas College held a Pride Flag Raising at the Coquitlam Campus where Coquitlam City Councillor's staff attended.

COLLEGE RELATIONS



Over the past year, the Students' Union has strengthened its relationship with Douglas College at various levels. There is strong student representation at decision making governance bodies at the college and strong relationships with individuals including the various vice presidents and directors that represent administration, front line staff that provide services to members as well as many faculty members.

Relations with Senior Management Team

The Students' Union meets every semester with members of the Senior Management Team through the Joint Operations Committee. The meetings offer the opportunity to discuss issues facing members, student initiatives, and operational considerations affecting both parties.

With the COVID-19 campus closures in winter 2020, the Joint Operations Committee pushed back their regular meeting and met twice in the summer. Those meetings focused on operational changes as a result of the pandemic, updated safety plans, and joint initiatives to aid members currently struggling as a result of financial difficulties and classes transitioning to online formats.

The Director of College Relations and a staff member regularly attend meetings of the Senior Management Team to provide feedback and ask questions about policy changes and updates as they relate to the member experience at Douglas College.

With the outbreak of COVID-19, the Students' Union corresponded regularly with members of the Senior Management Team to express the concerns of members and worked together to address issues as they arose throughout the winter and summer semester.

College Governance

College Board

The Students' Union sends representatives to observe College Board meetings and keeps the Board of Directors informed of issues arising at the meetings. The Students' Union also works with the elected students on the College Board to ensure they are able to present their views and represent members in discussions and decisions.

Education Council

The Students' Union sends representatives to observe Education Council meetings and keep the Board of Directors informed of issues arising at the meeting. The Students' Union also works with the elected students on the Education Council to ensure they are able to present their views and represent members in discussions and decisions.

2019-20 Budget Consultations

The Students' Union undertook significant work to present a comprehensive budget proposal for investments in key services, financial aid systems and open educational resources.

Several of the Students' Union's recommendations were incorporated into the budget plan, with others being investigated for future implementation.

Recommendations put forward include improving the student consultation process, capping international tuition fees from exceeding the rate of domestic fee increases, increasing open educational resources, increasing services for international members, increasing college service hours and improving on campus parking.

Other College Committees & Initiatives

Open Douglas Working Group

The Students' Union participates at the Open Douglas Working Group, which is composed of faculty and staff to discuss initiatives to promote open learning and OER adoptions on campus.

Sexual Violence and Misconduct Prevention Policy Consultation

The Students' Union worked with Douglas College to amend the policy to make improvements to the following areas:

- inclusion of language for online activity;
- changes to language to be more survivor-centric;
- inclusion of Rape Shield Protections;
- inclusion of conflict of interest clause;
- language to recognize the intersectional impacts of sexual violence;
- immunity clause for alcohol and drug use;
- removal of frivolous claims clause;
- and consideration of anonymous and third-party reporting mechanisms.

Relations with Institutional Staff & Faculty

The Students' Union has a generally positive relationship with institutional staff, who are members of the British Columbia Government and Service Employees Union (BCGEU), Local 703.

Members of the Board of Directors participate regularly with the institution's faculty on various College committees, and the Students' Union continues to share a strong relationship with faculty, who are organized with the Federation of Post-Secondary Educators of BC, Local 4.

Relationship with Douglas College Student Life

The Students' Union maintains a positive relationship with Douglas College Student Life, working closely throughout the year on events, such as New Student Orientation, EDGE, and mental health awareness events. The Students' Union and Student Life support each other throughout the year by sharing events on social media and encouraging involvement of members to all events at Douglas College.





CAMPUS LIFE

The Students' Union provides a wide variety of events throughout the year to create a fun and enjoyable experience outside of the classroom for our members! The Students' Union hosts events for members to build community, to learn outside of the classroom and to provide an opportunity to meet and make new friends - in a fun and memorable way. Whether members attend social events, dog therapy days, wellness events or advocacy-centered events, we hope participation supports members to feel more connected to the Douglas community.

In response to COVID-19 campus closures, in-person Students' Union events were cancelled in March 2020. The Students' Union re-evaluated how to adapt and move forward, and transitioned campus life to fully online and virtual. Live events were held on social media, Netflix movie parties were organized, shared wellness videos recorded by Students' Union Representatives were posted, and released interactive shareables on social media for members to stay connected with the community.



2019 Fall Welcome Events

Welcome Tabling

- September 3, 4, 5 at both campuses

DSU Beverage Gardens

- September 5 at NW
- Sept 10 at COQ

EDGE Fall 2019

- September 12-14

2019 Fall Events

Lounge Grand Opening

- September 18

DSU Pub Nights

- September 19 at Tap House Coquitlam
- November 21 at Tap House Coquitlam

International Meet & Greet

- September 24, DSU Lounge

Food & Movies Day

- September 25 at NW
- September 26 at COQ
- November 26 at COQ
- November 28 at NW

Therapy Dogs

- October 8 at COQ
- October 10 at NW
- November 21 at NW + COQ

Movies & Popcorn

- October 29 at COQ
- October 31 at NW

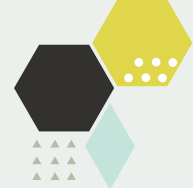
Holiday Crafting

- November 27 at NW

Free Coffee/Tea During Finals -

- December 9-13 at DSU Lounge NW + AB Atrium COQ





2020 Winter Welcome Events

New Student Orientations w/ DC Student Life

- January 3 at both campuses

New Student Huddle & Social w/ DC Student Life

- January 7 at both campuses

Welcome Tabling

- Jan 6, 7, 8 at both campuses

2020 Winter Events

DSU Pub Nights

- January 23 at Tap House Coquitlam

DSU Pub Nights

- January 23 at Tap House Coquitlam

Food & Movies Day

- January 28 at NW
- January 30 at COQ

Therapy Dogs

- March 10 at NW
- March 12 at COQ

Virtual Netflix Party

- April 11

Virtual End of Semester Live DJ Dance Party on Instagram Live

- April 24



STUDENTS' UNION CAMPUS LIFE TRANSITIONED TO BEING VIRTUAL IN MARCH 2020

DSU EVENTS BELOW CANCELLED DUE TO COVID-19:

Food Events

- March 17 at COQ
- March 19 at NW

DSU Accessibility Collective Find Your Chill

- March 18 at NW
- March 25 at COQ

DSU Women's Collective "Because We Are Girls" Film Screening and Dialogue

- March 26 at NW w/ IMPACTS

Pub Night

- March 26 at Tap House Coquitlam

DSU Pride Collective Trans Day of Visibility Tabling + Art Creations

- March 30 at NW

DSU Beverage Gardens for end of semester

- March 31 at COQ
- April 2 at NW

DSU Indigenous Collective + IMPACTS events. Film screening + dialogue re Wet'suwet'en

- April 16 at NW

International New Student Orientations

- April 27, 28 with Douglas International Office



2020 Summer Events

Social media engagement

- engagement shareables
- mindfulness resources
- bingo games
- throwback photos/videos slideshows

Virtual Netflix Party

- May 8
- June 25

DSU Wellness Videos Series created by Reps:

- Workout videos
- Cooking videos

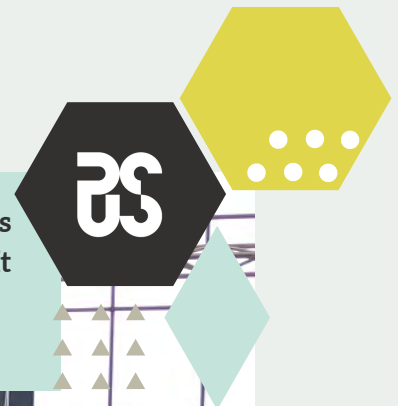
Mindfulness – guided meditation event with Valerie Mason-John

- June 10 via Zoom



CLUBS

Students' Union clubs are a great way for members to make connections & build social networks outside of the classroom on common interests. It was a busy year of club activities, engagement and improvements to services to support clubs.





Club Registration Packages

- 32 club packages received and accepted in Fall 2019
- 12 packages received and accepted in Winter 2020.
- There were 44 ratified clubs and the Students' Union allocated \$14,255 in funding based on requests from clubs.

Clubs Fair Events

The Students' Union hosted 2 club fairs each semester, 1 on each campus.

- Fall 2019
 - 15 clubs participated in NW - September 15
 - 5 clubs participated in COQ - September 17
- Winter 2020
 - 20 clubs participated in NW - January 23
 - 6 clubs participated in COQ - January 21

Club Policy Changes

In September 2019, club policy changes were made to increase funding for all clubs, implement guidelines and timelines around submitting financial request forms. In June 2020, club policy changes were made to adapt the policy to COVID-19 guidelines and safety protocols from the Students' Union and Douglas College.

DSU Clubs Council

DSU Clubs Council met twice during the 2019-2020 year

- Fall 2019 - October 4, 2019
- Winter 2020 - February 7, 2020
-

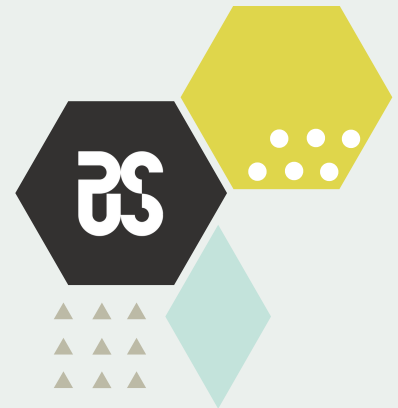
Clubs Council requested for more support from the Students' Union via social media, as well as a better form of communication. A club SLACK workspace was created in July 2020 for clubs to use for communication within their club and with the Students' Union.

In response to COVID-19 campus closures:

- Clubs were advised in March 2020 about cancelling their events on campus, and some were forced to cancel due to the nature of the event.
- As of March 16, all club in-person events and meetings were cancelled. Most clubs decided to put a pause on their club activities, while others tried using online platforms to continue to host their club events and meetings.
- In July 2020, the Students' Union started a club Zoom account for clubs to request to use to host their meetings (at no cost to the club) and Google Meet was encouraged for clubs to use as an alternative.
- In August 2020, club forms were updated to be online for Fall 2020 club registration.

VOLUNTEER PROGRAM

The DSU Crew Volunteer Program was created as a way for members to have an opportunity to engage with the Students' Union on events and campaigns, the program is a way to train members on the work of the Students' Union.



Volunteer Training

Fall 2019

- September 30 in COQ
- October 3 in NW
- November 29 in NW

Winter 2020

- February 10 in COQ
- February 12 in NW

Volunteer Appreciation

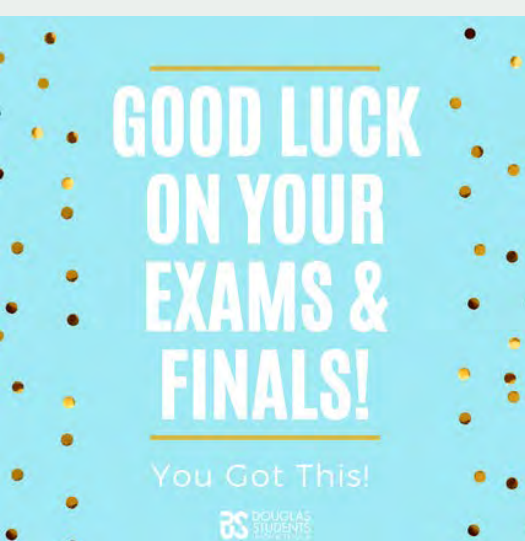
- November 21 in NW



As of March 2020, there were 73 active volunteers.

On March 16 2020, all Students' Union on-campus events, campaigns and activities were cancelled. Because of this, the volunteer program was placed on hold to be re-evaluated. With all on-campus services being suspended and events limited and solely online, the Students' Union did not resume the volunteer program during this year.





MEMBERSHIP COMMUNICATIONS

The Students' Union has a number of different ways to communicate with members and this year, expanded some of those channels to increase engagement. When COVID-19 forced the campus closure, the Students' Union focused resources to ensure open and responsive communications with members about services and directed them to various Douglas College departments for specific needs and concerns.

Digital Communications

DSU Website

- <https://www.thedsu.ca/>

Social Media @thedsu6

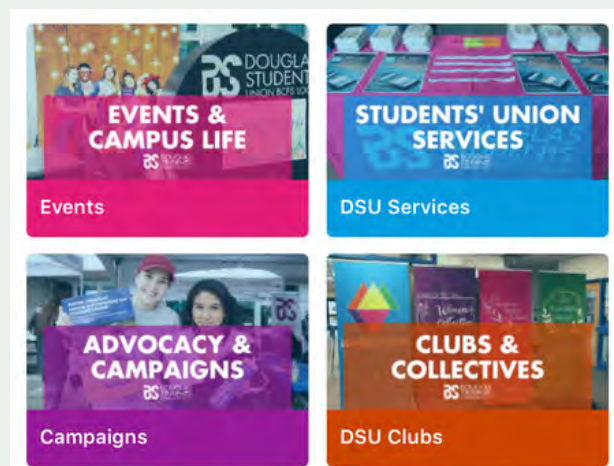
- Instagram
- Facebook
- Twitter

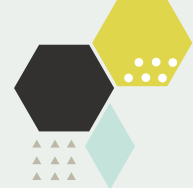
The DS App

The DS App is a platform where members can access information on Students' Union services and also connect with other Douglas members through the social tools.

This year, the Students' Union partnered with DC Global Engagement and International education departments to deliver more information to members.

The Students' Union undertook re-branding and update of tiles on the app and utilized the DS app to promote events on campus and to post updates on COVID-19.





On-Campus Communications

Bulletin Boards & Concourse/Atriums

The Students' Union utilized bulletin boards and rolling boards in Concourse and Atrium as the main form of communication to members until March 2020.

Class Talks

The Students' Union was invited to speak at 2 classes in September 2019 and 1 class in January 2020 about the Students' Union (as part of Welcome Weeks).

MEMBERSHIP COMMUNICATIONS IN RESPONSE TO COVID-19:

STUDENTS' UNION COMMUNICATIONS

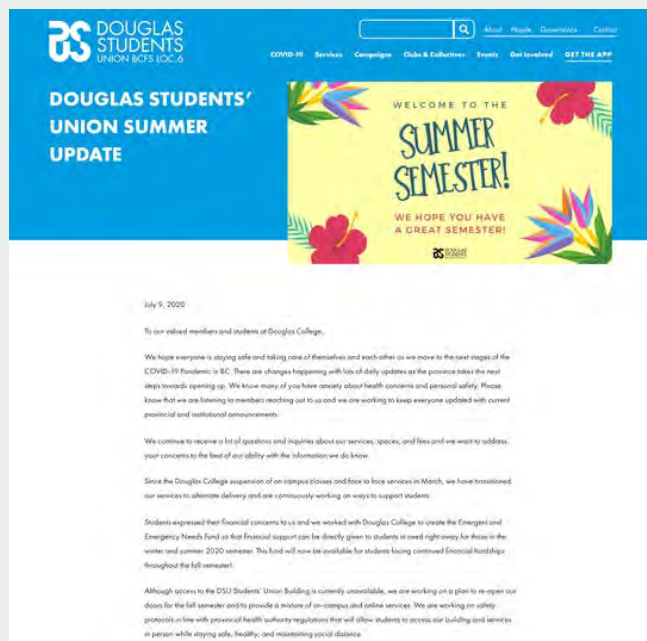
In March 2020, all Students' Union communications transitioned to online methods and COVID-19 communications to members began when Douglas College decided to cancel all on-campus events, and continued as they suspended all on-campus classes, activities, services and fully transitioned to online delivery. The Students' Union utilized all platforms to keep members updated and as informed as possible. (Facebook, DS App, Instagram, Twitter, website). Updates were posted to members about Students' Union information on all platforms.

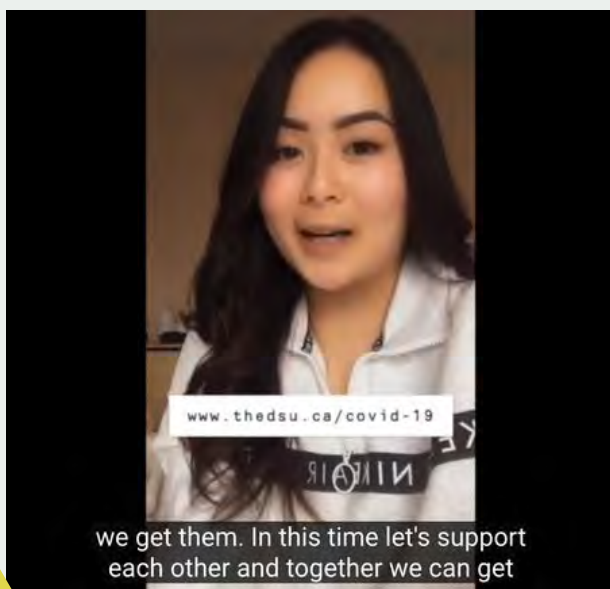
On March 19, the Students' Union closed the Students' Union Building and staff fully transitioned to working from home and online. Updates and notifications were sent to members through communication channels when there were updates about what was happening on-campus in regards to COVID-19. (ex: March 15, March 16, March 19)

The Students' Union continued to post updates to members throughout the remainder of the winter 2020 and summer 2020 semesters. (ex: April 15th, July 9th). All other updates and initiatives of the Students' Union were posted on social media and the website throughout the remainder of the year.

The Students' Union supported members with questions they had about updates or requests for Douglas College.

- Responded to any and all members who reached out to us within 2 business days.
- Created videos for New Student Orientation about Students' Union service updates.
- Created video messages from the Board of Directors to members (ex: IGTV message to members)





Website

- Campus and Students' Union updates were posted on the Latest News section of the website as things progressed in March 2020.
- When the Students' Union and Douglas College fully transitioned to online and working off-campus, the Students' Union continued with written updates on the website, a COVID-19 webpage was created for members to refer to.
- The COVID-19 webpage was updated as new information was released and included information from the BC and Federal governments and their programs, CDC information, health and wellness resources, income assistance links, and more
- <https://www.thedsu.ca/covid-19/>

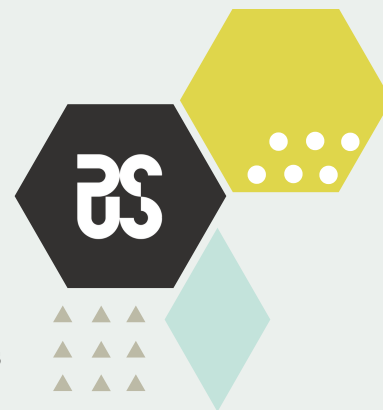
Social Media

- The Students' Union utilized all social media channels to communicate with members.
 - Facebook
 - Instagram
 - DS App
 - Twitter
- The Students' Union utilized social media to promote the work ongoing work, this included promoting events, raising awareness of campaigns and awareness days, sharing service updates, and hosting events (FB & IG lives and video events).
- Social media, specifically Instagram, became the most popular and commonly used form of communication from our members.
- The Students' Union utilized Instagram and Facebook stories as a form of engagement with members. Features such as polls, multiple choice questions, quizzes, open questions Used these for campaign engagement, as well as asking members what they want to see from us were utilized.
- Instagram and Facebook stories were utilized for engagement sharing with members. Example: DSU Bingo, this or that posts,

EMAILS

- Due to COVID-19 office closure, the Students' Union received a high volume of emails to info@thedsu.ca requesting support, information on services and questions about changes to daily operations which the Students' Union responded to in a timely manner.

INTERNAL AFFAIRS & FINANCES



It was a busy year for the Students' Union internally, work was undertaken to ensure compliance with government regulatory statutes with the BC Societies Act and the College and Institutes Act which governs how the Board of Directors run the union and how fees are collected. Due to COVID-19, the Students' Union had to make adjustments to operations to fulfill fiduciary obligations.

Governance

Regulatory Compliance

BC Societies Act

The Students' Union operates under the BC Societies Act, and remained in compliance with the Act through the 2019-20 year.

College and Institute Act

The Students' Union maintains compliance with the College and Institute Act in order to ensure that its fees, and the fees it collects in trust, can be maintained by Douglas College. The Students' Union was in compliance with the Act through the 2019-20 year.

BC Lobbyist Act

The BC Lobbyist Act came into effect in May 2020, the Students' Union remained in compliance with the Act through the 2019-20 year.

Annual General Meeting

The Students' Union held its Annual General Meeting on January 29, 2020 at the New Westminster Campus. The meeting was quorate with more than 60 members participating. Members received the 2018-19 annual report, and approved the 2018-19 audited financial statements.

The meeting also considered one bylaw amendment to remove language concerning the Activity and Intramural Fee as it is a fee assessed and collected by Douglas College. The proposed bylaw amendment was passed by the membership.

Board of Directors Elections

The Students' Union held its annual election between January 27 and February 14, 2020, with one slate of candidates and one individual candidate running for office. After five days of voting across both campuses, over 1100 members cast ballots. There were no disqualifications.

Board of Directors Orientation

The Students' Union's Board Orientation is typically held over a 3 day retreat but due to COVID-19 public health orders, this year's orientation was held online over the month of May 2020. The sessions were assisted by BC Federation of Students Executive Director Michael Olson.

Sessions held at the meeting taught Directors about the Students' Union's structures and finances, the legal responsibilities of directors, staffing and labour relations, and the regular responsibilities of directors. The board used the time to develop a set of basic goals and plans for the year ahead.

Strategic Planning

A Strategic Planning session was held in June 2020 between the Executive and staff of the Students' Union. Normally the session is a one full day meeting to discuss goals and priorities and to strategize short term and long term initiatives. Due to COVID-19 public health orders, the Executive and staff met over two days through Zoom.

Policy & Bylaw Updates

Bylaw Updates

Removal of the language concerning the Activity and Intramural Fee as approved by the general membership at the Annual General Meeting.

Policy Updates

The Students' Union regularly reviews and updates the policies of the organization. During this year, policies revised were **20.05 - Board Member Compensation and Reporting and Procedure 20.02-01 - Reimbursement Rates**. A new policy was also created, **40.08 - Student Grant Fund Administration**

Staffing

All Staff are members of CUPE 2396.

Regular Staff and Staffing Changes

The Students' Union employs 6 full-time staff. There were no changes in regular staffing during the academic year.

Student Staffing

The Students' Union employs 4-5 members in part-time positions to work at the front desk in New Westminster and the Kiosk in Coquitlam.

With the initial impacts of the pandemic, the office and kiosk of the Students' Union were closed temporarily until approved COVID-19 Safety Plans were put in place to ensure a safe return to work for all staff and directors.

Full-time staff transitioned immediately to working from home to ensure minimal disruptions in advocacy, services, and events. Part-time staff were temporarily laid off until safety plans were put in place during the summer when in-person services resumed, this allowed them to qualify for government financial support.

Financial Management

Audited Financial Statements

The Students' Union's fiscal year is September 1 to August 31. Each September and October, the Students' Union prepares its annual financial statements for auditing, a process that occurs in

November and December each year. The following January, the audited statements are adopted by the Board and forwarded to the membership at the annual general meeting.

2018-19 Audited Financial Statements

The Students' Union's 2018-19 financial statements were prepared on time and audited prior to December 2019. The statements, along with the auditor's report was presented to the annual general meeting held January 29, 2020 and received by the general membership.

2019-20 Audited Financial Statements

Work on the 2018-19 financial statements began in late August 2020 and the bulk of the statement and audit preparation was completed by December 2020. The audited financial statements and report of the auditor will be presented to the general membership in January 2021 at the annual general meeting.

Dues Collection

The Students' Union collects its fees through automatic assessment and collection by Douglas College in accordance with the College and Institute Act. The Students' Union also uses the same mechanism to collect fees on behalf of the British Columbia Federation of Students.

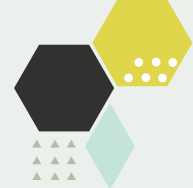
Students' Union Fees

The Students' Union fees were increased in 2019-20 by the rate of change in the consumer price index for Vancouver per the Students' Union's bylaws. Increases in fee amounts beyond inflation that have or will be experienced in 2019-20 reflect increases to the Students' Union's membership (via enrolment).

British Columbia Federation of Students Fees

The Students' Union collects fees on behalf of the British Columbia Federation of Students consistent with Douglas students' membership in the Federation. In 2018-19 and 2019-20, the fees for the BCFS were increased by the rate of inflation per the organization's bylaws.





British Columbia Federation of Students

General Meetings

38th Annual General Meeting - January 2020

The Students' Union sent Directors Ataiza, Chirino, Gaidu, Lal, Mitro and Tang, along with staff persons Tracy Ho and Andrew Dalton, to the general meeting. Delegates found the Minority Government workshop to be very informative and useful to put into action when lobbying the government. Delegates were ecstatic with the addition of Justice Institute Students' Union, Local 21, to the Federation and the Students' Union is excited to work with them in the future.

78th Semi-Annual General Meeting - July 2020

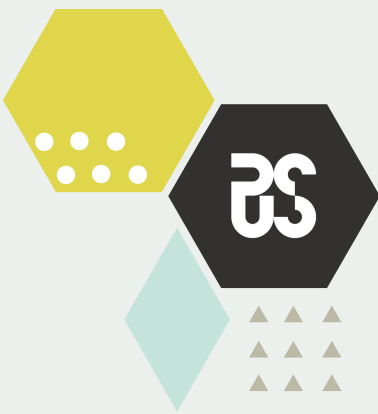
The Students' Union sent Directors Spreeuw and Sundmark along with staff persons Tracy Ho and Andrew Dalton, as delegates to the general meeting held over Zoom. Delegates had a productive and overall positive experience. The Students' Union was happy to be able to conduct business and get work done and welcomed the new member local Quest University Students' Association, Local 22.

Executive Committee

Between September 2019 and April 2020, the Students' Union's representative to the Executive Committee was Abby Mitro, Director of Finance.

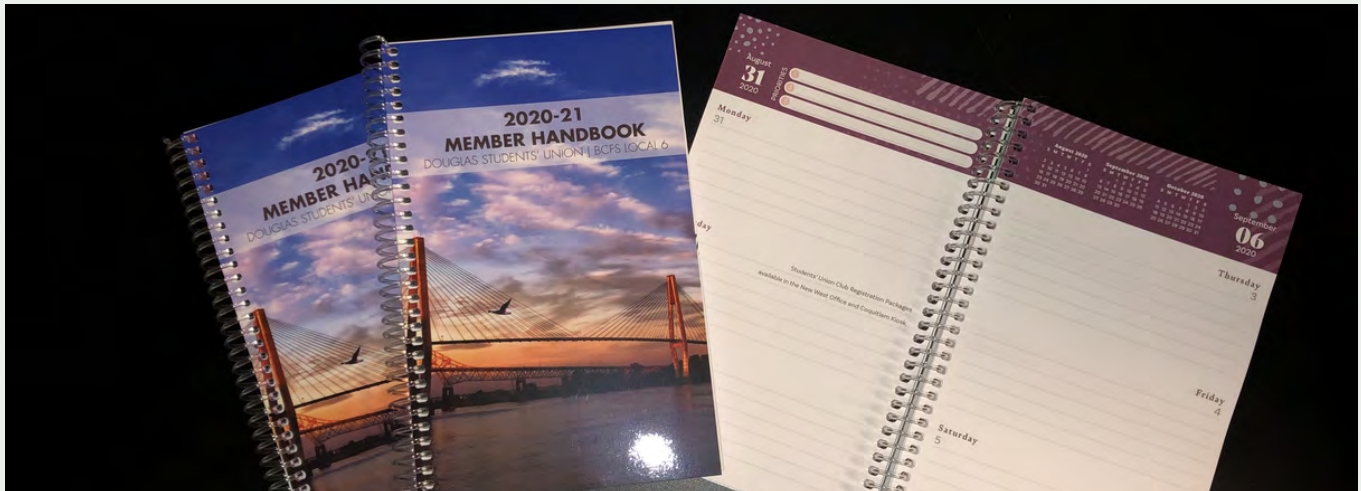
Between May 2020 and the end of the fiscal year, Douglas members have been represented on the Executive Committee by Eric Sundmark, the Director of Finance.





SERVICES

The Students' Union runs a variety of services to meet needs of members that include services to support members saving money, succeed in school and to stay healthy. Due to COVID-19 campus closures, the Students' Union closed offices but maintained access through emails and phone calls with all services transitioned to online delivery. The Students' Union implemented COVID-19 Office Protocols and re-opened offices to members in August 2020.



Office Closures

Due to COVID-19 campus closures in March 2020, the Students' Union closed the offices but maintained access through emails and phone calls. The Students' Union implemented COVID-19 Office Protocols and re-opened offices to members in August 2020.

Virtual Office Hours In July 2020, the Students' Union implemented weekly virtual office hours to support members and continued into the fall 2020 semester.

Health & Dental Plan

The Students' Union's health and dental plan is a brokered service provided by the insurer Green Shield Canada and brokered by Gallivan and Associates. Gallivan and Associates is a subsidiary of the publicly traded company People Corporation.

Benefits changes increased to 100% maximum prescription coverage in Fall 2019.

Member Handbook and Dayplanner

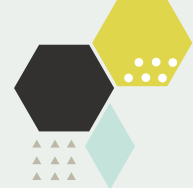
The Students' Union produces its annual handbook through a service of the BC Federation of Students. The British Columbia Federation of Students continually keeps the price stable, with handbooks arriving early in August every year in time for orientation and welcome back events.

2019-20 Handbook

- Cover - white and green with plants. - Picture
- Cover was generally liked by majority of members
- Distributed 5000 handbooks. Had 5000 leftover, more than usual, due to COVID-19 campus closures

2020-21 Handbook Production

- Cover - sunset scene of New Westminster skytrain bridge
- Handbook delivery for 2020-21 was delayed and did not arrive until the first week of September.
- August 2020, implemented and started a handbook mail-out delivery service for members
- Members fill out a request form and a handbook (with some other goodies) is mailed to anywhere within Canada



Deals App

The Deals App is a discount program designed to help students save money on services and at restaurants, retail shops, fitness studios and even travel companies across BC



Solicitation of Discounts for 2019-20

- Secured 23 discounts from businesses

Promotion of Deals App

- Deals App Launched in Fall 2019
- Promoted program through posters on campus & social media

Membership Development and Member Supplies

Fall 2019 Materials

- Ordered \$23,000 worth of materials from the BCFS bulk purchase store with Fairware.
- Materials included: Navy t-shirts for members, Black t-shirts for DSU Crew (volunteers), Sunglasses, Toques, Reusable straw sets, Water bottles, Pop Up Phone Holders, pens, buttons, highlighters, phone wallets and lanyards.
- Worked directly with Fairware to order a few additional items not available through the BCFS store. Items included: black sweatshirts, spiral notebooks, rectangle and circle stickers.
- Materials were well received and liked by members

Winter 2020 Materials

- Ordered additional black sweatshirts, spiral notebooks, circle stickers, pens, straw sets and toques.

- Ordered some new materials for Winter 2020.
- Items included: collective branded stickers, umbrellas, lip balm, metal water bottles, adult colouring books (branded for accessibility collective), and rain ponchos.

2020-21 Materials

- Ordered \$17,000 worth of branded materials for members from the BCFS bulk purchase store with Fairware.
- Materials included: tote bags, lanyards, stickers, highlighters, COVID Floor stickers, pens, touch tools, notebooks and water bottles.



DS App - READY Education Mobile App

The READY Education mobile app is provided to Douglas members in the form of the DS app. The app service is an important function in providing an avenue of communication between the Students' Union Board and members. In addition to its membership development functions, the app also provides a valuable service to students.

2019-20 Usage

- 150k+ messages amongst members
- 900+ connections between members
- 7000+ posts

The app also supported members accessing services digitally with 1500+ clicks to update monthly U-Pass, 3500+ accessing their Blackboard/MyAccount and 1500+ accessing the Deals app and links to other Students' Union services. It also acted as a source of information about COVID-19 for members with a tile dedicated to COVID-19 information.

Service Improvements

During the summer 2020, Students' Union met with Ready Education to work on app maintenance and to "clean up" the app. This included updating the look/design of the tiles, merging tiles, removing tiles to be more efficient and a general update to functionality.

Integration with Douglas College

The Students' Union worked directly with Douglas College in an attempt to integrate the services of both organizations under one platform. A final agreement could not be reached between the two parties.

U-Pass BC

The Students' Union participates in the U-Pass BC Program along with all other students' unions at the public post-secondary institutions in the lower mainland. The program provides for a unified U-Pass across the region under which all members pay a common price, and the total cost of the service is subsidized by the government of BC. The program is implemented through a series of contracts between government, students' unions, institutions and the transit provider, Translink. The current agreement limits increases to 2% annually until 2025.

Response to COVID-19

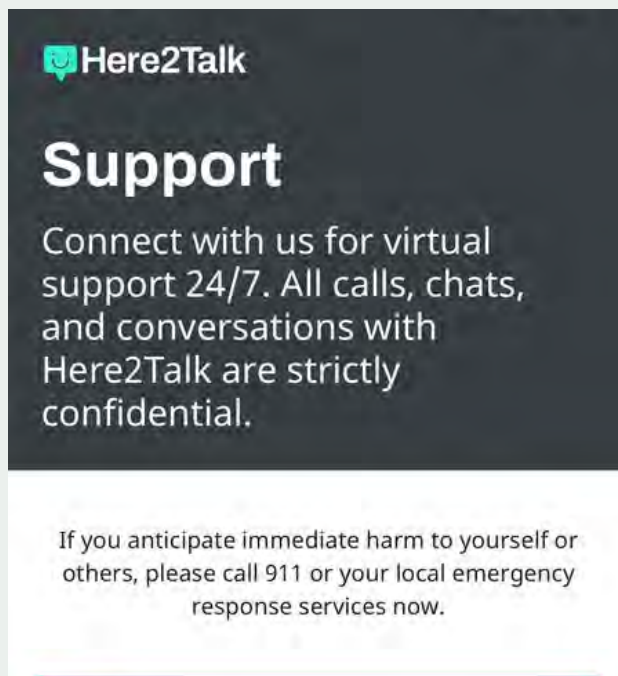
The Students' Union worked with Translink, Douglas College and 9 other post-secondary institutions and their student unions to suspend the U-Pass for the summer 2020 semester while on campus courses were suspended. The Students' Union successfully advocated to ensure that members who did not use their U-Pass in April received a refund.

Here2Talk

Following years of advocating for more mental health support for members and working in consultation with students across the province, the BC Government announced an early launch of its mental health counselling and referral service for post-secondary students.

The service, called Here2Talk, is a welcome aid for those currently struggling with the uncertainty brought about by COVID-19.

This service is free to all public post-secondary students and meant to support and complement counselling services provided by institutions. It offers confidential, free, single-session services by app, phone or online chat 24 hours a day, seven days a week. The service can be accessed through <https://here2talk.ca>



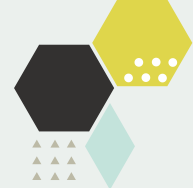
This service is free to all public post-secondary students and meant to support and complement counselling services provided by institutions. It offers confidential, free, single-session services by app, phone or online chat 24 hours a day, seven days a week. The service can be accessed through <https://here2talk.ca>

Student Grant Fund

The Students' Union created the Student Grant Fund designed to support members engaged in student initiatives at Douglas College and other post-secondary institutions. The fund provides grants that will support and encourage participation in conferences, lectures, events and competitions centred on students and enhancing educational experiences.

Members applied and were approved for the Student Grant Funding in Fall 2019 and Winter 2020. Unfortunately, due to COVID-19 campus closures, events were cancelled.





Food Security and Financial Services

Financial Aid

The Students' Union funds a number of awards, bursaries and emergency aid programs administered through the Douglas College Financial Aid office. The aid is focused on financial need, and is accessible to domestic and international students in all programs. The awards include the DSU Mature Students' Bursary, DSU Daycare Bursary, DSU Domestic Student Award and the DSU Emergency Bursary.

The financial aid can be accessed directly from the Financial Aid Office at Douglas College. This service was not impacted by COVID-19 campus closures

Emergency Food Bank

From September 2019 to April 2020, the emergency food bank service was delivered in person, where members selected food items that were picked up at the Students' Union office front desk. In response to COVID-19 campus closures, the service transitioned to \$30.00 e-gift cards that were emailed to members directly in May 2020 and continued into the fall 2020 semester.

Douglas College Emergent and Emergency Needs Fund



In April 2020, the Students' Union re-allocated funds to contribute \$100,000 to the Douglas College Emergent & Emergency Needs fund to get money directly to members that are in need. Members applied directly to Financial Aid at Douglas College.

Ombudsperson

To date, Douglas College does not have an independent ombudsperson service to assist members with appeals, conflicts and disputes on matters relating to student rights and fairness. As mandated by the Bylaws, the Students' Union provides an ombudsperson service to assist members.

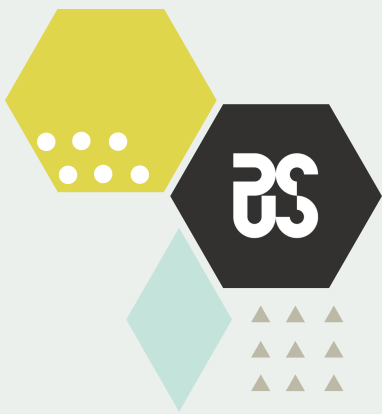


Ombudsperson Drop-In's were implemented in 2018-19 and held once a month at both the New Westminster and Coquitlam Campus to increase visibility and access to the service.

The number of members that the Ombudsperson support has grown steadily over the past 5 years, and has seen an increase of approximately 200% in 2019-20 from 2016-17 alone.

The cases the Ombudsperson support members range from conflicts in the classroom between instructors and members, final grade appeals, academic dishonesty concerns to accommodation issues.

In response to COVID-19 campus closures, the service transitioned to online delivery immediately to reduce disruptions to membership support. Members had the option to meet via phone or Zoom. Ombudsperson Drop-Ins continued in an online format through summer 2020 and will continue into the fall 2020 semester.



STUDENTS' UNION BUILDING & SPACES

The Students' Union operates spaces at both the New Westminster and Coquitlam campuses. The Students' Union Building in New Westminster is a fully separate and operated building, while the spaces at Coquitlam serving members are integrated into the AB Building.



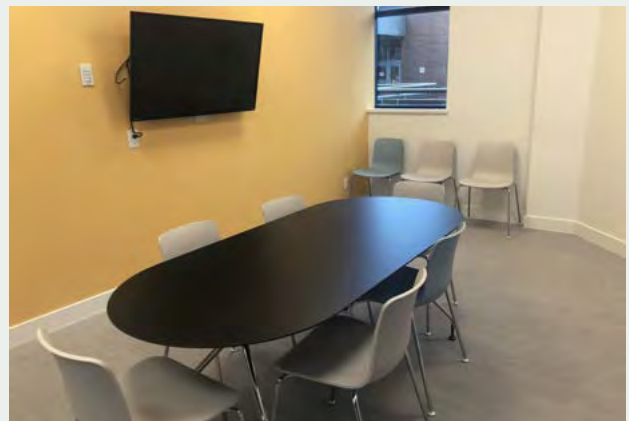
Students' Union Building and Spaces

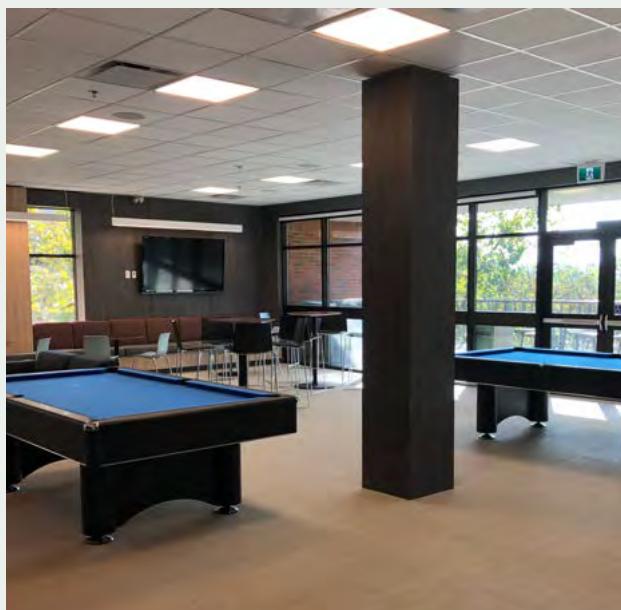
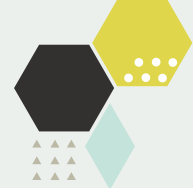
Meeting Rooms

The Students' Union Meeting rooms were fully booked with club events, tax clinic and general study spaces for members from September 2019 until March 2020. Due to COVID-19 campus closures, meeting rooms were closed in March 2020 and will remain closed until public health orders are changed for post-secondary institutions.

DSU Student Lounges - New Westminster

Members regularly enjoyed relaxing time in Students' Unions spaces to play pool, foosball, air hockey and ping pong in the DSU Student Lounges on the 1st and 3rd floor. In addition, our spaces were full with members studying and working on group assignments. Due to COVID-19 campus closures, the Student Lounges spaces were closed in March 2020 and will remain closed until public health orders are changed for post-secondary institutions.





Renovation Planning for Main Floor - New Westminster

The Main Floor renovation started in March 2020 and was completed in July 2020. The renovation included: a full update of washrooms to reflect current accessibility requirements, an update to meeting rooms and the board room, and a full reconfiguration of the front desk and office spaces to increase efficiency of the space.

Computer Lab and Printing Services

The Computer Lab closed in March 2020 due to COVID-19 campus closures. Plans for a print station in the 3rd floor Student Lounge were put on hold. Printing services transitioned to bringing a USB to the front desk for support with printing. Students' Union



Lockers

Students rented lockers in September 2019 and Winter 2020, due to COVID-19 campus closures, members were able to leave their items in their locker until they were comfortable to come to campus to retrieve their belongings at no charge.

DSU Student Lounge - Coquitlam

Students used the Coquitlam Student Lounge space to study and use the computers on the college network. Due to COVID-19 campus closures in March 2020, the Lounge space was closed in March 2020 and will remain closed until public health orders are changed for post-secondary institutions.





BOARD OF DIRECTORS

September 2019-April 2020



Accessibility Representative

Campus Representative - Coquitlam

Campus Representative - Coquitlam

Campus Representative - New Westminster

Campus Representative - New Westminster

Campus Representative - New Westminster

Campus Representative - New Westminster

Director of Membership Development

Director of Campus Life

Director of College Relations

Director of External Relations

Director of Finance

Indigenous Students' Representative

Pride Representative

Womens' Representative

Daragh Drummond

Joel Codoy

Sherlyn Tang

Nikiel Lal

Klyde Ouano

Amrita Ramkumar

Eric Sundmark

Francis Ataiza

Melissa Chirino

Telka Pesklevits

Mitchel Gamayo

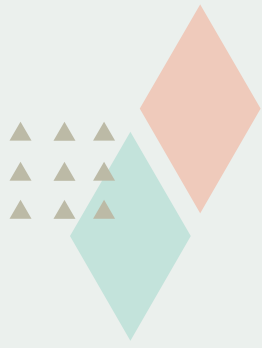
Abigail Mitro

Caitlin Spreeuw

Princess (Mae) Jamisola

Gurpinder Gaidu





BOARD OF DIRECTORS

May 2020-August 2020



Accessibility Representative

Campus Representative - Coquitlam

Campus Representative - Coquitlam

Campus Representative - New Westminster

Campus Representative - New Westminster

Campus Representative - New Westminster

Campus Representative - New Westminster

Director of Membership Development

Director of Campus Life

Director of College Relations

Director of External Relations

Director of Finance

Indigenous Students' Representative

Pride Representative

Womens' Representative

Matthew Somerville

Danna Domasig

Bikrum Hothi

Michael Gomez

Jinia Mand

Jed Palad

Amrita Ramkumar

Ariel Ataiza

Melissa Chirino

Nikiel Lal

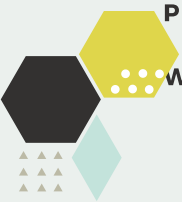
Caitlin Spreeuw

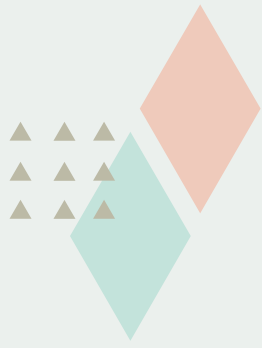
Eric Sundmark

Vanessa Le Mercier

Princess (Mae) Jamisola

Gurpinder Gaidu





STAFF



Executive Director

Andrew Dalton

Finance and Accounting Coordinator

Roxana Matasa

Organizer - Advocacy

Tracy Ho

Organizer - Campus Life

Deepa Singh

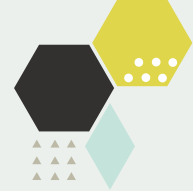
Organizer - Membership Outreach

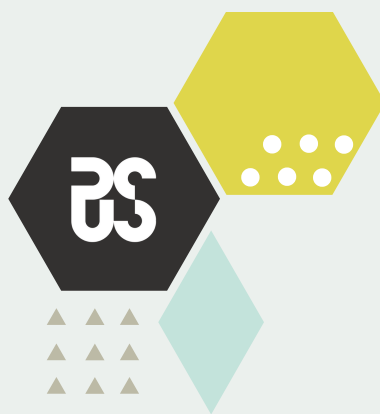
Delaney Sullivan

Services Coordinator

Ashley Gordon







www.thedsu.ca
@thedsu6
604-527-5110
info@thedsu.ca