

SAHC Policy #4 – OFFICE OPERATIONS

CATEGORY: Policies

SUBJECT: Office Operations Policy

EFFECTIVE DATE: September 2025

LAST UPDATE:

PURPOSE:

To provide an overview of the day-to-day operations of the Student Association of Holland College. As per by the by-laws The Executive Director shall be responsible for:

- The day-to-day operations and management of the organization in accordance with organization policy and direction set by the Board of Directors.
 - Shall act as the Board of Directors Corporate Secretary, responsible for the custody and maintenance of all organization's books and records, including minutes and proceedings of Board and General meetings.
 - Providing oversight on Student Association finances and ensure the financial integrity and transparency of the Student Association.
 - The Executive Director's rights and obligations shall be governed by applicable legislation and any contract with the Student Association, as well the policies and procedures of the SAHC.
-

SERVICE: *General Office*

EFFECTIVE DATE: *September 2025*

LAST UPDATE:

1 LOCATION

- 1.01** The SAHC office will be located in room 103W located in the Charlottetown Centre at PWC. The SAHC also has a storage room located in room 111C Charlottetown Centre at PWC.

2 OFFICE HOURS

- 2.01** Standard office hours are Monday – Friday from 8:00 a.m. – 4:00 p.m.
- 2.02** Alterations to the standard office hours must be approved by the SAHC Executive Director.
- 2.03** The office hours will be posted on the SAHC website and on SAHC social media channels.

3 PARKING

- 3.01** Parking passes will be provided by HC for FT staff members and parking terms & conditions will be followed as outlined by HC

4 BUILDING/OFFICE ACCESS

- 4.01** Building access/hours will be decided upon from HC Facilities with the official access hours given to all staff and students.
- 4.02** Keys will be distributed based on office location – each staff member will have a key to the area/office they must access to get to their office. Only full-time staff will have access to the storage room and the EDs office.
- 4.03** Those individuals who have been assigned keys are responsible for their whereabouts and use at all times.
- 4.04** Keys are not to be loaned to any individual for any period of time.
- 4.05** Key and building access privileges can be revoked for violation of the SAHC by-laws and policies.

5 STORM CLOSURE / CLOSURES

- 5.01** In the event of a college issued storm closure/closures the SAHC will follow HC.

6 INSURANCE

- 6.01** HUB International Ontario Limited is the current Insurance company for the SAHC with Tiffany Addie being the agent.

- 6.02 Every fall the Executive Director meets with the Insurance Agent to review the existing package and update as required
- 6.03 The term of the insurance runs from January to December.
- 6.04 Coverage shall include property, contents, liability, club and societies.

7 LEGAL COUNSEL

- 7.01 Carr, Stevenson and MacKay are the current legal representative for the SAHC.

8 ACCOUNTING FIRM

- 8.01 Arsenault, Best, Cameron, and Ellis is the chartered accountant for the SAHC.

SERVICE: *Internal Finance/Accounting Procedures*

EFFECTIVE DATE: *September 2025*

LAST UPDATE:

9 BANK ACCOUNT

- 9.01 There shall be only one (1) bank account for the receipt and disbursement of SAHC funds. This in no way limits the SAHC from investing excess funds in interest-bearing securities.
- 9.02 Two (2) signatures are required on all cheques drawn on the SAHC Bank Account. Signing Authority is restricted to the BOD President, Executive Director, Executive Administrative Assistant, BOD HC representative.
- 9.03 Cheques may be handwritten and numbered or shall be computer generated and shall be numbered.

10 ACCOUNTING RECORDS

- 10.01 It is the duty of the Executive Director to record the following transactions:

- (i) Cash receipts shall be recorded from the receipt book;
- (ii) Supporting evidence for cash receipts shall be filed for future reference in numerical order and shall be retained for one year;
- (iii) Deposits shall be recorded from the deposit book;
- (iv) E-transfers sent and received recorded in the bank reconciliation; and
- (v) Electronic Fund Transfers received from vendors recorded in the bank reconciliation

10.02 It is the duty of the Executive Director to record all transactions involving SAHC funds. This would include the following:

- (i) Sending electronic funds transfer;
- (ii) Processing bi-weekly payroll.

10.03 It is the duty of the Executive Director or Executive Administrative Assistant or record all transactions involving SAHC funds. This would include the following:

- (i) Cheques shall be recorded from the cheque stubs;
- (ii) Supporting evidence for cheque disbursements shall be filed for future reference by payee. Every cheque issued shall have supporting evidence, which shall include the date paid, account charged, cheque number, and the signature of the President clearly written on its face.

10.04 It shall be the duty of the Executive Director to:

- (i) Present quarterly reports
- (ii) Present the budget to Board of Directors at the beginning of each semester;
- (iii) Present the budget, as approved by Board of Directors, to the members of the SAHC at the Annual General Meeting;
- (iv) Ensure that the most current version of the budget is posted on the SAHC website;

11 PURCHASE

- 11.01** Purchases must be approved by the Executive Director before any purchases are charged to the SAHC. The Executive Director may refuse payment on any invoice or statement not supported by an approved purchase until such time as the matter can be brought before Board of Directors for review.
- 11.02** Any Expenditure not specifically budgeted for must obtain the approval of the Executive Director before a purchase order is issued. If the approval is refused, a majority decision of the full Board of Directors will override the refusal.

12 PAYROLL

- 12.01** Salaries, hourly wage rates, and honoraria of the employees and the office holders of the SAHC shall be determined as a part of the budgeting process and approved at Board of Directors.
- 12.02** Payroll shall be prepared every two weeks by the Executive Director.
- 12.03** Payroll periods are on a bi-weekly basis
- 12.04** Pay period runs from Sunday to Saturday, with the payday being the following Wednesday
- 12.05** Time trackers must be completed by 10 a.m. Monday of each pay week. If the trackers are not complete payroll will not be processed till the following pay period.
- 12.06** Employees will not be paid until all necessary documentation is received by Executive Director.
- 12.07** Each staff member will be given a payroll package at the start of the year with all the necessary documents.

13 CASH

- 13.01** SAHC fees shall be collected by the HC Administration in accordance with agreements between the SAHC and HC. Receipts shall be issued when fees are received.

- 13.02** Receipts in duplicate, serially numbered, must be completed for all cash received. The first copy goes to the party remitting the cash, the second copy remains in the receipt book.
- 13.03** It shall be the duty of the Executive Director to receive all cash and deposit it into the SAHC bank account as soon as possible.

14 CREDIT CARDS AND CREDIT CARD USEAGE

- 14.01** There shall only be one (1) credit card issued on behalf of the SAHC to the Executive Director. Usage of the credit card shall be restricted to these individuals, with the exception of the full-time staff having access to use the credit card under the Executive Directors care. This credit card must be returned to the Executive Director whenever it is not in use. Each user must sign a Credit Card Usage Agreement each year before gaining access to use the credit card.
- 14.02** The SAHC credit card shall only be used for business purposes relating to budgeted items, unless prior approval is granted by the Board of Directors. The credit card shall never be used for cash draws or personal expenses.
- 14.03** The Executive Director and/or Executive Administrative Assistant must be provided with all receipts relating to credit card purchases to accompany the monthly credit card statements. The user of the credit card that made the purchase is responsible for providing the appropriate receipt. When used as payment for a meal, the guest and purpose of the meal must be provided on the receipt. The credit card shall not be used as payment for alcohol.
- 14.04** In any case where a receipt is not provided, the user that made that purchase will be responsible for reimbursing the related amount. It shall be at the discretion of the Executive Director and the Board of Directors to approve any exceptions to this rule.
- 14.05** In any case where the Credit Card Usage Agreement is violated, the individual responsible will be required to repay the funds immediately and cancellation of the credit card may also be required. These actions may also result in possible dismissal and/or legal action against the individual depending on the circumstances and upon a recommendation from Board of Directors
- 14.06** If for any reason a credit card is lost, it shall be reported and cancelled immediately to prevent improper usage.

15 DISTRIBUTION OF THE BUDGET

15.01 The financial affairs of the SAHC shall be distributed in the following manner:

- (i) An abbreviated form of the Budget shall be created, approved by Board of Directors, and posted on the SAHC website
- (ii) The Executive Director shall present the Budget to Board of Directors at the first meeting of each semester;
- (iii) All other manners of distribution of the budget shall be discussed and approved by Board of Directors

16 REMOVAL OF PHYSICAL ASSETS

16.01 Authorization for the removal of SAHC physical assets must be approved by the BOD at least twenty-four (24) hours in advance.

17 PRIZE MANAGEMENT

17.01 To ensure that prizes awarded by the SAHC for contests, promotions, events etc. are distributed timely, and fairly as they were intended.

17.02 All prizes that are either purchased by the SAHC or obtained as promotional materials free of charge shall be distributed as intended.

17.03 It shall be the responsibility of the full-time staff to securely store prizes.

17.04 No staff member, Advisory Council member or Director of the SAHC shall be eligible to receive prizes in any SAHC contests or promotions.

17.05 Winners of prizes if not received immediately, shall be entitled to their prize no later than two (2) weeks after they have been declared the winner of the prize unless otherwise stated.

17.06 Prizes shall be defined as any material or experiential goods or services.

SERVICE: *Social Media*

EFFECTIVE DATE: *September 2025*

LAST UPDATE:

This policy ensures that SAHC’s social media presence is consistent, appropriate, and engaging. It applies to all official SAHC platforms—primarily Facebook and Instagram, but also TikTok, YouTube, Snapchat, and others. All full-time SAHC staff, Student Advisory Council, Volunteers, and Board of Directors must comply with this policy.

18 ACCOUNT ACCESS & PERMISSIONS

18.01 Platform Logins will be shared with the following individuals – full time staff (must be actively monitoring accounts):

- (i) Executive Director (ED)
- (ii) Executive Administrative Assistant (EAA)
- (iii) Events and Communications Coordinator (ECC)

19 POSTING GUIDELINES

19.01 Only the ECC may publish posts or comments.

19.02 Others with access can monitor or manage messages but not post.

19.03 Requests for content can be made to the ECC.

19.04 If ECC is unavailable for urgent matters, the ED or EAA may post.

20 EDITING & DELETING POSTS

20.01 Minor edits (typos, updates) are allowed by anyone with access as long as the context remains unchanged.

20.02 Only ECC or ED may delete posts.

20.03 Any edits or deletions must be reported to the ECC (beforehand if possible).

21 MESSAGES

21.01 Full-time staff can respond to DMs, but ECC is the primary responder.

22 CONTENT STANDARDS

22.01 Discriminatory content is strictly prohibited and will be removed.

22.02 Violations may lead to disciplinary action.

22.03 See Section 24 for personal account guidelines.

23 ONLINE CODE OF CONDUCT

23.01 All members must follow the SAHC Online Code of Conduct on SAHC and personal platforms. Prohibited behaviors include:

(i) Discriminatory, harassing, defamatory, or libelous content

23.02 Consequences may include:

(i) Removal of access to SAHC accounts

(ii) Personal account blocks

(iii) Reporting to authorities (police, PEI Human Rights Commission, etc.)

24 PERSONAL & EXTERNAL ACCOUNTS

24.01 Any representatives (including but not limited to full-time SAHC staff, Student Advisory Council, Volunteers, and Board of Directors) of the SAHC must avoid posts that harm SAHC's reputation, on both SAHC and personal/student accounts.

24.02 Violations may trigger disciplinary procedures outlined in the Online Code of Conduct.

25 CONTENT OVERSIGHT

25.01 The ECC and ED ensure all SAHC posts comply with this policy and the SAHC bylaws, policies and all applicable legislation.

25.02 Concerns about posts can be reported to the ECC or ED.

26 SOCIAL MEDIA GOALS & TONE

26.01 Goals:

- (i) Inform students about SAHC services and events
- (ii) Promote campus and community opportunities

- (iii) Share advocacy efforts
- (iv) Be relatable and fun

26.02 Audience (Priority Order):

- (i) Current Students
- (ii) Incoming Students
- (iii) Recent Graduates

26.03 Posting Frequency:

Platform	Stories	Photo Posts	Video Posts
Facebook	Up to 10/day	2/day	1/day
Instagram	Up to 15/day	1/day	1 Reel/day
TikTok	N/A	N/A	1/day
YouTube Shorts	N/A	N/A	1/day
<i>Note: Regular posting improves visibility in algorithms.</i>			

26.04 Summer content may shift to focus to community events due to fewer on-campus activities.

27 CONTENT TYPES & PRIORITIES

- 27.01** Student-Centered Media: Photos/videos of students at events
- 27.02** Event Graphics: Informational posts
- 27.03** Opportunities/Services: Both internal and community-based
- 27.04** Fun/Trendy Content: Memes, challenges, etc.
- 27.05** Event Coverage: post photos/videos from each event to increase engagement and visibility.
- 27.06** Graphics:
 - (i) Must include SAHC logo and/or branding
 - (ii) Should be high-quality and readable
 - (iii) Can feature cartoon elements, but not as the focus

28 TONE & STYLE

- 28.01** Voice: Student-to-student, fun, informative, and friendly
- 28.02** Emojis: Use sparingly to enhance readability, not overwhelm
- 28.03** Balance: Mix fun content with important info to keep engagement high
- 28.04** Avoid overly formal or administrative tones—this differentiates SAHC from official College accounts.

Student Association of Holland College ONLINE CODE OF CONDUCT

The Student Association of Holland College (SAHC) reserves the right to not tolerate any discriminatory or harassment in posts or comments on any SAHC platform. They will also not tolerate any discriminatory or harassment in posts or comments on the personal social media platforms of the full-time SAHC staff, Student Advisory Council, Volunteers, or Board of Directors. If this occurs, repercussions may be enacted. These prohibited actions include but is not limited to:

- Remarks, images, or comments that are discriminatory in nature
- Defamatory or libelous statements against any individual or group

Comments or posts that do not comply with these rules on the SAHC platforms will be removed. If they are created on the personal accounts of the full-time SAHC staff, Student Advisory Council, Volunteers, and Board of Directors, repercussions may be enacted.

Users who disregard the SAHC Online Code of Conduct and create posts or comments using the SAHC social media accounts will be removed from accounts owned, operated, or controlled by the SAHC and potentially have their personal accounts blocked from these pages.

Instances of harassment, threats or other criminal behaviour will be reported to the police, the College, the PEI Human Rights Commission, or any other regulatory body deemed appropriate in the circumstances.

