

December 2, 2005

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Paul Browning, Ombudsperson  
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**Re:** Failure to Assist Nursing Students or Adequately Deal With Complaint(s)  
as submitted to Council

Dear Mr. Browning,

This is an official request for a formal investigation into a complaint I received from concerned nursing students. On October 5, 2005 I received a complaint from Erim Said, Nursing Student at Kwantlen University College and former KSA Volunteer. I had been talking with her online and she told me about this situation. I asked her to her concerns in writing and forward them to me via e-mail so I could have them placed in the next Council Meeting Agenda as a submission to Council.

The following is the body of their letter as submitted to me. In later chatting with her online, I was able to ascertain that "Bob" was none other than Joey Atwal, Director of Events and Student Life.

*"October 5, 2005*

*Dear Sir or Madame:*

*We are Registered Nursing students in our consolidated practice experience (CPE 4) completing the end of our third year of our degree program. We are completing our community practicum. We chose to plan and host a Wellness Fair at Kwantlen to educate, empower and promote wellness to students to make informed decisions about their health.*

*In the process of planning, we contacted the KSA in the first week of September. We requested funding for our event so that we could provide free food and drinks to the students. Our contact person in the KSA was "BOB". He confirmed that we could have a \$200 budget in funding for our event. Also, he agreed to book our space for the event, book the tables and equipment for the event, arrange for a popcorn machine to be available, and to purchase the food.*

*We contacted Bob in person several times during our three weeks of planning to remind him of booking the space, and gave him a detailed account of our food and beverage needs. A week before the event, Bob still had not booked our space or sent a request for tables. We dismissed that responsibility of him and our instructor booked the space and equipment.*

*During our four week planning process Bob was not accessible at the KSA during allocated hours for days at a time. We left messages and requested him to contact us several times in which he never followed up with.*

*The day before the event, we talked to Bob in person. He said “I will have your popcorn machine, roulette wheel, and food for you tomorrow at 9am.” The event started at 10am. We could not contact Bob. At 10:40am, Bob came by the event with a broken, distastefully dirty popcorn machine. He explained to us that he had purchased the food for the event and that it had gone over budget by \$50. He then continued to explain that he did not go through the correct process to allow us the funding and that if we wanted the food for our event we would have to pay \$250 out of our own student pockets.*

*Bob was not empathetic. He did not suggest any resolution to this problem. He did not even allow us to have the popcorn for the machine. He admitted that this was his fault. We were left with no food or popcorn and a pleasantly functioning roulette wheel.*

*We are very displeased with the relationship we had with the KSA while working on our community project. We hope that this letter will not be taken lightly and appropriate action will be initiated to ensure this will not happen in the future. The new faces and staff in the KSA were very unprofessional and unhelpful in our endeavours. Despite all of the letdowns, the KSA staff also recruited people out of our health fair to go to their fully funded, free unhealthy food providing, and prize giving event.*

*Thank you,*

*Anonymous”*

Of course, the event they refer to in the last line of their letter was the September 29, 2005 KSA Special General Meeting.

I did submit the letter as a submission to Council in October, and I believe that it was attached. However, because of the concerns surrounding the SGM, I do not believe the concerns of these students were ever addressed. It concerns me that incidents like this are taking place and leads me to wonder whether or not other students are getting treated in a similar manner. It also makes me wonder what happened to the \$250 worth of food and popcorn that was purchased and ultimately went unused for the event.

Respectfully submitted,

Steven H. Lee