



SAITSA RESOURCE CENTRE

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SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Office Hours	SRC-1	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	December 4, 2013
		Revision Number	1.5

Policy

The Sait Students' Association (SAITSA) recognizes the need for the Resource Centre to hold consistent hours of operation.

Procedure

1. The Resource Centre's hours of operation will be Monday to Friday from 8:30am to 4:30pm.
2. Volunteer Services, such as Campus Safewalk, will operate in the evenings during the Fall and Winter semesters only.
3. All Resource Centre staff must abide by the office hours of operation. In some cases alternate hours of work may be arranged in consultation with the Resource Centre Manager.
4. The Resource Centre Manager (or designate) must be present at closing time.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Security and Background Checks	SRC-2	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	August 21, 2013
		Revision Number	1.5

Policy

The Sait Students' Association (SAITSA) recognizes that all Resource Centre employees and volunteers must submit to a Calgary Police Service background check.

Procedure

1. Whenever possible, all Resource Centre staff and volunteers must provide three references, with at least one professional reference, which must be confirmed and documented.
2. All police background checks must be completed in order for new staff to conclude their probation period.
3. If a police background check is returned with concerns, the issue will be investigated by the General Manager and Resource Centre Manager.
4. Upon completion of the investigation the Resource Centre Manager, in consultation with the General Manager, will have the final decision as to whether the staff member or volunteer continues at the Resource Centre.
5. Resource Centre staff and volunteers will not divulge any information (e.g. contact information, work/class schedule, etc.) regarding other staff and volunteers, unless written permission is given by the staff member or volunteer.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Dress Code	SRC-3	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	August 21, 2013
		Revision Number	1.5

Policy

The Sait Students' Association (SAITSA) recognizes the need for Resource Centre staff and volunteers to adhere to an appropriate dress code.

Procedure

1. Resource Centre staff and volunteers are required to dress in a casual yet professional manner.
2. Any staff member or volunteer dressed inappropriately will be asked to change.
3. The Resource Centre Manager will have the final ruling on what apparel is appropriate while staff are on duty.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Disciplinary Action	SRC-4	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	December 4, 2013
		Revision Number	1.5

Policy

The Sait Students' Association (SAITSA) recognizes the need to discipline Resource Centre staff and volunteers, in the event of an undesirable work performance or a violation of policies or procedures.

Procedure

1. The following illustrates the purpose of each warning:

a. **First Warning - verbal:**

This is a private discussion between the individual and the Resource Centre Manager to discuss what is expected of volunteer/staff members, and the gaps found in their performance. The verbal warning is to be used as a learning tool for the individual, who may seek further guidance from the Resource Centre Manager if desired.

b. **Second Warning - written with probation period attached:**

If undesirable work performance and/or a violation of policies or procedures persists after the first warning, the Resource Centre Manager shall administer a written warning to the individual. The warning will outline the areas for improvement, the standards expected and a reasonable time period for a review. A copy of the written warning shall be placed in the individual's permanent employment file. The Resource Centre Manager will ensure a mutually agreed upon strategy for improvement is put in writing, with a probation period attached, and a copy given to the individual. The individual will be encouraged to take ownership and/or responsibility. The onus will be on the individual to address the issue(s) and improve overall performance.

c. **Third Warning - termination**

A third occurrence of undesirable work performance or a violation of policies and procedures will result in termination of the individual's position. A formal termination letter and will be presented to the individual by the Resource Centre Manager.

2. If deemed necessary, the Resource Centre Manager, in consultation with the General Manager, may supersede the above procedures if the violation requires such action.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Courtesy Phone	SRC-7	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	August 21, 2013
		Revision Number	1.5

Policy

The Sait Students' Association (SAITSA) recognizes the need for the Resource Centre to provide students with free local telephone access.

Procedure

1. The courtesy telephone located in MC107 is free of charge. There is a five minute time limit for calls and only local access is available.
2. Individuals abusing phone privileges may be denied access to the phone.
3. The phone must be cleaned on a regular basis.
4. Individuals who use the phone may be reminded to not use offensive language and to not speak in a disruptive manner.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Ticket Sales/Events	SRC-8	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	August 21, 2013
		Revision Number	1.5

Policy

The SAIT Students' Association (SAITSA) recognizes the need for the Resource Centre to provide students with access to various events.

Procedure

1. Calgary Flames and Calgary Stampeders tickets, as well as Gateway Restaurant and Bar events tickets may be sold at the Resource Centre.
2. SAITSA clubs may sell club event tickets out of the Resource Centre. The Resource Centre may sell up to 50% of a club's tickets for a given event.
3. If there is a coupon to be used, the appropriate account charge code must also be recorded. Coupons must be placed with the weekly revenue sheets.
4. All tickets are non-refundable.
5. If tickets are to be sold to students only (or, when applicable, an individual requests a student rate), valid SAIT Polytechnic student I.D. must be checked prior to ticket sales.
6. SAITSA staff and volunteers who purchase tickets must pay in full at the time of sale, unless authorized by the Resource Centre Manager.
7. Any remaining tickets are to be returned to their department of origin.
8. The Resource Centre may sell other types of event tickets if deemed appropriate, with the permission of the Resource Centre Manager.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Resource Centre Computer Usage	SRC-9	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	August 21, 2013
		Revision Number	1.5

Policy

The SAIT Students' Association (SAITSA) recognizes the need for Resource Centre staff – and in some cases, volunteers – to have computer access for emails, file sharing and internet access.

Procedure

1. Caution and common sense should be taken in downloading anything from the internet. Inappropriate websites or downloads (e.g. adult content) are not allowed and will result in disciplinary action.
2. Resource Centre staff and volunteers may use Resource Centre computers or laptops during their scheduled shifts with the consent of their supervisors.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Microwaves	SRC-10	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	December 4, 2013
		Revision Number	1.5

Policy

The SAIT Students' Association (SAITSA) recognizes the need for an adequate number of microwaves to be placed in various buildings, relative to the volume of students during lunch hour(s).

Procedure

- Microwaves shall be managed by the Resource Centre.
- Microwaves are to be located in the following buildings:

Stan Grad Centre	Senator Burns
Thomas Riley	Clayton Carroll
E.H. Crandell	Johnson-Cobbe Building
Aldred Centre	
- Microwaves are to be cleaned by assigned staff during their shift.
- Microwaves are to be cleaned at least three times per week.
- Microwaves are to be securely fastened in their location.
- Placement of microwaves on campus must be approved by SAIT Polytechnic Facilities Management. New placements must have the location approved to ensure the plug has the proper voltage requirements and that it will not interfere with any existing material or vending machine.
- If a microwave is damaged, it should be reported to the Resource Centre Manager (and in some cases, Campus Security) immediately.
- Microwaves that are willfully abused or damaged may be removed from the building at the discretion of the Resource Centre Manager.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Fax Services	SRC-11	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	August 21, 2013
		Revision Number	1.5

Policy

The SAIT Students' Association (SAITSA) recognizes the need to provide students with faxing services.

Procedure

1. Faxing services will be available through the Resource Centre and are subject to a reasonable fee.
2. If requested, a blank SAITSA cover page and confirmation page may be provided at no charge.
3. The Resource Centre does not issue credit for students. Payment must be made at time the fax is sent.
4. If a line is busy, staff shall confirm and redial the number. The student may have to return at a later time if the fax continues to be busy.
5. Staff cannot hold student information to be faxed. If the fax cannot be sent at the time of the student's request, the student must take the paper(s) with them unless the student gives permission to hold the documents and the Resource Centre Manager approves.
6. Incoming faxes will be held for a period of two weeks. Faxes will be shredded after the two week period.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Good Food Box Program	SRC-12	SEC	August 21, 2013
		SLC	December 4, 2013
		Revision Date	December 4, 2013
		Revision Number	1.5

Policy

The Sait Students' Association (SAITSA) recognized the advantage to offering the Sait community the opportunity to purchase fresh fruits and vegetables through the Good Food Box program.

Definition

The Sait community can be defined as Sait Polytechnic administration, students, faculty, and support staff.

Procedure

1. Good Food Boxes are ordered through the Community Kitchen.
2. A receipt must be filled out at the time of order. The receipt must include the purchaser's name and phone number, the pickup time and date, and the size of box being ordered.
3. All orders must be paid for in cash at time of order.
4. Each person ordering a Good Food Box must complete a Good Food Box Program Agreement Form.
5. A verbal reminder of the pickup time and date must be given when each person is handed their receipt.
6. Each person that orders a Good Food Box must present I.D. at the time of pickup.
7. If the person who ordered the Good Food Box cannot pick up the box themselves they are to provide a name and phone number of the person who will be picking it up. That person will have to provide ID at the time of pickup.
8. All Good Food Boxes must be picked up between 2:00pm and 4:00pm on the specified date. All unclaimed Good Food boxes will be donated.
9. Arrangements can be made for boxes to be picked up at a later time at the discretion of the Resource Centre Manager or Resource Centre Supervisor.
10. Sait Polytechnic Student Development and Counselling Services and Chinook Lodge will be contacted if there are any unclaimed boxes of food. These departments will distribute the boxes to students in need.



SAIT Students' Association Policies and Procedures

11. The Resource Centre will ensure that all order and pickup dates are advertised within SAITSA and on-campus.



SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Lost and Found	SRC-13	SEC	January 15, 2008
		SLC	January 16, 2008
		Revision Date	August 21, 2013
		Revision Number	1.5

Policy

The Sait Students' Association (SAITSA) recognizes the need for a centralized area in which to house lost and found items.

Procedure

1. The Resource Centre will not accept any item being submitted as Lost and Found.
2. The person submitting the 'found' item will be directed to the Campus Security Office.
3. In the event that the person submitting the item is unable or unwilling to go to Campus Security, a staff member must either call Campus Security for pick-up or take it to the Campus Security Office.