



SAIT Students' Association Policies and Procedures

VOLUNTEER

1. General Volunteer Recruitment, Selection and Training
2. Disciplinary Action: Volunteers
3. Security and Background Checks
4. Personal Volunteer Information
5. Campus Safewalk - Non Intervention
6. Student Resource Centre



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General Volunteer Recruitment, Selection and Training	Volunteer-1	1 of 1	SEC	January 15, 2008
			SLC	January 16, 2008
			Revision Date	January 16, 2008

Policy

All SAIT Students' Association (SAITSA) volunteers must go through a defined selection and training process to ensure that they meet organizational and external affiliated volunteer organization guidelines/requirements.

Procedure

1. SAITSA recognizes the importance of equal opportunity for all volunteers.
2. All SAITSA volunteers are recruited through the Student Services Centre, with the exception of Student Councilors, Campus Clubs, Weal writers and Weal photographers.
3. SAITSA will endeavor to post all volunteers opportunities available for students.
4. SAITSA has the responsibility to recruit diverse and qualified volunteers.
5. SAITSA will interview applicants for all potential SAITSA volunteer opportunities.
6. SAITSA gives preference to SAIT students when recruiting volunteers.
7. All volunteers will be required to attend mandatory training session's specific to the volunteer program that they volunteer for; this includes monthly Student Services Centre meetings.
8. SAITSA reserves the right to require additional information for volunteers working in specific programs that require such information to operate, such as but not limited to, Campus Safewalk and SAITSA Student Resource Centre.
9. SAITSA will appropriately place volunteers based on their capabilities.
10. All Campus Safewalk volunteers are required to sign a contract which states that they will remain with the program for one and/or two semesters.



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Disciplinary Action: Volunteers	Volunteer-2	1 of 2	SEC	January 15, 2008
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Policy

SAITA understands the need to discipline volunteers if an undesirable work performance or violations of policies and/or procedures has occurred.

Procedure

1. The following illustrates the purpose of each warning:

- a. **First Warning - Verbal**

This is a private discussion with the volunteer by the Volunteer Services Supervisor, Program Coordinator and/or the Student Services Manager to discuss the volunteer's awareness of what is expected and the gaps found in performance. The verbal warning is to be used as a learning tool for the Volunteer, and they may seek further guidance from any one of the mentioned supervisors.

- b. **Second Warning - Written with probation period attached**

If undesirable work performance and/or violation of policies and procedures persists after the first warning, the program Coordinator (ie Safewalk Coordinator), Volunteer Services Supervisor and/or Students Services Manager shall administer a written warning to the volunteer. The warning will outline the areas for improvement, the standards expected, and a reasonable time limit for a review. A copy of the written warning shall be placed in the permanent volunteer file; ensuring the agreed upon plans of objectives are written out, with a probation period attached, and the volunteer maintains a copy. The volunteer will be encouraged to take ownership and/or responsibility. The onus is on the volunteer to fix the problem and improve overall performance.



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c. **Third Warning - Termination**

A third occurrence of undesirable work performance or violation of policies and procedures will result in termination of the volunteer. A formal termination letter is needed and will be presented to the volunteer.

2. If deemed necessary the Student Services Manager may supersede the above processes if the violation requires such action.



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Security & Background Checks	Volunteer-3	1 of 1	SEC	January 15, 2008
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Policy

All SAITSA volunteers who apply for the Campus Safewalk Program, the SAITSA Student Resource Centre or other services, as defined by management, must submit to a police background check.

Procedure

1. All SAITSA volunteers must provide two references, with at least one professional reference, that must be confirmed and documented.
2. All police checks must be completed for any volunteer working with confidential information.
3. If a police check comes back with concerns the issue will be investigated.
4. The General Manager and Student Services Manager will direct all investigations.
5. Upon completion of the investigation, the Student Services Manager in consultation with the General Manager will have the final decision as to whether the SAITSA volunteer continues or not.



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Personal Volunteer Information	Volunteer-4	1 of 1	SEC	January 15, 2008
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Policy

SAITSA recognizes that all personal volunteer information must be tracked and stored in safe locations to avoid any inappropriate dissemination of information.

Procedure

1. All volunteer information including resumes, applications and security checks will be kept under lock and key.
2. No information in regards to a volunteer's schedule, phone number, address or other personal information will be given out without prior approval from the volunteer.
3. All volunteer information will be kept in a secure location.



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Non-Intervention First Aid Training	Volunteer-5	1 of 1	SEC	January 15, 2008
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Policy

All campus Safewalk program volunteers must refrain from intervening in emergent/dangerous situations with the exception of administering first aid.

Procedure

1. All Campus Safewalk volunteers are to be trained in first aid CPR-A and non-intervention.
2. All Campus Safewalk volunteers are to remain in teams of two when on patrol or walking a client.
3. No Campus Safewalk volunteer, while performing their duty, is to become involved in any altercation including, but not limited to, harassment, assault, vandalism or theft.
4. In case of emergency, Campus Safewalk volunteers will first contact security. Security will notify the proper authorities and respond accordingly.
5. Campus Safewalk volunteers will not make their presence aware to the perpetrator(s) unless absolutely necessary. Should their presence be known they are to maintain a safe distance until security arrives.
6. Campus Safewalk volunteers are to contact the Campus Safewalk dispatch when able and report the situation.
7. If an emergency first aid situation arises, one Campus Safewalk volunteer will administer first aid, while the other will contact security.
8. Under no circumstances are volunteers to contact emergency response directly (ie 911), as this may cause a delay in response time.
9. Any incident that occurs will require a report to be filled out upon immediate return to the office. If required security and the Student Services Manager will receive a copy of the report.
10. The team coach will be required to meet the Safewalk Coordinator(s) as soon as possible to discuss the incident.



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Student Resource Centre Volunteers Peer Support	Volunteer-6	1 of 1	SEC	January 15, 2008
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Policy

All SAITSA Student Resource Centre volunteers must refrain from engaging in any sort of peer counseling while working in the centre.

Definition Peer Support: The Student Resource Centre defines Peer Support as a system of giving and receiving help founded on key principles of respect, shared responsibility, and mutual agreement of what is helpful. Peer support is not based on psychiatric models and diagnostic criteria.

Direction Student Resource Centre volunteers: The Student Resource Centre volunteers act as role models. The volunteers are SAIT students in good standing (who are not on academic probation) and students with the appropriate experience (left to the discretion of the Volunteer Services Supervisor).

Procedure

1. Student Resource Centre volunteers are required to refer any individual that appears to require psychological counseling to SAIT's Counseling Services.
2. Student Resource Centre volunteers must be in good standing with SAITSA and SAIT Polytechnic.
3. All Student Resource Centre volunteers must maintain the confidentiality and privacy of any individual that uses the centre resources; in and outside of the Centre.
4. Student Resource Centre volunteers are required to be familiar with SAITSA Policies and Procedures and the SAIT Polytechnic Institute and academic regulations (within the current academic calendar)
5. Student Resource Centre volunteers will maintain clear boundaries with the clients; must not give out/exchange personal information including, but not limited to, phone numbers, addresses.
6. Student Resource Centre volunteers will not develop sexual relationships with the clients.