

Volunteer Handbook – 2017-2018

Volunteer Opportunities

SAITSA has a wide variety of volunteer opportunities depending on your interest and availability. See section 3.0 for a full description of each opportunity available.

- Campus Safewalk
- Tax Program
- Promo Team
- The Weal
- Mental Wellness and Health Awareness Team (Mental WHAT)
- Peer Support Centre

1.0 Volunteer Role Descriptions

1.1 Campus Safewalk

Operating out of the SAITSA Resource Centre, the Campus Safewalk program is a service that is specifically designed to maintain campus safety for all students, staff, faculty and guests coming to SAIT Campus. Safewalk consists of a group of dedicated volunteers who will walk you anywhere within a 10 block radius of SAIT campus. Each volunteer of SAITSA is trained in first aid, CPR, radio conduct and self-defense.

The SAITSA Safewalk program could not exist without volunteers. Becoming a Safewalk volunteer gives students an opportunity to meet new people, build their resume while giving back to the SAIT community. The Safewalk program is led by one part-time student administrator that is hired by SAITSA to ensure the smooth operation of the program.

Perks of being part of the Safewalk team include:

- Great addition to your resume
- Free first aid and CPR training
- Free self-defense training
- Meet new people
- Qualify for SAITSA awards
- Free parking during shift

Commitment to the program:

- At least one, three hour shift per week
- Submit to a police background check
- Complete first aid and CPR training

1.2 Tax Program

Organized through the Canada Revenue Agency, the Community Volunteer Income Tax Program (CVITP) is in place to provide students and the immediate community with a free service to have their

taxes done. The Community Volunteer Income Tax Program could not exist without the dedicated volunteers that sign up each year.

Perks of being part of the Community Volunteer Income Tax Program team include:

- Excellent addition to your resume
- Free training from the Canada Revenue Agency
- Meet new people
- Qualify for SAITSA awards

Commitment to the program:

- At least one, three hour shift per week
- Submit to a police background check
- Complete training through Canada Revenue Agency via SAITSA

1.3 Promo Team

The SAITSA Promo Team will be in-charge of communicating the SAITSA Brand with students at various events. Promoting the different SAITSA businesses, products, events, and campus promotions.

Perks of being part of the Promo Team include:

- Qualify for SAITSA Awards
- Volunteer Incentives
- Personal & Professional Development
- Growth as an individual

Commitment to the program:

- At least one, two hour shift per week
- Willingness to learn & grow
- Thrive under pressure
- Communicate with small and big groups
- Outgoing
- FUN!

1.4 The Weal

The Weal serves as a vibrant voice for the SAIT community and has been the launching point for incredible careers. Wealies, as they are known, have gone on to work at the local, national and even international level. They've worked for publications like the Calgary Herald, the National Post, and the Globe and Mail. Students can volunteer as writers, editors, photographers, graphic designers, and fact checkers.

Perks of being part of The Weal include:

- Quality for SAITSA awards
- Great addition to your resume
- Meet new people
- Story writing experience

Commitment to the program:

- At least one, three hour shift per week

1.5 Mental Wellness and Health Awareness Team (Mental WHAT Team)

The Mental WHAT Team was created to assist with programming and events that improve upon and maintain positive mental health and wellness for SAIT Students. Volunteers will assist with various programming such as: Wellness Wednesday events, SAITSA Peer Support Centre events, Random Acts of Kindness, etc.

Perks of being part of the Mental WHAT Team Include:

- Free Mental Health First Aid Training
- Gain knowledge around mental health and the issues affecting students
- Meet new people
- Excellent addition to your resume

Commitment to the program:

- At least one, three hour shift per week
- Complete Mental Health First Aid Training

2.0 Roles and Responsibilities – Volunteer Responsibilities

Volunteers are an invaluable resource to the delivery of our programming at SAITSA. As such, volunteers are granted certain roles within a program, and responsibilities within that role.

These responsibilities are as follows:

- Being on time for their shifts
- Giving as much notice as possible when not able to make a shift
- Recording their hours on timesheets, correctly and honestly
- Clear understanding of tasks and asking clarifying questions when needed
- Being respectful of all students and staff they come in contact with

2.1 Rights of Volunteers

- To be given proper direction in their designated roles
- Opportunity to ask questions when a task is not clear
- To receive training for volunteer position(s)
- To be comfortable in work environment

2.2 Volunteer Applications

All students interested in volunteering with SAITSA must fill out a volunteer application form found online at saitsa.com, provide at least two references and include a resume

2.3 Volunteer Commitment

SAITSA expects that a student volunteer completes a minimum of 10 hours per semester. Volunteers are to be aware that different positions require different time commitments and schedules. The fall semester volunteering will be offered from September-December and the winter semester from January-April.

3.0 Volunteering at SAITSA

3.1 Volunteer Training and Orientation

SAITSA will provide each volunteer with training upon being selected as a successful candidate for a position. Training and orientation will vary depending on each volunteer position. Training will consist of Mental Health First Aide, SafeTALK, etc.

A meet and greet event will be held at the end of September and the end of January in order to orient volunteers to SAITSA's programming.

3.2 Scheduling and Volunteer Shifts

Volunteer scheduling is completed by the Coordinator, Clubs & Volunteers and/or the Volunteer Administrative Assistant, any changes to the weekly schedules should be discussed as early as possible with the coordinator.

In the case of a casual volunteer position i.e. event setup or awareness days, the volunteer will need to respond to the initial email the coordinator sends out concerning the opportunity.

3.3 Volunteer Hours

Volunteer hours will be recorded on an on-going basis for volunteers. To assist in this process, volunteers will be asked to fill out their own timesheets after each shift and ensure they are given to either the Coordinator, Clubs & Volunteers OR the Volunteer Administrative Assistant to ensure they are inputted in a timely manner.

3.4 Resignation and Termination

SAITSA expects that volunteers will honour their commitment for, at minimum, a semester. However, the students' association recognizes that due to a students' busy day-to-day schedule, this may not always be possible. If a volunteer needs to resign, they are asked to do so as early as possible by emailing the Coordinator, Clubs & Volunteers.

3.5 Expenses

Volunteers under no circumstances are to spend their personal money on supplies, if supplies for any given position are low the Coordinator, Clubs & Volunteers is to be contacted. If a volunteer does spend their personal money on supplies, they will not be reimbursed by the organization.

3.6 Confirmation of Hours and Reference Letters

If a volunteer would like a reference letter regarding their logged volunteer hours they are to request one by emailing the Coordinator, Clubs & Volunteers.

3.7 Volunteer Incentive Program (VIP)

SAITSA very much appreciates volunteers and their hard work, as such, we offer an incentive program for volunteers, offering prizes for each category.

Based on hours committed to SAITSA, volunteers will reach categorized reward levels:

Level 1 (10-19 hours)

Level 2 (20-39 hours)

Level 3 (40-69 hours)

Level 4 (70-99 hours)

Level 5 (100+ hours)

** Incentive rewards will be given out at the end of each semester

4.0 Code of Conduct & Ethics

SAITSA wishes to ensure an environment that promotes success, respect for one's self, respect for others, personal safety, and the safeguarding of property. SAITSA is committed to maintaining excellence and integrity in the conduct of its business and expects all SAITSA representatives to exemplify personal, ethical, and professional business demeanor and practices, while representing SAITSA.

5.0 Volunteer Health & Safety

5.1 Dress Code

Volunteers will be given SAITSA shirts to wear, depending on the volunteer program. Casual school clothing is permitted.

Minimizing Risks

- Volunteers should not bring any items of value to their shifts, SAITSA is not responsible for any lost or stolen items.
- A SAITSA staff member should be informed if a volunteer is sick or injured
- Report anything that could be considered a safety hazard
- In the event of an emergency, contact Campus Security immediately
- Each volunteer should be familiar with evacuation and emergency procedures

5.2 Volunteer Disciplinary Action Procedure

Possible corrective actions could include, but are not limited to the following:

1. A verbal warning
2. A letter of reprimand
3. A formal verbal or written apology to the involved party/parties
4. Payment of damages to equipment or facilities, if appropriate
5. Suspension from duties, facilities or position
6. Expulsion from duties, facilities, or position

Upon approval from the Executive Director or President, SAITSA may decide to supersede the above processes if the violation is deemed as serious and contrary to the code of conduct and ethics of SAITSA.

6.0 Internal Complaints & Issues

7.0 Forms

7.1 Volunteer Application Form

7.2 Police Info Check

7.3 Media Release Consent Form

7.4 SAITSA Code of Conduct and Ethics Statement