



Saitsa Volunteer Policies & Procedures

TABLE OF CONTENTS

PREAMBLE 3

1.0 Volunteer Confidentiality..... 4

2.0 Volunteer Recruiting and Training..... 4

3.0 Volunteer Responsibilities 4

4.0 Volunteer Conduct..... 4

5.0 Volunteer Disciplinary Action 5

6.0 Volunteer Off-Campus Opportunities 5

Subject	Approved By:	Approved Date:
Volunteer Policies & Procedures	CEO	March 2024

PREAMBLE

Saitsa recognizes the importance and value of volunteers to the success of the programming and initiatives Saitsa runs. Volunteering allows students to become more involved with the SAIT community and local community. Saitsa will strive to ensure that there are always opportunities for students to be take part in/ be involved in.

1. VOLUNTEER CONFIDENTIALITY

- 1.1** Saitsa will uphold the privacy of volunteer information in accordance with privacy laws. All information in regards to a volunteer's personal information will be confidential unless deemed necessary by the Assistant Manager, Student Experience in circumstances classified as an emergency.

2. VOLUNTEER RECRUITMENT AND TRAINING

- 2.1** All Saitsa volunteers will be recruited through the Saitsa Resource Centre.
2.2 Saitsa will give preference to Saitsa students or alumni when recruiting volunteers.
2.3 Saitsa will actively recruit diverse and qualified volunteers.
2.4 Saitsa will appropriately place volunteers in roles based on their capabilities.
2.5 All volunteers may be required to attend a training session specific to the volunteer program that they have been selected to volunteer for.
2.6 Saitsa reserves the right to require additional information for volunteers working in specific programs that require such information to operate, such as the Tax Program.

3. VOLUNTEER RESPONSIBILITIES

- 3.1** All Saitsa volunteers must refrain from engaging in any sort of peer counseling while volunteering.
3.2 Saitsa volunteers are required to refer any individual that appears to require psychological counseling to SAIT's Student Development and Counselling department.
3.3 All Saitsa volunteers are required to receive direction and guidance from Saitsa staff members leading/supervising their volunteer shift.
3.4 All Saitsa volunteers must maintain the confidentiality and privacy of any student that participates in events and programming.
3.5 All Saitsa volunteers must not give out/exchange personal information including, but not limited to, phone numbers, and addresses of staff, other volunteers, or clients.
3.6 All Saitsa volunteers must refrain from engaging in any sort of inappropriate behaviour with any SAIT or local community member.

4. VOLUNTEER CONDUCT

- 4.1** Saitsa volunteers are expected to follow the Code of Conduct & Ethics rules that protect the interest and safety of all students, Saitsa volunteers, SAIT & Saitsa staff. Any Code of Conduct & Ethics violation may lead to immediate dismissal.

5. VOLUNTEER DISCIPLINARY ACTION

- 5.1** Saitsa understands the need to discipline volunteers if an undesirable performance or violations of the policies and/or procedures has occurred.

5.2 First Warning – Verbal

A private discussion between the volunteer and the Student Experience Coordinator, Resources and Services, or designate to discuss the volunteer's understanding of what is expected and the gaps found in their performance. The verbal warning will be used as a learning tool for the volunteer. The volunteer may seek further guidance from the Student Experience Coordinator, Resources and Services, or designate.

5.3 Second Warning – Performance Improvement Plan

If undesirable work performance and/or violation of the policies and procedures persists after the first warning, the Student Experience Coordinator, Resources and Services, will administer a written warning to the volunteer, using the Volunteer Conduct Report. The warning will outline areas of improvement, the standards expected, and a reasonable timeframe for a follow-up. During this timeframe, the volunteer is expected to be responsible for improving their performance.

5.4 Third Warning – Termination

If a third occurrence of undesirable work performance or violation of policies and procedures takes place, the volunteers' position within Saitsa will be terminated. The volunteer will receive a confirmation of their dismissal via email from the Student Experience Coordinator, Resources and Services, or designate. The Saitsa volunteer will not be allowed to join the Saitsa Volunteer Program in the future.

5.5 Saitsa volunteers could face immediate dismissal if there were a severe violation of policies and procedures or the volunteer code of conduct & ethics statement. This decision will be determined by the Assistant Manager, Student Experience.

6. VOLUNTEER OFF-CAMPUS OPPORTUNITIES

6.1 Saitsa shall provide volunteering opportunities to students in the surrounding areas, satellite locations, and any location outside of the SAIT Campus.

6.2 Saitsa will provide off-campus volunteer waiver forms for volunteers who are interested in participating in off-campus events.

6.3 Signing the waivers are mandatory for any off-campus volunteer opportunity.

6.4 Upon signing the waiver, the Saitsa volunteer acknowledges, confirms, and agrees to the terms and conditions for off-campus activities, events, programming, etc.

6.5 All off-campus waivers will be stored by the Student Experience Coordinator, Resources and Services and will uphold the privacy of volunteers, ensuring the personal information is handled in accordance with privacy laws.