



**Governance &  
Advocacy Office**



**SAIT STUDENTS' ASSOCIATION**

# **VOLUNTEER POLICIES & PROCEDURES**

***LAST REVISED: AUGUST 2024***

**Saitsa\***  
SAIT Students'  
Association

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Volunteer Policies & Procedures	Chief Executive Officer- Marc Stromme	August 2024

## **PREAMBLE**

As a non-profit organization, Saitsa acknowledges the pivotal role volunteers play in our ongoing success. Students, staff and alumni can become deeply involved with the SAIT community and surrounding areas through volunteering. In recognition of this, our volunteer policy reflects our commitment to ensure volunteers have a rewarding experience and are treated in a fair manner. The policies outlined below provide a framework of best practices for staff and volunteers while they contribute their time and effort.

## **DEFINITION**

Volunteer refers to an individual who offers their time, experience, knowledge, and skills to achieve an organizational goal for Saitsa without financial compensation.

## **JURISDICTION**

This Policy applies exclusively to Saitsa Volunteers. August 2024

## **1. Volunteer Confidentiality**

- 1.1** Saitsa is committed to safeguarding private volunteer information in accordance with the Freedom of Information and Protection of Privacy Act (FOIP) and the Personal Information Protection Act (PIPA).
- 1.2** All information pertaining to volunteers will be kept confidential, unless deemed necessary in circumstances classified as an emergency by any Saitsa volunteer staff member.

## **2. Volunteer Recruitment and Training**

- 2.1** Saitsa will recruit all volunteers through the Saitsa Resource Centre.
- 2.2** Preference will be given to SAIT students or alumni when recruiting volunteers.
- 2.3** Saitsa recognizes the importance of equitable opportunities for all volunteers and will actively recruit diverse and qualified volunteers.
- 2.4** Volunteers will be appropriately placed in positions based on their capabilities.
- 2.5** All volunteers may be required to attend a training session specific to their selected position.
- 2.6** Saitsa reserves the right to request additional information (e.g., background check, references. etc.) for volunteers in specific programs that require more information to operate, such as the Tax Program.

## **3. Volunteer Code of Conduct**

- 3.1** Saitsa volunteers are required to adhere to the following code of conduct which protects the interest and safety of all students, volunteers, SAIT & Saitsa staff:
  - 3.1.1** Saitsa volunteers are expected to uphold standards of professionalism, respect, and safety throughout their engagements.
  - 3.1.2** Volunteers should maintain stated or implicit confidentiality in performing responsibilities as a Saitsa representative.

- 3.1.3** Volunteers should not misrepresent their position or authority as a Saitsa volunteer.
  - 3.1.4** Volunteers should show appropriate etiquette on social media in association with Saitsa, including withholding confidential company information and hate speech.
  - 3.1.5** Volunteers should not threaten, encourage, or engage in physical, emotional, sexual, or mental harassment, indignity, or violence towards any individual or group.
  - 3.1.6** Volunteers should not engage in any discriminatory activities, statements, or behaviors based on age, sex, race, color, religion, political affiliations, sexual orientation, physical or mental ability.
  - 3.1.7** Volunteers should not consume alcohol or drugs (whether illegal or illicit) to the point of intoxication at any Saitsa or publicly sponsored event, whether on or off campus, when acting in an official representative capacity.
  - 3.1.8** Volunteers should avoid participating in hazardous activities that may harm other individuals or damage their property.
- 3.2** Any code of conduct violation may lead to immediate dismissal.
- 3.3** Instances of Non-academic misconduct as outlined in Schedule A of AC.3.4.4 Student Academic Conduct during volunteering can be reported to and investigated by the Office of Community Conduct.

#### **4. Volunteer Responsibilities**

- 4.1** Saitsa volunteers must follow the direction and guidance provided by Saitsa staff members who oversee their volunteer shifts.
- 4.2** Volunteers must not give out/exchange personal information, including phone numbers and addresses of staff, other volunteers, or clients.
- 4.3** Volunteers must maintain the confidentiality and privacy of any student who participates in events and programming.
- 4.4** Volunteers are expected to handle all organizational assets with integrity.

- 4.5** Volunteers must maintain hygienic practices when providing food services.
- 4.6** Volunteers must refrain from engaging in any sort of inappropriate behavior with any SAIT or local community member.
- 4.7** Volunteers should refrain from engaging in any sort of peer counselling while volunteering.
- 4.8** Volunteers are highly encouraged to refer any individual that appears to require additional support, such as counselling, to SAIT's Student Development and Counselling department or other appropriate resources or services.

## **5. Volunteer Off-Campus Opportunities**

- 5.1** In the case of volunteer opportunities in surrounding areas, satellite locations, or any location outside of the SAIT Campus, volunteers will:
- 5.2** Sign a mandatory waiver acknowledging, confirming, and agreeing to the terms and conditions for off campus activities, events, programs, etc.
- 5.3** Adhere to all guidelines laid out in the volunteer policy and procedures

## **6. Volunteer Experience**

- 6.1** Saitsa volunteers are encouraged to provide feedback and evaluations of their volunteer experience to the Student Experience Coordinator, Resources and Services.
- 6.2** Volunteers may request a reference letter from the Student Experience Coordinator, Resources and Services.
- 6.3** SAIT students who volunteer may be eligible to have their time counted towards their Co-curricular record (CCR).
  - 6.3.1** When volunteers complete a CCR activity, their participation will need to be validated by the overseeing Student Experience Coordinator or Assistant Manager or designate.
  - 6.3.2** There is a minimum 12-hour volunteer commitment, in addition to a questionnaire that volunteers must complete to demonstrate both their personal and professional development to be eligible for CCR credit.

- 6.4** Saitsa volunteers who have demonstrated a commitment to enhancing the community at SAIT may use their volunteer experience to count towards the Saitsa Student Experience Awards.

## **7. Disciplinary Action**

- 7.1** Saitsa acknowledges the necessity of taking disciplinary action in the event of policy or procedure violations by volunteers. The stages of this procedure are:

**7.1.2** First Warning – Verbal An informal verbal discussion between the volunteer and the Student Experience Coordinator, Resources and Services or designate. The verbal warning is used as a learning tool for the Volunteer, and they may seek further guidance from the Student Experience Coordinator, Resources and Services.

**7.1.3** Second Warning – Performance Improvement Plan: Written warning issued by the Assistant Manager, Student Experience or designate using the Volunteer Conduct Report. The warning will outline areas of improvement, the standards expected, and a reasonable period for a follow-up. During this period, the volunteer is expected to be responsible for improving their performance.

**7.1.4** Third Warning – Termination: Termination of the volunteer by the Manager, Student Experience or designate.

- 7.2** Saitsa volunteers could face immediate dismissal if there was a severe violation of the volunteer policies and procedures or volunteer code of conduct. This decision will be determined by the Manager, Student Experience.

## **8. Risk Management**

**8.1** Volunteers must read and sign a volunteer agreement acknowledging their understanding and agreement to abide by the volunteer policies prior to volunteering.

**8.2** Saitsa volunteers should engage in general risk management practices. To avoid and reduce the risk of injury or damage volunteers should:

- Act within the scope of their designated authority and duties.

- Mitigate the risks of slips, trips, and falls.
- Take measures to reduce harm caused by negligence.
- Work under the direction of a supervisor.
- Adhere to training provided.
- Report any safety concerns to a supervisor.
- Observe personal health for factors that may affect their ability to engage in volunteer duties safely.

**8.3** Under 'volunteer liability protections' in the Freedom to Care Act, volunteers can be held personally liable if they:

- Are not acting in good faith or within their scope of duties.
- Cause harm or damage as a result of:
  - Willful, reckless, or criminal misconduct.
  - Gross negligence.
  - Operating a motor vehicle.
  - Being unlawfully impaired by alcohol or drugs when the harm or damage occurred.



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