



Capilano Students' Union

Volunteer Handbook

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Table of Contents

About the Capilano Students' Union	2
Values	2
Goals and Strategies	2
Welcome to the CSU's Volunteer Service!	3
Components of the Volunteer Service	3
Volunteer Commitment Levels	3
The Road to Volunteerism	5
Step 1: Register online at csu.bc.ca/volunteer (you've already done that!)	5
Step 2: Volunteer Orientation	5
Step 2b: One on One Interview	5
Step 3: Work your first volunteer shift!	5
Step 4: Be appreciated	6
APPENDIX 1: CSU's Volunteer Policies and Practices	7
Communication	7
Scheduling and Attendance	7
Self reporting	7
Inactive status	7
Professional Conduct	7
Health and Safety	8
Harassment Free Work Zone	8
Privacy Policy and Confidentiality	8

Key Contact Information

- Email: volunteer@csu.bc.ca
- The desk in the Members Center (LB 195): 604.984.4969
- Service Coordinator: Sarah Carrier 604.983.7561 servicescoordinator@csu.bc.ca
- Service Assistant: Kelsey Silk servicesassistant@csu.bc.ca
- Campus Security/First Aid/Emergency Services 604.984.1763 or ext 1763

About the Capilano Students' Union

The Capilano Students' Union advocates for the interests and needs of its members by lobbying Capilano University and all levels of government. The CSU delivers student services, provides resources to clubs and organizations on campus, and hosts a variety of events each year to promote the social, political, recreational and academic well being of its membership.

Values

We conduct ourselves with the highest standard of *integrity*.

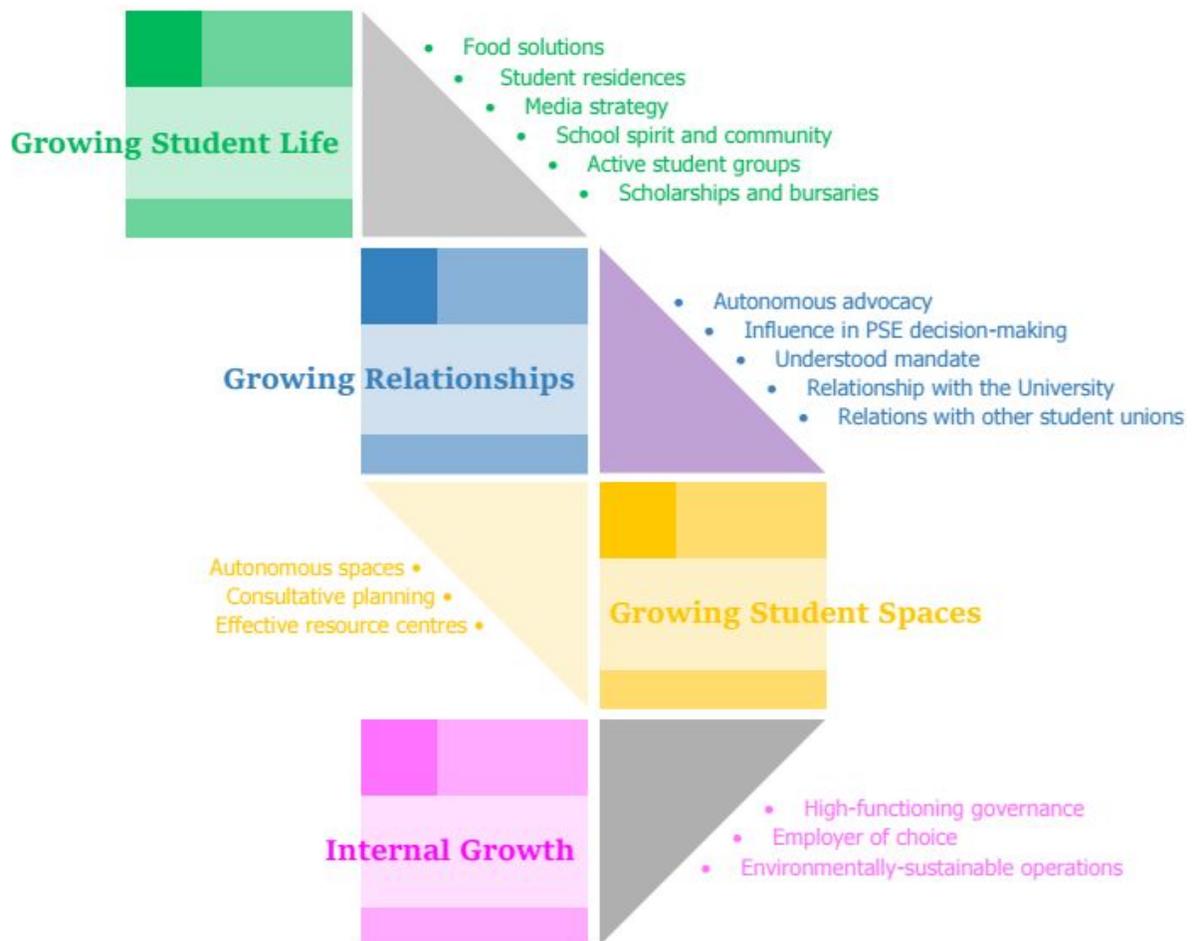
We strive to be *accessible* in everything we do.

We provide opportunities for *authentic* leadership.

We work towards personal and social *transformation*.

We are building a vibrant and engaging *community*.

Goals and Strategies





Welcome to the CSU's Volunteer Service!

Volunteering is a challenging, yet rewarding experience to help develop leadership skills, and the CSU values its members' participation and community-building through volunteerism. The CSU's volunteer program provides both short-term and long-term volunteer opportunities on campus and in the community, to meet a variety of people's needs.

Components of the Volunteer Service

There are three separate components to the volunteer service, and an individual can participate in one or all of them:

<p>1. EXTERNAL</p> <p>By identifying the interests of individual volunteers, and working with outside organizations, we can help students find relevant opportunities, and increase community engagement.</p>	<p>2. INTERNAL</p> <p>Volunteer involvement is key to the CSU's goals of improved service to its members and increased school spirit, and mutually benefits both the organization and its volunteers. From the CSU's day to day operations, to unique events and opportunities,</p>	<p>3. SELF DIRECTED</p> <p>Project based work, initiated by students who have a vision or a goal, and skills they want to use or develop. Examples are graphic design, specific campaigns or events, workshops and more!</p>
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Volunteer Commitment Levels

Each volunteer has a varying commitment level which depends on what interests and availability they have. Here is some categories of the different volunteer commitment levels:

<p>Willing Worker</p>	<ul style="list-style-type: none"> • Interested in showing up to events, assisting in setup and tear down, taking direction and being part of a team • Average time commitment: 4-6 hours a month, as needed. May be more events in September during welcome back, for example, and none in December. • Standard letter of reference, citing number of hours worked and events staffed, volunteer T-shirt, option of Serving It Right training after 12 hours worked
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<p>Self Starter</p>	<ul style="list-style-type: none"> • Interested in apply existing skills to aid and assist the organization, and working independently to deliver a product or goal • Custom job description based on organization's requirements and student's skills/interests • Average time commitment varies, depending on complexity of project and timeline. Starting estimate 10 hours per project • Custom letter of reference and option of phone reference, specific job title and description for resume, use of material for portfolio, CSU mason jar mug, 5% discount on personal purchases at CSU Used Book Sale, free admission to one CSU event
<p>Management Maven</p>	<ul style="list-style-type: none"> • Interested in working behind the scenes, planning, and directing other volunteers on event day • Average time commitment varies, depending on the complexity of project and timeline. Starting estimate 10 hours preparation + event day
<p>Volunteer Ambassador</p>	<ul style="list-style-type: none"> • After a required number of volunteer hours (2-3 volunteer positions), a student can become a Volunteer Ambassador! • Duties can include, supervising other volunteers, training new volunteers in the ways of the CSU volunteers and any of the given programs. • Perks? More student leadership roles? Better references for students who took on these roles?
<p>Communications Captain</p>	<ul style="list-style-type: none"> • Interested in getting the word out to fellow students about existing campaigns, working independently or part of a street team • Average time commitment 4 hours/week, depending on campaign schedule

The Road to Volunteerism

Step 1: Register online at csu.bc.ca/volunteer (you've already done that!)

Visit our website at csu.bc.ca/volunteer to register for our volunteer service. While you are there, be sure to check out our "Wish List" of volunteer positions that are available. Don't worry if there is not a position that seems right for you - we can always create one!

Step 2: Volunteer Orientation

After you register, we will contact you with times for upcoming orientation sessions. Along with up to 10 volunteers, we will review the CSU's history, organization, and volunteer policies, tour the spaces, meet the staff and board members, and provide training on our reporting system.

Do you have a specific project, idea or skill set that you think will benefit the CSU? Now is your chance to pitch it to us! We are always looking for new ways to support the student body and improve student life on campus. Bring your ideas, and together we will determine how we can work together to bring them to life.

Step 2b: One on One Interview

Interested in expanding a specific skill set, volunteering in a specific area on or off campus, or interested in a self directed volunteer project? Schedule an individual interview to discuss your goals!

Step 3: Work your first volunteer shift!

Depending on the event schedule at the CSU, you will be scheduled for your first volunteer shift. Please wear your volunteer pin to your shift, check in with your shift supervisor, and have a great time.

Where should I check in?

Check your email. Your shift will most likely start in MA 121, the CSU main office, but for specific events, you may begin somewhere else on campus.

Who do I report to?

You will be assigned a supervisor depending on the shift you are scheduled for. Your schedule will include your supervisor's name, contact info, and location of shift.

Why do I need to track my hours?

We track volunteer hours for a number of reasons, not least of which is our reward system! Tracking your hours helps us keep track of how many man hours a specific campaign or event required, and to measure the growth of the volunteer service. It also helps us write letters of reference!

Step 4: Be appreciated

We value our volunteers! We know that students have many commitments, and we appreciate the time you set aside to be part of the CSU.

For every shift worked

- Entry into semesterly draw for a prize pack

1 - 10 hours/semester

- "CSU Volunteer" button
- Invitation to semesterly volunteer appreciation event

10 - 15 hours/semester

- 5% discount on personal purchases at the following CSU used book sale
- FREE access to 1 (one) CSU event per semester
- FREE CSU mason jar mug

After 15 hours/semester

- Custom reference letter (with a minimum of two weeks notice)
- FREE job-related workshops and courses specific to volunteer experience (e.g. Serving it Right, First Aid level 1, leadership training seminar, etc.)

Referral program

- For every referral that completes orientation and works a shift, receive a \$5 gift card for Tim Horton's (referrer must be an active volunteer as defined in the CSU Volunteer Policies and Practices).

APPENDIX 1: CSU's Volunteer Policies and Practices

In order to fulfill both the organization and the volunteer's commitment, the following guidelines need to be followed.

Communication

The CSU will contact you by email with volunteer opportunities on a regular basis, as well as emailing and/or phoning with requests for specific shifts. Response is not required to opportunity updates, however, response is required to shift requests, to confirm or reject the offer. If no response is received after 3 attempts to contact, you will be removed from the active volunteer roster, and will have to re-register.

Scheduling and Attendance

The CSU will provide reasonable notice when scheduling shifts. Please confirm your acceptance within 1 week of the shift being offered. Last minute requests, such as covering a cancellation, are exempt from the 1 week policy.

If you are not able to complete your confirmed shift, please contact us as soon as possible so arrangements can be made. If no notifications are given, it will be considered a "no show". No shows are not tolerated; in some cases, events and activities cannot proceed without sufficient volunteer support, and the sooner we are notified, the more like we can fill your shift.

Self reporting

Volunteers are expected to self report work hours in a timely fashion, ideally within 48 hours of the shift, and no more than 2 weeks after the shift. Reported hours will be compared to hours recorded by the shift supervisor, and total hours work will be recorded for each volunteer.

Inactive status

Volunteers who do not respond or sign up for events are considered inactive or uninterested. The inactive status is considered when no communication is exchanged between the volunteer and CSU staff.

Volunteers who are inactive will not be contacted, and should they be interested in reactivating their account and status, they will have to re-register. Accumulated hours will expire at the end of the current semester, and re-activated volunteers will begin at zero hours.

Professional Conduct

When you are volunteering, you are an ambassador for the Capilano Students' Union to your fellow students, and to the community. With that in mind, there is an expectation that you will comport yourself in a professional and courteous manner, including, but not limited to, use of profanity, attire and cellphone use. There is no dress code at the CSU; use good judgement.



Health and Safety

The CSU has a responsibility to provide you with appropriate equipment and training, and a safe workplace.

As a volunteer, you have the right to be aware of hazards they may encounter in the volunteer tasks they perform, through active supervision, and through health and safety training on potentially dangerous tasks, and you have the right to refuse to perform any tasks that they believe are unsafe. You have a responsibility to report any hazards to your supervisor, and work in a safe manner. This includes, but is not limited to, proper posture at your computer and using best practices for lifting and carrying.

Detailed Health and Safety information is available on the Health and Safety board in MA 121, and in our procedures manual online at csu.bc.ca/governance/.

Harassment Free Work Zone

Bullying and harassment are unacceptable, and are not tolerated at the Capilano Students' Union.

All employees, including volunteers, managers and supervisors, have the right to a place of work that is free of bullying and harassment. All employees, including volunteers, managers and supervisors, have the right to be treated professionally and courteously.

“Includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.” (as per s. 115(1)(a), *Workers Compensation Act*)

If you observe or experience bullying or harassment, report it to your supervisor or the General Manager at gm@csu.bc.ca as soon as possible. If you have a complaint against the General Manager, contact the VP Internal vp-internal@csu.bc.ca.

Privacy Policy and Confidentiality

Our Privacy of Information can be found on our website at csu.bc.ca/privacy. Any personal information collected as part of the Volunteer Registry process will be used and stored in accordance to that policy. Any questions or concerns can be directed to our privacy officer, Christopher Girodat at privacy@csu.bc.ca.

You may come in contact with confidential information during your work with the CSU. Volunteers are responsible for maintaining the confidentiality of all CSU property. Confidential information includes, but is not limited to, volunteer resumes, correspondence, and petition signatures. Volunteers will not disclose in any manner to third party any confidential information without the prior express written consent of the CSU. Failure to maintain confidentiality will result in termination of the volunteer's relationship with the CSU's volunteer program, and other action at the CSU's discretion.