12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

Date of Adoption: May 13th, 2022
Date of Expiry: May 13th, 2025

Kwantlen Student Association Volunteer Policy

1.0 Preamble

KSA volunteers are integral to the Society's objective of delivering essential services to members. The KSA recognizes the tremendous contribution volunteers have made to the growth of its programs and the campus community at large. The life of a KSA volunteer is a rewarding one but a tasking one, as volunteers are called upon to support their fellow students while facing their respective studies as students. These demands can prove challenging for volunteers, affecting their mental health, social life, etc. It is out of the need to support KSA volunteers and their work that this policy is developed. This policy sets out to give volunteers a clear and detailed framework of operational procedures and support at the KSA.

It is the opinion of the Society that ensuring the proper delivery of its services to members is crucial for the continued growth of the Society, and that volunteers are pivotal to realizing that growth. As student enrollment continues to surge, the demand for KSA services can be expected to grow with it, and with that, more interest in campus volunteer opportunities could follow. Putting the Society's growth into consideration, this policy lays a framework for a better structured volunteer program while detailing the support provided to its volunteers. Apart from laying out the support available to volunteers, this policy details the rights and responsibilities afforded to volunteers, ensuring they are informed and empowered in the performance of their duties.

Furthermore, it is the wish of the KSA that volunteers and Coordinators alike use this policy as a tool, among other means, to continue to develop a more robust and collaborative volunteer program for the betterment of the Society.

Printed on 100% post-consumer recycled paper

12666 72nd Avenue
Surrey, BC V3W 2M8
Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

2.0 Scope

This policy will apply to;

- KSA Peer Support volunteers
- Sustainable KSA volunteers
- General KSA volunteers

3.0 Definitions

Emotional Wellness - Refers to the ability to cope effectively with life and create satisfying relationships. Emotional wellness inspires self-care, relaxation, stress reduction, and the development of inner strength.
Financial Wellness - Achieving a level of comfort and understanding of your financial situation.
Intellectual Wellness - Intellectual wellness encourages learning. It recognizes creative abilities and enables us to find ways to expand our knowledge and skills. It can be developed through personal and professional development.
KSA - Kwantlen Student Association
KPU - Kwantlen Polytechnic University
Mental Health (CDC) - According to the Centre for Disease Control and Prevention (CDC), mental health includes our emotional, psychological, and social well-being.
Mental Health (WHO) - According to the World Health Organization (WHO), mental health is a state of well-being in which individuals realize their abilities, cope with the stresses of life, work productively, and contribute to their community.
Mental Wellness - Mental Wellness is more than just the absence of mental illness. Mental Wellness is a dynamic lifelong process and an initiative-taking strategy to strengthen our mental, emotional, social, and psychological resources.
Policy - Specific statements of belief, principle, or action to guide decisions and achieve outcomes.
Physical Wellness - Refers to listening to and taking care of your body for optimal health and functioning, whether through your diet, sleep, or exercise routine.

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

Sexual Wellness - Sexual wellness can be defined as a blend of physical state, mental state, and social well-being connected with sexuality. Growing awareness regarding sexual wellness inspires a positive and respectful approach involving sexuality and sexual relationships.
Social Wellness - Speaks to our ability to interact, form meaningful relationships with others, and maintain those relationships. Because it also impacts our mental health, it relates to how comfortably we can adapt to social situations.
Society - A Society is an organization whose purpose is to represent the interests of its members. In this policy, the KSA will be referred to as the Society."
Spiritual Wellness - This is refers to being fully engaged and interacting with energy and enthusiasm and having clarity of vision that provides meaning and inspires our best every day.
Virtual volunteering - Refers to volunteering opportunities conducted remotely via the web or phone.
Volunteer - Any person who gives free time, energy, and skills for public and intrinsic benefit, without monetary compensation.

4.0 Principle Statements

Whereas volunteers are integral to the Society and play a crucial role in helping the KSA deliver its services to members.
Whereas to build an effective volunteer program, it is essential that volunteers feel supported and welcomed as they perform their duties.
Whereas volunteers depend on a structured and well-outlined policy framework to properly perform their tasks and duties.
Whereas school/life balance among KSA volunteers is a significant factor to their mental health. **Whereas** volunteers have the right to a safe and supportive work environment.

KWANTLEN STUDENT ASSOCIATION

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

5.0 Resolution

The **KSA** resolves to adopt effective volunteer program practices that aim to support volunteers in the performance of their duties and their personal development.
The **KSA** resolves to foster a volunteer program that encourages constructive feedback and takes steps to address volunteer feedback.
The **KSA** resolves to restate the rights and responsibilities of volunteers and take reasonable steps to inform volunteers of these terms.
The **KSA** resolves to consider the life demands faced by volunteers in assigning tasks and duties.
The **KSA** resolves to act against any form of abuse suffered by or brought on by a KSA volunteer.

6.0 Evaluation & Support

The KSA is committed to fostering a collaborative and supportive volunteer program where peer-to-peer feedback is welcomed and used as a tool for the betterment of the Society. Following this commitment, Coordinator to volunteer check-in sessions shall be conducted at least once a semester to keep program goals on track and evaluate the performance of volunteers. Coordinators are tasked with organizing these check-in sessions and detailing specific topics to be covered. Volunteers are encouraged to comment on their experiences and concerns they may have as it helps Coordinators better designate tasks. These sessions are intended to give Coordinators a clearer idea of the support they may offer their volunteers and allow volunteers the opportunity to provide feedback.

Furthermore, the system of evaluation and period for evaluation shall be left to the Coordinator's discretion. Volunteers in need of support or supervision are encouraged to talk to their respective Coordinators about accommodations of any kind.

7.0 Absences

At the KSA, we understand that emergencies occur, and volunteers may need to take planned and unplanned time away from their duties. However, we expect volunteers to follow the proper protocol and to inform Coordinators of their absences. No-shows without notice will not be tolerated and will be dealt with accordingly. In cases where volunteers may want to make up missed hours, they are encouraged to reach out to their respective coordinators for more details. Look below for details on time-away protocols.

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

- **Sick time/ Emergencies -** If a volunteer requires time away for a sickness or emergency, they are encouraged to inform their respective Coordinators by email or phone prior to the start of their scheduled shift if possible.
- **Time away -** If a volunteer requires time away for anything other than a sickness or an emergency, they are strongly encouraged to inform their Coordinator about their absence seventy-two hours (72) before start of their shift with a substantial reason for their absence. Time away reasons include but are not limited to surgeries, jury duty, parental leave, and other personal reasons.
- **Skipping semesters -** If a situation occurs in which a volunteer needs to be absent for a semester or more, they are expected to inform their respective Coordinator two (2) weeks before the start of the absent semester(s).
- **Midterms & Finals -** Volunteers are expected to be transparent with Coordinators about the scheduling of midterms and finals to avoid being overbooked.

8.0 Volunteer Rights & Responsibilities

The KSA volunteer program provides volunteers with responsibilities that govern how they perform their duties and how they are expected to conduct themselves as they represent the Society. As those responsibilities shape volunteer roles, it is important to highlight some of the rights volunteers have that help shape their involvement. For a full list of responsibilities, please refer to your volunteer contract and the KSA Occupational Health and Safety (OHS) document. Among other things, volunteers, have the right to refuse tasks based on concern for their safety and security and volunteers are expected to communicate concerns to Coordinators.

The list of KSA volunteer rights and responsibilities includes but are not limited to the following;

Rights;

- Reasonably appropriate assignments
- Receive orientation training and extra training when tasks demand.
- Provided with regular performance review
- Proper guidance and supervision
- Opportunities for recognition, personal, and professional development
- A safe, healthy, and inclusive work environment

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

Responsibilities;

- Provide reasonable and timely notice for absences
- Willing to learn and participate in volunteer activities, orientation sessions, and training sessions.
- To not engage in behavior that is discriminatory, harassing, or disrespectful to anybody.
- Ask questions if uncertain about their roles
- Have an understanding of the nature of KSA volunteer programs, the KSA, and its members.
- Uphold the reputation of the KSA and represent the Society's values on and off-campus.

9.0 Privacy & Confidentiality

The KSA reaffirms the right to privacy and confidentiality for its members and volunteers and the continued efforts it takes to protect this right. The Society takes this commitment seriously and will continue to take steps like limiting access to confidential information to ensure the responsible handling of volunteer information. As stressed in the KSA Privacy policy, the KSA recognizes its legal obligations to protect the personal information it collects about its members and volunteers. The KSA acknowledges it is accountable for the protection of all personal information under its control and, as such, will continue to make all reasonable efforts to safeguard all personal information in its possession. If volunteers have concerns about how their personal information is being collected and utilized, they are encouraged to bring their objections to a Coordinator, and concerns will be accessed.

10.0 Diversity & Inclusion

The KSA Stands to represent the values of its members and acknowledges that proper representation requires providing a welcoming space for marginalized groups to operate. At the KSA, diversity and inclusion are at the core of our values, and we expect volunteers to share the same willingness to build a diverse and inclusive Society.

The sum of the individual differences, including life experiences and knowledge KSA volunteers possess, makes the Society special and is imperative to its continued success. The diversity displayed in our members provides a guide for the nature of our society and the make-up of our volunteer program. Therefore, we welcome our volunteer's differences in age, color, disability, ethnicity, gender identity or expression, physical and mental ability, race, religion, sexual orientation, political affiliation, and other characteristics that make volunteers unique.

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

All KSA volunteers have a responsibility to treat others with dignity and respect at all times and have the right to be treated fairly and equally themselves regardless of any characteristic that makes them unique. Volunteers that have concerns about their treatment are encouraged to direct their concerns to their respective Coordinators. Volunteers are expected to exhibit conduct that reflects respect for the individual at all times. The Society will continue to do its part to make sure volunteers receive appropriate diversity and inclusion training to make sure volunteers develop a better understanding and respect for our community.

11.0 Violence & Harassment

The KSA stands against any actions of violence and harassment of any kind towards its volunteers or members and stands ready to assist anyone that has been made to experience these actions. The Society is committed to providing an environment free from violence and harassment and expects its volunteers to share and work towards this commitment. The KSA will operate a zero-tolerance approach for any form of violence or assault in the workplace. Any person found to have assaulted or harassed another in any form will face disciplinary actions, which could include dismissal, among other things. Examples of assaults or harassment include but are not limited to sexual, verbal, and physical assault.

All complaints of violence or harassment will be taken seriously and treated with respect and the utmost confidentiality. Volunteer claims of an assault should be brought forward to respective Coordinators, and conversations will be kept confidential. Volunteers are strongly encouraged to review the KSA sexualized violence and misconduct policy and the KSA Occupational Health and Safety document for reference.

12.0 Accessibility

The KSA is committed to creating spaces that prove welcoming to volunteers and members of all abilities. The Society continues to be aware of and works to eliminate barriers that members and volunteers may face, including physical, technological, communication, and systematic challenges. Volunteers who may need accommodations are encouraged to speak to their Coordinators for support.

KWANTLEN STUDENT ASSOCIATION

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

13.0 Communication

Volunteers are encouraged to respect personal boundaries and practice appropriate judgment in their communication with Coordinators and other KSA staff members. This includes face-to-face conversations, email, phone, and other means of communication. KSA volunteers are strongly encouraged to refrain from contacting Coordinators during early hours of the day, e.g., 3 AM, unless in cases of emergencies. If volunteers are uncertain about communication guidelines or would like to have accommodations made, they are encouraged to reach out to their respective Coordinators.

14.0 Volunteer Acquisition & Training

- **Position posting**
  The KSA hires for several volunteer positions all year round and practices an equitable hiring process to ensure fairness across its volunteer programs. KPU students are informed about open KSA volunteer positions through multiple sources. Open positions are posted on the Career Connections web page, on KSA social media accounts, and during occasional classroom presentations.
- **Orientation**
  The KSA aims to develop and provide meaningful training and growth opportunities for volunteers. Therefore, all KSA volunteers will go through an initial KSA Orientation session to educate them on the structure and role of the KSA. During these orientation sessions, volunteers are not expected to gain a complete understanding of the inner workings of the KSA, as sessions are meant to be collaborative and engaging.
- **On-boarding**
  During the on-boarding process, volunteers can expect to be briefed on their rights and responsibilities within the KSA and other topics not covered during the orientation.

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

- **Refresher training**
  The KSA understands that some of its volunteers may be in need of some extra training and support to help them perform their tasks and remains ready to support these volunteers. Volunteers needing more training are encouraged to contact their respective Coordinators about this request.

15.0 Recognition

The life of a KSA volunteer can be a rewarding and fulfilling one. Being trusted to be a guide for a fellow student can prove to be a life-changing experience as it continues to be for our previous volunteers that have gone through the program. Firstly, a KSA volunteer will gain practical problem-solving experience and more knowledge to serve them well in their future career and workplace. Along with the invaluable expertise, every KSA volunteer will be provided a recommendation letter upon their request by respective coordinator. A letter of recommendation can be a crucial tool to help students land a job or get an interview. For more details on recommendation letters, please contact Coordinators. Volunteers are also required to be active volunteers in their role for three (3) months or one semester to be eligible for a letter of recommendation.

Furthermore, KSA volunteers benefit from awards presented to them for their service to other students and the Society. KSA volunteer award ceremonies are held every year to recognize volunteers for their efforts and hard work. They are designed to celebrate the incredible work volunteers do to support their fellow students, and all volunteers will be automatically evaluated in the process. KSA volunteers are also eligible for awards and scholarship opportunities from the Student Awards and Financial Assistance (SAFA) office through their volunteer work with the KSA.

KWANTLEN STUDENT ASSOCIATION

12666 72nd Avenue
Surrey, BC V3W 2M8
Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

16.0 Mental Health Support

Student mental health has recently come into focus, given the isolation brought on by the COVID-19 pandemic. Although the mental health of all students has suffered, it is especially true among student volunteers that have given their time to support their fellow students. The KSA understands that the work of KSA volunteers can be a strenuous one given the demands school and work-life has on students.

The mental health of the KSA volunteers is of the utmost importance to the Society, and we encourage our volunteers to talk about their mental health with their respective Coordinators or friends as they see fit. The KSA Peer support resources are available to KSA volunteers for use, along with mental health check-in sessions that volunteers can request at any time. With the same intent of improving volunteer mental health, the KSA stands ready to support volunteers with external resources deemed important by volunteers and Coordinators. The Society is committed to supporting its volunteer's personal and professional growth by offering KSA-sponsored resources designed to support their mental health.

The KSA strongly encourages its volunteers to be attentive to their mental health needs and seek help if needed. It is in the interest of the KSA to ensure that volunteers are educated on mental health and what they can do to improve it. KSA volunteers are encouraged to pay attention to the following dimensions of wellness below to help them develop good mental health practices. Along with wellness, volunteers are further encouraged to make use of free mental health tools like my Student Support Program (My SSP), Here2Talk, and KSA Peer support resources for help with their mental health.

Dimensions of Wellness;

- Emotional Wellness
- Financial Wellness
- Mental Wellness
- Intellectual Wellness
- Physical Wellness
- Sexual Wellness
- Social Wellness
- Spiritual Wellness

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

17.0 Resignation and Exit Interviews

The Society understands that circumstances change, and opportunities come up for volunteers that may lead to their exit. In an event of a volunteer exit, volunteers must inform their respective Coordinators of their departure from the program in a timely manner. Upon informing their Coordinators, volunteers will be granted an exit interview to evaluate their experience with the program.

18.0 Conduct & Dismissal

KSA Volunteers are expected to conduct themselves in a manner consistent with the Society's values and stipulated under the provisions of the volunteer contract. Therefore, KSA Managers and Coordinators shall appropriately consider behavior and performance parameters in deciding whether to dismiss a volunteer from the program. The actions listed below and more may result in volunteers being dismissed from the volunteer program.

- A volunteer being inactive for a year since their last volunteer task without notice
- Causing any form of harm to KSA members, staff, or volunteers
- Engaging in acts that could be seen as in breach of volunteer contract
- Missing over five (5) consecutive shifts in a row will trigger a performance review that may in turn result in a dismissal

19.0 Complaints

The KSA prides itself on creating a safe and welcoming environment for members, volunteers ,and other parties. On the rare occasion a volunteer may wish to bring a complaint forward regarding their experience, they can be assured that the KSA will investigate their claims and communicate the result of the investigation in a timely and fair manner. For complaints regarding possible mistreatment, please get in touch respective Coordinators or Managers in-charge.

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

Resources & Related Policies

Canada Code for Volunteer Involvement - Link
KSA Mental Health Policy - Link
KSA Privacy Policy - Link
KSA Sexualized Violence and Misconduct Policy - Link
KSA Occupational Health & Safety document - Link
KPU Health & Wellness resources - Link

Printed on 100% post-consumer recycled paper