

Unified Support Centre Volunteer Contract

Name: _____ Student Number: _____

Phone Number: _____ Email: _____

General Responsibilities

To obtain the required police record check in the vulnerable sector prior to completing the volunteer onboarding process.

To possess full vaccination against the COVID-19 virus prior to commencing volunteer duties, to pursue additional booster shots in a timely manner as recommended by Health Canada, and to submit proof of the above.

To volunteer a minimum of twelve (12) hours a month and to be scheduled for a minimum of one (1) recurring four (4) hour shift a week, including one (1) shift during the scheduled exam period of both the fall and winter semesters.

To inform Unified Support Centre staff of an absence at least twenty-four (24) hours before the shift is to begin. Failure to complete this will result in removal from the Unified Support Centre after two (2) unreported absences, notwithstanding extraordinary circumstances.

To direct service users and guests away from restricted areas and equipment, including but not limited to the food storage area, the volunteer space, staff and dispatch desks, and operational equipment used to offer any Unified Support Centre service, and to inform the shift leader if an individual refuses to comply.

Daytime Shift Responsibilities

To support the Unified Support Centre's inventory management, including but not limited to stocking Unified Support Centre shelves with shipments of food and essentials.

To prepare initial Emergency Essentials Assistance Program hampers following Hamper Request Form submissions, and to indicate a completion of the above per Unified Support Centre procedures.

To provide emergency support through the creation and distribution of hampers containing food and essentials to scheduled requestees and volunteer drivers.

To thoroughly clean and organize one aspect of the Unified Support Centre's food storage space, to be determined by the weekday the shift occurs on, using the provided cleaning materials.

Evening Shift Responsibilities

To support Unified Support Centre shift leaders with food hamper preparation for a minimum of thirty (30) minutes during each shift where such assistance is required.

To patrol campus for a minimum of thirty (30) minutes alongside a partner during each shift.

To provide a safe and courteous walk to any individual's destination up to one (1) hour's travel time off campus upon request. Volunteers completing a safe walk agree to remain on shift until the safe walk has been completed.

To remain in uniform alongside a partner at all times while acting as a Unified Support Centre-Foot Patrol team outside of the Unified Support Centre office, while ensuring the safe use and return of all Unified Support Centre equipment.

Volunteer Conduct

To refrain from consuming alcohol or non-medicinal drugs for twelve (12) hours prior to, or during, a shift.

To ensure the cleanliness of the Unified Support Centre office, including but not limited to properly disposing of waste resulting from the consumption of food or drinks.

To ensure all entertainment, including but not limited to watching television or playing video games, within the Unified Support Centre office is appropriate and agreed to by all volunteers currently present at that time.

To solely smoke cigarettes or e-cigarettes in a designated smoking area, outside of uniform, during a time that does not interfere with Unified Support Centre service delivery.

To keep the personal information of all service users strictly confidential.

To keep the details of any incident strictly confidential, including but not limited to the names and descriptions of individuals involved.

To refrain from discussing any aspect of the Unified Support Centre with any media organization.

To refrain from consuming or removing any products intended for emergency food and essentials related support or other Unified Support Centre programs. Volunteers are welcome to request hampers of food and essentials by following Unified Support Centre client procedures while off shift or by contacting the Unified Support Centre Administrator to request an anonymous hamper pickup.

To abide by all Unified Support Centre procedures and policies, such as those outlined in training documents, as well as all Carleton University Students' Association rules and regulations.

Incident Resolution

To immediately contact Unified Support Centre dispatch and/or Campus Safety Services upon witnessing an incident, and to follow the instructions of Campus Safety Services, police, ambulance, or fire department personnel upon their arrival.

To record as many details about an incident in progress as possible, provided it is safe to do so.

To refrain from physically intervening in any incident involving physical violence, or a situation where an escalation to physical confrontation is likely, and to immediately contact dispatch upon witnessing either aforementioned situation.

Disclaimer

In addition to requiring a Police Record Check in the Vulnerable Sector, the Unified Support Centre completes supplementary background checks through Carleton University's Campus Safety Services department. The Unified Support Centre has asked Campus Safety Services to flag any allegations of or participation in incidents involving the following as a concern:

- Harassment and/or physically aggressive behaviour
- Violent behaviour and/or assault
- Stalking
- Sexual harassment and/or sexual assault
- Property damage and/or theft
- Extortion
- Illicit substance use or distribution
- Repeated instances of Carleton University policy violations (i.e.: one or two open alcohol or marijuana citations will be overlooked, but multiple violations will be flagged)
- Any other report that Campus Safety Services determines to be a cause for concern at this time as it relates to ensuring the safety of the campus community

I, _____, hereby authorize the Unified Support Centre to disclose my full name and student number to Carleton University's Campus Safety Services department for the purpose of completing the Unified Support Centre background check process. I acknowledge that this information may be repeatedly shared with Campus Safety Services for the duration of my Unified Support Centre volunteer position. I understand that Campus Safety Services will communicate "record of concern does not exist" or "record of concern exists" to the Unified Support Centre based on the above-mentioned criteria, and that a reply of "record of concern exists" may result in the immediate termination of my application or volunteer position.

I declare that I have made this authorization voluntarily and the information on this form is true and correct.

Full Name: _____ Date of Birth: _____

Signature: _____ Date: _____

USC Staff Signature: _____ Date: _____

Privacy Notice

With the exception of the aforementioned background check process and the below provision on the use of your picture and likeness, the Unified Support Centre commits to retain volunteer data, including any personal information provided as part of the application process, vaccination records, police record check data, and training certificates within the Unified Support Centre staff team. The Unified Support Centre acknowledges that disclosures deemed relevant to an ongoing incident may occur to facilitate its resolution.

Waiver

I agree to indemnify, save and hold harmless the Carleton University Students' Association, Carleton University, Unified Support Centre, and the Unified Support Centre staff, Sentinel volunteer leaders, and volunteers from any and all judicial and extra-judicial fees and disbursements, damages, awards, and settlements which may arise from any of my acts or omissions.

I agree to release the Carleton University Students' Association, Carleton University, Unified Support Centre, and the Unified Support Centre staff, Sentinel volunteer leaders, and volunteers from liability for any injury or loss sustained by me during the course of my performance of the above-mentioned duties. Such injuries or loss may include, but are not limited to, injury or loss arising as a result of any act or omission by a Unified Support Centre volunteer, service user, or member of the general public, injuries or loss caused by physical exertion, including the act of lifting and carrying heavy objects up to 60lb (28kg), and any injury or loss caused directly or indirectly by any equipment provided by the Unified Support Centre. I agree to immediately notify a Unified Support Centre shift leader if I require assistance to complete my duties safely, including but not limited to my physical capability to lift or carry heavy items, to enable the provision of support or the identification of alternative arrangements.

I, _____, hereby acknowledge my understanding of and agreement to the Unified Support Centre Volunteer Contract for the position of Unified Support Centre Volunteer and have fully read and understood this document. I acknowledge that the violation of any aspect of this Volunteer Contract can lead to my dismissal from the Unified Support Centre without notice or explanation, as well as further legal action. I grant the Carleton University Students' Association's Unified Support Centre the right to disclose my full name and student number to Carleton University, including but not limited to Campus Safety Services, to complete the Unified Support Centre volunteer background check process as outlined above. I also grant the Unified Support Centre the right to use my picture and likeness, including but not limited to the creation of Unified Support Centre or Carleton University Students' Association promotional material.

Signature: _____ Date: _____

USC Staff Signature: _____ Date: _____

