Unified Support Centre Volunteer Driver 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 at least one booster shot in a timely manner as recommended by Health Canada, and to submit proof of the above.

To volunteer a minimum of two (2) shifts a month, scheduled prior to the first day of that month, if solely volunteering as a driver for the Unified Support Centre.

To volunteer a minimum of one (1) volunteer driver shift a month, scheduled prior to the first day of that month, if also volunteering for in-person shifts at the Unified Support Centre. The completion of one (1) or more volunteer driver shifts will replace one (1) four (4) hour in-person shift per month as required per the Unified Support Centre Volunteer Contract.

To inform Unified Support Centre staff of an inability to complete a delivery shift 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.

Shift Responsibilities

To retrieve the scheduled hampers of food and essentials or other delivery items from Carleton University at the agreed-upon pick-up time, and to inform Unified Support Centre staff of an early or late arrival as soon as possible.

To provide direct, timely, and substantive support by delivering prepared hampers of food and essentials or other delivery items to scheduled recipients during pre-determined delivery times according to Unified Support Centre procedures.

To notify delivery recipients by text message shortly prior to arriving at the delivery address and, should the individual not be present to retrieve the package, to follow up with the recipient over text with an image of the delivery or a description of the delivery location according to Unified Support Centre procedures.

To notify Unified Support Centre staff prior to proceeding to the address of a recipient without a listed phone number.

To immediately inform Unified Support Centre staff if contacted by a delivery recipient for any purpose outside of acknowledging receipt of the delivery.
To adhere to any additional delivery instructions provided by Unified Support Centre staff, including but not limited to instructions regarding the delivery process for specified locations.

To promptly complete and submit the Unified Support Centre Delivery Report within one (1) week of completing each delivery route.

**Volunteer Conduct**

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

To ensure adequate rest before a delivery shift, and to notify Unified Support Centre staff if exhaustion, or any other form of inebriation, may impact the ability to drive safely.

To solely reimburse vehicle fuel expenses consumed during the completion of a delivery route. Drivers must fuel their vehicle prior to departing for Carleton University and following the completion of their delivery route, prior to arriving at their next destination.

To keep the personal information of all recipients, including but not limited to their name, address, and personal contact information, strictly confidential. The Volunteer Driver is solely responsible for ensuring that the actions of any non-affiliated passenger adheres to this requirement. The Volunteer Driver may not share recipient contact information with a non-affiliated passenger.

To refrain from broaching the topic of a delivery with any recipient at any time before, during, or after the delivery shift, including with individuals familiar to the delivery driver (i.e.: friends, family), except for any contact required to facilitate the delivery process. An exception may be made if the delivery recipient raises the topic.

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

To refrain from smoking cigarettes or e-cigarettes inside of a personal vehicle used to complete deliveries immediately before or during a shift.

To refrain from providing a pet with access to hampers of food and essentials. Pets may accompany the driver; however, they must be separated from any deliveries by a physical barrier.

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

To refrain from consuming or retaining any item intended for delivery recipients. Volunteers are welcome to request hampers of food and essentials by following Unified Support Centre client procedures while off shift.

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 staff and, if needed, Emergency Services upon witnessing an incident or sustaining any damage to a personal vehicle during the completion of volunteer duties, and to follow the instructions of police, ambulance, or fire department personnel upon their arrival if applicable.

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

To refrain from physically intervening any incident involving physical violence, or a situation where an escalation to physical confrontation is likely, and to immediately contact Emergency Services 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 either “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 forms, and training certificates internal to 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 damage to or the destruction of my personal vehicle, 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 staff member 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 Driver Contract for the position of Unified Support Centre Volunteer Driver and have fully read and understood this document. I acknowledge that the violation of any aspect of this Volunteer Driver 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: __________________________