



On-Campus Volunteer Guidelines

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**VOLUNTEER
SERVICES**

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1.0 – Document Purpose

The purpose of this document is to outline general guidelines and rules that departments should consider when engaging On-Campus Volunteers at Kwantlen Polytechnic University. While it addresses key considerations, the document is not exhaustive. Departments are expected to exercise sound judgment when making decisions related to volunteer work at the University. These guidelines are intended to support a consistent and responsible approach to volunteer engagement across the institution.

2.0 – Recruiting, Interviewing and Screening Volunteers

2-1 Recruiting Volunteers

Recruiting volunteers is a critical component of successful volunteer engagement. While many students obtain volunteer opportunities through direct communication and connections with departments, the University also provides several platforms to support volunteer recruitment efforts:

1. Career Connection

Career Connection is KPU's primary external job board, available exclusively to students and alumni. It serves as an effective platform for departments to post long-term volunteer opportunities. To begin, departments can [register](#) as an "Employer." Once approved, they can post positions and manage applications directly through the platform.

2. Better Impact

[Better Impact](#) is KPU's exclusive platform for short-term on-campus volunteer opportunities. It allows departments to post roles and manage all aspects of them, including setting volunteer limits and specifying required experience or training. To gain access to the platform, departments should contact **volunteer@kpu.ca** for assistance with account setup and access to training materials.

2-2 Interviewing Volunteers

Interviewing volunteers can be a valuable way to ensure a good fit for departmental needs. While interviews are a helpful tool, they are not required when selecting volunteers. **Each department is solely responsible for managing its own interview process.** Please note that Volunteer Services and Human Resources are not responsible for conducting or coordinating volunteer interviews.

2-3 Screening Volunteers

Screening volunteers is important, particularly when departments have specific requirements (e.g., preference for criminology students). **Each department is solely responsible for appropriately screening its volunteers to ensure they meet the necessary criteria.** Please note that Volunteer Services and Human Resources are not responsible for conducting or coordinating screenings.

3.0 – Volunteer Safety Guidelines

Volunteer Safety is a crucial consideration that must be ensured by all departments.

As a minimum, volunteers must be provided with the following safety information prior to starting their volunteer activities at KPU. This list is not exhaustive. The safety orientation provided to volunteers **must be documented** by the volunteer's supervisor.

1. **Supervisor Information**
 - Provide the name and contact information of the volunteer's supervisor.
2. **Hazard Reporting Procedures**
 - Explain the procedure for reporting hazards, unsafe acts, or conditions.
 - Volunteers must report all hazards to their supervisor.
3. **First Aid Information**
 - Inform the volunteer of the location of the campus First Aid room.
 - Explain how to summon First Aid if needed.
 - All injuries sustained while volunteering must be reported to both the supervisor and the campus First Aid Attendant.
4. **Hazard Awareness and Safe Work Procedures**
 - Inform volunteers of any hazards they may be exposed to.
 - Provide safe work procedures that address those hazards.

5. **Safety Training**

- Provide any applicable safety training required for the volunteer's tasks.
- All training provided must be documented.

6. **Personal Protective Equipment (PPE)**

- If PPE is required, inform the volunteer of:
 - What PPE to use
 - When to use it
 - Where to find it

7. **Emergency Procedures**

- Review emergency procedures with the volunteer.
- Show the locations of:
 - Manual pull stations (in case of fire)
 - Nearest emergency exits
 - Designated Assembly Areas

8. **Supervision**

- Volunteers must be supervised while performing their duties.

4.0 – Volunteer Training and Orientation

4-1 Volunteer Orientation

Volunteer orientations can play a crucial role in preparing volunteers and fostering a sense of connection with departmental activities. **We recommend holding an orientation if your volunteer activity meets any of the following criteria:**

- The activity requires a large number of volunteers (15 or more)
- Time constraints make it difficult to train volunteers on the day of the event
- Volunteer roles require cross-functionality and strong team cohesion
- Volunteers will be interacting with vulnerable populations
- The activity involves potential safety risks

4-2 Volunteer Training

Volunteer training is an essential component of all on-campus volunteer activities. Volunteers should receive instruction covering their primary tasks, responsibilities, and relevant safety procedures. As a general guideline, departments are encouraged to

provide training that addresses key volunteer duties and the safety protocols outlined in **Section 3.0**.

5.0 – Volunteer Rights and Regulations

5-1 Volunteer Rights

On-Campus volunteers are not considered to be employees therefore they are not subject to typical KPU employment rules such as the reimbursement of out-of-pocket expenses for transportation. Volunteers are also not covered by the Employment Standards Act in British Columbia.

Though volunteers are not covered under the same rights as typical KPU Employees, we highly suggest that departments review [The Canadian Code For Volunteer Involvement](#) for information regarding recommended practices. At a minimum, department should be able to provide volunteers with the following rights:

- **The right to a safe working environment** including the right to refuse unsafe work
- **The right to an inclusive working environment**
- **The right to appropriate training** to perform tasks effectively
- **The right to respectful and timely communication** from supervisors or coordinators.

5-2 Volunteer Regulations

Since volunteers are not covered by the Employment Standards Act, formal regulations are limited. However, we have compiled a list of suggested guidelines that departments are encouraged to follow. Please note that this list is not exhaustive:

1. **Hours Worked Per Week:** We recommend that departments **limit on-campus volunteer hours to 8 per week for recurring activities**. This limit helps students manage the heavy demands of coursework and external commitments. **Staff can increase this limit to 12 hours per week for limited/one-time activities**.

2. **Volunteer Compensation:** On-campus volunteers are **prohibited** from receiving financial compensation for their roles and actions. Departments are welcome to provide volunteers with food and beverages during activities.
3. **Non-Displacement of Paid Work:** Volunteers **must not displace or replace paid staff or student workers**; their assigned tasks should be clearly distinct from those performed in paid positions.
4. **Accessibility and Inclusion:** Ensure equitable access to volunteer opportunities and provide necessary accommodations to support diverse needs.
5. **Confidentiality and Privacy: Volunteers who handle sensitive data or student information** must sign appropriate confidentiality agreements.
6. **Liability and Waiver Forms:** When applicable, ensure volunteers complete required liability waivers or assumption-of-risk forms, **particularly for roles involving physical activity, travel, or sensitive environments**

6.0 – Volunteer Recognition

Providing recognition to volunteers is an important aspect of on-campus volunteer programs. Acknowledging their contributions helps foster appreciation and encourages continued participation in future activities.

6-1 Recommended Recognition Practices

Log Volunteer Hours: All departments that engage on-campus volunteers should maintain accurate records of the hours each participant volunteers. This supports a clear volunteer history and helps with future efforts such as reference checks or writing reference letters. If the activity was created through Better Impact, hours can be logged automatically. **(Refer to the *Better Impact Training Document*.)**

Reference/Recommendation letters: Reference letters are a valuable way to recognize volunteer contributions and support students in pursuing future opportunities, such as careers or awards. The decision to provide a reference letter

is at the discretion of the supervising department. **Please note that Volunteer Services is not responsible for issuing written reference letters** but can provide a proof of volunteer experience document for activities recorded through Better Impact.

We sincerely appreciate your support in offering volunteer opportunities for KPU students. These activities help students build meaningful academic experiences while developing essential skills that are vital to their career growth.

For any questions regarding on-campus volunteering, please email Volunteer Services directly at volunteer@kpu.ca or phone the Career Development Centre at 604-599-2465.