

# Volunteer Handbook



This manual has been designed as an outline of the Office of Alumni Relations' policies and expectations regarding our volunteers. It is also a source of information for our volunteers to know what to expect as an alumni volunteer. Additional training and expectations may be provided for some volunteer opportunities or as needed.

**470**HRS

contributed by volunteers  
towards Alumni Weekend,  
our largest event.

**40%**

of our volunteers  
are grads of the  
last decade

**48%**

of our volunteer  
activities support  
students

.....

**THE UNIVERSITY OF ALBERTA ALUMNI  
ASSOCIATION WAS ESTABLISHED  
BY VOLUNTEERS IN 1915 AND HAS  
CONTINUED TO SUPPORT AND  
ENCOURAGE ALUMNI VOLUNTEERISM  
EVER SINCE. FROM CAMPUS TO  
COMMUNITIES AROUND THE GLOBE,  
ALUMNI ARE MAKING A DIFFERENCE  
THROUGH ACTS OF SERVICE.**



**77%**

of alumni  
volunteer

**20%**

of our volunteer  
activities support  
Community Service

**7,745**HRS

donated by  
volunteers

**DO GREAT THINGS**



## Giving back, paying it forward as alumni

Welcome to the University of Alberta alumni volunteer program. Today, you join generations of UAlberta graduates who have given back to their communities through service.

We arrived at the University of Alberta with a drive to make a difference. Our courses, professors, clubs, extracurricular activities and classmates encouraged us, challenged us and changed us. With our new knowledge, we left university as someone else entirely. We were called to do great things.

Like you, I believe that community service is one of the best ways to give back. I find no greater form of satisfaction than helping others. As a UAlberta alumni volunteer, I hope you find this same joy.

Our founders created the University of Alberta more than a century ago as an open laboratory of ideas and action. A place to think beyond ourselves, to solve problems, to act, to uplift the whole people. We answer this call every day, with an astounding 77 per cent of UAlberta alumni volunteering in their communities. By harnessing this passion for service, our family of more than 275,000 alumni around the world can make an incredible difference when we work together.

Thank you for being part of this community and making the choice to give back.

Regards,

**AYAZ BHANJI, '91 BSC(PHARM)**  
**PRESIDENT, UNIVERSITY OF ALBERTA ALUMNI ASSOCIATION**

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## About the Office of Alumni Relations

The Alumni Association is a volunteer, not-for-profit association that keeps alumni connected to the University of Alberta long after graduation. It helps them stay in touch through events, networking and volunteer opportunities, online newsletters and a free subscription to *New Trail* magazine. All alumni of the University of Alberta automatically become lifetime, free members of the association when they graduate.

The Alumni Association is represented by the Alumni Council, which is comprised of volunteers. This group works interdependently with the Office of Alumni Relations, which is comprised of paid staff of the University of Alberta. The staff receives direction from the association on priorities and policies and carries out the work of connecting with and offering benefits to alumni.

The staff members of the Office of Alumni Relations are led by the Associate Vice-President Alumni Relations. There are about 25 full-time positions in the Office of Alumni Relations that work with alumni through the many programs it offers.

Funds to support the Alumni Association come from its revenue-generating programs, such as degree frame sales, the Alumni Travel program and from its affinity partnerships with various companies offering alumni benefits.

## OUR VISION OF THE FUTURE

A proud and inspired community of alumni and students engaged in the life and success of the university.

## THE MISSION WE PURSUE

To build one of the world's great universities for the public good by creating mutually beneficial relationships and lifelong connections between the University of Alberta and its alumni and students.

## PROMISE

The Alumni Association promises to provide alumni with a sense of community and belonging for the purpose of keeping them emotionally connected and actively engaged with the university throughout their lives.

## VALUES

- Connection
- Community
- Pride
- Integrity
- Diversity
- Citizenship
- Leadership
- Innovation
- Service

## Alumni Volunteer Program Overview

### WHY VOLUNTEER WITH ALUMNI RELATIONS?

The Alumni Association was formed in 1915 by a group of alumni volunteers who came together with a belief in their shared values and university experience, that they wanted to contribute more to the world and that they could do so by coming together as a community. They believed they could build on the spirit of university founder Henry Marshall Tory, when he said, "Great things are about to happen," and that they could be the ones to do great things. Through our volunteer program, we aim to honour and promote this tradition.

Do you have to be an alumnus to volunteer? No! While the majority of our volunteers happen to be U of A alumni, we welcome volunteers of all backgrounds.

### CAMPUS PARTNERS

Volunteer opportunities are provided through the Office of Alumni Relations' own programming and events. However, volunteer opportunities are also offered in conjunction with many organizations and student groups on campus, such as the Campus Food Bank or Healthy Campus Unit. While we do promote opportunities on behalf of these groups to our alumni volunteers, it is important to remember that we are not usually involved in the planning or execution of these events, and thus we have very little control over the volunteer experience. We encourage you to contact us if you have any concerns while volunteering with a campus partner.

**"Volunteering has had a profound impact on my life. It has given me a feeling of accomplishment, self-worth and satisfaction that I have helped others."**



**HEATHER  
RENAUD,  
'77 BSc(HEcot)**

## What to Expect as a Volunteer

### TIME COMMITMENT

Volunteering with us is a flexible and easy way to give back to the U of A. There is no weekly or monthly schedule to commit to; you simply sign up for events and activities as they fit into your schedule. Shifts are an average length of three to four hours, but this varies across opportunities.

Without your help, we wouldn't be able to provide many of our alumni events. In appreciation of your time and efforts, we'll do our best to provide you with an exciting and rewarding volunteer experience. In return we ask that you please honour your volunteer commitment, other than in exceptional circumstances, or provide reasonable notice so that alternative arrangements can be made.

### SIGN-UP PROCESS

The process to sign up for a shift varies depending on the event, but it will always be detailed in the description on our Upcoming Volunteer Opportunities

web page. Generally, you will be required to email the opportunity lead directly or submit an online form. If you need to cancel a shift, please inform the opportunity lead as soon as you know you won't be able to make it. Preferably, try to give at least 24 hours notice, however, the sooner the better as this will give us time to find a replacement.

We encourage volunteers to bring a friend or family member along to volunteer, when appropriate. Some opportunities have age or other restrictions that will require all volunteers to be prescreened. Sometimes, all of our positions may already be full. If you would like to bring someone along for your shift, contact us beforehand to ask if they can accompany you, or have them fill out the online form separately.

## **BREAKS**

For shifts that are three hours or longer, all volunteers will be provided with at least one 15-minute break.

Depending on the event, we may provide refreshments, a snack or a meal. If so, this will be communicated in email confirmations prior to your shift.

If you have any allergies or dietary restrictions, please let us know and we will do our best to accommodate. Feel free to bring your own snacks and water to events as needed.

## **COMMUNICATION**

Our primary method of communicating volunteer opportunities is via our monthly e-newsletter. It is sent out the first week of every month. Occasionally, we may send out a second email communication if

something urgent or exciting comes up. You are able to unsubscribe from this e-newsletter at any time. Shift confirmations with specific details about your volunteer role (e.g. parking information, dress code, role descriptions, etc.) will be emailed to you at least one week prior to your shift. After some events, we will send out brief surveys asking for feedback about your volunteer experience.

Our volunteer opportunities are also regularly updated on our Upcoming Volunteer Opportunities web page, and you are encouraged to check there for the most up-to-date information on upcoming events. If you need to contact us, you are welcome to do so through email or telephone. Our contact information is located on the back page of this manual, on our website and at the end of each e-newsletter. We encourage volunteers to feel free to contact us at any time with issues, concerns, feedback or just to say hi.

## **PARKING AND TRANSPORTATION**

Whenever possible, we will provide complimentary parking to volunteers at our events. We cannot guarantee this for all events but will inform you ahead of time when it is available. Procedures for complimentary parking will be communicated in email confirmations prior to your shift.

In an effort to reduce the impact of our events, volunteers are encouraged to take active modes of transportation (public transit, cycling, walking or carpooling) if you are traveling to campus.

## TRAINING AND ORIENTATION

The majority of our volunteer opportunities will provide role-specific training onsite before the event starts. Your shift is scheduled with time before the start of any event to allow for training. Occasionally, large events may require pre-training. This will be in the form of a group orientation or volunteer event manual emailed prior to the event. All volunteer opportunities will have an event lead readily available for questions and help throughout your shift.

## PHOTO RELEASE

Photos will be taken at the majority of our events. These photos may be posted on social media or used in our communications. By attending these events, you agree to have your photo taken. If you do not consent to having your photo taken, please inform us prior to the event.

## Volunteer Recognition

We are always grateful for the dedication and support that our volunteers provide to the Alumni Association. So much wouldn't be possible without your assistance, and we strive to show our thanks in a myriad of ways. We will often offer volunteers a token of appreciation, ranging from alumni swag to professional development opportunities, and everything in between. Some examples of our recognition practices are outlined below.

### SWAG

At most of our events and many of our campus partner events, we expect volunteers to wear a

**"Having the opportunity to volunteer is totally rewarding — it allows me to have a real sense of contributing to the success of the next generation as they go forward.."**



**NORM  
GREENWOOD,**  
**'71 BCom**

'Do Great Things' smock, which will be provided and must be returned.

We often also provide volunteers with other alumni swag such as lanyards, water bottles, chap stick, coffee mugs, clothing accessories, vintage Bears hockey jerseys, bandanas and so much more! Such items will be gifted based on the length and involvement of your volunteer commitment with us.

## PROFESSIONAL DEVELOPMENT

We value assisting our volunteers with their professional and personal growth. As such, we try to offer professional and/or personal development opportunities at various times throughout the year. These may take the form of self-paced webinars, panel discussions, workshops, seminars, summits, inspirational speakers and so forth. These events are offered free to our volunteers and may be made available to the public for a nominal fee.

## VOLUNTEER SOCIALS

While professional development is important, we

value having fun, too! Volunteer socials are a great networking opportunity for you to meet other alumni and get to know your fellow volunteers. Examples of past socials include volunteer and family BBQs, Bears hockey game nights, Paint Nite and more!

### **FREE EVENT TICKETS**

Active volunteers (those who have volunteered at least once in the past year) have the opportunity to get in free to select alumni events, such as the ever-popular Educated Luncheons. There will be a limited number of free tickets offered to volunteers, and they will be advertised via e-newsletter when they are available.

### **LETTERS OF RECOMMENDATION**

Upon request, we are able to provide letters of recommendation for long-term volunteers and can provide confirmation letters of volunteer commitment for all other volunteers.

### **VOLUNTEER AWARD NOMINATIONS**

At the annual Alumni Awards, some volunteers may be nominated for the Alumni Service Award, which recognizes alumni who have demonstrated an extraordinary level of commitment, dedication and volunteer service to the University of Alberta. Up to three Alumni Service Awards are given out every year. We may nominate outstanding volunteers for community awards, such as the Stars of Alberta Volunteer Award, as merited.

### **CO-CURRICULAR RECORD**

UAlberta students who volunteer for 10 or more

hours will have their volunteer contributions noted on their co-curricular record.

## **Alumni Volunteer Roles**

We offer many types of volunteering opportunities, ranging from basic event support to one-on-one mentorship. There's something for everyone! Below are some examples of commonly offered opportunities.

### **EVENT SUPPORT**

Opportunities to assist at Office of Alumni Relations' programming and events:

#### **Alumni Weekend**

Be a part of the Alumni Association's largest annual event that encourages all alumni to come back to and reconnect on campus.

#### **Easter Extravaganza**

Alumni Relations' most popular family event includes an annual Easter egg hunt for kids and other fun activities.

### **COMMUNITY SERVICE**

Opportunities to volunteer for a service project with on-campus and off-campus organizations:

#### **DinoLab**

*U of A Paleontology and Dinosaur Studies*

Contribute to scientific research and spend time with real dinosaur bones.

### Prairie Urban Farm

Help us seed, plant and harvest at the Prairie Urban Farm, a one-acre mixed crop community food system on South Campus.

### Sustainability Week Ambassadors

*U of A Office of Sustainability*

Help to promote sustainable events and practices on campus.

### Trick or TrEAT

*U of A Campus Food Bank*

Collect food donations at the annual Halloween food drive that targets the areas of Garneau, Windsor Park, Belgravia, Queen Alexandra and McKernan.

### Community Cleanups

*Off-campus, city projects*

Various cleanup projects for river valleys, shorelines, highways, parks, etc. Done in a variety of cities throughout the spring and summer.

## STUDENT ENGAGEMENT

Opportunities to connect with current and prospective students:

### Share the Cheer

*U of A International Students' Association*

Host an international student for one dinner during the holiday season, learn about each other's cultures and share traditions.

### International Students' Hockey Game

The Student Engagement team introduces

**"Seeing the smiles on faces, having meaningful and one-on-one conversations with others has been the best part of volunteering."**



**ELOURA  
MISHRA,  
'08 BEd**

international students to our national winter pastime with a Bears hockey game.

### Healthy Snack Handouts

*U of A Healthy Campus Unit*

Help deliver free healthy snacks around the libraries on campus while students study during exam season.

### Exam Greeters

*U of A Student Accessibility Services*

Greet and check-in students as they arrive for their accommodated exams.

## MENTORSHIP

Opportunities to connect and mentor current students and alumni:

### Speaker Series

*U of A Career Centre*

Talk to current students pursuing a similar degree about your job and steps you took to get there.

## Job Shadow Week

*U of A Career Centre*

Share a day-in-the-life of your work, share your career story or offer a tour of your workplace.

## U School

*University of Alberta Senate*

Volunteer as a classroom mentor, presenter or an interviewee for this program that aims to introduce and connect grades four through nine students to the University of Alberta.

# Personnel Policies

## VOLUNTEER CODE OF CONDUCT

While volunteering, you are acting as a representative of the Office of Alumni Relations and the University of Alberta. As such, we expect all of our volunteers to behave in an appropriate, professional and respectful manner while at events. In addition, we expect all volunteers to:

- Always treat everyone, including staff, fellow volunteers and event guests, with dignity and respect.
- Disclose to the Office of Alumni Relations any situations in which personal interests conflict or may conflict with volunteer duties.
- Never use your status as an alumni volunteer for personal gain.

Failure to do so may be grounds for volunteer dismissal.

## DRESS CODE

Dress code varies from event to event—you wouldn't necessarily wear the same thing to a Bears hockey game that you'd wear to job shadow week. Most of our events are casual, but specific dress codes will be communicated in email confirmations prior to your shift.

At most of our events and many of our campus partner events, we expect volunteers to wear a 'Do Great Things' smock, which will be provided and must be returned.

Volunteers will also be asked to wear name tags at most events. These will be provided by us and will contain your name and often your degree/graduation year, if applicable.

## RESIGNATION AND DISMISSAL POLICIES

Volunteers are free to resign from their role with the Alumni Association at any time. We would greatly appreciate if you notify us via email that you are no longer interested in volunteering. We will then be sure to remove you from upcoming communications from us.

Dismissal of a volunteer will occur only as a last resort and will generally take place following progressive disciplinary actions, where possible. Grounds for volunteer dismissal may include, but are not limited to, the following: missing more than one volunteer shift without notice; illegal, violent or unsafe acts; failure to abide by university policies and procedures; gross misconduct; theft of property or

misuse of university funds, equipment or materials; or being under the influence of illegal drugs or alcohol while performing volunteer duties. Immediate dismissal of a volunteer may occur in extreme cases.

## GRIEVANCE PROCEDURES

The Office of Alumni Relations recognizes that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff or the manner in which they are being treated by the Office of Alumni Relations). The grievance procedure is in place to ensure that all volunteers are dealt with in a fair manner.

### Procedure

If a volunteer has a complaint against a member of staff, another volunteer or the Alumni Association in general, we encourage them to first discuss this with the Volunteer Coordinator.

If the Volunteer Coordinator is the person who the complaint is against or the volunteer does not feel comfortable bringing up their complaint with the Coordinator, then the matter should be referred to the Director of Alumni Programs. If the matter is not resolved at this point, the complaint should be made in writing to Associate Vice-President of Alumni Relations. In all cases, the matter will be dealt with in a timely manner and treated confidentially.

## ACCESSIBILITY AND INCLUSIVITY

The University of Alberta is enriched by diversity, and it welcomes and seeks to include many voices,

**"I cannot describe all the personal growth I have gone through by volunteering. Ultimately, it makes you a well-rounded person."**



HAROLD  
PANG,  
'12 BSc, '14 BScN

including those that have been under-represented or excluded. As such, the Office of Alumni Relations is committed to an environment that is free of discrimination and harassment. Our legal and ethical responsibilities include the duty to accommodate and the provision of opportunities to persons who require accommodation based on a protected ground.

## Insurance, Liability, Screening and Safety

### SCREENING POLICIES

Because most of our volunteer roles are low risk, our screening practices are minimal. You may be asked to sign a waiver and/or confidentiality agreement for certain events.

Some events have specific requirements that will be prescreened for prior to an event. Examples include age restrictions, physical requirements or experience in a given field of study or work.

## **WAIVERS**

Volunteers will be expected to sign a Volunteer Registration and Waiver of Liability form prior to volunteering with the Office of Alumni Relations.

## **INSURANCE AND LIABILITY**

As a volunteer, while properly carrying out your volunteer responsibilities, you are insured under the university's general liability insurance policy against legal liability claims from third parties for property damages, bodily injury and personal injury as long as you have not willfully, maliciously or intentionally caused the injuries. All volunteers at the university are also covered by the Workers Compensation Board.

The university does not insure and is not responsible for any damage to personal vehicles and/or personal property.

## **FOIPP RESPONSIBILITIES**

The Office of Advancement, which includes the Office of Alumni Relations, collects information on behalf of the University of Alberta, its faculties, and its Alumni Association, under the authority of Section 33(c) of the Alberta Freedom of Information and Protection of Privacy Act, for the purposes of administering alumni relations and development programs for the University of Alberta. Any information submitted by an individual to the Office of Advancement, including through an associated website or via email, may be used to update that individual's record.

Information gathered for the above purposes will

be protected and used in compliance with Alberta's Freedom of Information and Protection of Privacy Act. Individuals who submit information to the Office of Advancement acknowledge the above and the collection of personal information.

At certain events, volunteers may have access to personal information (for example, on a sign-in sheet) and will be required to sign a Confidentiality Agreement form before their shift.

## **SAFETY AND EMERGENCY PROCEDURES**

At events, you will be briefed on the nearest fire exits, muster point and what to do in case of an emergency. At each of our Alumni Association events, there will be at least one staff member trained in first aid/CPR and the nearest first aid kit/station will be pointed out for you.

In case of an emergency at an event, please phone 911 and inform the nearest staff member as soon as possible.

Some events may require further safety procedures that will be detailed onsite at your shift.

## **Get More Involved with Alumni Relations**

### **OTHER VOLUNTEER OPPORTUNITIES**

Campus chapters create communication between the university and alumni groups, and provide networking, educational and social opportunities for

their members. Each campus chapter is composed of alumni from a specific faculty, department or special interest group. Some examples of current campus chapters include the Dental Hygiene Alumni Chapter, the Gateway Student Newspaper Alumni Association, the Ismaili Alumni Chapter and the Lister Hall Alumni Chapter.

**Regional chapters** are an opportunity for alumni living outside of Edmonton to connect with fellow alumni. We have regional chapters throughout Canada, the United States, China, Japan, Korea, Singapore and England.

**Class organizers** are volunteers who make Alumni Weekend a success by encouraging their classmates to join in the fun. Class organizers are the contact person for their graduating class, act as liaisons with the Office of Alumni Relations and/or their faculty and encourage classmates to attend Alumni Weekend.

**Venture Mentoring Service (VMS)** pairs entrepreneurs with volunteer alumni mentors who are experienced in business development. VMS creates exciting opportunities for passionate student and alumni entrepreneurs to connect with experienced mentors to inspire, engage and learn.

**Alumni Council** is the governing body of the Alumni Association, which represents the alumni constituency by providing advice, writing policy and determining programming. Alumni Council works closely with the University of Alberta to strengthen the relationship alumni have with their alma mater

**“As a volunteer I get to remain connected to the energy, enthusiasm and excitement on campus — without the homework.”**



LEAH  
ANDERSON,  
'06 BA

and with each other. All members are elected volunteers and serve without financial remuneration.

## Stay Connected

The following resources can help you stay informed about the interesting work of the Alumni Association as well as the wider university community.

### **ALUMNI INSIDER AND THOUGHT BOX**

Each is emailed monthly to more than 75,000 alumni around the world. *Alumni Insider* is a great way to keep current on upcoming alumni events and activities. *Thought Box* is a collection of stories for the lively mind. To subscribe, visit [alumni.ualberta.ca/connect](http://alumni.ualberta.ca/connect).

### **SOCIAL MEDIA**

A full listing of our social media accounts is available on our website at [alumni.ualberta.ca/connect](http://alumni.ualberta.ca/connect). Sharing our activity with your social media communities is a great way for volunteers to share information about the benefits of being an engaged U of A alumnus.

## Alumni Benefits

### HOME AND AUTO INSURANCE

Alumni have privileged access to the TD Insurance Meloche Monnex program, which provides savings through lower preferred insurance rates.

### HEALTH AND LIFE INSURANCE

The Alumni Association works closely with our insurance partner Manulife to offer a group insurance program that provides our alumni the best coverage and value.

### U OF A MBNA CREDIT CARD

With every eligible purchase you make with either of the University of Alberta MasterCard® credit card products, alumni and student programs receive financial support from MBNA.

### ALUMNI ONECARD

Alumni are eligible to get an Alumni ONECard (campus ID). The ONECard allows alumni to access several benefits and services, including:

University Bookstore – 10% discount (except on textbooks and computer hardware or software)

University Library – borrowing privileges and other services (some restrictions apply)

Alumni Sports and Recreation Privileges on Campus – special rates for access

University Technology Training Centre – 25% discount on computer courses, such as Microsoft Office or Adobe Photoshop

Alumni House – ability to book Alumni House for a private event

University Career Centre – alumni can take advantage of the career planning and job search tools office of the Career Centre

### ALUMNI EMAIL FOR LIFE

All University of Alberta alumni are eligible for a @ualberta.net email account that is theirs for life. Similar to the @ualberta.ca account available to U of A students, but managed by the Office of Alumni Relations, the email for life service is provided through a partnership with Google Apps.

### VOLUNTEER PROGRAM IS A PROUD MEMBER OF:



## Contact Us

### **VOLUNTEER COORDINATOR**

[alumni.volunteers@ualberta.ca](mailto:alumni.volunteers@ualberta.ca)

Office: 780-492-4382

Cell: 780-903-0691

“There is wine in the air; a feeling of excitement; of expectancy... great things are about to happen.”

- HENRY MARSHALL TORY





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