

# Volunteer Handbook



This manual outlines the policies and expectations of the Office of Alumni Relations volunteer program. Additional training and expectations may be provided for volunteer opportunities as needed.

**2,367**

hours contributed by  
volunteers toward  
Alumni Weekend,  
our largest event\*

**85%**

of alumni volunteers  
repeat their volunteer  
involvement at  
the U of A\*

**56%**

of alumni  
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 MAKE A DIFFERENCE  
THROUGH ACTS OF SERVICE.**



**77%**

of alumni  
volunteer

**33%**

of alumni volunteer  
activities support  
Community service\*

**12,398**

hours donated by  
alumni volunteers  
to the U of A\*

*\*From the 2019 Alumni Association Annual Report*

**DO GREAT THINGS**



## Giving back, paying forward as alumni

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

Let me be the first to say thank you for volunteering. Your time is valuable. When you choose to clear a bit of your busy schedule and give that time to your community, you make a difference in someone else's life. And that matters.

But the special thing about volunteering is that it's reciprocal: You get back just as much as you put in. Sometimes more! There are so many benefits to volunteering. You engage with and contribute to your community, develop skills that are useful in your career and make lasting friendships. Best of all, you get that good feeling that comes from helping others.

For more than one hundred years, the University of Alberta has been a place to think beyond ourselves, to solve problems, to act, to uplift the whole people. As members of this great community, we answer this call every day, with an astounding 77 per cent of U of A alumni volunteering in their communities. If we combine our small acts of service, our family of more than 290,000 alumni around the world can make an incredible difference.

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

Sincerely,

A handwritten signature in black ink that reads "H. Raymond". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

**HEATHER RAYMOND, '82 BEd, '86 Dip(Ed), '95 MEd, '02 PhD**  
**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 volunteering, 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 receive direction from the association on priorities and policies and carry 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 of 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 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 U of A.

## 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 University of Alberta 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. They wanted to contribute more to the world and believed they could do so by coming together as a community. They aimed to build on the spirit of university founder Henry Marshall Tory, who said great things are bound to happen. Through our volunteer program, we endeavour to honour and promote this tradition by doing great things.

Do you have to be a U of A graduate to volunteer? No! While the majority of our volunteers happen to be U of A alumni, we welcome everyone.

### CAMPUS PARTNERS

Volunteer opportunities are provided through the Office of Alumni Relations' own programs and events. However, volunteer opportunities are also offered in conjunction with many organizations and student groups on campus, such as the Campus Food Bank and Healthy Campus Unit. While we 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. Therefore, 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 your schedule. Shifts are an average length of three to four hours, but this varies with each opportunity.

Without your help, we wouldn't be able to provide many of our alumni events. In appreciation of your time and efforts, we will do our best to provide you with an exciting and rewarding volunteer experience. In return, we ask that you please honour your volunteer commitment, except 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 “Current 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 will not be able to make it. Preferably, try to give at least 24 hours notice. However, provide notice as soon as possible 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.

### **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 an email confirmation 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 digital newsletter. It is emailed the first week of every month. Occasionally,

we may send out a second email if something urgent or exciting comes up. You are able to unsubscribe from this newsletter 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. Following some events, we will send a brief survey asking for feedback about your volunteer experience.

Our volunteer opportunities are regularly updated on our web page, and you are encouraged to check there for the most up-to-date information on upcoming events.

Contact information is located on the back page of this manual, on our website and at the bottom of each newsletter. We encourage volunteers 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 an email confirmation prior to your shift.

In an effort to reduce the environmental impact of our events, volunteers are encouraged to take sustainable modes of transportation (public transit, cycling, walking or carpooling) to their volunteer shifts.

## TRAINING AND ORIENTATION

The majority of our volunteer opportunities will provide role-specific training on-site before the event starts. Time is scheduled before each event to allow for training. Occasionally, large events may require pre-training. This will be in the form of a group orientation or volunteer manual emailed prior to the event. All volunteer opportunities will have an event lead readily available to answer 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.

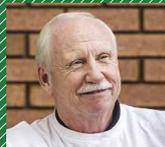
## Volunteer Recognition

We are always grateful for the dedication and support that our volunteers provide to the Alumni Association. So much would not be possible without your assistance, and we strive to show our thanks in a variety of ways. We will often give volunteers a token of appreciation, ranging from alumni swag to professional development opportunities, and everything in between.

## 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.

**“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**

These may take the form of self-paced webinars, panel discussions, workshops, seminars, summits, inspirational speakers and so forth. These events are offered free or at a discount 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 great networking opportunities for you to meet other alumni and get to know your fellow volunteers. Examples of past socials include volunteer and family barbecues, Golden Bears hockey games, paint nights and more.

## DISCOUNTED EVENT TICKETS

Active volunteers (who have volunteered at least once in the past year) have the opportunity to get discounted tickets to select alumni events, such as the popular Educated Luncheon series. There will be a limited number of discounted tickets offered to volunteers, and they will be advertised in the digital newsletter when they are available.

## LETTERS OF RECOMMENDATION

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

## VOLUNTEER AWARD NOMINATIONS

Volunteers may be nominated for an 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 at an annual awards ceremony.

## BOOKSTORE BUCKS

Alumni volunteers have the option of redeeming volunteer time worked for Bookstore Bucks once they have accumulated a minimum of 10 volunteer hours. Hours can then be “cashed out” for a gift card redeemable for merchandise at the University of Alberta Bookstore (in-person or online).

## Alumni Volunteer Roles

We offer many types of volunteer opportunities, ranging from basic event support to one-on-one mentorship. There’s something for everyone!

## EVENT SUPPORT

Opportunities to assist with Office of Alumni Relations’ programs and events:

## Alumni Weekend

Be part of the Alumni Association’s largest annual event, which encourages all alumni to come back to campus to reconnect.

## Kids Create

Help out at this annual family-friendly event featuring artists and creators who lead kids through a variety of art- and science-related activities.

## COMMUNITY SERVICE

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

## DinoLab, U of A Department of Biological Sciences

Contribute to scientific research and spend time working 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 U of A’s South Campus.

## Peter Lougheed Leadership College Lecture Series

Greet and usher guests at this series of events featuring some of today’s most inspirational, influential and innovative leaders.

## Trick or trEAT, U of A Campus Food Bank

Collect food donations for the annual Halloween food drive targetting the neighbourhoods of Garneau, Windsor Park, Belgravia, Queen Alexandra and McKernan.

### **Root for Trees**

Plant trees at a park in the Edmonton area to help green up our public spaces.

### **STUDENT ENGAGEMENT**

Opportunities to connect with current and prospective students:

#### **Share the Cheer, University of Alberta International**

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

#### **Project Postcard**

Brighten a student's day by sending one of our postcards from wherever you are located. Completed cards will be distributed during exam season.

#### **Healthy Snack Handouts, U of A Healthy Campus Unit**

Help deliver free, healthy snacks at libraries around campus while students study during exam season.

#### **Accessibility Resources Exam Assistance**

Greet and check students in 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 degree similar to yours about your job and how you got there.

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



**ELOURA  
MISHRA,  
'08 BEd**

#### **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**

Be a classroom mentor, presenter or interviewee for this program that introduces and connects Grade 4 through 9 students with the university experience.

## **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. In addition, we expect all volunteers to:

- 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 the alumni volunteer status for personal gain.

Failure to do so may be grounds for volunteer dismissal.

### **DRESS CODE**

The dress code varies from event to event. You wouldn't necessarily wear the same thing to a tree planting event that you would wear to job shadow week. Most of our events are casual, but specific dress codes will be communicated by email 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 the Office of Alumni Relations and will display 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 by email that you are no longer interested in volunteering. We will then be sure to remove you from upcoming communications.

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: 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 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 volunteer experience. 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 grievances are dealt with in a fair manner.

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 co-ordinator.

If the volunteer co-ordinator is the person against whom the complaint is lodged or the volunteer does not feel comfortable bringing up their complaint with the co-ordinator, 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 the 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, 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 protected grounds.

## Insurance, Liability, Screening and Safety

### SCREENING POLICIES

Screening practices will align with the level of risk associated with volunteer roles. You may be asked to sign a waiver and/or confidentiality agreement for certain events. Some events will require prescreening criteria such as age restrictions, physical requirements or experience in a given field of study or work. Although rare, some volunteer opportunities will require a police information check.

### WAIVERS

Volunteers will be expected to sign a Volunteer Registration and Waiver of Liability 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

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



**HAROLD  
PANG,**  
**'12 BSc, '14 BScN**

damages, bodily injury and personal injury, as long as you have not willfully, maliciously or intentionally caused harm. All volunteers at the university are also covered by the Workers' Compensation Board, while properly carrying out their volunteer role.

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

### PRIVACY POLICY

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 by 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 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 call 911 and inform the nearest staff member of the issue as soon as possible.

Some events may require further safety procedures that will be detailed on-site at your shift.

## **Get More Involved With Alumni Relations**

### **OTHER VOLUNTEER OPPORTUNITIES**

**Campus chapters** create connections between

the university and alumni groups, and provide networking, educational and social opportunities for their members. Each campus chapter consists of alumni from a specific faculty, department or special-interest group. Some examples of current campus chapters include Dental Hygiene, Golden Bears and Pandas, Mixed Chorus and Pride alumni chapters.

**Regional chapters** provide an opportunity for alumni living outside of Edmonton to connect with fellow alumni in their area. There are 18 active regional chapters throughout the world, including Canada, China, England, Japan, Korea, Singapore and the United States.

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

**ThresholdImpact University of Alberta 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

influencing programming. Alumni Council works closely with the University of Alberta to strengthen the relationship alumni have with their alma mater and with each other. All members are elected volunteers and serve without financial remuneration.

**The Alumni Student Support and Engagement Team (ASSET)** recruits alumni volunteers who are passionate about mental health and well-being. These volunteers receive specialized training and help with a variety of student support roles, often in partnership with the Office of the Dean of Students.

## Stay Connected

Stay informed about the work of the Alumni Association as well as the broader university community.

### ALUMNI INSIDER AND NEW TRAIL

Emailed monthly, *Alumni Insider* features alumni-exclusive discounts, perks and upcoming events and activities. The U of A's award-winning alumni magazine *New Trail* comes to your inbox 10 times a year with exclusive online-only articles, videos, podcasts, quizzes and more.

### SOCIAL MEDIA

Follow @UAlbertaAlumni on Facebook, Instagram, LinkedIn and Twitter. 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.

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



LEAH  
ANDERSON,  
'06 BA

## Alumni Benefits

### HOME AND AUTO INSURANCE

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

### MORTGAGE SAVINGS

Graduates of the U of A are eligible for exclusive savings opportunities with alumni-owned mortgage

broker First Foundation, including priority service, interest rate discounts and savings on appraisals.

### **TICKET DISCOUNTS**

Alumni save up to 20 per cent off tickets to theatre productions and special events before they go on sale to the general public.

### **ALUMNI ONECARD**

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

#### **University Bookstore**

10 per cent discount (excludes textbooks and computer hardware or software)

#### **University Library**

Borrowing privileges and other services (some restrictions apply)

#### **Sports and recreation privileges on campus**

Special rates for access

#### **University Technology Training Centre**

25 per cent discount on computer courses, such as Microsoft Office or Adobe Photoshop

#### **University Career Centre**

Career planning and job-search tools

### **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.

### **VOLUNTEER PROGRAM IS A PROUD MEMBER OF:**



## **Contact Us**

### **VOLUNTEER CO-ORDINATOR**

alumni.volunteers@ualberta.ca

uabgrad.ca/volunteer

Office: 780-492-4382

Mobile: 780-903-0691

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

- HENRY MARSHALL TORY





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