

*Awesome Experience*

*Make some new mates*

*Give Back*

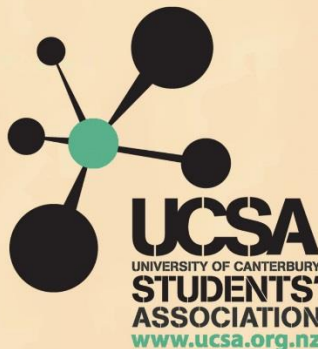
*Enhance your CV*

**VOLUN-  
TEER**

**WITH UCSA**

**HANDBOOK**

**2017**



[www.ucsa.org.nz/volunteer](http://www.ucsa.org.nz/volunteer)

*Get Creative*

*Have Fun*

*Cool Events*

*Get Involved*

*Build Confidence*

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# HELLO AND WELCOME

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Welcome to the University of Canterbury Students' Association (UCSA) volunteer crew. The UCSA volunteer crew is an essential element in the successful delivery of our events taking place throughout the year.

The UCSA really appreciate your help and support, we wouldn't be able to do it without the dedication from people like you.

We hope that you enjoy your time working with us during our events and we look forward to continue to work with you in the future.

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## A LITTLE BIT ABOUT US

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UCSA is the University Of Canterbury Students' Association Incorporated. Established in 1894, UCSA is a non for profit organisation with charity status. Twelve elected student representatives govern the UCSA with the support and guidance of external advisors via the Advisory Board. There are up to six Advisory Board members, who collectively have a responsibility to provide advice on the service, commercial activities and affairs of the Association.

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## YOUR VOLUNTEER COORDINATOR

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Your main point of contact throughout the orientation period will be your Volunteer Coordinator, Megan Gadd. You will be able to contact her on 027 550 2053. Please save this number into your phone should you need it.

Please do let her know as soon as possible if you are no longer able to make one of your shifts so she can try and fill your spot with someone else

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# USING YOUR HANDBOOK

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Your Volunteer Handbook will act as a reference tool throughout the orientation period. So please make sure you have a good read so that you are familiar with it and the contents.

This handbook provides vital information about the events taking place during the orientation period and has spaces for you to fill in and make your own and on the last few pages there is space for you to write your own notes.

You will also find useful information such as; key contacts, a map of where the events will be taking place, and health and safety procedures.

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## EVENT SCHEDULE

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DATE	EVENT
FEBRUARY	Orientation
APRIL	Grad Ball
APRIL	Anzac Day
MAY	Music & Arts in May
JUNE	Exam Breakfasts
JULY	Winterlude
SEPTEMBER	Staff of the Year
OCTOBER	Supremes
OCTOBER	Student Success
OCTOBER	Tea Party
OCT – NOV	Exam Breakfasts
DECEMBER	Grad Ball

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# VOLUNTEER ROLES

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## Theming

Assist the Event Manager with dressing the venue prior to the event taking place. This could include hanging bunting or fairy lights to moving furniture around to fit the events theme.

## BBQ

This will involve managing the BBQ at events. You will be required to cook and clean the BBQ afterwards.

## CANTA Site & Distribution

This will involve you setting up a tent, putting up CANTA signage, monitoring stock levels and postering. Distribution will involve you handing out copies of CANTA to as many people as possible using the O-Bags as a satchel.

## Marquee set-up and pack up

You will need to put marquees up to prior to the beginning of the event and then pack them away at the end of the events.

## Site set-up and pack down

You will be assisting with the set-up and pack down of the events working closely with the events manager. This can also include clean up after the event has finished.

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# MY VOLUNTEER TIMETABLE

(Use this planner to record your roster details)

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Saturday					
Friday					
Thursday					
Wednesday					
Tuesday					
Monday					
Sunday					

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# READY FOR WORK CHECKLIST

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- ✓ Your uniform is near, clean and tidy
- ✓ Wear sensible/comfortable shoes, this can be trainers (no high heels)
- ✓ We will provide you with a t-shirt but please ensure that you are wearing suitable bottoms for the weather
- ✓ You are prepared for changing weather conditions
- ✓ Keep your essential items on you (i.e. phone & medication)
- ✓ Bring water and snacks with you
- ✓ You have planned to arrive between 10 to 15 minutes before your shift start time. If you are running late please inform your Volunteer Coordinator
- ✓ Your smile is in place and you are full of energy ready to take on the orientation period

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# LOOKING AFTER YOURSELF

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Working as a volunteer can be physically demanding. Looking after yourself includes getting enough rest between shifts and making sure you take your scheduled rest breaks (depending on hours worked).

Watch out for your personal safety while on shift and when travelling to and from your venue.

Keep your energy up. Drink lots of water and when you can, have regular snacks and make sure you have a good meal before you leave home.

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# VOLUNTEER PROCEDURES

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## Can't make it?

If you can no longer make it to a particular shift, contact your Volunteer Coordinator as soon as possible.

## Getting there

Make sure you arrive at the venue at least 10 to 15 minutes prior to your shift start time, unless you have been advised otherwise by your Volunteer Coordinator.

## Check In

On the day of your shift(s) you will need to check in with your Volunteer Coordinator.

## Daily Briefing

At the beginning of each shift, your Volunteer Coordinator or Event Manager will brief you on what's expected for the day and any changes to the event. Now is the time to review your duties, clarify issues and ask any questions.

## Before you go

At the end of your shift, you will need to sign out with your Volunteer Coordinator. If at the end of your shift, you would like to continue to help out, contact/find your Volunteer Coordinator to see if there are any other responsibilities we can give you.

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# YOUR RIGHTS & RESPONSIBILITIES

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## What you can expect from us

- To always treat you with respect, consideration and appreciation
- To ensure that you have a clear idea of your roles and responsibilities
- To give you clear communication and consultation channels
- To be give you information about the organisation and the way it operates, and to be kept informed of relevant new developments
- To be provide you with a safe working environment free from any discrimination based on age, sex, religion, or disability, as set out in the Human Rights Act 1993
- To be make you aware of safety, emergency and complaints procedures

## What we expect from you

- To always treat students, staff, supporters and fellow volunteers with respect
- To work within the policies and guidelines of the UCSA
- To be loyal to the UCSA, respect its place in the community and help to maintain its credibility and integrity
- To be realistic about your capability and availability, and avoid over commitment
- To be punctual, regular in attendance, and advise of periods of unavailability
- To act in a professional way whenever you represent UCSA in public
- To observe confidentiality and privacy at all times
- To report accidents, incidents/near misses immediately (form given to you by you Volunteer Coordinator)
- To speak up when concerned or unsure



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# MY NOTES

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# COMPLAINTS PROCEDURE

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The UCSA regards harassment of any kind involving staff, client or visitors, whether in or out of work, as unacceptable. The aim of the policy is to provide a safe environment for the employees of the UCSA and to ensure, when a claim is made of harassment, that a full and fair investigation and process is followed.

Harassment occurs when a person (the person being harassed) is offended, humiliated or intimidated by the actions of others.

Harassment includes, but is not limited to, the abuse of or the improper assumption of power and is aggravated by the abuse of authority by one person over another.

If an employee feels that they have been harassed, sexually harassed, or bullied in the workplace, they should advise their Supervisor/Manager, in this case talk to your Volunteer Coordinator. All complaints will be treated confidentially. The complainant should also treat the matter confidentially.

On a receipt of a complaint, the Supervisor/Manager will take whatever immediate steps are practicable to prevent a repetition of events that led to the complaint.

The Supervisor will then advise the Chief Executive who will:

- Investigate the matter fully
- Interview both parties concerned and other employees relevant to the investigation
- Take any further steps as are practicable to prevent the repetition of the events, which led to the complaint

If, after completing the investigation, the Chief Executive has reason to believe that action constituting sexual harassment took place, the Chief Executive has the authority to impose whatever disciplinary action is appropriate.

Disciplinary action can include one or a combination of:

- A formal apology to the complainant
- Training
- A formal warning
- Termination of employment with notice

# EMERGENCY PROCEDURES

## FIRE & EVACUATION

If you see a fire remember **RACE**:

**REMOVE** anyone in immediate danger. Relocate disabled persons to a safe place and report location to building warden

**ACTIVATE** nearest Fire Alarm

**DIAL 111** & then let security know on 0800 828 637 and state "FIRE" giving exact location and type of fire.

**CONTAIN** fire by closing doors, turn off machinery or processes

**EXTINGUISH** the fire (only if safe to do so)

**On the sounding of the alarm:**

- Leave the building immediately
- Report to your designated assembly area
- Remain until the "ALL CLEAR" is given

## MEDICAL EMERGENCY

**CALL OUT** for assistance of a first aider if you are not confident or trained

**DIAL 0800 823 637** and state "MEDICAL EMERGENCY". Provide as much detail as you can, UC security will notify the emergency services

**IF** you are trained and confident in first aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert

**ASSESS** the scene – are you safe/can you make it safe?

**REMEMBER** the ABC's of first aid:

- A**irways
- B**reathing
- C**irculation

## DURING AN EARTHQUAKE

*Remove anyone from immediate danger (if safe to do so)*

**IF INSIDE:**

Stay inside

Do not use stairs or lifts

Take shelter in doorways, under desks, or down beside an internal wall

Stay clear of large areas with glass

Keep away from windows or objects that could fall on you

**IF OUTSIDE:**

Stay outside

Take shelter clear of buildings, trees, powerlines or other potential hazards

## THE EARTHQUAKE STOPS

Check for signs of fire, hazardous material spill or major structural damage

Account for all staff, students & visitors if possible.

Do not evacuate unless area is

immediately threatened or instructed to do so. **DO NOT USE LIFTS**

Await instructions

Close all smoke stop doors in your area

## IMPORTANT CONTACTS

CONTACT	PHONE	PURPOSE
LUCY BLACKMORE	021 370 102	Reporting accidents
MEGAN GADD	027 550 2053	All volunteer related enquiries and reporting accidents
BEN KAMPS	021 262 7520	Production based questions
JEREMY EVANS	027 856 8564	Production based questions
JENNY DIAZ	021 081 03523	Event based questions
BEN ELLIS	027 330 0931	Event based questions
SECURITY	0800 823 637	In the event of an emergency, other than fires, before calling 111



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**(03) 364 3900**



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