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| <b>Policy Type:</b>   | Operational                       |
| <b>Policy Title:</b>  | <b>V101: FSU Volunteer Policy</b> |
| <b>Last Approved:</b> | EXEC – 08/2026                    |
| <b>Next Review:</b>   | EXEC – 05/2027                    |

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### **1. Intent**

The Fanshawe Student Union (FSU) is committed to the health and wellbeing of all students participating in our volunteer program. The intent of this policy is to create and outline guidelines to ensure we have proper measures in place for our students while volunteering for the FSU. This policy is to be used in conjunction with other company policies and procedures and is in no way a standalone document.

### **2. Definitions**

**FSU Volunteer:** an unpaid volunteer position with the FSU. FSU Volunteer opportunities include, but are not limited to, FSU Clubs, FSU Street Team, Fuel Esports, FSU Student Advocates and FSU Sharing Shop Volunteers.

### **3. Eligibility**

Eligibility requirements for each FSU Volunteer role will be outlined in the position expectation document and/or associated policy related to the role.

FSU Volunteers may be required to review and sign additional documents such as a Waiver and Release of Liability Form, Photo Release Form and may be assigned Health and Safety training prior to beginning their role.

### **4. Standards for FSU Volunteer Involvement**

The following standards have been established to ensure the safety and wellbeing of FSU Volunteers;

- i. A clear application, selection, and screening process shall be established and communicated for each FSU Volunteer position. Information provided to students shall outline how to become involved and clearly state that submission of an application does not guarantee selection as an FSU Volunteer.
- ii. FSU Volunteers will receive training for their specific role and assigned tasks.
- iii. FSU Volunteers will receive appropriate levels of supervision according to their assigned role and are given regular opportunities to receive and give feedback.
- iv. FSU Volunteers have the right to safe working conditions, respectful treatment, proper training, supervision and to raise concerns without fear of retaliation.
- v. All health and safety risks are clearly identified and appropriate training is provided, if applicable.

- vi. Contributions of FSU Volunteers are regularly acknowledged with formal and informal recognition methods.
- vii. FSU Volunteers are welcomed and treated as valuable and integral members of the FSU.
- viii. There is a designated and qualified person responsible for the management and supervision of each volunteer position within the FSU Volunteer Program.
- ix. Reasonable accommodations shall be provided if needed by a volunteer to participate in the FSU Volunteer program.

## **5. FSU Volunteer Responsibilities**

All FSU Volunteers are expected to:

- i. Perform their assigned duties in accordance with their position description, program expectations, associated policy and any applicable FSU policies and procedures.
- ii. Conduct themselves in a professional, respectful, inclusive, and responsible manner while representing the FSU.
- iii. Attend and complete any required orientation, training, or meetings applicable to their FSU Volunteer role.
- iv. Follow all applicable health and safety requirements, promptly report hazards, incidents, injuries, or unsafe conditions, and take reasonable precautions to ensure their own safety and the safety of others.
- v. Respect the confidentiality and privacy of personal, organizational, and student information obtained through their volunteer activities.
- vi. Communicate promptly with their supervisor regarding attendance, availability, or any concerns that may affect their volunteer responsibilities.
- vii. Comply with all applicable FSU and Fanshawe College policies and procedures.
- viii. FSU Volunteers are expected to conduct themselves in a manner that reflects the values and reputation of the FSU by acting professionally, respectfully, responsibly and in accordance with all applicable FSU and Fanshawe College policies.

## **6. FSU Volunteer Shifts and Time Commitment**

### **FSU Street Team**

- i. All volunteer shifts/assignments will be posted on Volgistics, an online volunteer platform, for volunteers to sign up for shifts based on availability and interest. Volunteers must arrive fifteen (15) minutes prior to the start of a volunteer shift.
- ii. If a volunteer is unable to attend a shift, proper protocol must be followed to inform appropriate parties of the absence.



### FSU Student Advocates

- i. The volunteer schedule will be developed utilizing academic schedules and will be posted on Volgistics, an online volunteer platform. Volunteers must arrive fifteen (15) minutes prior to the start of a volunteer shift.
- ii. If a volunteer is unable to attend a shift, proper protocol must be followed to inform appropriate parties of the absence.

### FSU Sharing Shop Volunteers

- i. The volunteer schedule will be developed utilizing academic schedules and shared with volunteers. Volunteers must arrive fifteen (15) minutes prior to the start of a volunteer shift.
- ii. If a volunteer is unable to attend a shift, proper protocol must be followed to inform appropriate parties of the absence.

### FSU Clubs

FSU Clubs do not have standardized volunteer shifts. Instead, volunteer participation includes active club involvement, regular communication with the FSU, and attendance at club events and meetings.

### Fuel Esports Volunteers

- i. Fuel Esports volunteer roles do not follow standardized volunteer shifts. Instead, volunteers commit to supporting their assigned team throughout the competitive season. Time commitments vary depending on the team's competition schedule and are coordinated around the academic schedules of both the volunteer and the student-athletes.
- ii. If a volunteer is unable to attend a shift, proper protocol must be followed to inform appropriate parties of the absence.

FSU Volunteers must meet the time commitment of the volunteer role they hold within the FSU. Time commitments may vary depending on the volunteer role.

## **7. FSU Volunteer Recruitment and Screening Process**

All FSU Volunteer Application forms will be available on the FSU website when the application period is open. Application open and close dates may vary for each volunteer role; however, most applications open at the beginning of each semester.

Interested students must complete the online application form to begin the application process. The questions within the application form will be used to determine interest in the role and initial volunteer screening.

Students applying to volunteer positions must be available to participate in an interview process, if applicable, and, if selected, attend training/orientation for their assigned volunteer role.

### FSU Clubs

- i. Students interested in FSU Clubs can complete an FSU Club Charter and/or join an active FSU Club. FSU Club Charters and a list of active FSU Clubs can be found on the FSU website.
- ii. A formal approval process has been established for FSU Club Charters as outlined in the FSU Clubs Policy.
- iii. Students holding a leadership position within an FSU Club; President, Vice-President and Treasurer, must be available to participate in FSU Clubs Training.

### Fuel Esports

- i. Students interested in volunteering with Fuel Esports may express their interest through the Fuel Esports Discord server, during varsity team tryouts, or by contacting Fuel Esports leadership directly.
- ii. Former varsity players, and active community members, may also be recruited for volunteer leadership positions based on their experience, availability, and demonstrated commitment to the Fuel Esports community.
- iii. Fuel Esports leadership will review interested candidates based on factors such as communication skills, reliability, leadership ability, knowledge of the game, and commitment to supporting student-athletes and the program.
- iv. Fuel Esports volunteers selected for these roles will receive role-specific onboarding, position expectations and training from Fuel Esports leadership prior to assuming their responsibilities.

## **8. Orientations and Training**

- i. The FSU will ensure that all FSU Volunteers have the appropriate information necessary to fulfill their role and are aware of the relevant tasks and role expectations.
- ii. FSU Volunteers shall complete all mandatory orientation and required training before beginning assigned duties.
- iii. FSU Volunteers will be invited to participate in leadership training sessions as well as additional role-specific training, as required.

## **9. Supervision and Evaluation**

- i. All FSU Volunteers will be made aware of who their direct supervisor is and how they can be contacted.
- ii. The Supervisor is responsible for providing direction, ensuring safety, providing coaching, documenting issues, evaluating performance and recognizing the contributions of FSU volunteers.
- iii. The Manager responsible for the FSU volunteer role shall ensure that supervisors are oriented and trained to provide appropriate supervision and support.



- iv. All supervisors will detect, report and appropriately handle any misconduct by an FSU Volunteer.
- v. The FSU may suspend or terminate a volunteer's participation where the volunteer fails to meet the expectations or violated applicable policies.
- vi. The FSU will retain all records of disciplinary action pertaining to FSU volunteers in a secure location as per applicable privacy legislation.

#### **10. Record Keeping and Reporting**

FSU Volunteer records will be maintained, including service hours, dates of service, positions held, performance levels achieved, comments, as well as any recognition or awards received within the program as per the F103: Appropriate Use Policy.

#### **11. Employment Standards**

As unpaid members of FSU, FSU Volunteers are not considered employees for the purposes of the Employment Standards Act. Notice and just cause requirements present in the Act do not apply in the dismissal of an FSU Volunteer.

#### **12. Privacy**

FSU Volunteers shall maintain confidentiality regarding any personal, financial or organizational information obtained through their volunteer activities.

#### **13. Conflict of Interest**

Volunteers shall disclose any actual or perceived conflicts of interest related to their volunteer role.

#### **Reference:**

- Appendix A – FSU Street Team – Position Expectation
- Appendix B – FSU Student Advocate – Position Expectation
- Appendix C – FSU Clubs Policy
- Appendix D – FSU Sharing Shop – Position Expectation
- Appendix E – FUEL Esports Volunteers – Position Expectation