

# **International Centre**

## **Volunteer Policy & Guide 2014/2015**

The International Centre supports the academic and personal development of international students. We are dedicated to fostering positive relationships between returning students and new international students and creating a sense of community on campus. The success of International Centre support programs offered relies on the generosity, energy, and time of many student volunteers and our commitment to student success.

### **Who is a Volunteer?**

A volunteer is an individual who, beyond the confines of paid employment and student responsibilities, contributes time and service to supporting International Centre programs and services. Volunteers contribute their unique talents, skills and knowledge to provide attention and support to international students seeking assistance and information.

### **Role of the Volunteer**

Volunteer opportunities offered through the International Centre office are varied and can meet the skills students need. Volunteer opportunities include but are not limited to:

- Office Support – Volunteers will help IC office staff set up and put together resources during special events held during Orientation week, International Education Week, and International Centre special holiday themed celebrations
- English Language Support-ESL program – Volunteers will help international students who have difficulty with their speech and reading and writing skills. They may work in pairs or in groups at scheduled times.
- International Student Peer Support – As new students adjust to the Canadian college life style, peer support can help advise them or provide them with the benefit of their own knowledge about how to go about finding housing, transportation and multicultural cuisine.
- Social Events - Volunteers can be a part of, and provide assistance to students at various social events or trips held by the International Centre.
- International Education Week Support - Volunteers assist with the promotion of IEW events and activities
- Canada Revenue Agency Volunteers (Winter term only) – Volunteers assist students with completing income taxes. Training is provided by the Canada Revenue Agency
- International Student Orientation Support (Fall & Winter) – Another great opportunity to have fun, meet new people, and help with every aspect of Orientation; greet new students, provide information about Dalhousie and Halifax, help with registration, assist with Orientation activities, and more.

## **Volunteer Policy and Guide**

### **1. Becoming a Volunteer**

A student is required to fill out and submit a volunteer application form in order to become a volunteer. The application form can be found on the Dalhousie International Website. Click [here](#) for more information.

### **2. Training/ Volunteer Orientation**

The International Centre provides the necessary training to volunteers for various events and programs. The main purpose of training is to provide volunteers with the knowledge to guide students during events and programs, and to increase awareness of sensitive issues related to culture, gender, religion etc. **Volunteers will need to attend the training if it is provided.**

### **3. Evaluation**

Evaluation and feedback from the volunteers is important in improving our services. Please do not hesitate to provide any suggestions for changes and improvements.

### **4. Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all information accessed while serving as volunteer.

### **5. Code of Conduct**

Volunteers are required to comply with Dalhousie University's Code of Conduct. This includes following examination regulations, academic honesty policies, Protection of Privacy policies, and the Student Code of Conduct. A detailed list and description of policies and regulations can be found [here](#).

### **6. Sensitivity**

As an international student volunteer, please be aware of sensitive topics related to culture, gender and religion. Be cautious when communicating and interacting with international students about similar issues. Be respectful, recognize cultural differences, and aim to find common grounds.

### **7. Work Environment**

It is essential to secure mutual respect, cooperation and understanding of all employees, volunteers, students, and student families. The International Centre office will not condone or tolerate behavior that constitutes harassment of any type.

### **8. Supervision**

Under the direction of the International Programming and Projects Coordinator, the Student Volunteer Coordinator (SVC) is responsible for monitoring and evaluating the work performance of all volunteers.

### **9. Volunteer Recognition**

Volunteers will be provided with letters/certificates of recognition which document the title of the position and the responsibilities undertaken. Additional letters of reference may be provided at the request of the volunteer. Volunteer hours will also be recorded so the student can add their volunteer work with the IC to their CCR record.