



Policy Name:	Help Centre Policy		
Category:	USSU Centres	Policy #	CENTRE-2

1. Preamble

The University of Saskatchewan Students' Union (USSU) exists to represent, serve, and support the academic and non-academic needs of undergraduate students of the University of Saskatchewan through accountable, dynamic, and unified leadership. It also serves to protect and maintain the integrity of quality accessible public education.

All services of the USSU Help Centre must be encompassed by the USSU's mission statement and guided by the values of innovation; integrity; mutual respect; professionalism; service; social, economic, and environmental responsibility; teamwork; and trust.

This policy is intended to outline the principles which guide the operation and structure of the USSU Help Centre.

2. Mission

The USSU Help Centre's mission is to provide information, referrals, and peer support relating to both academic and non-academic needs of undergraduate students in a confidential, informed and safe environment.

3. Mandate

The USSU Help Centre provides information, referrals, directions, and peer support to students and any other visitor to the University campus in need of assistance. The USSU Help Centre is possible in large part to the volunteers who generously donate their time, enthusiasm, knowledge, and efforts to the service. The existence of the USSU Help Centre reflects the continuous needs students have surrounding successful completion of their University experience. In addition, the USSU Help Centre provides an Exam File for students and strives to actively promote mental health, harm reduction and sexual health awareness by providing training sessions to volunteers and by taking proactive education and awareness programming to students, staff, and faculty.

4. Accountability

The USSU Help Centre Coordinator is responsible for the operation of the USSU Help Centre and will ensure that the services offered effectively meet the needs of students. The USSU Help Centre Coordinator will report regularly to the USSU Business and Services Manager.

5. Volunteers

5.1 Criteria

- Volunteers must be registered students at the University of Saskatchewan.

5.2A Volunteer is a Person Who

- Has completed a USSU Volunteer Application and interview process;
- Has been appropriately trained as a front-line volunteer and/or peer supporter by the USSU Help Centre Coordinator; and
- Regularly works in the USSU Help Centre for a minimum weekly time period as determined by the USSU Help Centre Coordinator.

5.3 General Duties & Responsibilities of a Volunteer

- To be trained in basic peer supporting, with additional mental health training made available to those volunteers interested in being a regular peer supporter;
- To attend USSU Help Centre meetings when scheduled;
- To attend all USSU Help Centre training sessions;
- To provide the services of the USSU Help Centre in a non-discriminatory manner in accordance with their training; and
- To maintain regularly scheduled work hours in the USSU Help Centre.

5.4 Volunteer Concerns

- If a volunteer has a problem with anything in the USSU Help Centre, the first course of action is to talk to the USSU Help Centre Coordinator.
- If a volunteer has a problem with the USSU Help Centre Coordinator, a complaint can be lodged with the USSU Business and Services Manager.
- Should volunteer actions be in violation of such requirements, the USSU Help Centre Coordinator will follow a three-step disciplinary process after consulting with the USSU Business and Services Manager.

6. Centre Operations

6.1 The USSU Help Centre's primary responsibility is to implement the USSU Help Centre's Action Plan and ensure any discrepancies are addressed. Action plans are to be created annually and updated as required. All changes need to be reviewed and approved by the USSU Business and Services Manager, prior to implementation. The USSU Help Centre Coordinator should convey to each volunteer the relevant aspects of the Action plan and that they are expected to adhere to these requirements during scheduled shifts.

6.2 Should volunteer actions be in violation of such requirements, the USSU Help Centre Coordinator will follow a three-step disciplinary process after consulting with the USSU Business and Services Manager.

7. Promotion of the Service

As the USSU Help Centre is a USSU service, all promotional material created by the office will be approved by the USSU Business and Services Manager and/or the Communications and Marketing Manager. All material must carry the current USSU logo.

8. Policy Changes

8.1 USSU policies are reviewed regularly and changes are implemented to reflect new information, structure, or other modifications. The USSU Help Centre Coordinator will participate actively in formulating new policy in conjunction with the USSU Business and Services Manager, and may suggest revisions at any time. The revised policy will then be submitted to the Executive Council and, when the revisions are complete, to the University Students' Council for final approval.

8.2 This policy was approved by the University Students' Council in accordance with the regulations established by the USC for the adoption of policy.

Contact Information:	Vice President Student Affairs: (306) 966-6970		
Policy Authority:	Student Experience Committee		
Approvals	Board/Committee	Date	Motion
Created/Adopted	Student Issues Board	02/06/2009	USC153
Amended	Executive Committee	06/21/2011	EXEC11
Amended	Student Affairs Committee	03/05/2014	SAC003
Amended	Executive Committee	05/13/2022	EXEC02