



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, and peer support to students. The USSU Help Centre houses an Exam File, Prep Hub, and other academic resources. The USSU Help Centre strives to actively promote mental health, harm reduction and sexual health awareness by providing training sessions and educational and awareness programs to volunteers, students and members of the university community.

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 undergraduate students at the University of Saskatchewan.

5.2 A Volunteer is a Person Who:

- Has completed a USSU Help Centre Volunteer Application and interview process; and
- Has been appropriately trained as a front-line volunteer and peer supporter by the USSU Help Centre Coordinator.

5.3 General Duties and Responsibilities of a Volunteer

- To be trained in basic peer supporting, with additional training available to those interested;
- 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.
- Duties and responsibilities of all volunteers are to be determined by the USSU Help Centre Coordinator as they are subject to change.

5.4 Volunteer Concerns

- If a volunteer has a concern about anything in the USSU Help Centre, the first course of action is to speak with the USSU Help Centre Coordinator.
- If a volunteer has a concern about the USSU Help Centre Coordinator, a complaint may be lodged with the USSU Business and Services Manager.

6. Centre Operations

- 6.1** The USSU Help Centre's responsibility is to implement the USSU Help Centre mandate and programs. The USSU Help Centre Coordinator will confirm details with the USSU Business and Service Manager and communicate relevant duties to volunteers.
- 6.2** Should volunteer actions be in violation of requirements and duties, 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 Centre

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 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:	Executive Committee		
Approvals	Board/Committee	Approvals	Motion
Created/Adopted	Student Issues Board	02/06/2009	USC153
Amended	Executive Committee	06/21/2011	EXEC11
Amended	Student Affairs Committee	08/28/2015	SAC003
Amended	Executive Committee	05/13/2022	EXEC02
Amended	Executive Committee	08/18/2025	EXEC038