



## Project Serve UVic: Saturday September 14<sup>th</sup>, 2019

The University of Victoria is pleased to be hosting our sixth annual Project Serve Day. We are excited about the possibilities that this day holds for your agency and for the UVic community.

Here are some tips to get the most out of a group of student volunteers:

### Tips for hosting a group:

- Plan on providing a brief orientation/presentation in order to give the group an introduction to the organization and your work.
- Please make sure that there are enough staff and/or regular volunteers to support students in their volunteer work and understanding of your agency (ideally a minimum of 2 agency representatives)
- It is advised to plan extra work activities for the group, as the participants are very enthusiastic about their work and tend to work very quickly.
- The groups have learning objectives in accordance with their trips; therefore they are encouraged to ask questions that will help them engage in their own learning while providing service.
- There should be enough resources/tools for all student volunteers, so that all students are actively participating in the project.
- The volunteer work should be meaningful and fulfill an actual need in the community.
- Students should be given an orientation to their project so that they have the information they need to complete their tasks successfully, safely, and in adherence to agency guidelines.
- Expect diversity! Some students will be volunteering for the first time, while others have ample experience volunteering.
- This is an opportunity for your agency to recruit students as potential volunteers.

### Tips for giving an orientation to your agency:

- Make sure students are aware of safety procedures including the location of washroom, first aid kits, emergency exits, eye wash stations, etc.
- The goal is to provide the group with an introduction to the organization they will be providing service for. By following the Five C's, it will be easy to provide them with all the information that they may need:
  - **Context:** Who is the organization and what does it do in the community it is involved with?
  - **Constituents:** What is the organization's mission or goal? Whom do they primarily serve?
  - **Challenges:** The types of challenges that the organization or individuals may deal with that could prevent or slow down the ability to reach these goals.
  - **Celebrations:** The organization's accomplishments and achievements.
  - **Charge:** What will the group's task be and why is it important to the agency?
- Please also leave some time at the end of the orientation so that the students have the opportunity to ask any questions that they may have. This also allows some extra time in case any unplanned discussion takes place during the orientation. Please remember that the students want to be there and are enthusiastic about their learning.
- Show the participants the physical space of your agency and introduce them to key staff members if they are present.
- Participants love to hear how staff became involved with your agency; consider sharing your story.



## Timeline for the day:

Saturday September 14<sup>th</sup>, 2019

Time	Activity
10:00-10:30	Registration, UVic
10:30-11:15	Introduction & pre-service activity, UVic
11:15-11:45	Travel to placements
11:45-1:30	Service
1:30-2:00	Lunch (suggested time)
2:00-4:00	Service
4:00-4:30	Reflection and assessment
4:30	Head back to campus

## Project Serve UVic FAQ's...

- What time does Project Serve UVic run?*  
You can expect the students to arrive from 11:30 am – 12:00 pm and leave around 4:15 pm. The students will complete their service at 3:30pm, and then will have a reflection and assessment period until approximately 4:15 pm.
- How many students can I host?*  
As many as you need to get the job done! A minimum of five would be great. Please keep in mind that our volunteers are very enthusiastic and tend to get a lot more done than expected.
- Do I have to provide lunch or snacks?*  
No! All food is provided by us. If you have an existing protocol in place where you provide food for volunteers, please ensure that you contact us and let us know so that we can plan accordingly.
- When do I have to commit by?*  
The application due date is June 5<sup>th</sup>, 2019, and partner agencies will be contacted in mid-June to set up a site visit.
- Are the times flexible?*  
**The start and end times are not very flexible** as the whole event runs on one schedule. Please ensure that you will have service activities that can be accomplished within this timeline.
- Does our organization need to be fully accessible?*  
The University of Victoria celebrates a very diverse community and we expect students from many different backgrounds to participate in our programs. We understand however that not all organizations are equipped to meet the accessibility needs of some students. We ask that you please outline all accessibility issues (eg. No access to wheelchair accessible bathrooms, physical limitations for service work) as thoroughly as possible.
- Is the amount of students I host flexible?*  
Yes! For example, if you are able to accommodate a large group of 15, but would be able to accomplish the task with 10, you can request 10 – 15 volunteers.



8. *Should I give an introduction to our organization?*

A key to helping participants connect with your organization is the introduction to your group and an overview of the services which you offer to the community. This is a great learning opportunity for students and provides important context to the work that they will be doing.

9. *What sorts of service projects are appropriate?*

There aren't many restrictions in terms of service projects. If it isn't dangerous and doesn't require more than a basic orientation/training then we can probably do it. Some examples of projects include helping with the sorting of food and clothing donations, socializing and participating in activities with clients, and maintenance tasks such as painting.

10. *What is the purpose of the reflection period?* Reflection is an essential part of the service-learning process; it allows the students to transform the experiences, which they gain from service into genuine learning and understanding. Students will be reflecting on the day using a "What? So What? Now What? What if?" model.

11. *What are the objectives of the day?*

Project Serve UVic is a program intended to get students out into the Greater Victoria community, learning about the various agencies and organizations that work throughout the city. The program also serves as an introduction to service-learning, which is a learning method that combines community service with intentional learning objectives and reflection.