



WATERLOO HAWK WALK PROCEDURES



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Administrative Responsibility: Director, Policy Research & Advocacy

Original Approval Date: August 19, 2022

Date of Most Recent Review/Revision: January 15, 2025

Related Students' Union Policies, Procedures, and Documents: Volunteer Standards and Performance Policy.

TABLE OF CONTENTS

| | |
|---|----------|
| Introduction..... | 3 |
| Purpose..... | 3 |
| Volunteer Expectations..... | 3 |
| Prior to a Shift..... | 4 |
| On Duty Protocols..... | 4 |
| On-Call Duty..... | 5 |
| On a Walk..... | 6 |
| Dispatch Duty..... | 6 |
| Students' Union Van Policy..... | 7 |
| Committee Space Guidelines..... | 8 |
| Related Policies, Procedures, and Documents..... | 9 |

1. INTRODUCTION

Hawk Walk is a safe-walk program where volunteers are sent out in teams of two to walk students from the Laurier community to a residential destination. The committee operates as an essential service focused on the safety, security and independence of undergraduate students.

2. PURPOSE

The purpose of this procedures manual is to help ensure Hawk Walk volunteers understand their roles and the operations of the service.

3. VOLUNTEER EXPECTATIONS

3.1. If a volunteer expects to miss a scheduled shift, they are responsible for finding another volunteer to fill their vacancy.

3.1.1. Any shift coverage change must be communicated to the Operations Executive.

3.2. A volunteer is considered late if they arrive more than 5 minutes past the start time of their shift.

3.2.1. If a volunteer is late for a shift, they must inform the dispatcher as soon as possible.

3.2.2. If a volunteer is late for 3 or more shifts, they may be subject to the Volunteer Standards and Performance Policy.

3.3. A volunteer is considered to have missed their shift if they arrive more than 30 minutes after the beginning of their shift, or if they fail to attend at all.

3.3.1. Any missed shift will be reported to the Coordinator, who will determine any required action, guided by the Volunteer Standards and Performance Policy;

3.3.1.1. Emergency or unforeseen circumstances will be properly considered when applicable.

3.4. General Volunteers

3.4.1. General volunteers are expected to shift at least once per week.

3.4.1.1. This expectation is subject to change, depending on General volunteer numbers

3.4.2. General volunteers are expected to fill out and submit via email their weekly availabilities as specified by the Operations Executive.

3.4.2.1. Shift availability expectations will be set by the Coordinator and Operations Executive.

3.4.2.2. Volunteers who fail to provide shift availability options will be assigned shifts as needed, and it is that individual's responsibility to sort out schedule conflicts.

3.4.3. Volunteers may also choose to indicate availability to the Operations Executive for multiple weeks at a time.

3.4.4. General volunteers are not permitted to be scheduled for more than 3 shifts in a 5-day period.

3.4.4.1. Any shifting schedule in excess of these limitations must be approved by the Operations Executive in consultation with the Coordinator.

3.5. Operations Executive

3.5.1. It is the responsibility of the Operations Executive to distribute a completed weekly schedule before Saturday at 11:59 pm each week.

3.5.2. The Operations Executive is responsible for ensuring volunteers are scheduled according to their indicated availability

4. PRIOR TO SHIFT

- 4.1. Volunteers must refrain from consuming or ingesting any intoxicating substances at least 12 hours prior the start of their shift.
 - 4.1.1. Intoxicating substances include, but are not limited to alcohol, opiates, hallucinogens, or cannabinoids (e.g. cannabis).
- 4.2. Volunteers are required to communicate in advance any unforeseen absence or anticipated late arrival for their shift.
- 4.3. Volunteers are expected to arrive 15 minutes prior to the shift time communicated in the daily shift reminder email and check-in with the dispatcher in the Committee Space.
- 4.4. Volunteers must arrive in attire appropriate for the duties and conditions of their shift.
- 4.5. Volunteers are expected to gather all of their equipment and connect with their partner to ensure they are available to be dispatched at the beginning of their shift.
 - 4.5.1. Equipment required for Hawk Walk includes:
 - 4.5.1.1. Pack.
 - 4.5.1.2. Flashlight.
 - 4.5.1.3. Radio.
 - 4.5.1.4. Hawk Walk vest or jacket.

5. ON DUTY PROTOCOLS

- 5.1. When on duty, volunteers must at all times remain in contact with their partner.
- 5.2. Partner teams are required to ask the dispatcher prior to leaving the Committee Space when they are next to be dispatched.
 - 5.2.1. Partner teams leaving the direct vicinity of the Committee Space must inform the dispatcher where they are going and when they expect to return.
 - 5.2.2. If leaving the Committee Space, volunteers must remain in the Fred Nichols Campus Centre, unless otherwise authorized by the dispatcher, and take their gear so they can quickly commence a walk if needed.
- 5.3. Volunteers must at all times be attentive to the radio and dispatch calls.
 - 5.3.1. Volunteers must respect the direction of the dispatcher.
 - 5.3.2. Volunteers are required at all times to adhere to the Hawk Walk radio protocols:
 - 5.3.2.1. Radio communications must be professional, inclusive, and appropriate.
 - 5.3.2.2. Only trained volunteers on shift are permitted to use a radio.
 - 5.3.2.3. While on a walk the radio should not be handled by anyone other than the Hawk Walk volunteer.
 - 5.3.2.4. The on-shift executive has the final say on all instructions provided on radio.
 - 5.3.2.5. The emergency button is reserved for emergency situations.

- 5.4. If a volunteer requires medical attention they may be relieved of their shift duty at the discretion of the dispatcher, on-shift executive, or coordinator.
- 5.4.1. The dispatcher, on-shift executive, or coordinator will ensure the volunteer is able to access the appropriate level of medical attention and care required.
- 5.4.2. In the event of a volunteer injury, the coordinator will ensure the completion of the appropriate incident report.
- 5.5. Volunteers must recognize that at all times while on duty they are representatives of Hawk Walk and the Students' Union.
- 5.6. When Hawk Walk closes for the night, volunteers are required to orderly return their equipment to its proper storage location.
- 5.6.1. Volunteers must ensure all radios have been turned off and returned to their cradles for charging.
- 5.7. Volunteers must ensure the Committee Space is clean and tidy at the end of each Hawk Walk operating period.
- 5.8. prior to completion of shift, all walk/van logs and the end of shift report must be filled out
- 5.9. The dispatcher or on-shift executive are responsible for leaving the Committee Space secured following the Hawk Walk operating period.

6. ON-CALL DUTY

- 6.1. An on-call shift is 45 minutes.
- 6.2. On-call volunteers must be available for the entirety of their on-call shift and are required to work if they are called.
- 6.3. On-call volunteers are not required to travel to the Committee Space, however they must ensure they are able to be on campus within 15 minutes.
- 6.4. On-call volunteers must refrain from consuming or ingesting any intoxicating substances at least 12 hours prior the start of their shift.
- 6.4.1. Intoxicating substances include, but are not limited to alcohol, opiates, hallucinogens, or cannabinoids (e.g. cannabis).
- 6.5. Volunteers who live more than 2km from campus must have their on-call shift authorized in advance by the Operations Executive to ensure they are able to fulfill the requirements of an on-call shift.
- 6.6. On-call scheduling will be based on the weekly availabilities provided in advance by volunteers.
- 6.6.1. On-call shifts should not conflict with a volunteer's previously scheduled shifts.
- 6.6.2. If a volunteer requests two or more shifts in a week, they are not required to be scheduled for an on-call shift, otherwise the expectation is to have one on-call shift per week.
- 6.6.3. If a volunteer completes an on-call shift they are not required to schedule an on-call shift the following week.

7. ON A WALK

- 7.1. When on a walk volunteers must emphasize the comfort and safety of the student at all times;
 - 7.1.1. The student should dictate the preferred directing and timing of the walk.
 - 7.1.2. Partner teams should at all times follow the provisions of the *Highway Traffic Act* and municipal by-laws, and exercise caution if a student initiates a jaywalk road crossing.
 - 7.1.3. Volunteers should avoid initiating conversations with students that include topics reasonably understood to be controversial or contentious.
 - 7.1.4. Volunteers should avoid using harsh or offensive language, including slurs, swear words, and language otherwise deemed as harmful.
 - 7.1.5. Partner teams are expected to remain in the presence of the student until they are safely inside their destination.
- 7.2. Volunteers should expect to undertake as many walks as requested by students.
- 7.3. In consultation with the dispatcher, a partner team may refuse a walk if they feel threatened or are put in a situation that makes them uncomfortable or unsafe.
 - 7.3.1. Volunteers may abandon a walk, in consultation with the dispatcher if possible, in a situation where they are threatened or feel unsafe;
 - 7.3.1.1. In the event a walk is abandoned while in process, the volunteer must complete an incident report as required and schedule a debrief meeting with the On-Shift Executive, in consultation with the coordinator if necessary.
- 7.4. Partner teams are permitted to utilize Grand River Transit while on a walk, or to return to campus following a walk.
 - 7.4.1. On a walk, transit may only be used if both the partner team and student feel comfortable with that mode of transportation.
- 7.5. Partner teams may walk a student to an awaiting taxi or hired ride, but volunteers are not permitted to accompany a student in a taxi or hired ride.
- 7.6. Volunteers are not permitted to offer students a ride in a personal automobile or other motorized vehicle.

8. DISPATCH DUTY

- 8.1. The dispatcher and coordinator oversee the operation of Hawk Walk, including:
 - 8.1.1. Opening and closing the Committee Space.
 - 8.1.2. Monitoring the phone, radio, and Microsoft Teams.
 - 8.1.3. Assigning partner teams to walks.
 - 8.1.4. Oversight of on duty Hawk Walk volunteers.
 - 8.1.5. Completing the shift 'Log Sheet.'
 - 8.1.6. Problem solving any technical difficulties with the radios,
 - 8.1.7. Ensuring the Committee Space is left clean and tidy, and all equipment is returned and stored properly.

- 8.2. When taking a walk request the dispatcher must collect the following information:
 - 8.2.1. Walk type (4, 6, 24, 60):
 - 8.2.1.1. 4 = A non-volunteer walk.
 - 8.2.1.2. 6 = An off-shift volunteer walk.
 - 8.2.1.3. 24 = An intoxicated non-volunteer walk.
 - 8.2.1.4. 60 = An intoxicated off-shift volunteer walk.
 - 8.2.2. First name.
 - 8.2.3. Phone number.
 - 8.2.4. Student number.
 - 8.2.5. Pick-up location.
 - 8.2.6. Drop-off location.
 - 8.2.6.1. The drop-off location must be the student's place of residence in order for the walk to be accepted by the service
- 8.3. The dispatcher is required to distribute walks equitably to partner teams.
- 8.4. The dispatch computer should only be used for Hawk Walk tasks and duties.
- 8.5. In order to be eligible to serve as dispatcher, a volunteer must have a minimum of 1 month experience with Hawk Walk.
- 8.6. In the event of a power outage the dispatcher will utilize a handheld radio and coordinate a back-up log procedure that may be handwritten if necessary.
- 8.7. In the event of a fire alarm the dispatcher will coordinate the temporary relocation of Hawk Walk operations to either the Concourse, Dining Hall, or other suitable location, using a handheld radio and back-up log procedure if necessary.
- 8.8. The Coordinator will facilitate the scheduled dispatcher evaluations, in consultation with the Vice-President: Programming & Services Waterloo.

9. STUDENTS' UNION VAN POLICY

- 9.1. The Students' Union van may be utilized for students who have requested a walk for a distance that is more than 1 kilometer from campus.
- 9.2. In order to be eligible to operate the Students' Union van, volunteers must:
 - 9.2.1. Have a full "G" licence with no moving violations within the past year.
 - 9.2.2. Provide a full copy of their driver's licence to the Coordinator.
 - 9.2.3. Provide a signed and completed Van Driver's Contract to the Coordinator.
 - 9.2.4. Be insured on the van, and trained on how to use it, prior to driving it.
- 9.3. When operating the Students' Union van, volunteers must at all times:
 - 9.3.1. Operate within the posted speed limit.
 - 9.3.2. Obey all provisions of the *Highway Traffic Act*, Ontario's distracted driving laws, and all other applicable laws and regulations.
 - 9.3.3. Drive according to the road and weather conditions.
 - 9.3.4. Only drop-off students at their place of residence.
 - 9.3.5. Ensure all passengers are wearing their seatbelts.

- 9.4. The Students' Union van may only be used for dropping off student rides and picking up partner teams who have completed a lengthy walk.
- 9.4.1. The Students' Union van may not be used for:
 - 9.4.1.1. Picking-up food.
 - 9.4.1.2. Dropping off students at locations other than their place of residence (e.g. retail store, bar).
- 9.5. When picking-up a student the van driver should wait for at least 5 minutes, or as specified by the dispatcher.
- 9.6. The van driver is permitted to transport intoxicated students so long they feel comfortable doing so.
- 9.7. The van driver must ensure that at all times the van is equipped with:
 - 9.7.1. Vehicle ownership card.
 - 9.7.2. Vehicle insurance information.
 - 9.7.3. The authorized payment method for re-fueling the van.
 - 9.7.4. Snow brush.
 - 9.7.5. Windshield washer fluid.
 - 9.7.6. Jumper cables.
 - 9.7.7. Roadside assistance kit for emergency purposes.
 - 9.7.8. Flashlight.
- 9.8. In the event of any mechanical trouble with the operation of the Students' Union van, the driver should contact the dispatcher, who will provide direction in consultation with the on-shift executive.
- 9.9. In the event of a collision involving the Students' Union van, the driver must ensure the following steps are taken:
 - 9.9.1. Check on the wellbeing of all passengers.
 - 9.9.2. Contact emergency services to report the incident.
 - 9.9.3. Exit the vehicle to determine if other parties involved in the collision are injured.
 - 9.9.4. Inform dispatch and the on-call executive of the collision by phone. 9.9.4.1. The on-call executive will contact the Coordinator to arrange alternative transportation and a Students' Union representative will attend the scene as soon as possible.
 - 9.9.5. If the collision involves another motor vehicle(s), obtain that driver(s) name, phone number, insurance information, license plate number, and vehicle type.
 - 9.9.6. Upon return to campus, the driver is required to complete an incident report and participate in any required debrief meetings.

10. COMMITTEE SPACE GUIDELINES

- 10.1. The primary use of the Committee Space is the operation of Students' Union operations, committees, and services.

- 10.1.1. Volunteers are not permitted to use this space for personal activities, including but not limited to studying, socializing, or engaging in sexual activity.
- 10.2. Volunteers are permitted to access the Services Space up to 20 minutes prior to the beginning of the Hawk Walk operating period, unless otherwise authorized by the coordinator and Vice-President: Programming & Services Waterloo.
- 10.3. The Committee Space may also be utilized for relevant scheduled Hawk Walk training sessions.
- 10.4. The following items are not permitted in the Committee Space:
 - 10.4.1. Any intoxicating substances, including but are not limited to alcohol, opiates, hallucinogens, or cannabinoids (e.g. cannabis);
 - 10.4.2. Weapons;
 - 10.4.3. Any material that may express or contain non-inclusive or discriminatory imagery or text.
- 10.5. Language used in the Committee Space must be inclusive, non-discriminatory, and avoid the use of slurs, swears or profanity.
- 10.6. Volunteers must recognize the Committee Space is a multi-use room and be respectful of other users by maintaining a reasonable volume level.

11. RELATED POLICIES, PROCEDURES, AND DOCUMENTS

- **Wilfrid Laurier University Students' Union**
 - *Volunteer Standards and Performance Policy*
- **Wilfrid Laurier University**
 - 5.16 [Enterprise Risk Management Policy](#)
 - 6.1 [Prevention of Harassment and Discrimination](#)
 - 7.1 [Environment/Occupational Health and Safety](#)
 - 7.11 [Emergency Management](#)
 - 7.18 [Workplace Violence Prevention Policy](#)
 - 12.3 [Non-Academic Student Code of Conduct](#)
 - 12.4 [The Prevention of Sexual Violence Policy and Procedure](#)