Handbook for Student Tutors

University of Alberta Centre for Writers
1-42 Assiniboia Hall
Fall 2017
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Introduction

The Policies & Procedures Handbook for Centre for Writers Student Tutors outlines general policies and procedures pertaining to working at the Centre for Writers.

These policies have been designed to keep the Centre for Writers (C4W) running smoothly and efficiently while ensuring that all staff and clients have a positive experience while in this office. Every effort has been made not to intrude on or restrict staff members’ individual tutoring styles or practices within the boundaries of appropriateness and standard writing centre practice. C4W tutors are welcome at any time to bring questions or concerns to the individuals mentioned:

Academic Concerns
Tutoring practices, daily operations, tutoring philosophy, ethical issues regarding clients and clients’ work, research and citation methods, academic inquiries, etc.:
Lucie Moussu (Academic Director)

Administrative Concerns
Hiring, daily operations (time sheets, professional behavior, etc.), interpersonal concerns, ethical issues regarding staffing, etc.
Rob Washburn (Administrative Director)
Abigail David (Administrative Assistant) - first contact.
Reporting Hierarchy

The Vice-Provost and Dean of Students in collaboration with the Academic Director and Administrative Director is the final authority on all questions and issues pertaining to the C4W. The Dean of Students determines policies for staff and students at the C4W. The Academic Director of the C4W will provide overall academic leadership for C4W, set its pedagogical objectives, define its approach to tutoring, mentor its tutoring staff, and advise on the recruitment, training, and assessment of tutors.

The Administrative Assistant manages the day-to-day operations of the C4W and is the staff members’ first point of contact for all questions, concerns, or requests related to the day-to-day operations of the Centre for Writers: e.g., work hours, time off, booked appointments, etc. The Administrative Assistant has the authority to issue warnings to staff members regarding improper or unacceptable behavior and may report such behavior to the Academic and/or Administrative Director, who will then determine the appropriate disciplinary action.

The Administrative Assistant is also the staff members’ first point of contact for all questions or concerns related to the booking of individual tutoring sessions and the policies relating to tutoring appointments – particularly issues which may arise during a session, e.g., boundaries between tutors and students.

Salary and Payment Information

The rate of pay for undergraduate tutors for the 2017-2018 year will be **$18.07 per hour**. Graduate student tutors at the C4W will be paid according to their tutoring and teaching experiences.

Paycheques will be issued on a semi-monthly schedule via direct deposit/electronic banking. Tutors will be asked to fill out and sign off on their timesheets to verify their hours.

Students will receive vacation pay at 4% of base. Students will receive statutory holiday pay based on Alberta Employment Standards.

In addition to regular one-on-one tutoring, the Centre may also elect to hire tutors to work on research projects, assist in the development of student resources, deliver class/workshop presentations, and provide tutoring services during the spring and summer months.

New tutors are responsible for providing their SIN number and Student ID number and date of birth to the Administrative Assistant. Tutors must ensure their home address and bank information for direct deposit pay is entered and updated in their Bear Tracks. Returning tutors are responsible for updating their Bear Tracks with any changes to their personal payroll or bank account information. If there is no direct deposit information on file, a cheque will NOT be issued. The tutor will have to liaise with the Human Resources Services to retrieve their pay.
C4W Space

For the safety and security of tutors and clients, there must be a minimum of two tutors working in both C4W rooms at all times during business hours. The C4W second room (Rm 1-23 Assiniboia Hall, aka C4W-2) is not always in use.

Due to room capacity and for the comfort of tutors and clients, there can be no more than six tutors working in the main C4W office and four tutors in C4W-2 at any one time. Rooms 1-34, 1-36, and 1-26 (Meeting Room) are to be used for Bridging Program tutoring sessions and research projects as assigned by Dr. Moussu.

C4W Library

The C4W library is there for reference for both tutors and clients. However, clients cannot remove books from the C4W. Tutors are allowed to ‘borrow’ the books upon notifying the Administrative Assistant and agreeing upon a return date. The Administrative Assistant will make note of details.

Staff Meetings

The Centre for Writers will schedule several staff meetings every term. Times and dates will be emailed and posted on the Tutors’ Corner board. The Administrative Assistant will email meeting minutes to all tutors following the meeting. It is important for tutors who missed meetings to read these minutes as they may contain crucial information pertaining to the C4W. Tutors are required to attend at least three of the staff meetings per semester. The number of staff meetings attended may impact re-hiring. Tutors will be paid to attend staff meetings and are encouraged to attend more than three per term. Tutors are also required to attend the Staff Orientation at the start of each term.

The Academic Director is in charge of staff training and leads staff meetings.

Evaluations

Tutors will be evaluated usually once per term and evaluations consist of two parts:

1) Evaluation from the Academic Director. The Academic Director’s evaluation will be conducted either in the form of an observed tutoring session or a booked tutoring session with Dr. Moussu as the client.

2) Observation by the Administrative Assistant. The Administrative Assistant’s evaluations of the tutors are ongoing throughout the semester. The Administrative Assistant will evaluate the tutors’ professionalism and their abilities as a C4W employee.

3) Statistics from client feedback form. The statistics and comments from client feedback forms will usually be compiled to coincide with staff meetings and will be
sent out to tutors electronically. Tutors are invited to share their comments and concerns regarding feedback forms with the Academic Director.

Tutors can respond to the Academic Director’s and Administrative Assistant's comments by arranging a meeting with them.

The complete evaluation package – including the tutors’ reflections and responses - will be signed, dated and kept on file. Tutors will need to sign and date their feedback form in order to be re-hired for the next semester.

References

Tutors should contact the Academic Director or any member of the Dean of Students directly related to the Centre for Writers (C4W) if they wish to use them as a reference for job, program or scholarship applications, taking into consideration appropriate deadlines.

Please allow TWO WEEKS for Dr. Moussu to write and send letters of recommendation. Tutors will be asked to fill out a form that will help Dr. Moussu write letters of recommendation and send her the appropriate information (e.g., CV, job description). Copies of the Reference Requests Form will be available at the Tutors’ Corner board. Both the Administrative Assistant and Dr. Moussu can email copies of that form to tutors, too, upon request.

Appointments

Appointment Length and Number per Week
Each single appointment starts on the half hour and runs 30 minutes. Each client can book up to two appointments per week using WCONline: either two separate appointments or two appointments back to back (for one hour of tutoring).

The Centre for Writers will allow clients who have already had two appointments in a given week to, if they so choose, come back to the C4W for unlimited additional support on a drop-in, first-come first-served basis. However, there is no guarantee that a tutor will be available for those drop-in appointments.

Cancellations and “No-shows”
Clients can cancel and/or reschedule appointments using the online schedule or by phoning/emailing the Centre for Writers any time up until the appointment start time. If clients are more than 5 minutes late for a half-hour appointment, they will be marked as a “no-show” and forfeit the entire appointment. If there is a ‘drop-in’ client waiting, the tutor will then work with that drop-in client. If the original clients have a full hour booked, the tutor will work with the drop-in client for the first half hour. If the original clients do not show for the second half hour appointment, they will be marked again as a no-show and the tutor can continue with the first drop-in client, or if there is a lineup of waiting clients, the tutor will then change to the next drop-in client.
Penalties for being a “no-show” are as follows: a client who misses TWO 30-minute appointments (one-hour sessions count as two appointments) in a term will have their user privileges revoked for the remainder of that term. Clients who wish to return during that term must speak to the Administrative Assistant in person.

Group Tutoring
Clients sometimes show up for group tutoring without providing notice. A group of students can be tutored if they are working on a group project but cannot be tutored on sections written by clients who are not present at that tutoring session.

Workshops and Writing Groups
In 2017-2018, the Centre for Writers will offer free student workshops and writing groups. Each workshop will be one hour in length at various times during the semester. Topics and times will be posted online and in the C4W. Tutors should be aware of the workshop topics and times and point them out to clients. Tutors are welcome to attend these workshops outside of their tutoring hours. Attendance at these workshops will not be paid, unless there are special circumstances. Writing groups are led by graduate tutors and are available for non-native English-speaking graduate students. Weekly attendance is required.

A Tutoring Day at the C4W
1. Arrive a few minutes before the beginning of your shift.
2. Sign in. The sign in sheets are located on the reception desk. If you have been scheduled to work in C4W-2, please sign in in C4W-1 office first.
3. Find a tutoring spot. If the centre is busy, ask at reception if there are any spots available. The person at reception should be able to provide an update as to when a spot will become available. You must finish your last appointment on time so another tutor can take over your spot.
4. Get ready for tutoring! Check the station for required supplies: client feedback forms, pens, paper, manuals, etc. You should also have time to quickly review the clients you will be seeing that shift. If you have any questions or concerns over an appointment, please bring it to the Administrative Assistant’s attention at the beginning of your shift.
5. If you arrived early for your shift and your client is waiting, you cannot begin tutoring until your shift actually starts. Once your shift begins, tutoring begins!
6. As you are tutoring, please keep track of time. End each session one or two minutes before the end of the half hour so you have enough time to write the session report and explain the feedback form to the client. Starting or ending sessions late is unprofessional and unacceptable.
7. When you’re all done for the day, tidy up your station, put away any extra resources you may have used, and sign out of your computer.
Scheduling

The Centre for Writers will be open each term for hours based upon the tutors’ availabilities for that term. Before the start of each term, tutors will be asked to submit their preferred work hours. The Administrative Assistant will accommodate each tutor’s preferred work hours as much as possible within the C4W’s operating hours, safety policies, budget, and space limitations (see below).

Tutors class schedule can change during the first two weeks of the term. If tutors needs to change their schedule after the final deadline to request changes in weekly shift hours, they must come in person to the Centre for Writers to speak to the Administrative Assistant and arrange satisfactory changes in the schedule. Not all schedule change requests may be accommodated even if made prior to this deadline. For example, a tutor may request a shift during a time when both rooms are already operating to capacity. If, after the add-drop deadline, tutors feel they cannot manage their current number of hours per week, they must notify the Administrative Assistant immediately.

If tutors wish to take on additional hours, they may ask the Administrative Assistant for a workload increase. The final decision on increases in hours will be subject to availability of funding and space.

In order to decrease incidences of late arrivals, tutors must allow a minimum of one half-hour timeslot between the end of their class and the start of their C4W shift. For example, if their class ends at 12:50 pm, tutors can start their shift at 1:30 pm at the earliest.

In addition, tutors must allow a minimum of one half-hour timeslot between the end of a tutoring shift and the start of their next class or other work/volunteer shifts. It is not acceptable for tutors to end an appointment five or ten minutes early in order to make it to another class or appointment.

The Centre for Writers office will be closed on all statutory and university-mandated holidays. Both undergraduate and graduate tutors at the Centre for Writers are required to work a minimum of 2 hours per week and can work up to 15 hours (undergrad) and 12 hours (grad) per week. For ease of scheduling, tutoring shifts must be consistent from week to week.

Length of tutoring shift

The minimum length of a C4W tutoring shift for both undergraduate & graduate tutors is 2 hours and the maximum length is 4 consecutive hours.
Breaks and “Free” Appointments

The Alberta Employment Standards Code – Division 3 – Hours of Work – dictates the following:
“Every employer must allow each employee a total of at least 30 minutes of rest, whether paid or unpaid, during each shift in excess of 5 consecutive hours of work unless
(a) An accident occurs, urgent work is necessary or other unforeseeable or unpreventable circumstances occur,
(b) Different rest provisions are agreed to pursuant to a collective agreement, or
(c) It is not reasonable for the employee to take a rest period.”

Because each appointment at the Centre for Writers starts on the half-hour, it is not possible for the Centre for Writers to schedule breaks into a shift. Tutors are expected to eat food prior to a shift. Tutors can make tea using the water cooler in the C4W office.

When tutors are on shift, they are expected to be working for the Centre for Writers and not on personal tasks (school assignments, personal e-mails, etc.). Tutors who do not have a client, should use the time to review writing centre resources (e.g. issues of the Writing Lab Newsletter, handbooks, style guides, pamphlets, etc.), fill out online client report forms, or help the Administrative Assistant with other tasks. Tutors must be prepared to take a drop-in client right away should one arrive.

Tutors may take bathroom breaks as necessary. Tutors are not allowed to leave Assiniboia Hall to get snacks or to run errands during a shift. Tutors are not allowed to leave the C4W to smoke during a shift. Smokers must finish their cigarette prior to starting a shift and are asked to please take a breath mint or candy (available in the C4W office) before sitting down with a client.

Appointments

If a tutor arrives early for a shift and the client is already present, the tutor should not start the session any earlier than scheduled, as the tutor would be working during unpaid time.

If a tutor’s client has not arrived after 5 minutes and the next client has arrived early, the tutor should start the appointment with the next client.

If a tutor is on shift but is not currently meeting with a client and the next client arrives early, the tutor should start the appointment early. Tutors are allowed to ask clients to wait a few minutes while they fill out client report forms, take a bathroom break, get water/tea, etc.

Late Policy

Lateness is disrespectful to clients and to fellow tutors. The C4W expects all paid staff members to consider tutoring to be a legitimate paid job and to give their tutoring work due priority in their weekly schedules.
Tutors must arrive on time for all shifts. Tutors are encouraged to arrive five to ten minutes prior to the start of their shift. Tutors are welcome to work on assignments and check their email, etc. before or after their shift if desk/computer space is available.

If tutors are going to be late due to exceptional or unforeseen circumstances (e.g. traffic or LRT backup, car troubles, bad weather, illness, etc.) they must notify the Administrative Assistant by phone as soon as possible.

Late arrivals for any other reason will not be tolerated. The Administrative Assistant will issue tutors a warning after their first late arrival and will report subsequent occurrences to the Director, who will determine the action to be taken. Calling the Administrative Assistant to notify them of a late arrival due to forgetfulness, sleeping through the alarm clock, etc. will not save the tutor from a warning.

Not having a client booked during the first timeslot is no excuse for arriving late.

Lateness for any reason will be recorded and taken into account during tutors’ evaluations.

**Last Minute Cancellations/Illness/Emergency**

The Centre for Writers understands that tutors might have to cancel a shift at the last minute due to an unexpected illness or personal/family emergency; the Centre will do its best to accommodate tutors in these situations. Please provide notice via email (centreforwriters@ualberta.ca) and phone 780.492.2639.

Tutors who request time off with proper notice or who call in sick are NOT required to find another tutor to fill in for them.

Tutors are expected to exercise good time management and organization. Cancelling a shift at the last minute and/or without warning due to feeling overloaded with assignments or otherwise stressed out is not acceptable and may result in the tutor’s termination from the Centre for Writers. Tutors are advised to notify the Administrative Assistant if they are feeling run down, stressed, overwhelmed or unable to handle the number of hours they are working. It is easier to release blocked time spots rather than attempting to find tutors to cover a missed shift.

**Requests for Time Off**

Requests for time off must be made by email a minimum of three calendar weeks in advance. Requests for time off due to predicted busy school work periods must be made well in advance and will be considered on a case-by-case basis. The C4W cannot promise to grant every request for time off, especially if tutors want to take time off during peak times.

The C4W asks that tutors try to book medical appointments outside of work hours; however, the Centre will make concessions for emergencies; appointments made prior to the start of term;
appointments requiring travel; appointments with specialists, etc. as long as appropriate notice is given (see above).

Tutors should advise the Administrative Assistant at the beginning of term if they have any conditions or situations which could cause them to miss work on short notice for extended time periods.

Tutors who take time off for any reasons cannot make up their hours and will forfeit the corresponding pay.

Please review your exam schedule for the end of your term to see if any exam time conflicts with your C4W shifts. Please advise the Administrative Assistant as soon as possible if you require time off.

Booking Appointments with Fellow Tutors

C4W tutors are welcome to book appointments with their fellow tutors. However, during busy times of the year (e.g., finals week), priority should be given to other students.

Administrative Work

Part of being a tutor at the C4W involves working at the reception desk. Tutors will normally spend some time each week on the main desk.

When working at the main desk, tutors act as the main point of contact for the C4W. This means assisting people in person and on the phone. Tutors are expected to be knowledgeable in WCOnline and should familiarize themselves with the scheduling functions, especially creating and deleting bookings.

While working reception, tutors must offer “express tutoring” to clients with brief questions. These ‘appointments’ must be recorded on the Express Tutoring Report Form. However reception duties take precedence, so if the phone rings or clients need assistance, tutors at reception must tend to them first. Feedback forms but be handed out to clients if the appointment lasted more than 10 minutes.

Other Duties

Tutors may also occasionally be asked to assist with promoting the Centre for Writers (e.g. distributing postcards or posters around campus, doing classroom visits, delivering a workshop, or representing the Centre for Writers at orientations or promotional events).

Online client forms are important for many reasons:

- They offer useful statistical data on C4W clients’ most or least common writing questions and concerns;
- They help us identify problem clients or clients who attempt to abuse the system;
They may serve as a legal record if the C4W is ever faced with issues of academic integrity or inappropriate behavior.

Tutors must fill out the client reports on WCONline in detail for each **appointment before the end of the shift in which it took place** – this includes checking off the types of concerns addressed and written comments. WCONline will be checked regularly to see who has or has not filled in their client report forms – this will be noted in the tutors' evaluations and take into consideration during future hiring decisions.

**Online Client Report Forms**

Tutors are required to fill out online report forms for all of their appointments. If it is not possible to fill these forms after the appointments, please ensure that it is filled out by the end of your shift. These reports are legally required to be filled to serve as records for the appointments. Tutors who do not fill their client report forms regularly might not be rehired the following semester.

**Bridging Program (WRS 101)**

The Bridging Program (BP) is a program instituted by request from the Provost’s Office. The C4W provides tutors to attend sections of Writing Studies 101 (Exploring Writing). These sections are specifically set up for English as Second Language (ESL) students who recently graduated from the English for Academic Purpose (EAP) program in the Faculty of Extension. Students finishing the EAP courses and then starting regular UofA courses are in what is referred to as the ‘Bridging Program’ (BP). Every one of the assigned BP tutors is dedicated to one BP section of WRS 101 and will attend class, read the assigned readings, and set up a schedule for weekly group and individual tutoring sessions outside of class.

Tutors involved in the Bridging Program are also required to follow the policies and procedures laid out in this handbook. They are also required to attend 3 staff meetings. The main difference being that scheduling may have to be more flexible throughout the semester and will **not** be maintained on the WCONline system.

**General Conduct**

Tutors are expected to be punctual and mentally prepared to work with students prior to their appointments. Although the Centre for Writers acknowledges that tutors are students themselves and thus subject to the same stresses as their clients, it is disconcerting and discourteous to the client to have a tutor act as if they are tired, stressed, or distracted.

**Cell Phones**

Tutors must turn their cell phones **off** whenever they are in the C4W office out of courtesy to clients. Clients will also be advised to turn off their cell phones.

**Dress Code**

Tutors are asked to dress professionally when on shift. Please avoid wearing clothes that are short/tight, overly casual (sweatpants, ripped jeans), have phrases or logos, show a lot of
cleavage, etc. Men and women of all ages and backgrounds come to the C4W and the Centre does not want to make anyone uncomfortable – neither staff nor clients.

**Allergies**

Both tutors and clients are asked to respect their fellow C4W users’ allergies or tolerance levels for food, scents, etc. Because some members of the C4W staff have perfume/scent allergies, tutors are asked to refrain from wearing perfume, cologne or other strong-scented products (hairsprays, scented oils, etc.). If a client comes in wearing strong perfume or cologne and the tutor is not comfortable sitting with the client, the tutor can either advise the client not to wear perfume on their next visit or ask that the client’s appointment be moved to another tutor.

**Computer Use**

All Centre for Writers tutors will have user access to laptops in the office. The Centre for Writers expects tutors to use these computers in a professional manner. Tutors are not allowed to download any software or media files not already installed on these computers. Tutors should not save their own work or their clients’ work to the hard drives on these computers as the files will be removed. The C4W will only sign out laptops for C4W workshops or other related activities.

**Photocopier Use**

The photocopier is **for office use only**. Due to copyright regulations, tutors are not allowed to photocopy any print materials (or portions of print materials) in the office, including for client use except when leading writing groups. Tutors are not allowed to use the photocopier for personal copying. If tutors need copies of C4W handouts, they can direct clients to the webpage where they are available.

**Skulletor**

Skulletor is the C4W’s unofficial mascot. He resides on the windowsill behind C4W-1 reception. Skulletor gets hungry from time to time. If you find yourself enjoying the C4W’s candy and tea, please be sure to feed Skully.

**Ethical Issues or Conflicts of Interest**

**Comments and Neutrality**

Tutors should always be careful not to make emphatic/one-sided comments or judgment calls as even the most benign comment could come back to cause problems for the Centre for Writers. Tutors must absolutely refrain from making comments about a specific instructor: e.g. “I don’t know why your instructor marked you down for that paragraph. That’s crazy.” Or “I had that professor. She’s tough.”

Tutors must also avoid making comments or passing judgment on instructor assignments, even if an assignment seems unclear. Rather than say “This assignment makes no sense” or even “I see why you’re confused” a tutor should try to be more diplomatic: e.g. “I too am not sure exactly what your instructor is asking for here.” Always tell the student to approach their instructor for clarification on assignments or on marking rubrics.
Tutors should also avoid making overall judgment calls on students’ papers. Even saying “yeah, that’s a nice paper” can be dangerous. Tutors must never tell a client what grade they would give the paper if they were marking it or try to guess what grade the instructor will give. Occasionally, a student who is frustrated with an assignment or upset over a grade might start to make inflammatory comments about an instructor. It is up to the tutor to be completely neutral in this type of situation.

The Centre for Writers does not want tutors to be forced to back up their comments should the student choose to challenge a grade or to make a formal complaint against their instructor. Nor does the Centre for Writers want to see an instructor come into the office angry because they have been maligned.

Lastly, tutors must refrain from discussing their appointments in the C4W while tutoring is going on. Other clients do not need to hear the details of your last session. In case of situations that require a second opinion, discretion is necessary.

Clients come to the C4W expecting professionalism, which includes discretion and utmost confidentiality inside and outside the C4W.

Clients in Need of Counseling
All students experience periods of high stress and extreme fatigue during their academic programs. Sometimes tutors will work with a student that is feeling overwhelmed and burnt out by coursework, concerned about maintaining a certain GPA, or concerned about passing a course at all. These academic pressures can be compounded by other emotionally distressing situations or crises.

If a tutor suspects that a client is under extreme academic pressure or a client indicates that they are at a breaking point (e.g. making comments like “Maybe I should just quit school”), the tutor should avoid making specific recommendations as to the client’s academic program (e.g. “You could still withdraw from that course”). The tutor can recommend that the client talk to an academic advisor in their program or discreetly refer the client to the Student Distress Centre or Student Counseling Services on campus.

If a tutor suspects that a client might be in extreme emotional distress, they must make a note in the online client report form and click on the box that will send an email to the Administrative Assistant. Tutors should also immediately notify the Administrative Assistant or the Academic and/or Administrative Director.

The Centre for Writers has copies of a pamphlet outlining the services offered by UofA Counseling and Clinical Services on hand in the office – these pamphlets are free for clients to take. Tutors are required to familiarize themselves with this pamphlet at the start of the term.

Issues of Academic Integrity and Conflicts of Interest
Clients are not allowed to bring in take-home exams, legal documents, or any assignment written by someone else (e.g. a classmate’s or friend’s paper). If a client brings in any of these
types of documents, the tutor must tell the client that they are unable to assist with the
document and notify the Administrative Assistant.

If a tutor perceives any potential conflict of interest with a particular appointment (e.g. the tutor
is teaching or working as a TA for the course the client is enrolled in), they should notify the
Administrative Assistant as soon as possible so that another tutor can take that client.

If a tutor suspects that a client has plagiarized someone else’s work, it is important to determine
as far as possible whether the work is in fact someone else’s and, if so, whether the plagiarism is
accidental or deliberate. Tutors must make a note of any suspicion of plagiarism in the online
client report form for that session.

The scheduling system allows for the client report forms to be emailed directly to someone – if
there is something you think the Administrative Assistant or the Director should be aware of, please
send a copy of that report form by email.

**Outside Editing and Tutoring**

Tutors are NOT allowed to work with clients outside of their scheduled hours or offer tutoring
or editing services to clients outside of the Centre for Writers. While the C4W understands that
tutors might occasionally work with their friends or become friends with students they meet
through the C4W, tutors are not allowed to meet with clients in a tutor/client or editor/client
capacity outside of the C4W office or other designated settings (e.g., workshops).

If clients ask a tutor for additional help outside of the C4W or persist in trying to talk to the
tutor outside of his or her work hours, the tutor is welcome to state firmly that he or she
cannot offer help outside of a normal appointment and is asked to notify the Administrative
Assistant, who, in turn, may notify the Director. At no point should a Centre for Writers tutor
solicit or receive payment for tutoring a client or editing a client’s work outside of the office or
normal shift hours. Tutors should never give personal information (last name, email, phone
number, etc.) to clients.

**Privacy and Personal Information**

**Contact Sheet**

At the start of each term, the Administrative Assistant will compile a staff contact sheet that will
be placed in an easily accessible location should tutors need it.

**Protecting Information**

At no time will the Centre for Writers release tutors' personal contact information to clients or to
the public. Clients are not allowed to contact tutors outside of an appointment or to request
additional time with tutors beyond the allotted one hour per week. Please note that a tutor’s
University of Alberta email account may be available to clients through the general online
campus directory. If a client tries to contact a tutor through their personal University of Alberta
address, the tutor is asked to notify the Administrative Assistant immediately.
The Centre for Writers will not list tutors’ last names on the website or on the WCOntline schedule. Tutors are free to choose what information they would like to include in their online bios (although no offensive or off-subject information will be allowed).

Any information tutors divulge about their medical history, family situation, or financial situation will be kept confidential.

**Security and Emergency Planning and Procedures**

**General Policies and Procedures**
The Centre for Writers will strive to schedule a minimum of two tutors to work at any one time in addition to reception cover. If for any reason neither Dr. Moussu nor the Administrative Assistant is present, the tutor at reception is the point of contact.

There is a stocked *First Aid Kit* in C4W-1 in the metal supply cupboard for use if necessary.

Tutors are also asked to tell the Administrative Assistant at the start of term if they have any chronic conditions or severe allergies which could cause them to experience an episode or medical emergency while on shift.

**Security and Theft Prevention**
All C4W doors lock when closed and can be opened with a key or key code. The Centre for Writers office doors can only be unlocked using a specific code. These codes will only be given to the Administrative Assistant, the Director, Writing Studies instructors and full-time support staff, tutors, and cleaning and maintenance personnel (as required). The door codes will be updated each term.

All C4W laptop computers are secured to the desk.

The C4W cannot accept responsibility for personal belongings left unattended in C4W offices for any period of time.

Staff members and clients are advised not to leave valuables – especially personal laptops – in the C4W offices, even if they are leaving for a short period of time.

**Points of Contact in the Office**
The person covering reception is the first point of contact in the Centre for Writers. However, if a Director and/or the Administrative Assistant are present, they may elect to take charge of a situation. If neither of the Administrative Assistant or a Director is present, the person at reception is in charge of the C4W and is responsible for dealing with any issues in an effective manner. An email or a note describing the problem or situation must be sent to the Admin Assistant right away.
Emergency Contacts

Emergency contact numbers are posted around the Centre for Writers offices.

<table>
<thead>
<tr>
<th>Fire, Police or Ambulance</th>
<th>911 or Fire Pull Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Security:</td>
<td>780.492.5050</td>
</tr>
<tr>
<td>C4W-1, Main Office:</td>
<td>780.492.2639 / 2-2639 campus phone</td>
</tr>
<tr>
<td>Dr. Moussu’s Campus Phone</td>
<td>7803492.9582</td>
</tr>
<tr>
<td>C4W-2:</td>
<td>780-492-7322</td>
</tr>
<tr>
<td>Women’s Studies Office</td>
<td>780.492.1192 / 2-1192 campus phone</td>
</tr>
</tbody>
</table>

The department closest to the Centre for Writers is Women’s Studies Office in 1-17, next to C4W-2. The Department of Philosophy is located one floor above, and the Department of Linguistics is located on the fourth floor.

In case of a fire, medical emergency or potentially violent/life-threatening situation, call 911 and follow the procedures outlined below.

In case of disruptive or alarming behavior or a potential security risk, follow the procedures outlined below and phone Campus Security if necessary.

Fire Procedures

If a fire starts in or near one of the Centre for Writers offices:

1) Call 911 immediately from the nearest accessible phone or, if possible, leave the office, turn left and use the fire pull station on the wall. If you are in Room 1-42, the closest fire pull station is right next to the north door. If you are in Room 1-23, the closest fire pull station is next to the door to the main stairwell.

2) Follow the evacuation procedures outlined below.

If the fire alarm sounds – or if you have spotted a fire and sounded the fire alarm:

1) All individuals present in the C4W office must leave the building immediately through the nearest accessible exit in a calm and orderly fashion. DO NOT waste time packing up personal belongings or trying to back up your work.

2) There are two exits in Room 1-42: the main door and an emergency door across from the administration desk. There is one exit from Room 1-23.
Building exits are as follows:
1) The door at the far north end of the hallway (closest to Room 1-42).
2) The northeast door to the right of the entrance to the Senate Office and up the stairs.
3) The back (west) door of the building – go to the main stairwell, up the steps and outside.
4) The southeast door (go through Women’s Studies – the door is just past the student lounge).

Once you are outside, gather in the front courtyard and wait for further instructions. Do not leave unless given permission to do so by the Fire Warden.

There is a fire extinguisher in the hallway outside the Centre for Writers office. However, the fire extinguisher can only be used if: a) the fire is small enough to be easily extinguished; and b) the user has taken a Fire Extinguisher Training course. Your priorities are to call 911 and leave the building.

The person covering the main desk in C4W-1 is the Fire Warden for Assiniboia Hall’s accessible entrance. The Fire Warden is responsible for the accessible entrance (located at the North end of Assiniboia Hall, just to the left of C4W-1) and this means that they must remain at that entrance to ensure that no one re-enters the building if there is a fire or fire drill.

1) Instruct all persons in C4W-1 to leave their items and make their way to the closest exit (main back door, accessible exit or exit near the Senate).
2) Grab the red fire warden helmet (you don’t have to wear it)
3) Close the door behind you as you leave C4W-1
4) Check to see that C4W-2 is empty and close the door behind you
5) Make your way to the accessible exit and head outside
6) Stand near the exit to ensure no one enters until told it is safe to do so.

Medical Emergency Procedures
If an individual in the Centre for Writers office experiences a medical emergency:
1) Call 911 immediately from the nearest accessible phone or if you are unable to so do, alert the Administrative Assistant, the tutor covering reception or the tutor nearest to you.
2) First aid should only be administered by a person or persons with proper certification – or in consultation with a 911 dispatcher.
3) The Administrative Assistant will designate one person to stand outside Assiniboia Hall and direct emergency personnel to the C4W office.

1) All other individuals in the office must remain calm and follow instructions if given.

Disruptive Behavior or Security Risk Procedures
If an individual in the Centre for Writers office exhibits disruptive behavior or is otherwise making the people around him/her uncomfortable:
1) Notify the person at reception.
2) The Director, Administrative Assistant, or the tutor at reception (depending on who is present) will attempt to get the individual to either
i. Calm down, or
ii. Leave the C4W office and the building.

3) If the individual refuses to leave, the Director, the Administrative Assistant or the tutor at reception will advise the individual that staff will have to telephone Campus Security.

4) Campus Security must be notified about any incident that occurs, no matter what the outcome.

All other individuals in the office must remain calm and follow instructions if given.

If the individual leaves the premises:
1) The tutor at reception should phone Campus Security to report the incident.
2) If the Director or Administrative Assistant were not present when the incident took place, they should be notified as soon as possible.
3) Staff members and clients are advised to leave the office in pairs or groups.

If the situation escalates or the individual will not leave the premises:
1) Any C4W staff member should call Campus Security
2) C4W staff should leave the building if they feel threatened, if possible

If the staff member dealing with the disruptive person is unable to access a phone, any staff member who can leave the office – either through the main door or through the emergency door – must do so as quickly and discreetly as possible and either a) phone Campus Security from their cell phone or b) go to another office and ask staff members to contact Campus Security.

**If an individual enters the Centre for Writers office with a weapon or pulls out a weapon during a confrontation:**

1) The Director, the Administrative Assistant or the tutor at reception will comply with any requests the individual makes. All other individuals in the Centre for Writers office must try to remain calm and follow any requests the individual makes.
2) **ANY** staff member who is able to leave the C4W should go to the nearest office and call 911.

These policies have been reviewed and modified throughout the operational years of the Centre for Writers.

Should you have any concerns, suggestions or questions about the policies stated in this handbook, please do not hesitate to inform the Administrative Assistant, Dr. Lucie Moussu, or the Administrative Director.