



SERVICE PRACTICUM

HANDBOOK 2024 - 2025

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INTRODUCTION TO SERVICE PRACTICUM

COLUMBIA'S MISSION

The mission of Columbia Bible College is to *equip people for a life of discipleship, ministry, and leadership in service to the church and community*. The College seeks to affirm students' gifts and equip them for effective ministries in their homes, churches, and communities.

One key way the college equips students with skills and competencies for their future work and calling is through our emphasis on integrated learning.

INTEGRATED LEARNING

Integrated Learning at Columbia focuses on helping students make connections across the range of experiences within their education, both in and outside of the classroom. Extending Columbia's emphasis on practical theology, Integrated Learning programs use practical experience and reflective assignments to help students develop skills, relationships, and experience so they can faithfully navigate the complex world in which they live. The two main components to Integrative Learning are Service Practicum and Internship. Both of these experiences provide opportunity for students to practice key areas of learning in their program major and overall Columbia education.

SERVICE PRACTICUM OBJECTIVES

The Service Practicum course is required for all first and second year students at Columbia Bible College. Each semester that a student registers for nine or more credits, they will also be registered for Service Practicum and complete service hours alongside of their studies.

The objective of the Service Practicum program are:

- To provide meaningful service in practical ways with the hope of developing a servant's heart in students
- To provide a variety of service opportunities compatible with students' interests, gifts, study focus and life goals
- To help students discover a personal sense of purpose, develop confidence in personal gifts and abilities while testing possible career/ministry options
- To help students recognize the value of serving others and the importance of commitment, punctuality and communication
- To challenge students to grow in understanding of the benefits of mentorship and evaluation
- To assist, advise, supervise and evaluate students in their service experiences
- To gain an appreciation for and become committed to loving and serving God through loving and serving others
- To become more aware of the many possible opportunities for service found in the church and community
- To learn to analyze experiences in Service Practicum for areas of strength and weakness and identify areas for growth
- To begin to translate their experiences in the classroom to their experiences in the workplace

SERVICE PRACTICUM PROCESS

The Service Practicum process will give both students and supervisors helpful insight into how SP placements are set up and the expectations of the SP program.

REGISTRATION

Students in one-year programs need to complete two Service Practicum courses (EXPL 101 and EXPL 102). Students in two- or four-year programs are required to complete four levels of Service Practicum (EXPL 101, 102, 201 and 202).

Full-time students should plan to complete one Service Practicum level per semester. Part-time students should complete one SP level for every 15 academic credits completed. Students planning to complete a BA program are encouraged to finish their four levels of SP before starting their third year for the following reasons:

- Progression in Service Practicum will correlate with your academic progression
- If for any reason you must withdraw or fail to receive credit for a level of SP, you will have sufficient time to complete the level before graduation
- All levels of Service Practicum must be complete before beginning Internship in your third or fourth year.

ORIENTATION

The Service Practicum process begins with students attending Orientation during orientation week, either the first week of September or January. Students enrolled in SP II, III, and IV are not required to attend

orientation, but they are always welcome in order to remind themselves of the various expectations and to be aware of changes in the program. At the orientation, students will learn how to set up their Service Practicum placements, and learn all of the expectations to complete this course.

SERVICE FAIR

The Service Fair is an event that occurs in September only (usually the Monday following the first week of classes). The Service Fair invites all churches and organizations that are interested in hosting a Service Practicum student to come, set up a display, and be available for introductory conversations and to make arrangements for students to serve.

The Service Fair is the best way for organizations to have direct contact with students, and to share their mission and needs with them. It is designed to help students select the placement best suited to their interests by exposing them to a wide range of opportunities.

The Service Fair will typically host 30 or more organization representatives visiting our campus. All first-year students are required to attend, ensuring organizations will have plenty of opportunity for connection. Registration for the Service begins in May. Spaces are limited. If you would like more information about the Service Fair, please contact our department.

AGREEMENT FORMS

Once a student has a firm idea of a placement to complete their service hours at, they should confirm this with the placement supervisor/contact person. Following this confirmation, both the Supervisor and the

Student will complete the Agreement Forms. Supervisors can find the online form on the Columbia website. Students will fill out the form through MS Teams assignment. Service hours cannot begin prior to receiving and approving these two forms. The completion of these forms accounts for 10% of the student's final grade.

PLACEMENT SERVICE HOURS

Service Hours

Each student enrolled in Service Practicum will complete a minimum of 20 service hours per semester. The goal is for students to participate in service concurrent to classroom learning, which is why we prefer students to complete the 20 hours with about 2 hours a week for 10 weeks. If the placement has a different approach, please submit proposal to Director of Integrated Learning for approval.

Mid-Semester Check-In

Each student is responsible to schedule a mid-semester feedback meeting with their supervisor (when the student has completed about 10 hours). Questions for this meeting will be provided by the Director of Integrated Learning and there is no submission of answers required. The feedback is meant for the student to implement into their service for the remainder of the semester. The student will use this experience for their reflection paper and supervisors will report if this meeting happened in their final evaluation.

Supervisor Evaluation

Supervisors will be responsible for completing an online evaluation for each Service Practicum student they oversee. A link to the online form will be provided. This evaluation contributes to 50% of the student's grade.

Absences

Students are responsible to communicate with their supervisor of absence, whether that be a requested absence or due to sickness or other circumstances.

SEMINAR

All Service Practicum students are required to attend the Service Practicum Seminar, usually held about mid-way through the semester. The seminar represents one class-time commitment (75 minutes) and the goal is to invite the students into interactive group reflection regarding their service hours. Attendance and participation at the SP Seminar accounts for 20% of the student's final grade.

REFLECTION PAPER

All Service Practicum students are required to write a reflection paper at the end of the semester to summarize their experience at their placement and to reflect on all they have learned in the context of Christian service. The Reflection Paper accounts for 20% of the student's final grade.

GENERAL GUIDELINES

When it comes to Service Practicum opportunities, the sky is the limit. In the greater Fraser Valley, through local churches, para-church and other community organizations, there are too many service opportunities to mention. Ultimately, we want to help you find a placement that is most meaningful and fulfilling for your God-given individual strengths and preferences. In addition to the criteria already mentioned, here are some further guidelines to bear in mind when choosing your placement.

Students can either choose from suggested placements or create a specific Service Practicum placement of their choice. Before making your choice, consider the following:

Pray that God will lead you into the exact service placement He wants for you. Be willing to obey God and trust Him for the right ministry — not the one your parents want, your friends want or even the one you want.

Personalize your service experiences according to your own aspirations, interests, talents, strengths, academic program and vocational goals. Don't choose a placement because of peer pressure, convenience, or familiarity. Choose a placement because it is meaningful and beneficial for you personally.

Consider choosing two different Service Practicum placements over the course of the two years if you are not sure where God is leading you. Or, if you have a clear sense of God's leading, chose one placement in which you can serve for two years or even lead into an internship in your 3rd and 4th years.

All Service Practicum Placements must:

- Be a volunteer and not a paid position
- Give an opportunity to work with or for people in a field that is of interest to the student

- Have a supervisor who is not a relative or a current Columbia student and is able to oversee, offer guidance, provide accountability, and give evaluation of the student at the end of each semester

Your Placement should continue for a full academic year (September through April). Any Winter semester changes to your Fall SP placement must be discussed with and approved by the Integrated Learning Team in advance (see Change Procedure).

If you are involved in Quest, Outdoor Leadership, a sports team or other groups which involve trips or other extended absences, choose your placement carefully so as not to experience scheduling conflicts later in the semester.

Off-campus placements are our preference. We desire students to seek out opportunities to broaden their experience and skill base and, most often, these are found in the community through local churches, para-church, or other community organizations. However, there are many valid service opportunities here on campus and, if it would enhance and develop the student's educational experience, then we would consider such a placement.

Some on-campus options are:

- Commuter Assistant (CA)
- Commuter Host (CH)
- Student Ambassador (SA)
- Vespers Team Leader or Member
- Chapel Team Leaders
- Chapel Design Team
- Travelling Ministry Team
- Holy Grounds Barista
- Metzger Collection Assistant
- Admissions Team
- Development Assistant

- Library Assistant

Other positions may also qualify – consult with the Integrated Learning Team for approval. Please note: some of these positions have a quota which will be filled on a first come, first accepted basis.

LOCATING A SERVICE PRACTICUM

While you are responsible to locate an approved SP placement and contact the Supervisor, Integrated Learning staff are available to help provide suggestions and information on numerous placements. To assist you in your search, several resources have been developed and made available to SP students:

Service Practicum Webpage — Information about Service Practicum is available on the Integrated Learning webpage on Columbia’s website. This information includes an Organization Posting Board with specific information on a variety of suggested opportunities with organizations who are familiar with our Service Practicum course and have requested volunteers.

Service Fair — A Service Fair is held every fall. Approximately 25-35 representatives from local churches and organizations come to campus to provide students with specific information about service opportunities. The Fair is designed to help you select a setting that is best suited to your interests by exposing you to a wide range of opportunities. Attendance for SP I students is required and all other SP students are encouraged to attend.

In addition to the Service Fair, you may want to look for opportunities online by searching for organizations in the area who serve a demographic or are involved in an activity in which you are interested.

You may also try to find a placement by ‘word of mouth’ — that is, ask other students in your program of study or with similar interests what they have done for Service Practicum.

You may even already be involved in some kind of volunteer service. Columbia strongly encourages continued commitment to those placements and generally allows you to use it as a Service Practicum placement. You may also already know of or had contact with an organization or volunteer placement in the community that you would like to be involved with. Feel free to be involved where you want in the community as long as it fits within the Service Practicum guidelines and furthers your educational experience. If you are unsure if a placement qualifies, please contact the Integrated Learning Team.

Once you have identified a placement that is of interest to you, you should contact the organization, complete a volunteer application if they require it and arrange an interview. You may need to explain to your potential supervisor what the Service Practicum course is all about and what the duties of a Supervisor would be. Please provide potential Supervisors with this manual, which can be found on the Columbia website.

You should also discuss what your job description and responsibilities will be throughout your SP period as well as whether there is any information or training needed and/or provided for the position.

SERVICE PRACTICUM POLICIES

CHANGE PROCEDURES

As previously mentioned, you are expected to maintain the same service placement throughout the academic year (both Fall and Winter semesters.) However, under certain circumstances, a change may be approved.

Change of Position Within an Organization

Changes in your SP within the same organization may be allowed under some circumstances. Permission for this must be gained from your Placement Supervisor. Once permission has been given, it must be properly processed through the Integrated Learning office by following the Change Process.

Change of Organization

On rare occasions, a change in placement organization may be considered for extenuating circumstances after the end of the fall semester. Advance approval from the Integrated Learning Team is required in order to make this type of change. Once the student has gained approval, she or he must follow the Change Process to complete the change.

Change of Supervisor

It is the student's responsibility to ensure that the Integrated Learning Team is notified of any change of Supervisor at the student's placement organization by following the Change Process described.

Change Process

- Where necessary, discuss with and obtain permissions from Placement Supervisor and/or Integrated Learning Team as stated above.

- Complete the Student Agreement Form and ask your new Supervisor to complete the Supervisor Agreement Form online.

PRIOR SERVICE EXPERIENCE

While it is Columbia's assumption and desire that all students will be involved in the formal Integrated Learning process while at CBC, we do recognize that a small number of people come to CBC as mature students with significant ministry/service experience. Those students are welcome to apply for Prior Service Experience exemption for Service Practicum credit. To qualify, students must be at least 25 years old and have been involved in continuous ministry/service experience prior to coming to Columbia. Contact the Director of Integrated Learning for more information.

THE ROLE OF THE SUPERVISOR

Supervisors are the key to a successful Service Practicum. Supervisors are asked to help students apply what they have learned in the class (theory) to real-life situations (practice). They are asked to give students direction, support and feedback regarding the progress of the service. Regular contact throughout the course of the semester will facilitate this.

If you desire students to serve with you in your organization, you, your staff and/or other leaders may also complete a Placement Posting form, available online. These opportunities are posted on an online board, which contains specific information on current SP opportunities for students. These local organizations may or may not be represented at the Service Fair.

SERVICE FAIR

The Service Fair provides your organization with a personal opportunity for direct contact with students, to share the mission and needs of your organization with them. It is designed to help students select the placement best suited to their interests by exposing them to a wide range of opportunities. The Service Fair, which typically hosts 30 or more organization representatives visiting our campus, is held once every year early in the Fall semester.

Registrations begin in late April or early May and can be made online. Spaces are limited. If you would like more information about the Service Fair, please contact our department.

QUALIFICATIONS

A Supervisor will:

- Be in a position to observe and directly supervise the student's service (an indirect

supervisor may be permissible in certain circumstances)

- Be approved by the Integrated Learning Department
- Understand and support the Service Practicum course
- Be accessible and available for individual contact, informal or formal mentoring and accountability
- Take the role seriously and seek to develop a meaningful relationship with each student they supervise
- Limit themselves to four-six CBC students under their direct supervision
- Be unrelated to the student

RESPONSIBILITIES

A Supervisor should:

- Be available to meet for a mid-semester feedback meeting with each Service Practicum student they oversee
- Be willing to supervise for a full academic year (September through April)
- Keep an accurate record of the student's attendance/hours and performance
- Communicate appropriately with the student(s) and/or Integrated Learning Department concerning pertinent issues (service or personal)
- Encourage, motivate, and pray for and with the student where appropriate
- Evaluate honestly and objectively the student's SP involvement by completing an online evaluation form at the end of the semester

RISK MANAGEMENT FOR INTEGRATED LEARNING

INTRODUCTION

This handbook is designed for use by students, organizations, supervisors, and Columbia Bible College (CBC) staff involved in the various Integrated Learning courses offered at CBC.

This handbook provides a risk management resource that will help conduct Integrated Learning experiences responsibly and to assist in the reduction or prevention of incidents to students, persons receiving service, organizations, third parties and CBC.

CBC desires to provide students and organizations with the necessary information to reduce risks related to the injury of service recipients, CBC students, other staff or volunteers of the organization, personal or organizational property, and CBC.

CBC further desires to inform organizations of their responsibilities regarding the involvement of CBC students in organized programs and to protect CBC from liability regarding student involvement in the community through Integrated Learning courses.

Responsible risk management is essential to provide a safe learning environment for students, and a profitable service to organizations and service recipients.

Risk management is not a one-time event. It is a process of adapting in response to changing circumstances. This process ensures that the Integrated Learning courses at Columbia Bible College will be regularly evaluated.

While the risk management information presented in this Handbook draws from the risk

management practices used by other post-secondary institutions and organizations, it is designed specifically for the Integrated Learning courses at Columbia Bible College.

Columbia Bible College desires that all organizations discuss and develop good risk management and liability policy and procedures. The Columbia Bible College Integrated Learning Department will provide organizations with the necessary information about risk management to benefit organizations in development of good risk management policy and procedures. Resources used to prepare this manual are listed at the end.

LIABILITY

OVERVIEW. Columbia Bible College and organizations involved in Integrated Learning programs at CBC have various legal and moral obligations. [Volunteers can be] personally liable when they fail to perform a duty and cause a loss or injury. Organizations may also be liable if their actions contributed to an incident. But organizations may be liable even if they did nothing wrong. Under the concept of vicarious liability, an organization may be held liable for the action of a volunteer if the volunteer was under the control and direction of the organization and acting within the scope of his or her responsibilities when the incident occurred. For these reasons, it is very important that volunteers and organization clearly agree on volunteers' roles and responsibilities, and the organization's policies and procedures. (The People's Law School, 2000, p.7)

Therefore:

- Be aware.
- Train all staff and volunteers to provide safe service.
- Protect and advocate for those receiving service.
- Responsibly care for Columbia Bible College students.
- Maintain an environment of safety for all.

Due to the wide variety of Integrated Learning activities in which students participate, there are varying levels of risk, depending on the specific activity, and conditions at the time of the involvement.

DEFINITIONS

Incident, for the purposes of this handbook, is when an activity, as part of the Integrated Learning courses at Columbia Bible College, results in loss or damage.

Risk is the possibility of suffering harm or loss; a danger. It is also a factor, thing, element, or course involving uncertain danger; a hazard (American Heritage Dictionary, 2000). Risk, in Integrated Learning, can involve personal injury and negatively affect mental, social, financial, ministry, business, and public relation aspects of the institution and the organizations involved.

Risk Factors are those elements that contribute to the likelihood of an incident occurring.

Risk Management, in the context of Integrated Learning at CBC, is “the formal process by which an organization establishes its risk management goals and objectives, identifies and analyzes its risks, and selects and implements measures to address its risks in an organized fashion” (Mihalynuk and Seifer, 2003, p. 1). “It includes an ongoing and complex process of evaluating and minimizing inherent, enduring organizational risks — in this case, those of the

academic institution, students, community agencies, community members and others involved in the service learning experience” (Mihalynuk and Seifer, p. 1).

Liability, for the purpose of Integrated Learning, is something for which a person or organization has legal responsibility or obligation.

SEXUAL ETHICS

Columbia Bible College holds to the highest standards of integrity in the exercise of power in relationships. In particular, the area of professional sexual ethics should be given careful consideration.

The Role of Power

All relationships, professional or personal, involve a power imbalance of one sort or another. Imbalance in power is caused not just by a person’s position of authority or leadership but also can be influenced by the person’s age, gender, culture, educational level, etc. in relation to the other person. A power imbalance in a relationship is not abnormal nor negative. But it must be handled with wisdom and care to avoid any abuse of power. Handling power well means maintaining healthy boundaries in relationships. Setting and keeping healthy professional boundaries is always the responsibility of the person with greater power.

Service Practicum typically places the student in the role of both leading and being led. The Practicum Supervisor is in a position of power over the student while the student may also be in a position of power over those they serve. Thus, the student is in a place where they could both abuse and be abused. Consequently, precautions should be taken. Students should:

- Be aware of the Risk Factors
- Be aware of whom you have power over & who has power over you

- Know & follow your organization's Risk Management Policy
- Maintain appropriate professional boundaries in language, emotional engagement, physical environment, body contact and thought life

Maintaining Boundaries

Often, misuse of power in a professional relationship starts gradually and escalates. Much like the proverbial frog in the pot of boiling water, it is easy not to recognize the danger until it is too late. Maintaining appropriate professional boundaries means recognizing and avoiding the Risk Factors. Risk Factors may be, but are not limited to, some of the following:

Environmental Risk Factors

- Meeting with someone of the opposite sex in a secluded and private area on or off the work site (e.g., a windowless room with the door closed)
- Meeting with someone of the opposite sex in an inappropriate and non-professional location (e.g., candle-lit restaurant, parked car, etc.)

Physical Risk Factors

- Unnecessary touching
- Hand holding
- Hugging
- Kissing

Emotional Risk Factors

- Giving of personal gifts
- Intimate sharing of personal issues
- Frequent contact outside of the professional environment

Language Risk Factors

- Comments, positive or negative, about body or appearance
- Dirty jokes
- Sexualized comments, texts, emails, etc.

Mental Risk Factors

- Sexualized thoughts
- Pornography

Reporting

In the event that a student witnesses or experiences sexual harassment or other abuses of power from someone at the Service Practicum site, the student should bring this to the attention of the Supervisor. Should the offender be the supervisor, the student is encouraged to report the situation to the IL Associate.

HIGH RISK PLACEMENTS

Integrated Learning students are involved in a number of service areas through Service Practicum volunteer placements and Internship leadership training placements. Some of these placements may be considered high risk depending on the setting, responsibilities of the student, and the precautions set in place by the organization.

High Risk placements include, but are not limited to:

- Youth work in churches, para-church organizations, and community youth services
- Day care or preschools
- Counselling services for pregnancy centres, addiction facilities, recovery centres, counselling agencies, and crisis lines
- Community, church, and para-church children's programs
- Community support in senior's facilities, services for people with disabilities, prison visitation, chaplaincy services
- Public and private education services in elementary, middle, secondary, and post-secondary institutions

- Church ministries in the area of Sunday school, pastoral assistance, care groups, study groups, visitation, worship, youth, families, and janitorial services
- Office assistance in the area of research, relief, or data entry
- Missions in the area of overseas or North American trip leadership or participation, local mission agencies, random acts of kindness, street ministry
- Outdoor leadership in the area of guiding, trip leadership, skill instruction
- Camp ministry in the area of skill instruction, cabin leadership, program directing, maintenance, food services, and administration

MANAGING RISK

Safety for the Student

It is important to take time to survey the Service Practicum site and evaluate on the basis of "Is the Service Practicum site safe"? The following are some questions to consider:

- When working with children/youth/persons with special needs, is there adequate visibility; are there always at least two adults in the room?
- When in a counselling situation, are you working with someone of the same gender? If not, are there precautions in place so you can maintain confidentiality and still be visible to others?
- Do you walk to your placement at night alone? Do you have access to a telephone? Do you arrive to or leave an unoccupied site?
- When doing activities are you taking all necessary precautions to minimize risk?
- When you drive others, do you consider that you are responsible for their safety?

- When on a hike, do you consider and prepare for all possible dangers?
- Do you and the people you are serving know the emergency procedures, fire exits, or other safety procedures or devices at your Integrated Learning site?
- If you suspect abuse of a child or other vulnerable person, do you know whom to call? Do you know what your responsibility is?
- If doing water sports, is there a certified lifesaver present?
- Do you have the proper training or qualifications to do your position?
- If you are doing any heavy lifting, repetitive tasks or working with hazardous materials, is there appropriate training and resources provided by the site managers?

Reducing Risk for the Organization

Insurance is only one way to manage risk and there are often limits to coverage. Taking steps to reduce risk is the best way to manage risk.

Here are some things to consider:

- What things at your site could be potential risks?
- What is the probability that something will go wrong?
- What is the seriousness of the risk?
- What can be done to lower the risk or even eliminate the risk?
- Do you need to consider eliminating activities or doing repairs to minimize risk?
- Define roles and responsibilities of key personnel and implement reporting procedures during emergencies.
- Implement safety procedures.
- Post emergency services and contact numbers.

Texas A & M University has developed an Event Planning Matrix for event planning and risk management (Texas A & M University Department of Student Affairs, 2001).

SPECIFIC GUIDELINES

Guidelines for the Organization

An organization is defined as the supervising agency, church, public or private institution, or business that agrees to taking on a CBC Integrated Learning student.

Organizations must provide a safe and risk-free working environment for students (e.g. making sure students are not alone with children/youth, doors are open or rooms have windows, all safety precautions have been taken for high risk activities, etc.).

Organizations must provide students with the necessary information regarding the organization's functions, policies, and purpose, so the student is well aware of the reason for their placement.

The organization must provide the Integrated Learning Department and the involved student with a job description outlining the responsibilities and expectations of the CBC student.

Organizations must provide CBC students with reliable, competent, and qualified supervision.

Organizations are responsible to properly interview and select qualified and appropriate CBC students for their positions. CBC will only provide services as a connecting agency for students and organizations.

Organizations must ensure that students have the necessary qualifications, training and ability level for the positions (e.g. if a student is serving as a climbing instructor, they must have the necessary training/certification required).

Organizations must provide the student with the necessary information, orientation, training, supervision, and resources required for the position.

Organizations should ensure that the student is given a viable and challenging learning opportunity that is appropriate to the student experience.

CBC strongly recommends that organizations discuss liability issues related to having CBC students volunteer for the safety of the organization, the student, and those receiving the service. Consider the potential risks to the organization, the student, and service recipients.

Organizations should ensure that appropriate insurance covering all activities is obtained and maintained. Check that volunteers obtain and maintain appropriate insurance for their activities (e.g. car insurance).

Organizations should anticipate and prevent accidents before they occur by developing safety procedures and ensuring they are carefully followed.

The college is not responsible for costs related to organizational requirements. CBC encourages organizations to cover costs related to the service assignment. If the organization is unable to cover expenses, this must be negotiated with the student before the start of the service assignment.

If students are required to have emergency training (first aid, outdoor leadership certifications, etc.) for their volunteer position, this must be made clear to the student before they begin. Any cost related to gaining or renewing certification is the responsibility of the student or organization.

CBC recommends that organizations require a criminal record check for all students working with children, youth, or persons with special needs.

If a criminal record check or training is required of the student, it must be clearly indicated on the application form and the organization should be willing to cover any related costs. (e.g. reimburse student expenditures).

CBC recommends organizations use written application forms, reference checks, personal interviews for volunteers, and signed volunteer agreements.

Organizations should keep accurate and up-to-date information on all Service Practicum students. This information should be kept confidential and secured.

Guidelines for the Supervisor

A supervisor is the person who has been identified to the College as having responsibility to oversee and evaluate the CBC student.

All supervisors should read and be familiar with the guidelines for a supervisor as outlined in the Service Practicum Supervisor Manual.

Supervisors should be available to the student for supervision and encouragement throughout the semester. For Service Practicum this relationship is informal; for Interns, it is a formal mentoring relationship.

CBC encourages that supervisors develop appropriate relationships with the students and encourage them in their participation in their specific service placement, schoolwork, employment, and personal lives.

Supervisors should inform the student of cancelled assignments in advance if possible.

Service Practicum supervisors are expected to be honest in evaluation and provide adequate follow-up when assessing progress and addressing concerns.

CBC recommends that supervisors be of the same gender as the student. Where this is not possible, please ensure another leader, who is of

the same gender as the student, is involved for mentoring.

Supervisors should strive to resolve any concerns that may arise in the student's relationships with supervisors, coworkers, service recipients, or other leadership. Integrated Learning staff should only become involved if the concerns persist.

CBC expects supervisors to respect the confidentiality of student's personal information and encourage students to respect necessary confidentiality of their placement.

Supervisors should ensure that when working with children/youth, CBC students should have another adult present.

CBC requires that students only mentor others of the same gender.

Guidelines for the Student

The student refers to any Columbia Bible College student enrolled in Service Practicum or Internship. The following are guidelines for the student:

Students must follow the guidelines for the Integrated Learning process as stated in the Service Practicum Student Handbook or the Student's Internship Manual.

All students must have adequate medical coverage upon acceptance at Columbia Bible College. Students are responsible to ensure they are covered during the entire time of their program at CBC. If medical information is required for any placement, it is the responsibility of the student to provide it to the organization; CBC will not divulge any personal medical information about the student. Please see the CBC Application Package for more information.

Students are expected to respect the confidentiality of Columbia Bible College, the

organization, other staff or volunteers, and service recipients.

Students are expected to inform and discuss with their supervisors all concerns about their placement, responsibilities, and situations. If necessary students should also discuss concerns with Integrated Learning staff.

Integrated Learning staff should be informed of all critical or emergency situations if the student is involved. Please see Emergency Procedures for more information.

Students should be open and honest at their placement from the beginning and seek honest feedback from supervisors and Integrated Learning staff.

Students are responsible to inform supervisors of anything that might hinder their ability to serve (disabilities, medical conditions, phobias, etc.).

Students must follow the expectations, guidelines and responsibilities as outlined by the organization.

Students in the Outdoor Leadership program at CBC have specific risk management and liability regulations for the profession. Students must abide by the risk management procedures and regulations as outlined in Columbia Bible College Outdoor Leadership Manual and Risk Management for Outdoor Programs: A Guide for Students Enrolled in British Columbia (Province of British Columbia, 2003). OL Students will have access to these manuals through their program directors. Students in this program must ensure that if they are in a Integrated Learning placement related to outdoor leadership that their organization and supervisor have access and knowledge of the guidelines. Students must not work beyond their education, training, or certification level.

Guidelines for Columbia Bible College

The Integrated Learning department will serve as an information centre and coordination site for Integrated Learning opportunities.

The Integrated Learning department will ensure implementation of risk management policies and procedures.

Integrated Learning staff will give final approval for high-risk activities.

The Integrated Learning staff will communicate risk management policies and procedures for Integrated Learning courses to students and organizations.

Integrated Learning staff will keep record of incidents related to Integrated Learning experiences.

Columbia Bible College will ensure that documentation is kept safe and confidential.

GUIDELINES FOR SPECIFIC SITUATIONS

Caring for Children

When caring for children, organizations and students must use a high level of care as the students and organization have received the trust of the parents/guardians to provide supervision and safety for the child in that context. It is the duty of the organization and students to:

- Supervise: protect from harm; amount of supervision required will depend on the age of the child and the context of the activity.
- Not abandon: continue caring for them until they are safely in the care of another person, specifically their parents or appointed guardian.
- Not use excessive force: some degree of force may be needed to protect the child or other people from the child, but should only

be used as a last resort and only with prior knowledge and training in proper procedures. Force should never be used for disciplinary reasons.

- Not attract them to danger: Keep them in a safe place, away from dangerous objects or situations.
- Report child abuse: "In British Columbia, any person who has reasonable grounds to believe a child has been or is being abused by a family member, employee, volunteer or other person must report those suspicions to a child protection social worker" (The People's Law School, 2000, p.5). If abuse is suspected, contact the Child Protection Offices in the area. If the child is in danger, contact the local Police, then the Child Protection Office (BC Ministry of Children and Family Development: TOLL FREE 310-1234)

(This information was adapted from The People's Law School, 2000, pp. 2-7)

Providing Services to Adults with Special Needs

Vulnerable adults with special needs may be seniors, persons in medical care, or persons with disabilities. The responsibilities of the organization and students are the same as the duties outlined for children. Three other duties apply:

- Accommodation: all reasonable efforts must be made to accommodate a person with a disability into a program or service normally available to the public.
- Consent: Speak directly to a person with disabilities, do not make assumptions about their wants or needs, and ask the person first before consulting parents or caregivers.
- Confidentiality: keep personal information private; information should not be released to anyone without permission (see your organization's procedures for details).

(This information was adapted from The People's Law School, 2000, pp. 7-8)

Giving Advice

Students may be in placements that require them to give advice, such as counselling, crisis lines, or even youth work. Students and organizations should be aware that if they provide bad information or advice, they could be held liable for the damage that results. Students required to give advice should be properly trained by the organization or through required prior education or experience before giving any advice.

(This information was adapted from The People's Law School, 2000, p. 8)

OTHER POLICIES & PROCEDURES

Communication

Open, frequent, and clear lines of communication are key to risk management. Organizations and students are able to contact the Integrated Learning Department should any questions, concerns or emergencies arise in the course of the Integrated Learning experience.

If a student is concerned about a service recipient, he/she should contact the supervisor; if necessary, the student should also contact Integrated Learning staff and any other appropriate authority (e.g. police).

If a student is concerned about a supervisor, that student should contact the Service Integrated Learning office. The Integrated Learning office will assist the student in contacting a higher level of authority in the organization.

If a supervisor is concerned about a student, they should contact the appropriate Integrated Learning office (Service Practicum or Internship).

If a student or supervisor is concerned about Integrated Learning staff, they should contact the Academic Dean at Columbia Bible College.

Orientation

Supervisors

A Supervisor's Manual for Service Practicum is provided for Supervisors.

Students

CBC will provide students with information related to their requirements for Integrated Learning courses. Organizations are responsible for orientation related to the specific requirements and responsibilities of the position. Service Practicum students complete an orientation class in which risk management will be discussed during their first semester of Service Practicum.

Supervision

CBC will provide the administrative supervision for information, coordination of placements and students and course management.

Organizations are responsible to provide students with adequate, involved on-site supervision. CBC requires that supervisors meet with students at least twice each semester to challenge and encourage the student.

Transportation

Transportation to and from placements is the responsibility of the student; Integrated Learning is considered an off-site class and CBC is not responsible for transportation for Integrated Learning assignments. Some organizations may choose to provide transportation; this must be arranged with the student.

Students are responsible to ensure their transportation (whether provided by the organization, themselves, or others) is safe and reliable. Students, who walk to assignments or

take public transportation, should take necessary precautions to ensure their health and safety.

CBC does not encourage the use of student vehicles to transport people for the organization. In the event that students must use personal vehicles or a vehicle provided by the organization, it is the responsibility of the organization to ensure the driver has adequate insurance and the appropriate driving requirements. Organizations and students should screen drivers, follow safety precautions, develop and implement procedures for all drivers, ensure all vehicles are safe, and provide guidelines for passenger behaviour.

Insurance

Worker's Compensation Board

In some situations, organizations may apply to the Worker's Compensation Board to have volunteers included as workers for the purpose of on-the-job injuries. If the application is accepted, the volunteer will receive the same coverage as a regular employee.

If an organization is unable to get coverage from the Worker's Compensation Board, volunteers may be able to have coverage through the organization's general insurance policy or through additional personal insurance.

For specifics on your situation, please contact the Worker's Compensation Board for detailed information.

Columbia Bible College

Columbia Bible College will carry adequate and current liability insurance to protect the institution, the institutions' employees, students, and agents. This includes coverage for allegations of negligence on the part of the students while acting within the scope of their duties as they pertain to the school programs.

Organizations

Organizations should ensure they carry adequate and current liability insurance to cover all employees, volunteers (including CBC students) and service recipients.

EMERGENCY PROCEDURES

EMERGENCY CONTACT INFORMATION

Police / Fire / Ambulance Emergency
9-1-1

Other Emergency Services

Abbotsford Police Department (non-emergency) 604-859-5225
1-800-898-6111
or text ABBYPD (222-973)

Abbotsford Fire Department (non-emergency)
604-853-3566

Abbotsford Regional Hospital
604-851-4700

Child Protection Services (Abbotsford)
604-870-5880

Ministry of Children and Family Development
604-870-5888

Kids Help Phone
1-800-668-6868

Crime Stoppers/TIPS
1-800-222-8477

Abbotsford Emotional Crisis Centre
604-852-9099

Poison Control Centre (Abbotsford)
1-800-567-8911

Fraser Valley Pregnancy Centre
604-856-9151

* Note: all services are those in the Abbotsford area. For outside Abbotsford please consult the front page of the phone book for local emergency numbers

Columbia Bible College Campus Assistance
604-853-7010

FIRE

All Fires must be reported immediately. CALL 911.

If you discover a fire:

- Activate the fire alarm.
- Notify the Fire Department: Call 911.
- Fight the fire, only if it is small, using a fire extinguisher (See instructions below).
- Assist children or persons needing assistance to a safe area.
- Report details to fire department officer.

If you hear the fire alarm:

- Notify the Fire Department: Call 911. Tell them what you know (e.g. alarm is going and tell them whether you see smoke/flames or not).
- Evacuate the building(s).
- Fight fire only if it is small (See instructions below).
- Report details to Fire Department Officer.

Fire Safety Tips:

Keep low to the ground where there is more fresh air.

Feel the door for heat. If the metal knobs or door are hot, do not open the door. Go to a window and call for help. Do not jump from heights.

If you are able to exit your room, close the door behind you, pull a fire alarm if you pass one and go to the predetermined roll call location.

DO NOT use elevators to exit a building.

Directions for using a fire extinguisher:

- **Pull:** Pull the pin.
- **Aim:** Always aim at the base of the fire using the nozzle provided.
- **Squeeze:** Activate the fire extinguisher by squeezing the handle.
- **Sweep:** Move from side to side in a sweeping motion, watching to make sure flames do not start up again. Break up any clumps of burnt materials to ensure the fire is fully extinguished (back away from the fire when it has been put out).

INJURY

In the event of serious injury to the student, other staff/volunteers, or service recipients, the student should:

Call 911 immediately IF:

- the person is unconscious;
- has trouble breathing; has chest pain or pressure;
- is bleeding severely;
- appears to have been poisoned;
- has injuries to the head, neck or back;
- has had a seizure (prolonged);
- has fallen (from considerable height).

Give the following information:

- Your full name & status
- Nature of emergency
- Exact location of emergency.

Next Steps:

- Send someone to meet the ambulance & show them where to go.
- Notify your supervisor and parent or guardian if necessary.
- Follow emergency procedures of the organization.

- Contact the Student Development Office and the Integrated Learning Department if a CBC student is injured or affected) by calling Campus Assistance.
- Complete any necessary paperwork for the organization (incident reports, etc.).
- Complete a CBC incident report online.

In the event of a non-serious injury to the student, other staff/volunteers, or service recipients, the student should:

- Obtain the necessary medical assistance (Call 911 for emergencies).
- Follow guidelines of the organization.
- Notify your supervisor.
- Complete any necessary paperwork for the organization (incident reports, etc.).

MOTOR VEHICLE ACCIDENT

In the event of a car accident the student should:

- Call 911 for all emergencies.
- Contact your insurance provider if there is damage to vehicles.
- Contact CBC if a student is unable to return to campus, is hospitalized, or unable to attend classes due to injury or other situations related to the accident.
- Give appropriate notification to Student Development staff and faculty.
- Follow any guidelines in place for the organization.
- Complete any necessary paperwork for the organization (incident reports, etc.).

- Complete a CBC incident report online.

HOSPITALIZATION

If a student requires hospitalization, students should use the following guidelines:

Follow emergency procedures above.

- Notify your supervisor and follow guidelines of the organization.
- Contact CBC to inform them of your situation.
- Complete any necessary paperwork for the organization (incident reports, etc.).
- Complete a CBC incident report online.

FOLLOW-UP

Follow up is an important step after an incident occurs. In the event of an incident, students should notify the Integrated Learning Department and their supervisor. The situation should be discussed and steps be put in place to lessen the chance of that situation happening again. Integrated Learning personnel, and other CBC staff or faculty, are available to meet with supervisors and students if necessary.

Students have access to counselling and wellness services through the Student Care and Career Centre at CBC. Counsellors are able to provide referrals if necessary.

RESOURCES

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Understanding Sexual Abuse by a Church Leader or Caregiver. Mennonite Central Committee, 2011.

Volunteer Vancouver. City of Vancouver. www.volunteervancouver.ca

Thanks to Multnomah Bible College for allowing us to adapt their ministry experience handbook to our Service Practicum needs at Columbia Bible College.

WHO WE ARE

Integrated Learning is the department at Columbia Bible College that oversees both the Service Practicum and Internship programs.

Service Practicum is the practical field education component in which all students in their first and second year participate.

Internship is the practical field education component completed by all BA graduates in their third and/or fourth.

CONTACT US

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