The BYU Center for Service and Learning

Supporting the Mission and Aims of Brigham Young University

Community Service Provider
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Service Coordinators

For questions about the information provided in this packet, please contact:

**Rebecca Smoot**  
*Service Coordinator*  
Phone: 801-422-4681  
Email: rebecca_smoot@byu.edu

**Theodore Okawa**  
*Service Coordinator*  
Phone: 801-422-1904  
Email: theodore_okawa@byu.edu
Welcome Letter

Congratulations on becoming part of the BYU Center for Service and Learning, one of the largest student-led service organizations in the world! Each year over 23,000 BYU students participate in meaningful service opportunities in their local community, contributing over 126,000 hours of service. Learning to serve instills in their hearts and minds a desire to give lifelong service while here at BYU and as they “go forth to serve” following graduation. Due in large part to BYU student volunteer efforts, Provo has been named the top volunteer city in America for the last ten years.

As a Community Service Provider (CSP), you have a unique opportunity in leadership development, civic engagement, and personal meaning. Through working with BYU student volunteer program directors, and directly with BYU student volunteers, you are able to demonstrate and develop skills that will help them serve as catalysts and leaders in volunteerism and service. Over 90% of former BYU student volunteers report that they continue to serve in the types of service post-graduation that they were involved with at BYU. Continuing to serve and to lead contributes to service throughout the world, and your introduction to service and investment in these students pay huge dividends as students begin, grow, lead, and continue in civic engagement.

Through volunteering their time and talents, you will see the passion, energy, and enthusiasm of BYU student volunteers. They will bring creativity and caring to your organization, and significant changes will occur as they discover the meaning of service through their opportunities in your organization. They will learn to love others, communicate more effectively, organize, motivate, recruit other volunteers, reflect on their experiences, and many other valuable skills and attributes. On a more personal level, they will discover individual motivations for service, something students refer to as the “Y-Serve process.” Discovering why they serve impacts how they serve, a process of personal discovery that generates change, learning, and excitement as they serve in your organization.

Your main role as a CSP is to ensure that BYU student volunteers have safe, selfless, respectful, and meaningful experiences at your community service sites. The BYU Center for Service and Learning will focus on recruitment, training, and reflection for the student leaders and student volunteers. Collaboration and communication are key components in maintaining a mutually beneficial relationship. This packet of information, regular interactions, trainings, and events will serve to provide you with the resources and support to maximize the benefits of working with BYU service volunteers.

We congratulate you on this exciting opportunity to work with BYU student volunteers, and invite you to contact us for any help, feedback, or assistance!

Sincerely,

Casey Peterson, Director
BYU Center for Service and Learning
COMMUNITY SERVICE VOLUNTEER PROVIDER AGREEMENT

This Community Service Volunteer Provider Agreement (the “Agreement”) is between Brigham Young University, a Utah nonprofit corporation and institution of higher education (“BYU”), through BYU’s Center for Service and Learning, and _______________ , a charitable community service provider (“CSP”).

Whereas CSP needs volunteers in order to achieve its charitable aims; and

Whereas BYU, through its Center for Service and Learning, desires to provide its students with opportunities for charitable, community service; and

Whereas it is the desire of both parties to protect and shield BYU from any potential liability that could possibly arise from BYU’s activities of helping CSP find volunteers;

Now Therefore, BYU and CSP agree to the following:

The parties agree that BYU’s sole purpose pursuant to this Agreement is to help put potential student volunteers in contact with potential community service providers; and as such, the parties agree that potential student volunteers are not agents of BYU, neither in the volunteers’ dealings with the CSP, nor in the volunteers’ dealings with and service to CSP’s intended charity beneficiaries. BYU agrees to:

1. Advertise on BYU’s campus the value and importance of community volunteer work. Included within this advertising work, BYU will provide its students with information regarding CSP and regarding the fact that CSP represents a charitable, community service opportunity for BYU students.

2. Attempt to provide the names of potential volunteers to various community service providers, including CSP, by promoting, publicizing, recruiting, and referring student volunteers to CSP by engaging in the following specific activities:
   a. Providing access to the BYU Center for Service and Learning community calendar;
   b. Providing a brief description of the CSP’s activities in the Center for Service and Learning’s Volunteer Solutions listings;
   c. Providing access to the Center for Service and Learning bulletin board postings.

3. Provide potential volunteers and CSP with information about volunteer fairs and other pertinent Center for Service and Learning and campus events.

CSP agrees to:

1. Maintain communication with the BYU Center for Service and Learning by:
   a. Keeping this document current; and
   b. Notifying the Center for Service and Learning of address, email, phone and contact person changes.

2. CSP agrees to indemnify, defend, and hold harmless BYU and any of BYU’s employees, agents, officers, or trustees for and against any and all claims, suits, or damages, including reasonable attorneys fees, which might arise against BYU for any of BYU’s acts or omissions pursuant to this Agreement or pursuant to BYU’s relationship with CSP.

3. During the term of this Agreement, CSP shall keep in full force and effect a general liability insurance policy or program of self insurance in the amount of $1,000,000 per occurrence and $3,000,000 in the aggregate which shall extend to the activities contemplated under this Agreement, covering both BYU and BYU student volunteers. Upon request, CSP shall provide BYU proof of coverage. Failure by CSP to maintain the required level of insurance coverage continuously in effect shall be grounds for immediate termination of this Agreement.

4. Ensure that the volunteer assignment(s) will not displace employed workers or impair existing contracts for services.

5. Ensure that volunteers receive appropriate training for all technical and safety aspects of their assigned volunteer work.
COPY of Legal Agreement

6. Ensure that student volunteers are kept in line of sight of a supervisor at all times unless the volunteers have passed a background check to CSP’s standards and as administered by CSP. The parties further agree that background checks, if required at all, are the responsibility of CSP.

7. Provide student volunteers with a safe, respectful learning environment and an orientation which informs student volunteers of potential risks.

8. So that BYU may continue to find volunteers for community service providers, CSP agrees to inform BYU of any concerns involving student volunteers in a timely manner.

In the event that any notice or communication is required pursuant to this Agreement, the parties shall contact the following representatives at the indicated name, phone number, mail address, and email address:

BYU Contact: ___________________________ Email Address: ___________________________

Mail Address: ___________________________ Phone number: ___________________________

CSP Contact: ___________________________ Email Address: ___________________________

Mail Address: ___________________________ Phone number: ___________________________

This Agreement shall continue in effect for a period of two years from the last date of signature by either of the parties. However, this Agreement may be terminated by either party for any reason or no reason at all by sending notice to the contact person listed above for the other party. In the event that either of the parties terminates this Agreement, the indemnity and insurance obligations of CSP shall survive the termination.

Nothing in this Agreement shall be construed to create among the parties a partnership, joint venture, fiduciary, or principal and agent relationship, or to impose upon either party any obligations for any costs, losses, debts, or other obligations incurred by the other party.

This Agreement constitutes the entire agreement of the parties. All other communications or promises between the parties are superseded by this Agreement.

In Witness Hereof:

For BYU

Signature: ___________________________ Date: ______________

Printed: ___________________________ Title: ___________________________

AND

For CSP

Signature: ___________________________ Date: ______________

Printed: ___________________________ Title: ___________________________
Relationships & Resources

Below is a diagram that describes the relationship between your needs as a Community Service Provider (left) and some of the resources (right) that you have access to through your designated Y-Serve Program Director.

Y-SERVE PROGRAM DIRECTORS

- Recruiting, Retention, Reflection, Training & Orientation, Statistics
- BYU Rooms, Booths, Service Fairs, Events, Catering, etc.
- Letters of Collaboration
- Y-Serve Website, Social Media, Newsletter, Service Fairs, etc.
- VMT Training, Annual Luncheon, Reflections

End Goal: Meaningful Service

Volunteers
BYU Facilities
Support for Grants
Marketing
Networking
The BYU Center for Service and Learning, or Y-Serve, is dedicated to providing meaningful service opportunities for every student.

The University allows our Community Service Providers access to young, bright-minded and enthusiastic students with various skills sets and from diverse backgrounds. Because we are a University, there is a high student volunteer and student leader turnover rate from year to year with the bulk of our volunteer resources being concentrated during the Fall and Winter Semesters. Despite this challenge, we work diligently every year to provide adequate training to maintain communication and access to the resources you need year round.

Y-Serve has two full-time BYU staff members, Community Service Coordinators, who will be a consistent point of contact for you from year to year. They are available to talk with you concerning any legal or other matters that may arise. Two Y-Serve offices located on the BYU Campus are also staffed with competent Office Assistants who can assist you.

Our Service Year is divided into three semester time periods: Fall, Winter, and Spring/Summer. Your Program runs during some or all of these semesters.

During each of these semesters, we will provide you with volunteer student leaders called Program Directors who will work closely with you and other community organizations to assist you in the management, recruiting, planning, staffing and reflection events of your organization and/or BYU program. They will be in contact with you throughout the semester.
We understand that you and your program may have various needs throughout the year. As such, we want to ensure that you have access to the information and resources you need to be successful. Below are lists of individuals to contact if you have questions or concerns.

### Program Directors:
- Do you need more volunteers?
- Do you need to train your student volunteers?
- Do you need to schedule events for your program?
- Do student volunteers need transportation to/from activities?
- Do you have changes or additions to the logistics of your program events?
- Do you want to hold reflection meetings regarding the service that was provided, etc. with student volunteers?

### Individual Volunteers:
- For verification of information regarding Background checks

**Note:** *The majority of your contact off-site with BYU student volunteers should be done through your Program Directors*

### Office Staff:
- Do you need to get the contact information for your Program Director?
- Do you want to know about other Y-Serve service opportunities?
- Do you need more information and/or dates regarding Y-Serve events?
- Do you need to advertise a service opportunity through Y-Serve media?

### Service Coordinators:
- Do you have questions about your “Community Service Provider Agreement?”
- Do you need to discuss information regarding Grant Letters of Support?
- Have there been changes in your organization’s administration?
- Have there been any changes to the legal requirements of your program?
- Have there been any other changes in the type/frequency of the service the student volunteers will be doing?
- Do you need to connect with or use BYU campus resources?

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**Contact List**

<table>
<thead>
<tr>
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<th>Email Address</th>
</tr>
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<tbody>
<tr>
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<td>801-422-4681</td>
<td><a href="mailto:rebecca_smoot@byu.edu">rebecca_smoot@byu.edu</a></td>
</tr>
<tr>
<td>Theodore Okawa</td>
<td>801-422-1904</td>
<td><a href="mailto:theodore_okawa@byu.edu">theodore_okawa@byu.edu</a></td>
</tr>
<tr>
<td>Y-Serve Offices</td>
<td>801-422-8686</td>
<td><a href="mailto:centerforservice@byu.edu">centerforservice@byu.edu</a></td>
</tr>
</tbody>
</table>

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“Our mission is to provide every student with a meaningful service opportunity. We seek to instill in the heart and mind a desire to give lifelong service.”