



Volunteer Management Policy

With thanks to Sport BC for the template.

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A. Planning

1.0 Value of Volunteers

- 1.1 Paddle Alberta has adopted the Canadian Code of Volunteer Involvement (see Appendix one) and therefore relies on the efforts of volunteers to provide its services and support its mandate. We value their involvement and appreciate their hard work. Volunteers have a right to be treated respectfully and with sensitivity to their particular strengths, capabilities, limitations and needs.

2.0 Purpose of volunteer program

- 2.1 The volunteer program empowers volunteers, ensures their effectiveness and provides appropriate recognition to them in exchange for their time, talents and skills. The volunteer program provides volunteers with the skills needed to perform their duties.

3.0 Screening Standards

- 3.1 To ensure a mutually beneficial experience for volunteers and the organization and the safety of participants, all potential volunteers will be screened before they can be accepted and placed within the organization. Ongoing screening through supervision, evaluation and feedback ensures high standards in our volunteer program. Specific screening procedures, including implementation procedures for recurring volunteers, will be dependent on the particular position and will be outlined in the position's Terms of Reference (see Appendix two).
- 3.2 Any volunteer who is deemed unsuitable, or for whom there isn't a match may not be placed or may be referred to a more appropriate placement.
- 3.3 Records of the screening measures will be maintained in the volunteer's personal file.

4.0 Insurance

- 4.1 Liability and accident insurance have been purchased for all volunteers engaged in activity for the organization. The organization does not guarantee that coverage will be applicable or sufficient in all situations. Volunteers may wish to contact Paddle Alberta or their personal insurance carrier for further information.

5.0 Harassment and Abuse policy

5.1 Harassment and/or Abuse in any form are strictly prohibited and may be grounds for termination as a volunteer. Refer to the Harassment Policy¹ Appendix four for more information.

B. Recruitment

6.0 Wellness Health

6.1 Paddle Alberta acknowledges its obligation to provide a safe environment for all volunteers, participants and staff. A volunteer who cannot carry out regular duties effectively or safely may be (temporarily) reassigned until other work is available or (temporarily) suspended from his/her volunteer duties.

6.2 Paddle Alberta recognizes that persons with an (chronic) illness or disability may wish to engage in as many pursuits as their condition allows, including volunteer work. As long as these volunteers are able to meet the organization's performance standards and medical evidence indicates that their condition is not a threat to themselves and others, these volunteers are welcome in our organization.

6.3 Paddle Alberta will treat all health information confidentially and will only disclose information about a volunteer's health status where there is informed consent from the volunteer or a legal obligation to do so.

6.4 Prior to acceptance as a volunteer or, thereafter if required, volunteers may be requested to submit a written medical statement acceptable to Paddle Alberta attesting to their ability² to carry out their volunteer duties.

7.0 Term of Service

7.1 All volunteer positions have a designated term of service, as defined in the position's Terms of Reference. Extensions or renewals of terms of service will be reviewed and discussed with volunteer and staff at the conclusion of the term of service.

8.0 Internal candidates

8.1 Volunteers who wish to transfer from one program to another (or one position to another) if required, may undergo additional screening measures as outlined on the position Terms of Reference prior to starting in a new position.

² Abilities may refer to physical and/or emotional and/or psychological attributes

9.0 Minors

- 9.1 Volunteers under the age of 19 must provide a signed letter of consent from a parent or legal guardian, before undergoing certain screening measures³.

10.0 Application Form

- 10.1 All potential volunteers must complete an Application Form and Authorization for Collection of Personal Material prior to being considered for a position.

11.0 References

- 11.1 All potential volunteers may be required to submit personal and/or professional references as part of the application form process prior to acceptance as a volunteer. Potential volunteers are requested to provide signed consent giving the organization permission to contact the provided references.
- 11.2 A trained person will conduct the reference checks in accordance with the Reference Check procedures as detailed in the [Supervisor's handbook] (see Appendix four).
- 11.3 If requested, the organization may provide a reference on behalf of the volunteer. Volunteers who leave the organization may request a letter of reference upon their departure.

12.0 Police Checks

- 12.1 A police records check may be used as one of the screening tools. If required, potential volunteers must sign a consent form (see Appendix five) for requesting a police records check. Only relevant offences⁴ found in the Identification Data Bank attainable through the Canadian Police Information Centre (CPIC) will be checked. Potential volunteers may also be screened for offences that occurred outside of Canada, which would be considered an indictable offence under the laws of Canada had the offence occurred in Canada. Refer to the Police Records Check Procedure (see sample in Appendix six) as outlined in the [Volunteer Supervisor's handbook].

³ Pertains to "High Risk" screening measures such as, but not limited to, written medical statements, high-risk interview questions, and in-home evaluations/visits.

⁴ Sport Organizations should be aware that regular police records checks only review convictions. Searches can be done for charges, pardons and "police records" but additional paperwork must be completed by the applicant.

13.0 Interviewing

- 13.1 As part of our organization's comprehensive screening program, all volunteers will be interviewed to determine suitability and interest for the position sought. Interviews will be conducted by a designated person or persons and may be conducted by volunteers and/or staff.

14.0 Volunteer Unsuitability

- 14.1 Our organization practices a fair and respectful selection process. Volunteers are assessed on their suitability for a placement within the organization. Paddle Alberta reserves the right to not accept a volunteer's services if there is not a suitable placement.
- 14.2 If a volunteer is not suitable for a placement within the organization, the administrator of volunteers will call or send a letter indicating that the organization does not have a position available.

15.0 Placement

- 15.1 Only when the initial screening process has been satisfactorily concluded will the volunteer be notified of official acceptance.

C. Orientation and Training

16.0 Code of conduct

- 16.1 All volunteers are required to agree to be bound by the applicable volunteer code of conduct (see Appendix eight) and abide by the letter and spirit of the organization's policies.

17.0 Accountability / lines of communication

- 17.1 Each volunteer assigned to a position has a volunteer or staff supervisor. The supervisor is responsible for day-to-day management and involving the volunteer in all relevant events and communications relating to their position, program or the organization as a whole.
- 17.2 If a volunteer has a concern regarding his/her supervisor or the flow of information he/she can bring this to the attention of another appropriate representative of the organization.

18.0 Authority

- 18.1 Prior to any action or statement that might significantly affect or obligate the organization, volunteers should seek prior consultation and approval from

appropriate staff or supervisor. These actions may include, but are not limited to, public statements to the media, lobbying efforts, collaborations or joint initiatives with other organizations, or any agreements involving legal, financial or contractual obligations.

- 18.2 Personal opinions expressed by volunteers of the organization that are not endorsed by the organization may not appear on official letterhead, nor be presented in such manner that it appears to represent the organization's opinion.

19.0 Absenteeism, leave of absence, substitution

- 19.1 Volunteers are expected to perform their duties on a scheduled, punctual and reliable basis. When unable to meet their commitments, volunteers need to inform their supervisor as far in advance as possible so that alternate arrangements can be made.
- 19.2 Volunteers may request a fellow volunteer to substitute, provided this volunteer has been screened and trained for the same position. Prior approval of the coordinator of volunteers is required.
- 19.3 Volunteers who take a leave of absence of more than {3 months} may be rescreened conforming the current screening guidelines for new volunteers.

20.0 Car use

- 20.1 All volunteers who transport participants or others relating to Paddle Alberta events or business in their own vehicle, are required to submit a copy of their driving abstract, driver's license and evidence of appropriate insurance⁵ before beginning their volunteer assignment, and on an annual basis thereafter.
- 20.2 Volunteers will only drive clients in an insured and properly maintained vehicle. Volunteers will at all times obey all traffic regulations⁶ and abstain from driving under the influence of alcohol or drugs or under any other kind of impairment (health/exhaustion).

21.0 Confidentiality

- 21.1 Volunteers are expected to respect and maintain the confidentiality of information about participants, volunteers and staff gained through the role or presence as a volunteer within our organization.

⁵ Special Excess Third Party Legal Liability APV212 provides additional coverage for officers, employees and volunteers while operating their vehicle on behalf of the organization.

⁶ If driving children: By law, drivers must ensure that all infants and children are properly secured in certified child restraint systems. Never place a child or an infant restraint in front of an air bag. All children under 12 should be properly restrained in the back seat of the vehicle.

21.2 Information gained through the volunteer role within our organization is strictly confidential except under the following circumstances:

- There is a legal obligation for staff/volunteers to provide information when required to do so.
- There is an obligation for staff/volunteers to inform the appropriate authorities if there is reason to believe that the safety or well being of participants is at risk.
- Staff/volunteers are required to inform the organization and/or appropriate authorities if there is potential for danger to self or others.

22.0 Conflict of interest⁷

22.1 When a situation of (perceived) conflict of interest occurs, the volunteer shall report this to the staff/supervisor for further consultation.

22.2 Volunteers should be aware of and adhere to the regulations or restrictions imposed on the organization.

23.0 Training

23.1 Depending on the position, volunteers will receive training to carry out the responsibilities of their position. Training will provide the volunteer with specific knowledge, skills and support to perform their role effectively. Training opportunities are outlined in the position's Terms of Reference.

24.0 Grandparenting of new measures

24.1 New policies or amendments to existing policies may be introduced that will affect all volunteers. Current volunteers will be informed of any changes in policies and explained how to comply with the new policies.

D. Supervision

25.0 Reporting obligations

25.1 Accidents, injuries and hazards must be reported immediately and a Critical Incident Form (see Appendix nine) completed and submitted to your supervisor. Incidents include violence, theft, inappropriate behaviour, abuse or any (potentially) unsafe situation.

26.0 Discipline

- 26.1 Volunteers who fail to adhere to the policies and procedures of the organization may face disciplinary action, including dismissal.
- 26.2 The organization believes in fairness and openness and volunteers can expect a commitment to resolving conflict and receiving supportive and constructive criticism.

27.0 Immediate Dismissal

- 27.1 The organization values a collaborative work environment and will attempt to respectfully resolve conflict or problem situations. However, our priorities are the safety and well being of our participants, volunteers and staff and the integrity of the organization. If a volunteer commits a dangerous or harmful act, he/she may be dismissed immediately and without warning.
- 27.2 Grounds for immediate dismissal may include (but are not limited to):
- Gross misconduct or insubordination
 - Committing a criminal offence (theft, assault, vandalism, etc.)
 - Acts of abuse, mistreatment or violence
 - Being under the influence of alcohol or drugs

E. Evaluation

28.0 Evaluation Process

- 28.1 Evaluation is an important part of improving the services of Paddle Alberta. The organization utilizes a systematic and objective evaluation process for all volunteers and staff.
- 28.2 Paddle Alberta has the right to regularly monitor and evaluate the work performance of volunteers. Volunteers have the right to regular feedback and evaluation on their work assignments.
- 28.3 Evaluations (see Appendix ten) take place within three months of starting a placement and then at least once a year. Evaluations are carried out by the staff or volunteer supervisor and conducted one on one. Other formats such as participant surveys may also be conducted.
- 28.4 If disagreement over the outcome of the evaluation exists, volunteers can address a complaint to the organization.

29.0 Grievance / Complaint procedure

- 29.1 Every effort will be made to resolve conflict amicably and cooperatively. Volunteers have the right to address concerns with their supervisor or (in case of conflict with supervisor's supervisor or other staff person) with a designated person within the organization.
- 29.2 Where possible, confidentiality shall be maintained.
- 29.3 A complaint can be made verbally or in writing.

Appendix One

Canadian Code for Volunteer Involvementⁱ

VALUES FOR VOLUNTEER INVOLVEMENT

Volunteer involvement is vital to a just and democratic society.
It fosters civic responsibility, participation and interaction.

Volunteer involvement strengthens communities.
It promotes change and development by identifying and responding to community needs.

Volunteer involvement mutually benefits both the volunteer and the organization.
It increases the capacity of organizations to accomplish their goals, and provides volunteers with opportunities to develop and contribute.

Volunteer involvement is based on relationships.
Volunteers are expected to act with integrity and be respectful and responsive to other with whom they interact.

GUIDING PRINCIPLES FOR VOLUNTEER INVOLVEMENT

Volunteer organizations recognize that volunteers are a vital human resource and will commit to the appropriate infrastructure to support volunteers.
The organizations' practices ensure effective volunteer involvement. The organization commits to providing a safe and supportive environment for volunteers.

Volunteers make a contribution and are accountable to the organization.
Volunteers will act with respect for beneficiaries and community. Volunteers will act responsibly and with integrity.

ORGANIZATION STANDARDS FOR VOLUNTEER INVOLVEMENT

The boards of directors and senior management acknowledge and support the vital role of volunteers in achieving the organization's purpose or mission.

Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.

A qualified person is designated to be responsible for the volunteer program.

A clearly communicated screening process is consistently applied.

Volunteer assignments address the purpose of the organization and involve volunteers in meaningful ways – reflecting their various abilities, needs and backgrounds.

Volunteer recruitment and selection reaches out to diverse sources of volunteers.

Volunteers receive an orientation to the organization, its policies and procedures, and receive training for their volunteer assignment.

Volunteers receive appropriate levels of supervision according to their task and are given regular opportunities to receive and give feedback.

Volunteers are welcomed and treated as valuable and integral members of the organization's human resources.

The contributions of volunteers are regularly acknowledged with formal and informal recognition methods.

Appendix Two
Volunteer Application Formⁱⁱ

* Please list relevant information related to the volunteer position

Legal Surname: _____

Legal First Name: _____

Position Applying for: _____

Address: _____

Residential Telephone: _____ Bus. Telephone: _____

Fax: _____ Email: _____

Occupation & Employer: _____

Employment Experience: _____

Volunteer Experience: _____

Interests, hobbies: _____

Special Skills, languages: _____

Formal Certification (e.g. NCCP, First Aid): _____

How did you hear about this organization? _____

Names and telephone numbers of references:

Former adult age players or parents: _____

Employment related: _____

Volunteer related: _____

Family &/or friend: _____

What are some of your future goals in the recreation or sport field? _____

Providing false or misleading information may prevent you from getting this position, or if discovered later, be cause for dismissal or disciplinary action.

**Certification & Authorization for Collection
of Personal Informationⁱⁱⁱ**

**NOTE: Please read carefully before signing.
This Application is not valid unless signed by the applicant**

I, _____, certify that the information provided in this
(name of applicant)
application and attachments/resume is true and complete. I understand that if any
information in this application or attachments/resume is found to be untrue or
incomplete, my application may be rejected or I may be dismissed in the event that I am
the successful applicant;

and I authorize Paddle Alberta to collect personal information appropriate to the position
applied for concerning my academic background, employment history, and verify the
character references I have supplied.

I understand that the information obtained will be confidential but may be shared with
relevant organizations in order to obtain an appropriate volunteer position.

Day / Month / Year _____

Applicant's signature _____

Appendix three
In the interest of the participants that Paddle Alberta serves, volunteers
commit to observing the following code of conduct.

Volunteer Code Of Conduct

- **Treat everyone fairly** within the context of their activity, regardless of gender, ethnic background, colour, sexual orientation, religion, political belief or economic status;
- Agree to conduct yourself in a manner consistent with the position as a **positive role model**, and as a representative of Paddle Alberta;
- **Follow** Paddle Alberta Constitution, By-Laws and/or Operating Rules of Paddle Alberta or its authorized Leagues;
- **Respect the privacy and dignity** of participants by not divulging confidential information without consent, except where required by law as in the case of suspected child abuse;
- Consistently **display high personal standards** and project a **favourable image** of your sport and of volunteering.
- **Refrain** from **public criticism** of fellow members.
- **Abstain** from and **discourage** the use of **drugs, alcohol and tobacco** products in conjunction with sport.
- **Refrain** from the use of profane, insulting, harassing or otherwise **offensive language** while volunteering.
- Regularly seek ways of **increasing professional development** and self-awareness.
- **Co-operate** with the athletes' **parents** or **legal guardians**, involving them in their child's development.

You must:

- Ensure the **safety** of the athletes with whom you work.
- **Respect** others' **dignity**; verbal or physical behaviours that constitute harassment or abuse are unacceptable.
- **Never advocate** or **condone** the use of **drugs** or other **banned** performance enhancing **substances**.
- **Never** provide **underage** athletes with **drugs, alcohol or tobacco** products.

I agree to abide by the code _____ (Signature of Volunteer)
dated _____.

Appendix four

Harassment

The Paddle Alberta Society wants to provide a harassment-free environment for its members, employees, board of directors, and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. The Paddle Alberta Society will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. “Unwelcome”, for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti or literature or pictures and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

Workplace Violence

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person’s dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

Paddle Alberta Society has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges.

Dispute Resolution

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, Paddle Alberta Society recommends the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the **President/Vice President**. The **President/Vice President** will arrange a meeting between those

- involved in the dispute, to determine a resolution.
- If the **President/Vice President** is unable to resolve a dispute, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute.

Appendix five

Critical Incident Form

Volunteers will report any incident, accidents, injuries or hazards where there was any risk to personal or property safety, or which might lead to a claim against Sport BC's insurance policies including violence, theft, inappropriate behaviour, abuse or any potentially unsafe situation to the supervisor immediately and by completing of the following information:

Date: _____ Time: _____

Name of person completing report: _____

Title: _____ Telephone number: _____

Location of incident: _____

Description of incident:

If applicable, describe the nature/extent of injury or property damage:

Name and contact information of person(s) involved:

Appendix five
Volunteer Position Feedback and Evaluation Form^{iv}

Name of Volunteer: _____

Period covered: _____

Position: _____

Date: _____

1. Position Goals

	Not met		satisfactory		superior
1. _____	1	2	3	4	5
2. _____	1	2	3	4	5
3. _____	1	2	3	4	5
4. _____	1	2	3	4	5
5. _____	1	2	3	4	5

2. Work Relationships

	needs improvement		satisfactory		excellent
a. Relations with other volunteers	1	2	3	4	5
b. Relations with staff	1	2	3	4	5
c. Relations with athletes	1	2	3	4	5
d. Meeting commitments on hours and task deadlines	1	2	3	4	5
e. Initiative	1	2	3	4	5
f. Flexibility	1	2	3	4	5

3. Comments from Minor Director regarding above areas:

4. Comments by volunteer regarding above areas:

5. Most significant achievement during period of evaluation:

Volunteer Position Feedback and Evaluation Form page 2

6. Major areas in which improvements, change or further training would be desirable with description of suggested course of action.

7. Overall how does the volunteer feel about remaining in the position? What change in nature of responsibilities or procedures would improve the ability of the volunteer to contribute to the Softball BC?

8. What are the major goals for the volunteer to accomplish in their position between now and the next evaluation period?

- 1. _____

- 2. _____

- 3. _____

- 4. _____

- 5. _____

9. Scheduled date of next evaluation:

Signatures:

Supervisor: _____ Date: _____

Volunteer (optional): _____ Date: _____
