

Alberta Sport Parachuting Association

Volunteer Management Policy

2020

Contents

Alberta Sport Parachuting Association: Volunteer Management Policy	2
Planning	2
1. Value of Volunteers	2
2. Purpose of volunteer program	2
3. Screening Standards	2
4. Insurance	2
Recruitment	2
5. Health & Wellness	2
6. Term of Service	3
7. Internal candidates	3
8. Minors	3
9. Application Form	3
10. References	3
Orientation and Training	4
11. Code of conduct	4
12. Accountability	4
13. Authority	4
14. Absenteeism, leave of absence, substitution	4
15. Confidentiality	4
16. Training	5
Supervision	5
17. Reporting obligations	5
18. Discipline	5
19. Immediate Dismissal	5
Evaluation	6
20. Evaluation Process	6
Appendix A: Canadian Code for Volunteer Involvement	7
Appendix B: 10 Steps of Screening	10
Appendix C: Volunteer Code of Conduct	11
Appendix D: Volunteer Application Form	12
Appendix E: Critical Incident Form	13
Appendix F: Volunteer Position Feedback and Evaluation Form	14
Endnotes	16

Alberta Sport Parachuting Association: Volunteer Management Policy¹

Planning

1. Value of Volunteers

- 1.1. Alberta Sport Parachuting Association has adopted the Canadian Code of Volunteer Involvement (Appendix A) 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. 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. 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. A police records check may be one of the screening methods used. Signed consent must be provided by the potential volunteer in order to proceed with a police records check. Specific screening procedures will be dependent on the particular position. Screening procedures reflect those of Volunteer Canada's *2012 Edition of the Screening Handbook* (See Appendix B: 10 Steps of Screening).
- 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. 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 Alberta Sport Parachuting Association or their personal insurance carrier for further information.

Recruitment

5. Health & Wellness

- 5.1. Alberta Sport Parachuting Association 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.
- 5.2. Alberta Sport Parachuting Association recognizes that persons with an illness, injury 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.
- 5.3. Alberta Sport Parachuting Association 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.
- 5.4. Prior to acceptance as a volunteer or, thereafter if required, volunteers may be requested to submit a written medical statement acceptable to Alberta Sport Parachuting Association attesting to their ability¹ to carry out their volunteer duties.

6. Term of Service

- 6.1. All volunteer positions have a designated term of service, as defined prior to commencement. Extensions or renewals of terms of service will be reviewed and discussed with the volunteer and staff at the conclusion of the term of service.

7. Internal candidates

- 7.1. 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.

8. Minors

- 8.1. Volunteers under the age of 18 must provide a signed letter of consent from a parent or legal guardian, before undergoing certain screening measures².

¹ Abilities may refer to physical and/or emotional and/or psychological attributes

² Pertains to "High Risk" screening measures such as, but not limited to, written medical statements, high-risk interview questions, and in-home evaluations/visits.

9. Application Form

- 9.1. All potential volunteers must complete an Application Form and Authorization for Collection of Personal Material (see samples in Appendix B) prior to being considered for a position.

10. References

- 10.1. 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.

Orientation and Training

11. Code of conduct

- 11.1. All volunteers are required to agree to be bound by the volunteer code of conduct (Appendix A: Volunteer Code of Conduct) and abide by the letter and spirit of the organization's policies.

12. Accountability

- 12.1. 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.
- 12.2. 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.

13. Authority

- 13.1. 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.
- 13.2. 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.

14. Absenteeism, leave of absence, substitution

- 14.1. 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.

- 14.2. 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.
- 14.3. Volunteers who take a leave of absence of more than {3 months} may be rescreened conforming the current screening guidelines for new volunteers.

15. Confidentiality

- 15.1. 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.
- 15.2. Information gained through the volunteer role within our organization is strictly confidential except under the following circumstances:
- 15.3. There is a legal obligation for staff/volunteers to provide information when required to do so.
- 15.4. 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.
- 15.5. Staff/volunteers are required to inform the organization and/or appropriate authorities if there is potential for danger to self or others.

16. Training

- 16.1. 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.

Supervision

17. Reporting obligations

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

- 17.1.1. In the event of a parachuting related incident, volunteers may be required to provide additional documentation such as a witness statement or AIM report. More information on CSPA AIM reports can be found at <https://cspa.ca/en/aim-reports>

18. Discipline

- 18.1. Volunteers who fail to adhere to the policies and procedures of the organization may face disciplinary action, including dismissal.

18.2. The organization believes in fairness and openness and volunteers can expect a commitment to resolving conflict and receiving supportive and constructive criticism. If disciplinary action is required, refer to our Dispute Resolution and Harassment Policies online.

19. Immediate Dismissal

19.1. 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.

19.2. 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

Evaluation

20. Evaluation Process

20.1. Evaluation is an important part of improving the services of Alberta Sport Parachuting Association. The organization utilizes a systematic and objective evaluation process for all staff and may use it for some volunteer positions.

20.2. Alberta Sport Parachuting Association 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.

20.3. If disagreement over the outcome of the evaluation exists, volunteers can address a complaint to the organization.

Appendix A: Canadian Code for Volunteer Involvement

The Value of Volunteer Involvement

Volunteer involvement has a powerful impact on Canadian society, communities, organizations and individuals.

Volunteer involvement is fundamental to a healthy and democratic society in Canada

- It promotes civic engagement and active participation in shaping the society we want.
- It encourages everyone to play a role and contribute to the quality of life in communities.

Volunteer involvement is vital for strong and connected communities

- It promotes change and development through the collective efforts of those who know the community best.
- It identifies and supports local strengths and assets to respond to community challenges while strengthening the social fabric.

Volunteer involvement builds the capacity of organizations

- It provides organizations with the skills, talents and perspectives that are essential to their relevance, vitality and sustainability.
- It increases the capacity of organizations to accomplish their goals through programs and services that respond to and are reflective of the unique characteristics and needs of their communities.

Volunteer involvement is personal

- It promotes a sense of belonging and general wellbeing.
- It provides the opportunity for individuals to engage according to their personal preferences, interests, skills and motivations.

Volunteering is about building relationships

- It connects people to the causes they care about, and allows community outcomes and personal goals to be met within a spectrum of engagements.
- It creates opportunities for non-profit organizations to accomplish their goals by engaging and involving volunteers, and it allows volunteers an opportunity to connect with and contribute to building community.

Guiding Principles for Volunteer Involvement

Guiding principles keep relationships balanced between organizations and their volunteers by ensuring they are reciprocal. They also help to ensure a commitment to developing and supporting volunteer involvement that benefits both the organization and the volunteer(s).

Volunteers have rights. Charitable and non-profit organizations recognize that volunteers are a vital human resource and will commit the appropriate infrastructure to support volunteer involvement.

- The organization's practices ensure effective volunteer involvement.
- The organization provides a safe and supportive environment for volunteers.

Volunteers have responsibilities. Volunteers make a commitment and are accountable to the organization.

- Volunteers will act with respect for the cause, the stakeholders, the organization and the community.
- Volunteers carry out their involvement responsibly and with integrity.

Standards of Practice for Volunteer Involvement

The standards below are intended to provide guidance, not detailed instructions. Each organization will have to consider how to implement the standards according to its circumstance, while achieving the overall intent of the Code. By adopting the standards, the organization demonstrates a commitment to engaging and supporting volunteers in a meaningful and responsible way.

STANDARD	DESCRIPTION
Mission-Based Approach	The Board of Directors and senior staff acknowledge, articulate and support the vital role of volunteers in achieving the organization’s purpose or mission. Volunteer roles are clearly linked to the organization’s mission.
Human Resources	The organization has an integrated human resources approach that includes paid employees, students and volunteers. Volunteers are welcomed and treated as valued and integral members of the organization’s human resources team. Support for volunteer involvement includes providing appropriate resources.
Infrastructure for Volunteer Involvement	The organization adopts a policy framework and administrative procedures that define and support the involvement of volunteers. The organization has the required resources in place and has designated a qualified individual(s) responsible for supporting volunteer involvement. Standardized documentation, records management practices and procedures follow current relevant legislation.
Evaluation: Tracking, Measuring and Reporting	The organization measures and evaluates the effectiveness of its volunteer involvement strategy in helping to support its mandate. An evaluation framework is in place to assess the performance of individual volunteers and gauge volunteer satisfaction. Standardized documentation, records management practices and procedures track and record volunteer involvement.
Volunteer Roles and Recruitment	Volunteer roles contribute to the mission of the organization and clearly identify the skills and abilities needed. Volunteer roles involve volunteers in meaningful ways that reflect their skills, needs, interests and backgrounds. Volunteer recruitment incorporates a broad range of strategies to reach out to diverse sources of volunteers.

Risk Management	<p>Risk management procedures are in place to assess, manage and/ or mitigate potential risks to the volunteers, the organization, its clients, staff, members and participants that may result from the delivery of a volunteer-led program or service. Applicable Health and Safety protocols are followed. Each volunteer role is assessed for level of risk as part of the screening process.</p>
Screening	<p>The organization has a clearly communicated and transparent screening process in place. It is aligned with the risk management approach and consistently applied across the organization. This may involve a Vulnerable Sector Check when vulnerable populations are involved. See Volunteer Canada’s 10 Steps of Screening.</p>
Orientation and Training	<p>Volunteers receive an orientation to the organization including the policies and practices appropriate to each role. Each volunteer also receives training specific to their role and their individual needs.</p>
Support and Supervision	<p>Volunteers receive the level of support and supervision required for the role and are provided with regular opportunities to give and receive feedback.</p>
Recognition: Valuing Volunteer Involvement	<p>The organization acknowledges the contributions of volunteers using a range of recognition tools and activities that reflect the needs of the volunteer. The value and impact of volunteer contributions are understood and acknowledged within the organization and communicated to the volunteer. See Volunteer Canada’s 2013 Volunteer Recognition Study and PREB.</p>

For more details on implementing each of the Standards of Practice, go to: www.volunteer.ca/ccvi

Appendix B: 10 Steps of Screening²

The *2012 Edition of the Screening Handbook* provides clear guidelines for developing screening policies and practices that reflect an organization's commitment to safe and meaningful volunteer engagement.

For more information, visit volunteer.ca/screening

The Importance of Screening

Screening practices are ongoing and go beyond the selection process. Screening promotes better volunteer matching, improved quality and safety of programs and reduced risks and liability. The 10 steps of screening give clear guidelines for developing screening policies and practices.

Assessment

Identify and assess the risks and essential components of each program and related positions.

Position - Assignment

Write meaningful, complete and accurate position descriptions.

Recruitment

Develop fair and consistent selection systems and include key information about the organization and position in promotional materials.

Application Forms

Request standard information about the applicant and specific information related to the position.

Interview

Develop specific questions and a consistent interview format for each position, with accurate and objective written records.

References

Check references in accordance with predetermined position requirements and comply with legislation.

Police Checks

Assess the risks associated with the position to determine whether or not a Police Check is required. Review information from a Police Check report as it relates to the requirements of the volunteer assignment. Request a Vulnerable Sector Check, when appropriate, and in accordance with relevant legislation.

Orientation and Training

Provide clear information about the mission, values and policies of the organization and the specific tasks, procedures and scope of the position.

Support and Supervision

Provide appropriate support and supervision and offer volunteers the ability to give and receive feedback.

Follow-up and Feedback

Proactively seek feedback from program participants, clients, patients and family members.

Appendix C: Volunteer Code of Conduct

All volunteers are required to agree to be bound by the following volunteer code of conduct and abide by the letter and spirit of the organization's policies.

- Abstain from and discourage the use of drugs, alcohol and tobacco products in conjunction with sport
- Be prepared to do the job assigned to you.
- Work in a spirit of cooperation with other volunteers and officials and do not interfere in any way with their duties and responsibilities.
- Act in a manner that will bring credit to the alpine community and yourself, both inside and outside the competition arena and/or area.
- Be courteous to other volunteers, officials, athletes, coaches and the general public.
- Refrain from the use of threatening, obscene, abusive or vulgar language to other volunteers, officials, athletes, coaches and the general public.
- Treat everyone fairly, within the context of their activity, regardless of a person's culture, colour, ancestry, nationality, age, political beliefs, religion, family status, physical or mental disability, gender or sexual orientation.
- Refrain from public criticism of other volunteers, coaches, officials or athletes.
- Refrain from harassing any individual or engaging in any unwelcome visual, verbal or physical conduct.
- Project a positive and enthusiastic attitude towards the event, the sponsors, supporters and the job assigned, and approach assigned duties with a professional attitude.
- Carry out your duties willingly, fairly and impartially.
- Report for the assigned duty on time, and be well groomed.
- Respect the athlete's dignity; verbal or physical behaviours that constitute harassment or abuse are unacceptable.

Appendix D: Volunteer Application Form³

* Please list relevant information related to the volunteer position

Legal Surname: _____

Legal First Name: _____

Volunteer Position: _____

Primary Telephone: _____ Email: _____

Reference(s) & their contact information: _____

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 Information⁴

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 Alberta Sport Parachuting Association 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 _____

³ Adapted from "Volunteer Screening Model" Ministry of Community, Aboriginal & Women's Services

⁴ From Volunteer Canada's Safe Steps: A Volunteer Screening Process for Recreation & Sport

Appendix E: 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 Alberta Sport Parachuting Association'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 F: Volunteer Position Feedback and Evaluation Form ⁵

Name of Volunteer: _____

Period covered: _____

Position: _____

Date: _____

Position Goals	Not met		Satisfactory		Superior
	1	2	3	4	5
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

Work Relationships	Needs Improvement		Satisfactory		Excellent
	1	2	3	4	5
1. Relations with other volunteers	1	2	3	4	5
2. Relations with staff	1	2	3	4	5
3. Relations with athletes	1	2	3	4	5
4. Meeting commitments on hours and task deadlines	1	2	3	4	5
5. Flexibility	1	2	3	4	5

Comments from Minor Director regarding above areas:

⁵ Excerpted from Volunteer Vancouver's "Volunteer Management" S:\Communications Manager\Harassment SportSafe\Screening\templates\9. Supervision & Evaluation\Volunteer position Feedback.doc. McCurley & Lynch

Comments by volunteer regarding above areas:

Most significant achievement during period of evaluation:

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

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?

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.

Scheduled date of next evaluation:

Signatures:

Supervisor: _____ Date: _____

Volunteer (optional): _____ Date: _____

Endnotes

¹ Adapted from the Canadian Code for Volunteer Involvement

² Adapted from “Volunteer Screening Model” Ministry of Community, Aboriginal & Women’s Services

³ From Volunteer Canada’s Safe Steps: A Volunteer Screening Process for Recreation & Sport

⁴ Excerpted from Volunteer Vancouver’s “Volunteer Management” S:\Communications

⁵ Manager\Harassment SportSafe\Screening\templates\9. Supervision & Evaluation\Volunteer position Feedback.doc. McCurley & Lynch