



fédération de netball amateur du québec **quebec amateur netball federation**

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VOLUNTEER MANAGEMENT POLICY

A. Planning

1.0 Value of Volunteers

1.1 The QANF 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 Screening Standards

2.1 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.

2.2 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.

2.3 Records of the screening measures will be maintained in the volunteer's personal file.

3.0 Insurance

3.1 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 the QANF or their personal insurance carrier for further information.

4.0 Harassment and Abuse policy

4.1 Harassment and/or Abuse in any form are strictly prohibited and may be grounds for termination as a volunteer. Refer to the Code of Conduct for more information.

B. Recruitment

5.0 Wellness Health

5.1 The QANF 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 The QANF 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.

5.3 The QANF 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 the QANF attesting to their ability¹ to carry out their volunteer duties.

6.0 Term of Service

6.1 All volunteer positions have a designated term of service. Extensions or renewals of terms of service will be reviewed and discussed with volunteer and staff at the conclusion of the term of service.

7.0 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 prior to starting in a new position.

8.0 Minors

8.1 Volunteers under the age of 19 must provide a signed letter of consent from a parent or legal guardian, before undergoing certain screening measures².

9.0 Application Form

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

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.

10.0 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.

10.2 A trained person will conduct the reference checks in accordance with the Reference Check procedures as detailed in the [Supervisor's handbook] (see sample questions in Appendix four).

10.3 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.

11.0 Police Checks

11.1 A police records check may be used as one of the screening tools. If required, potential volunteers must sign a consent form for requesting a police records check. Only relevant offences 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 QANF Criminal Record Verification Policy for more details.

12.0 Interviewing

12.1 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.

13.0 Volunteer Unsuitability

13.1 Our organization practices a fair and respectful selection process. Volunteers are assessed on their suitability for a placement within the organization. The QANF reserves the right to not accept a volunteer's services if there is not a suitable placement.

13.2 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.

14.0 Placement

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

C. Orientation and Training

15.0 Code of conduct

15.1 All volunteers are required to agree to be bound by the applicable QANF Code of Conduct policies and abide by the letter and spirit of the organization's policies.

16.0 Accountability / lines of communication

16.1 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.

16.2 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.

17.0 Authority

17.1 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.

17.2 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.

18.0 Absenteeism, leave of absence, substitution

18.1 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.

18.2 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.

18.3 Volunteers who take a leave of absence of more than 3 months may be rescreened conforming the current screening guidelines for new volunteers.

19.0 Car use

19.1 All volunteers who transport athletes or others relating to QANF events or business in their own vehicle, are required to submit a copy of their driving abstract, driver's license and evidence of appropriate insurance before beginning their volunteer assignment, and on an annual basis thereafter.

19.2 Volunteers will only drive clients in an insured and properly maintained vehicle. Volunteers will at all times obey all traffic regulations and abstain from driving under the influence of alcohol or drugs or under any other kind of impairment (health/exhaustion).

20.0 Confidentiality

20.1 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.

20.2 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.

21.0 Training

21.1 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.

22.0 Grandparenting of new measures

22.1 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

23.0 Reporting obligations

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

24.0 Discipline

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

24.2 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 the Discipline Policy.

25.0 Immediate Dismissal

25.1 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.

25.2 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

26.0 Evaluation Process

26.1 Evaluation is an important part of improving the services of the QANF. The organization utilizes a systematic and objective evaluation process for all volunteers and staff.

26.2 The QANF 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.

26.3 Evaluations 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.

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

27.0 Grievance / Complaint procedure

27.1 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.

27.2 Where possible, confidentiality shall be maintained.

27.3 A complaint can be made verbally or in writing.

28. Conflict with By-Laws

28.1 In the event that any provision of this policy conflict with the QANF's By-Laws, the By-Laws shall govern and the conflicting provisions of this Policy shall not apply.