



POLICY MANUAL

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Section:	3.0 Operational
Sub-Section:	3.2 Personnel – Volunteer Involvement
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Attachment:	<i>Appendix A: Canadian Code for Volunteer Involvement</i> <i>Appendix B: Volunteer Code of Conduct</i>

Policy Statement:

CADS-Alberta follows the Canadian Code for Volunteer Involvement (<https://volunteer.ca/content/canadian-code-volunteer-involvement-2012-edition>) and the Imagine Canada Standards Program Handbook (http://www.imaginecanada.ca/sites/default/files/standards_program_handbook_en_2015.pdf) in recognition of how it values and relies on its volunteers. CADS-Alberta is committed to a planned approach to the recruitment, placement and support of volunteers so that they can be effective and have rewarding volunteer experiences.

3.2.1 Application

All potential volunteers must complete an application form and provide authorization for the collection of personal data and screening procedures.

3.2.2 Screening Standards

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.

Records of screening results will be retained in the volunteer's personal file.

Specific screening procedures will be dependent on the particular position. Refer to the Screening Policy for details.

3.2.3 Volunteer Selection

The association practices a fair and respectful volunteer selection process. CADS Alberta reserves the right not to select a potential candidate if there is no suitable placement for them.

3.2.4 Code of Conduct

All volunteers are required to agree to be bound by the Volunteer Code of Conduct (Appendix B) and to follow the spirit of the policies set out by CADS Alberta.

3.2.5 Training

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.

3.2.6 Harassment

Harassment in any form is prohibited and may result in termination as a volunteer. Refer to the Harassment Policy (3.0 Operational 3.4 Harassment) for more information.

3.2.7 Confidentiality

Volunteers should take special care in working with persons with disabilities, including not disclosing any information pertaining to the individual unless it is given in the context of delivering the program and prior consent has been given by the individual or, in the case of children, their parent/guardian.

The association will treat volunteer's personal information confidentially and will only disclose information of a personal nature with prior permission.

Circumstances where confidential information may be shared include:

- when there is a legal obligation to do so
- there is reason to believe the safety or well-being of other participants is at risk
- there is a potential for danger to self or others

3.2.8 Accountability

Once volunteers offer their services, they have an obligation to both the people directly in their care as well as others that may be affected by their actions. The volunteer must make reasonable efforts to keep their clients safe from harm and out of danger.

Open dialogue is encouraged, and the volunteer should bring any concerns to the attention of an appropriate representative of the organization.

Prior to any statement or action that may significantly affect or obligate the association, volunteers should seek prior consultation and approval from the Executive Coordinator, Program Director, or Executive Board Member.

3.2.9 Conflict of Interest

If a situation of a perceived conflict of interest occurs, the volunteer should report this to the Executive Coordinator, Program Director, or Executive Board Member for further consultation.

3.2.10 Reporting Obligations

Accidents, injuries, incidents, and hazards must be reported immediately in writing and a Canadian Snowsports Association (CSA) Accident Form completed and submitted to the Executive Coordinator who will submit to the CSA as required. CSA Accident Forms can be obtained from the CADS Alberta Executive Coordinator or Program Director.

Incidents can include violence, theft, inappropriate behaviour, abuse or any (potentially) unsafe situation. Incidents should be documented in writing and submitted to the Executive Coordinator at executivecoordinator@cadsalberta.ca.

Information regarding accident and incidence reporting can be obtained directly through the CSA at <http://canadiansnowsports.com/e/about/contact.htm>.

3.2.11 Discipline

Volunteers who fail to comply with the association's policies and procedures may face disciplinary action, including dismissal. A five-member disciplinary committee will determine appropriate action. This committee will consist of the President and 2 other board members. Two other non-board members shall also participate. Recommendations must be approved by the board of directors.

The association 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.

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

3.2.12 Appeal Procedure

If the volunteer disagrees with the conflict resolution, they may raise their concerns in writing to a member of the Board. The board will review the concerns and provide a response to the complainant within 30 days.

Canadian Code for Volunteer Involvement

The Canadian Code for Volunteer Involvement consists of three important elements:

- The Value of Volunteer Involvement Core statements about the importance and value of volunteer involvement in non-profit organizations and Canadian society
- Guiding Principles for Volunteer Involvement Principles that detail the relationship between non-profit organizations and volunteers
- Organizational Standards for Volunteer Involvement Standards that organizations should consider while developing or reviewing how volunteers are involved in their organizations

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 gives everyone a voice and the space to contribute to the quality of life in communities

Volunteer involvement is vital for strong, inclusive, and resilient 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 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 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 engagement
- It creates opportunities for non-profit organizations to accomplish their goals by engaging and involving volunteers, and it allows volunteers an opportunity to engage with and contribute to building community

Guiding Principles for Volunteer Involvement

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

- The organization's practices ensure effective volunteer involvement.
- The organization commits to providing 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 will act responsibly and with integrity.

Organizational Standards

Standard 1

Mission-based Approach

Volunteer involvement helps the organization achieve its mission and objectives. Volunteer involvement must be aligned with the organization's goals and resource allocations. The board and senior management understand, support, and approve the direction of the volunteer engagement strategy.

Standard 2

Human Resources

A healthy organization empowers volunteers and strengthens volunteer engagement. Volunteers are supported and encouraged to become involved and contribute in new ways beyond their initial roles. Volunteers are included as equal members of the team. The definition of 'team' should not be limited to those within the organization who are paid. Involved and informed volunteers who feel part of the organization are far more likely to continue contributing their valuable time and skills.

Volunteers are welcomed and treated as valued and integral members of the organization's human resources team, regardless of whether their assignments are performed on site or remotely, as is the case for virtual volunteering opportunities. The organization has a planned approach for volunteer involvement that includes linking volunteer roles to the achievement of the mission, providing the appropriate human and financial resources to support volunteer involvement, and establishing policies for effective management.

Standard 3

Policies and Procedures

Policies and procedures help clarify responsibilities and ensure consistency. They should be developed and documented on a broad spectrum, from volunteer roles and screening, to grounds for dismissal. The organization's board of directors needs to ensure volunteer policies are congruent with other policies within the organization. The manager of volunteer resources is responsible for identifying any specific policies and procedures required. These policies should be reviewed regularly to ensure they align with current trends in volunteer involvement, such as virtual volunteering, social media, recruitment strategies, etc

Standard 4

Volunteer Administration

Managing volunteers is both an art and a science. The job is highly complex and demands a wide range of skills. Regardless of whether they are paid staff members or volunteers, managers of volunteer resources should have the necessary skills, experience, and support to do the job well.

Standard 5

Risk Management and Quality Assurance

Volunteer involvement requires that organizational staff identify, assess, and appropriately manage potential risks to the organization and its clients, members, participants, and volunteers that may result from the delivery of a volunteer-led program or service.

A risk management audit for all volunteer roles is integral. Audits are based on the role, not the individual volunteer. Staff will determine appropriate procedures and processes to assure quality program standards are achieved. In some organizations, the risk management and quality assurance program is formalized to achieve accreditation.

Standard 6

Volunteer Roles

Roles should be developed to address the needs of the organization and the volunteer. Volunteer roles should be linked to the organization's mission. Individual needs vary considerably; therefore, successful volunteer engagement adapts volunteer roles to fit these motivating factors when possible. It is necessary to periodically review volunteer roles to ensure their relevance and value to the organization's mission and to the volunteer's needs and motivations.

Standard 7

Recruitment

Effective recruitment messages are realistic and clear. They convey an accurate impression of the organization, its needs, and available opportunities. Genuine effort should be made to recruit and select volunteers with a broad range of backgrounds and experience, using a range of approaches. A healthy organization reaches out to diverse sources of volunteers, reflecting the diversity of the community.

Standard 8

Screening

Screening is an essential process undertaken for the duration of a volunteer's involvement with the organization. Screening procedures apply to all volunteer roles with no exceptions and are based on the risk of the activities involved with each role; individuals do not determine screening. Screening should be viewed as evidence that the organization cares about its programs and its people.

Standard 9

Orientation and Training

An orientation clarifies the relationship between volunteers and the organization. It familiarizes volunteers with the organization by providing information on the policies and procedures that influence their work and their involvement with others. Volunteers need adequate training to perform their roles without putting themselves or others at risk. Training prepares volunteers to do the work required by the role and to meet the expectations of their volunteer roles.

Standard 10

Support and Supervision

Prior to the placement of volunteers in their roles, the level of support or supervision required should be determined based on the complexity and risk of the role. Where applicable, each volunteer should know their supervisor. Supervision increases the motivation of volunteers, helps ensure the organization's mandate is met, and gives volunteers a sense of belonging within the organization.

Standard 11

Records Management

Records should be maintained on every volunteer involved with the organization using a confidential, secure system. Records should include application forms, records of interviews, role descriptions, letters of reference, performance appraisals, and current contact information. Records are also useful in evaluating the impact of volunteer involvement.

Standard 12

Technology

Technology facilitates access to organizational and program information and provides new opportunities for recruitment, orientation, training, and both internal and external communication.

Standard 13

Recognition

Effective volunteer resource management acknowledges the contributions of volunteers using ongoing formal and informal methods of recognition that are appropriate and meaningful to the individual volunteer. In addition, it is essential that those responsible acknowledge internally and publicly (where appropriate) the importance and impact of volunteer involvement to the organization.

Standard 14

Evaluation

An evaluation framework is in place to assess the performance of volunteers and gauge volunteer satisfaction. The volunteer engagement strategy should be evaluated regularly to ensure the involvement of volunteers contributes to the organization's mandate. An evaluation of the volunteer engagement strategy should include: reviewing goals and objectives, identifying results achieved, obtaining feedback from current volunteers and clients, and collecting and reviewing both quantitative and qualitative data about volunteer involvement

*Source: Volunteer Canada
2012*

<https://volunteer.ca/content/canadian-code-volunteer-involvement-2012-edition>

Appendix - B

Volunteer Code of Conduct (Member code of conduct)

- **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.

(Compiled from Alberta Alpine Ski Association and BC Sport Volunteer Codes of Conduct)