



# **Volunteer Management Policy**

**2022**

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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 Insurance**

2.1 Directors and Officers insurance is in place for all volunteer board members of the Society. 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.

### **3.0 Harassment and Abuse policy**

3.1 Harassment and/or Abuse in any form are strictly prohibited and may be grounds for termination as a volunteer. Refer to the Harassment Policy<sup>1</sup> Appendix 4 for more information.

## **B. Recruitment**

### **4.0 Wellness and Health**

4.1 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.

4.2 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.

4.3 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.

## **5.0 Application Form**

5.1 All potential volunteers may complete an Application Form and Authorization for Collection of Personal Material.

## **6.0 Diversity and Inclusion**

6.1 Paddle Alberta is committed to supporting a diverse working board of directors and volunteers that reflects the qualities and differences of the broader population it serves. Paddle Alberta is equally committed to an inclusive work space that welcomes, respects and values the diversity of employees and volunteers and supports them to actively engage in the workplace and achieve their full potential. Paddle Alberta will work toward a barrier free workplace and support and foster a diversity of perspectives with the aim of providing programs and services to meet the diverse needs of all Alberta paddlers.

## **C. Orientation and Training**

### **7.0 Code of conduct**

7.1 All volunteers are required to agree to be bound by the applicable volunteer code of conduct (see Appendix 1, 3) and abide by the letter and spirit of the organization's policies.

### **8.0 Accountability / lines of communication**

8.1 Each volunteer member has a committee head or staff supervisor.

8.2 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.

### **9.0 Authority**

9.1 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.

9.2 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 a manner that it appears to represent the organization's

opinion.

## **10.0 Absenteeism, leave of absence, substitution**

10.1 Volunteers are expected to perform their duties on a 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.

## **11.0 Confidentiality**

11.1 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.

11.2 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.

## **12.0 Conflict of interest<sup>7</sup>**

12.1 When a situation of (perceived) conflict of interest occurs, the volunteer shall report this to the staff/supervisor for further consultation. (See Appendix 6)

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

## **D. Supervision**

### **13.0 Discipline**

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

13.2 The organization believes in fairness and openness and volunteers can expect a commitment to resolving conflict and receiving supportive and constructive criticism.

### **14.0 Immediate Dismissal**

14.1 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.

14.2 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

## **15.0 Grievance / Complaint procedure**

15.1 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.

15.2 Where possible, confidentiality shall be maintained.

15.3 A complaint can be made verbally or in writing.

# Appendix 1

## Canadian Code for Volunteer Involvement

### 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 others 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 the 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 2

### Volunteer Application Form

\* 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 Information**

**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 3

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** the Paddle Alberta By-Laws
- **Respect the privacy and dignity** of others by not divulging confidential information without consent.
- Consistently **display high personal standards** and project a **favourable image** of your sport and of volunteering.
- **Refrain** from **public criticism** of fellow members.
- **Refrain** from the use of profane, insulting, harassing or otherwise **offensive language** while volunteering.
- Regularly seek ways of **increasing professional development** and self awareness.

I agree to abide by the code \_\_\_\_\_ (Signature of

Volunteer) dated \_\_\_\_\_.

## Appendix 4

### Harassment

Paddle Alberta 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. Paddle Alberta 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 5

### 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 Paddle Alberta's Liability 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:  
\_\_\_\_\_ Phone: \_\_\_\_\_ 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 6

### Conflict of Interest Policy

#### Introduction

The standard of behavior within PADDLE ALBERTA is that all staff, volunteers, and board members and directors scrupulously avoid conflicts of interest between the interests of the PADDLE ALBERTA on one hand, and personal, professional, and business interests on the other. This includes avoiding potential, and actual conflicts of interest, as well as the perception of conflicts of interest.

#### Declaration

I understand that the purpose of this policy is to protect the integrity of the PADDLE ALBERTA's decision-making process, to enable our constituencies to have confidence in our integrity, and to protect the integrity and reputations of volunteers, staff and board members. Upon or before election, hiring or appointment, I will make a full, written disclosure of interests, relationships, and holdings that could potentially result in a conflict of interest.

In the course of meetings or activities, I will disclose any interests in a transaction or decision where I (including my business or other non-profit affiliations), my family and/or my significant other, employer, or close associates will receive a benefit or gain. After disclosure, I understand that I will be asked to leave the meeting for the discussion and will not be permitted to vote on the question.

I understand that this policy is meant to supplement and not replace good judgment, and I will respect the spirit of this policy as well as its wording.

At present my interests, relationships and holdings that could potentially result in a conflict of interest with PADDLE ALBERTA as an employee, Board Member, or Director include:

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Name: \_\_\_\_\_ Position: \_\_\_\_\_

Signed: \_\_\_\_\_ Witness: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Location: \_\_\_\_\_