



INDIGENOUS SPORT & WELLNESS ONTARIO VOLUNTEER PROGRAM and POLICY

THE VOLUNTEER PROGRAM

1.1 Overall Policy on Utilization of Volunteers

The achievement of the goals of Indigenous Sport & Wellness Ontario (“ISWO”) is best served by the active participation of citizens of the community. To this end, ISWO accepts and encourages the involvement of volunteers at all levels of ISWO’s appropriate programs, events and activities. All of ISWO’s Board members, employees and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

1.2 Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to ISWO’s employees and staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. ISWO reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the ISWO’s Executive Director or, if so appointed by ISWO’s Board and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the ISWO’s Executive Director or, if so appointed by ISWO’s Board, the Volunteer Program Manager (hereinafter referred to as the “Volunteer Management Department”).

1.3 Scope of Volunteer Policies

Unless specifically stated, these policies apply to all unpaid volunteers in all programs and projects undertaken on or on behalf of ISWO and to all departments and sites of operation of ISWO.

1.4 Role of the Volunteer Management Department

The productive utilization of volunteers requires a planned and organized effort. The function of ISWO’s Volunteer Management Department is to provide a central coordinating point for effective volunteer management within ISWO, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Volunteer Management Department shall also bear responsibility for maintaining liaison with other volunteer-utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Program

Manager shall bear primary responsibility for planning for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to ISWO's operational activities.

1.5 Definition of 'Volunteer'

A 'volunteer' is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of ISWO. A 'volunteer' must be officially accepted and enrolled by ISWO prior to performance of the task. Unless specifically stated, volunteers shall not be considered as 'employees' of ISWO.

1.6 Special Case Volunteers

ISWO also accepts as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from whom the special case volunteers originate and must identify responsibility for management and care of the volunteers.

1.7 Employees as Volunteers

ISWO at its sole discretion can accept the services of employees and staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours. Family members of staff are allowed to volunteer with ISWO. When family members are enrolled as volunteers, they will not be placed under the direct supervision or within the same department as other members of their family who are employees.

1.8 Clients and Relatives as Volunteers

ISWO clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or to others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

1.9 Service at the Discretion of ISWO

ISWO accepts the service of all volunteers with the understanding that such service is at the sole discretion of ISWO. Volunteers agree that ISWO may at any time, for whatever reason, decide to terminate the volunteer's relationship with ISWO. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with ISWO. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

1.10 Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to ISWO, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the ISWO.

1.11 Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of ISWO, and, with approval of ISWO, serve at all levels of skill and decision-making. Volunteers should not, however, be utilized to displace any paid employees from their positions.

VOLUNTEER MANAGEMENT PROCEDURES

2.1 Maintenance of Records

A system of records will be maintained on each volunteer with ISWO, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Management Department in a timely and accurate fashion. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

2.2 Two Hat Policy

Members of ISWO's board of directors can, but are not required, to serve as direct service volunteers with ISWO.

2.3 Conflict of Interest

No person who has a conflict of interest with any activity or program of ISWO, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with ISWO.

2.4 Representation of the ISWO

Prior to any action or statement which might significantly affect or obligate ISWO, all volunteers should seek prior consultation and approval from appropriate ISWO staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the ISWO as specifically indicated within their job descriptions and only to the extent of such written specifications.

2.5 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall ISWO business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with ISWO or other corrective action.

2.6 Worksite

An appropriate worksite or venue shall be established prior to the enrollment of any volunteer. This worksite or venue shall contain necessary facilities, equipment, and space to enable to volunteer to effectively and comfortably perform their assigned duties.

2.7 Dress Code

As representatives of ISWO, volunteers, like staff, are responsible for presenting a good image to clients, community members and sponsors. Volunteers shall dress appropriately for the conditions and performance of their duties and if required, wear such uniforms that ISWO supplies the volunteer for the program, event or activity that the volunteer is attending and assisting in the delivery of the program, event or activity.

2.8 Timesheets

When required by their supervisor, individual volunteers are responsible for the accurate completion and timely submission of timesheets.

VOLUNTEER RECRUITMENT AND SELECTION

3.1 Position Descriptions

Volunteer staff, just as paid ISWO employees and staff, require a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position. This position will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially. All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The Volunteer Management Department is available to assist staff in the development of volunteer jobs and position descriptions.

3.2 Staff Requests for Volunteers

Requests for volunteers shall be submitted in writing by interested ISWO staff, complete with a draft position description and a requested timeframe. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice. The Volunteer Management Department reserves the right to refuse to recruit or place any volunteers until ISWO staff are prepared to make effective use of volunteer resources.

3.3 Recruitment

Volunteers shall be recruited by ISWO on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of ISWO. Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer.

3.4 Recruitment of Minors

Volunteers who have not reached their age of majority must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

3.5 Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

3.6 Health Screening

In cases where volunteers will be working with clients with health difficulties, a health screening procedure may be required prior to volunteer assignment. In addition, if there are physical requirements necessary for performance of a volunteer task, a screening or testing procedure may be required to ascertain the ability of the volunteer to safely perform the task.

3.7 Criminal Records Check

As appropriate for the protection of clients, volunteers in certain assignments may be asked to submit to a background criminal check and vulnerability sector clearances. Volunteers who do not agree to these forms of background checks must be refused assignment.

3.8 Placement with At Risk Clients

Where volunteers are to be placed in direct contact with at risk clients, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, vulnerability sector clearances, criminal investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted as a volunteer with ISWO.

3.9 Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician. Any volunteer who, after acceptance and assignment by ISWO, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Volunteer Program Manager.

3.10 Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no position should be given to an unqualified or uninterested volunteer.

3.11 Staff Participation in Interviewing and Placement

Wherever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview. Final assignment of a potential volunteer should not take place without review and approval of appropriate staff with whom the volunteer will be working.

3.12 Acceptance and Appointment

Service as a volunteer with ISWO shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of ISWO, who will normally be the Volunteer Program Manager. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of their job description and agreement of service with ISWO.

3.13 Probationary Period

All volunteer placements shall initially be done on a trial period of five (5) working days. At the end of this period a second interview of the volunteer shall be conducted, at which point either the volunteer or ISWO staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within ISWO.

3.14 Re-Assignment

Volunteers who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the ISWO.

3.15 Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license should be maintained by the Volunteer Management Department.

3.16 Length of Service

All volunteer positions shall have a set term of duration. It is highly recommended that this term shall not be longer than one-year, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent. Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases, but may instead seek a different volunteer assignment within the ISWO, or may retire from volunteer service.

3.17 Leave of Absence

At the discretion of the volunteer's supervisor, leaves of absence may be granted to volunteers. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

Volunteer Training and Development

4.1 Orientation

Where possible, all volunteers will receive a general orientation on the nature and purpose of ISWO, an orientation on the nature and operation of the program or activity for which they are recruited,

and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

4.2 On-the-Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

4.3 Staff Involvement in Orientation and Training

Staff members having responsibility over the delivery of services should have an active role in the design and delivery of both the orientation and training of volunteers. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

4.4 Volunteer Involvement in Orientation and Training

Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

4.5 Continuing Education

Just as staff, volunteers should attempt to improve their levels of skill during their terms of service, where practicable, additional training and educational opportunities should be made available to volunteers during their connection with ISWO. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information and might be provided either by ISWO or by assisting the volunteer to participate in educational programs provided by other groups.

4.6 Conference Attendance

Volunteers may, at ISWO's sole discretion, be authorized to attend conferences and meetings which are relevant to their volunteer assignments, including both those of the ISWO and of other organizations. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

VOLUNTEER SUPERVISION AND EVALUATION

5.1 Requirement of a Supervisor

Each volunteer who is accepted to a position with the ISWO must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer and shall be reasonably available to the volunteer for ongoing consultation and assistance.

5.2 Volunteers as Volunteer Supervisors

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid ISWO staff member.

5.3 Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing ISWO's stated mission and programs with each having complementary roles to play. It is essential for the proper operation of this relationship that each partner understand and respect the needs and abilities of the other.

5.4 Acceptance of Volunteers by Staff

Since individual ISWO staff members are in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with a staff person without that staff person being consulted by an ISWO manager. Since volunteers are considered a valuable resource in performing ISWO's work, staff are encouraged to seriously consider creative ways in which volunteers might be of service and to consult with the Volunteer Management Department if they feel in need of assistance or additional training.

5.5 Staff Volunteer Management Training

An orientation on working with volunteers will be provided to all ISWO employees and staff members. In-service training on effective volunteer utilization will be provided to those ISWO employees and staff members who are highly involved in volunteer management.

5.6 Volunteer Involvement in Staff Evaluation

Examination of their effective utilization of volunteers may be a component in the evaluation of ISWO employees and staff persons who are assigned to work with volunteers. In such cases, supervisors should in appropriate circumstances ask for the input and participation of volunteers in evaluating staff performance.

5.7 Staff Involvement in Volunteer Evaluation

Affected ISWO employees and staff should be involved in all evaluation and work assignments of volunteers with whom they are connected.

5.8 Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site or mailbox for receipt on information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer. Lines of communication should operate in both directions and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

5.9 Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance

as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

5.10 Substitution

Volunteers may be encouraged to find a substitute for any upcoming absences which might be filled by another volunteer. Such substitution should only be taken following consultation with a supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the ISWO.

5.11 Standards of Performance

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards will be a joint function of staff and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

5.12 Evaluations

Volunteers shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with ISWO, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and ISWO to examine and improve their relationship.

5.13 Written Basis for Evaluation

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record should be kept of each evaluation session.

5.14 Staff Responsibility for Evaluation

It shall be the responsibility of each ISWO employee and staff person in a supervisory relationship with a volunteer to schedule and perform periodic evaluation and to maintain records of the evaluation.

5.15 Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, reassignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

5.16 Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of ISWO or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.

Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the ISWO's Executive Director or ISWO's Volunteer Program Manager.

5.17 Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of ISWO's equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by ISWO's policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

5.18 Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

5.19 Notice of Departure or Re-Assignment of a Volunteer

In the event that a volunteer departs ISWO, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer Management Department to inform those affected staff and clients that the volunteer in question is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer is outside any scope of relationship with ISWO.

5.20 Resignation

Volunteers may resign from their volunteer service with ISWO at any time. It is requested that volunteers who intend to resign provide reasonable advance notice of their departure and a reason for their decision.

5.21 Exit Interviews

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with ISWO.

5.22 Communication with the Volunteer

Management Department Staff who are supervising volunteers are responsible for maintaining regular communication with the Volunteer Management Department on the status of volunteers and are responsible for the timely provision of all necessary paperwork to the Volunteer Management Department. The Volunteer Management Department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

5.23 Evaluation of ISWO Volunteer Utilization

The Volunteer Management Department shall conduct an annual evaluation of the utilization of volunteers by ISWO. This evaluation shall include information gathered from volunteers, staff, and clients.

Volunteer Support and Recognition

6.1 Reimbursement of Expenses

Volunteers are eligible for reimbursement of reasonable expenses incurred while undertaking business for the ISWO in accordance with the terms and provisions of ISWO's current Human Resources Policy. The Volunteer Management Department shall distribute information to all volunteers regarding specific reimbursable items. Prior written approval must be sought for any such business expenditure.

6.2 Access to ISWO Property and Materials

As appropriate, volunteers shall have access to ISWO's property and materials necessary to fulfill their duties and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for ISWO purposes. This policy does not include access to and use of ISWO vehicles except where specifically authorized in writing by the Volunteer Management Department.

6.3 Insurance

Insurance liability is provided for all volunteers engaged in ISWO business. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work. Specific information regarding such insurance is available from the Volunteer Management Department.

6.4 Recognition

Where sufficient financial resources are available, ISWO may arrange a volunteer recognition event for major events to highlight, recognize and reward the contribution of volunteers to ISWO. Where possible ISWO may consult with volunteers in order to develop an appropriate format for the event.

6.5 Informal Recognition

All ISWO staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank You's" to a concerted effort to include volunteers as full participants in program decision making and implementation.