

# Local Services Board of Loring, Port Loring and District

## Volunteer Management Policy

### GENERAL:

The Local Services Board of Loring, Port Loring and District (LSB) relies on the efforts of volunteers in the conduct of its Sports and Recreation Programs. 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.

To ensure a beneficial experience for volunteers and the safety of participants, all potential volunteers will be screened before they are placed with an LSB program. Records of the screening measures will be maintained in the LSB files.

The LSB acknowledges its obligation to provide a safe environment for all volunteers and participants. A volunteer who cannot carry out regular duties effectively or safely may be suspended from his/her volunteer duties. The LSB recognizes that persons with a chronic illness or disability may wish to volunteer as their condition may allow. As long as these volunteers are able to meet the goals and objectives of the particular LSB Program, and medical evidence indicates that their condition is not a threat to themselves and others, these volunteers are welcome in our organization. The LSB 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.

All LSB members and volunteers must comply with LSB policies, in particular those related to conduct and behavior including Critical Incident Reporting (see Annex A); Concussions; Conflict of Interest, and the policy on Harassment.

All volunteer positions have a designated term of service that coincides with the relevant LSB program. All potential volunteers must complete an Application Form, and Authorization for Collection of Personal Material (see Annex B) prior to consideration for a volunteer position. Volunteers under the age of 19 must provide a signed letter of consent from a parent or legal guardian as part of their application process with the LSB.

All potential volunteers may be required to submit personal and/or professional references prior to acceptance as a volunteer. Volunteer applicants are requested to provide signed consent giving the LSB permission to contact the provided references. Sample reference check questions are provided at Annex C.

### SCREENING AND INTERVIEWS:

The first principle of screening is risk management – essentially, asking the questions “What could go wrong here” and “How do we avoid it?” Risk management involves looking at the possibilities of loss or injury that might arise in programs, activities, and services and taking steps to stop, minimize, prevent or eliminate them all together. This includes the LSB's obligation to take all reasonable measures to care for and protect their participants from harm. The need to screen a volunteer is dictated by the nature of the position and its

inherent level of risk. All volunteer positions that involve children or youth are deemed to be High Risk positions and applicants must complete a formal interview, reference checks and a Police Record Check (including Vulnerable Sector Check).

Interviews will be conducted by a Committee that consists of at least three LSB members, one of whom must be the same gender as the person being interviewed. For example, the interview for an LSB Recreation Program can be conducted by the Rec Committee Chair, Rec Committee member, and one other LSB member.

If applicants are successful in the interview process, they will be directed to obtain a Police Record Check. The potential volunteer must complete the following forms (available from the Ontario Provincial Police (OPP) website):

- OPP Criminal Record Check/Policy Record Check (form LE219E)
- Vulnerable Sector Check (form LE220E) (if the volunteer will be working with children/youth)
- OPP Declaration of Criminal Record (form LE229)

In addition, he/she must obtain a letter, signed by the LSB Board and printed on LSB letterhead, to indicate that the applicant will be working with the LSB in a volunteer capacity. The LSB Secretary will provide the letter as directed by the Interview Committee.

The above forms and letter must be delivered, in person, to the OPP Station located on Gormanville Drive, North Bay, ON. The signed letter from the LSB must accompany the OPP forms in order to minimize delays and waive the \$25 verification fee.

The LSB practices a fair and respectful selection process. Volunteers are assessed on their suitability for a placement within the organization. If a volunteer is not suitable for a placement within the organization, the LSB Chair will send a letter indicating that the organization does not have a position available. Only when the initial screening process has been satisfactorily concluded will the volunteer be notified of official acceptance.

Effective Date 23 APRIL 2015 (as approved by the LSB)

The LSB gratefully acknowledges the resources and information obtained from the following websites:

Sports BC

OSEG Soccer Group Limited

## **VOLUNTEER AND LSB MEMBER CONDUCT AND BEHAVIOR**

Volunteers and LSB members are expected to comply – within the framework of established policies, guidelines, and practices – with the following general standards of conduct and behavior:

- 1) All volunteers and LSB members are expected to abide by all safety regulations and be safety-minded at all times; not only for their own welfare but also in relation to the safety and well-being of fellow LSB members or volunteers, and the participants in any LSB Sport and Recreation Program.
- 2) Every volunteer and LSB member is expected to respect the property rights of the LSB, as an organization, and of all other volunteers and LSB members.
- 3) Every volunteer and LSB member is expected to show a responsible attitude toward his or her tasks and toward other volunteers and LSB members. The volunteer and LSB member is expected to report for tasks promptly, and regularly; to meet established standards for quality and quantity of work; refrain from the use of alcohol and the illegal use of drugs while conducting LSB business or activities; exercise self-control, even under provocation, and abide by accepted standards of conduct and behavior while acting on behalf of the LSB.

The LSB is committed to maintaining a healthy and productive work environment free from harassment. All persons who perform work for the LSB – either formally as a member of the Board or any of its sub-committees, or as a volunteer with any of the LSB Sports and Recreation Programs – have a responsibility to help maintain a work environment that is free from all forms of harassment. Harassment is prohibited in any location that can reasonably be regarded as an extension of the LSB – such as any Sports and Recreation Program site or location, an off-site LSB function or any other facility where LSB business is being conducted and discussed.

Any conduct by a volunteer or LSB member, confirmed to be harassment, or any complaint found to be unwarranted and/or of a vindictive or malicious nature will not be tolerated by the LSB and may result in action ranging from a written warning up to and including immediate discharge from the LSB or its programs.

### **Volunteer Code of Conduct**

In the interest of the participants that the Local Services Board serves, volunteers commit to observing the following code of conduct:

- Treat everyone fairly within the context of their activity, regardless of gender, ethnic background, colour, sexual orientation, religion or economic status
- Agree to conduct yourself in a manner consistent with the position as a positive role model, and as a representative of the LSB
- Follow the operating procedures of the LSB
- Respect the privacy and dignity of participants by not divulging confidential information without consent, except where required by law as in the case of suspected child abuse
- Consistently display high personal standards and project a favourable image of your sport and of volunteering
- Refrain from public criticism of fellow volunteers and/or participants
- Abstain from and discourage the use of drugs, alcohol and tobacco products in conjunction with the LSB program activity
- Refrain from the use of profane, insulting, harassing or otherwise offensive language while volunteering
- Cooperate with the participants' parents or legal guardians, involving them in their child's development

You must:

Ensure the safety of the participants in the LSB Sport and Recreation Program

Respect others' dignity; verbal or physical behaviours that constitute harassment or abuse are unacceptable

Read and comply with the LSB policies for Concussions, Conflict of Interest and Harassment

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Signature of Volunteer

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Date

Once signed, this form will be retained on LSB Files

**Critical Incident Form**

Volunteers will report any incident, accident, injury or hazard where there was any risk to personal or property safety, or which might lead to a claim against the Local Services Board (LSB) of Loring, Port Loring and District. This includes violence, theft, inappropriate behavior, abuse or any potentially unsafe situation to the LSB immediately and by providing the following information:

Date: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Name of person completing report: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail address (if applicable): \_\_\_\_\_

Location of incident: \_\_\_\_\_

Description of incident: (use reverse of form if necessary)

If applicable, describe the nature/extent of injury or property damage:

Name and contact information (phone number and e-mail address if available) of person(s) involved:

**Local Services Board of Loring, Port Loring and District**  
**Volunteer Application Form**

Surname: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Residence Phone Number: \_\_\_\_\_

Alternate Telephone Number (if applicable): \_\_\_\_\_

Occupation and Employer: \_\_\_\_\_

Volunteer Experience: \_\_\_\_\_

\_\_\_\_\_

Special Skills or formal Certification(s) (for example, first aid, CPR, etc):

\_\_\_\_\_

\_\_\_\_\_

Names and telephone numbers of references:

Reference 1: \_\_\_\_\_

Reference 2: \_\_\_\_\_

Reference 3: \_\_\_\_\_

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If you are under the age of 19, you must obtain your parent or legal guardian's consent

I, \_\_\_\_\_, the parent or legal guardian of \_\_\_\_\_

provide my consent to his/her application to volunteer in the \_\_\_\_\_ program,  
offered by the Local Service Board of Loring, Port Loring and District.

\_\_\_\_\_  
Parent or Legal Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Telephone Number

**Local Services Board of Loring, Port Loring and District**  
**Certification and 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 application  
(name of applicant)

and attachments is true and complete. I understand that if any information in this application 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.

I authorize the Local Services Board of Loring, Port Loring and District to collect and retain personal information appropriate to the position applied for, and to 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.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

### **Sample Interview Questions**

Open-ended questions cannot usually be answered by a brief response, such as “yes” or “no”; they are questions that require an explanation that is more useful in obtaining information about the applicant.

Some sample interview questions follow:

What interests you about this position?

How will this volunteer position fit with your current employment?

Describe a situation at any work environment in which you were faced with a conflict. How did you deal with it?

What interests you about this volunteer work?

What have you enjoyed most/least about previous volunteer positions?

Describe a strength you would bring to this position?

What experience do you have working with people with special needs?

What specific skills do you bring? (First Aid, CPR, etc)



### **Sample Reference Check Questions**

Can be used for telephone, person-to-person, mail or fax checks.

To start:

- Identify yourself and the organization
- Verify that you are speaking to the person named as a reference
- Tell the person that (name of applicant) gave you permission to call for a reference and that you will keep the conversation confidential
- Ask if this particular time is suitable and indicate how long the conversation will take
- Explain what the applicant would be doing for the organization and the program they will be volunteering for

### **Sample Introduction Script**

Hello, my name is \_\_\_\_\_ and I am calling on behalf of (name of organization). (Name of applicant) has applied to be a volunteer with us doing \_\_\_\_\_. Your name has been provided as a reference. Do you have a few minutes to answer some questions?

### **Sample Questions** (to be adapted to the specific requirements of the volunteer position)

- How long have you known the applicant?
- In what capacity do you know him or her?
- Would you say that you know the individual well? Slightly?
- What is your current relationship to the applicant?
- Describe your experience with the applicant?
- How would you describe the personality and temperament of this person?
- What do you remember most about this person (good or bad)?
- How did the individual handle her or himself in your organization?
- What would you consider as the applicant's best trait(s) and can you describe a situation when he/she demonstrated that quality?
- Has the person ever demonstrated any characteristic or temperament or personality that you believe would cause a problem if she/he were to take this position?
- Has a child ever complained about the conduct of this individual? If so, what was the nature of the complaint?
- Has a parent ever complained about the conduct of this individual? If so, what was the nature of the complaint?

- Would you be willing for this person to work on a one-on-one basis with your child?
- Does this individual promote and exhibit fair play practices? If yes, can you provide any examples?
- How well does this person work on their own? As part of a team?
- What would you identify as this person's strengths? Weaknesses?
- Would you recommend this individual to our organization?

### **Sample Organization-Specific Questions**

1. It is important that our volunteers are reliable. Tell me about your experiences with (name of applicant) in regard to reliability.
2. It is important to us that (name of organization)'s volunteers are comfortable with being (supervised or are able to work independently with little or no supervision). What is your experience with (name of applicant's) ability to accept (being supervised or working independently)?
3. This volunteer position requires handling many tasks at once and can be stressful at times. How does (name of applicant) deal with stressful situations?