



**Volunteer Management Policy
for the
Alberta Whitewater Association**

Version 1: June 2016

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Volunteer Management Policy for Alberta Whitewater Association

THE VALUE OF VOLUNTEER INVOLVEMENT

Volunteer involvement has a powerful impact on Alberta, our sport, our communities, our organizations and individuals interested in whitewater paddling.

Volunteer involvement is fundamental to a healthy sport in Canada

- It promotes civic engagement and active participation in shaping the sport 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. The AWA recognizes 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 FOR VOLUNTEER INVOLVEMENT

The Board of Directors and senior management acknowledge and support the vital role of volunteers in achieving the organization's purpose or mission. The AWA's organizational standards for volunteer involvement are:

Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.

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 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 acknowledged with formal and informal recognition methods.

A. PLANNING

1.0 Value of Volunteers

- 1.1 The AWA 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 Purpose of volunteers

- 2.1 The AWA empowers volunteers, ensures their effectiveness and provides appropriate recognition to them in exchange for their time, talents and skills. The volunteer program provides volunteers with the skills needed to perform their duties.

3.0 Screening Standards

- 3.1 There are different standards of screening based upon the sensitivity of the role within the organization. These standards are:

Low Risk (screening is not suggested)

- a. Short Term Low Risk event volunteers (no involvement with money or vulnerable populations)
- b. Short Term Low Risk Financial event volunteers (supervised involvement with sums of money over \$1,000)
- c. Short Term Low Risk Personal event volunteers (supervised involvement with vulnerable populations)
- d. Long Term Low Risk volunteers. This would include members of the Boards of Directors who are not signing officers for the organization or who do not have unsupervised activities with vulnerable populations.

Financial Risk (screening is recommended for clubs but not required by AWA)

- e. Short Term Financial Risk event volunteers (unsupervised involvement with sums of cash over \$1,000)
- f. Long Term Financial Risk volunteers. This would include members of the Boards of Directors who are signing officers for the organization (ie. President or Treasurer) and who have financial authority of liquid assets over \$10,000.

Personal Risk (screening is required by the AWA)

- g. Short Term Personal Risk event volunteers (unsupervised involvement with vulnerable populations)
- h. Long Term Personal Risk volunteers. This would include volunteers who have ongoing activities with vulnerable populations.

3.2 To ensure a mutually beneficial experience for volunteers and the organization and the safety of participants, volunteers will be screened before they can be accepted and placed in Financially Sensitive or Personally Sensitive roles 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 and will be outlined in the position's Terms of Reference (Appendix 2).

3.3 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.

4.0 Insurance

4.1 Liability and accident insurance have been purchased for all volunteers engaged in activity for the organization. The organization cannot guarantee that coverage will be applicable or sufficient in all situations. Volunteers may wish to contact AWA office for further information.

5.0 Harassment and Abuse policy

5.1 Harassment and/or Abuse in any form are strictly prohibited and may be grounds for dismissal as a volunteer. Refer to the AWA's Harassment Policy for more information.

B. RECRUITMENT

6.0 Wellness & Health

6.1 AWA 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 reassigned until other work is available or suspended from his/her volunteer duties.

6.2 AWA recognizes that persons with an illness or disability may wish to engage in as many pursuits as their condition allows, including volunteer work. The AWA welcomes volunteers with an illness or disability, however their role may be limited at the AWA's discretion to ensure the safety of others.

6.3 AWA will treat all health information as confidential 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.

7.0 Term of Service

7.1 All volunteer positions have a designated term of service, as defined in the position's Terms of Reference. Extensions or renewals of terms of service will be reviewed and discussed with volunteer and staff at the conclusion of the term of service.

8.0 Internal candidates

8.1 Volunteers who wish to transfer from one volunteer position program to another may undergo additional screening measures as outlined on the position Terms of Reference prior to starting in a new position.

9.0 Minors

9.1 Volunteers under the age of 18 must provide a signed letter of consent from a parent or legal guardian, before undergoing certain screening measures¹ for positions involved with Personal Risk.

10.0 Application Form

10.1 Volunteers in Low Risk positions will be asked for their name and contact information.

10.2 Applicants for a Financial Risk Volunteer Position may be requested by their organization to complete an Application form and Authorization for Collection of Personal Material (Appendix 5) prior to being considered for a position.

10.3 Applicants for a Personal Risk Volunteer Position will be requested to complete an Application form and Authorization for Collection of Personal Material (Appendix 5) prior to being considered for a position.

11.0 References

11.1 Volunteers in a financial risk or personal risk position may be required to submit personal and/or professional references as part of the application form process. Potential volunteers are requested to provide consent giving the organization permission to contact the provided references.

11.3 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.

12.0 Police Checks

¹ Pertains to "High Risk" screening measures such as police records checks and high-risk interview questions.

12.1 A police records check may be used as one of the screening tools. If required for a Financial Risk or Personal Risk position, potential volunteers must sign a consent form (Appendix 6) for requesting a police records check. Relevant offences² 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 Police Records Check Procedure (Appendix 6).

13.0 Interviewing

13.1 As part of our organization's screening program, volunteers may be interviewed to determine suitability and interest for the position sought. Interviews will be conducted by a designated volunteer or staff person (Appendix 7).

14.0 Volunteer Unsuitability

14.1 Our organization practices a fair and respectful selection process. Volunteers are assessed on their suitability for a placement within the organization. The AWA reserves the right to not accept a volunteer's services.

14.2 If a volunteer is not suitable for a placement within the organization, the administrator of volunteers will call or send notice indicating that the organization does not have a position available.

15.0 Placement

15.1 When the initial screening process has been concluded, the volunteer will be notified of official acceptance.

C. ORIENTATION & TRAINING

16.0 Code of conduct

16.1 All volunteers are required to agree to be bound by the AWA's code of conduct and abide by the letter and spirit of the organization's policies.

17.0 Accountability / Lines of Communication

17.1 Volunteers assigned to a position will have a volunteer or staff supervisor. The supervisor is responsible for managing and involving the volunteer in all relevant

² Alberta Whitewater Association should be aware that regular police records checks only review convictions. Searches can be done for charges, pardons and "police records" but additional paperwork must be completed by the applicant.

events and communications relating to their position, program or the organization as a whole.

17.2 If a volunteer has a concern regarding his/her supervisor, the flow of information or his/her duties, he/she can bring this to the attention of the President of the Organization or the Executive Director of the AWA.

18.0 Authority

18.1 Prior to any action or statement that might significantly affect or obligate the organization, volunteers should seek prior consultation and approval from appropriate their 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.

18.2 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.

19.0 Absenteeism, leave of absence, substitution

19.1 Volunteers are expected to perform their duties on a punctual and reliable basis. When unable to meet their commitments, volunteers need to inform their supervisor so that alternate arrangements can be made.

19.2 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.

19.3 Volunteers who take a leave of absence of more than 2 years may be rescreened.

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:

- When there is a legal obligation for staff/volunteers to inform the appropriate authorities and the AWA, if there is reason to believe that the safety or well being of participants is at risk.

21.0 Conflict of interest

21.1 When a conflict of interest situation occurs, the volunteer will report this to their supervisor for further consultation.

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

22.0 Training

22.1 Depending on the position, volunteers may 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. Training opportunities are outlined in the position's Terms of Reference.

23.0 Implementing of new measures

23.1 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

24.0 Reporting obligations

24.1 Accidents, injuries and hazards must be reported as soon as possible and a Critical Incident Form (see sample in Appendix 8) completed and submitted to your supervisor. Incidents include violence, theft, inappropriate behaviour, abuse or any potentially unsafe situation.

25.0 Discipline

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

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

26.0 Immediate Suspension

26.1 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 suspended immediately and without warning.

26.2 Grounds for immediate suspension may include (but are not limited to):

- Gross misconduct
- Committing a criminal offence (theft, assault, vandalism, etc.)
- Acts of abuse, mistreatment or violence
- Being under the influence of alcohol or drugs

26.3 Immediate Suspensions may be performed by the Executive Director or 2 members of the Board of Directors.

27.0 Dismissal (AWA Bylaw Clause 3.5.4)

27.1 Any member that is Suspended has the right to have the Board of Directors review the grounds of the Suspension within 30 days of the Suspension.

27.2 The Board will hear all sides of the issue and then advise whether to:

- a. Lift the Suspension and restore the Volunteer to their position
- b. Discipline the Volunteer
- c. Call for a Special Meeting to Dismiss the Volunteer

27.3 The Society may, by Special Resolution at a Special meeting called for such a purpose, expel any Member for any cause which is deemed sufficient in the interests of the Society.

27.4 The decision of a Special meeting is final.

E. EVALUATION

28.0 Evaluation Process

28.1 Evaluation can be an important part of improving the services of the organization.

28.2 AWA has the right to monitor and evaluate the work performance of volunteers. Volunteers have the right to feedback and evaluation on their work assignments.

28.3 Evaluations (Appendix 9) may take place when requested by the volunteer, their supervisor or the Board. Evaluations are carried out by the staff or volunteer supervisor and conducted one on one.

29.0 Grievance / Complaint procedure

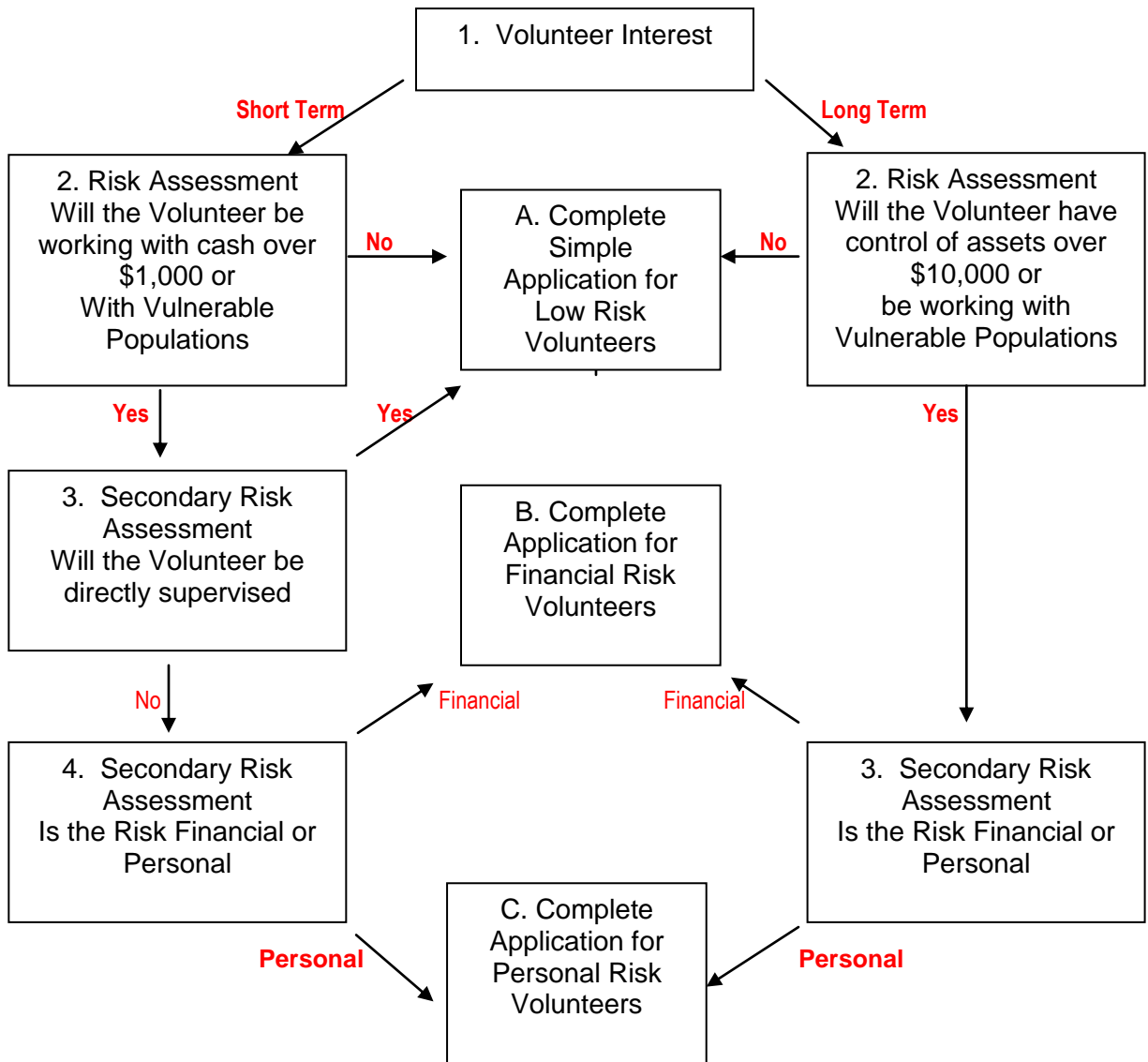
29.1 Every effort will be made to resolve conflicts amicably and cooperatively. Volunteers have the right to address concerns with their supervisor or (in case of conflict with supervisor's supervisor or other staff person) with a designated person within the organization.

29.2 Where possible, confidentiality shall be maintained.

29.3 A complaint can be made verbally or in writing.

Appendix 1

AWA Volunteer Placement Process



Appendix 2

Terms of Reference – Event Volunteer

POSITION: EVENT VOLUNTEER

RISK LEVEL: Short Term Low Risk (Section 3.1.a)

RESPONSIBLE TO: Chief of Event

GOALS:

1. Support of Event or Program.
2. Modeling and instilling socially appropriate behaviour.

RESPONSIBILITIES:

1. Attend event on a punctual basis.
2. Communicate with Chief of Event regarding program and activities.
3. Adhere to the plans of the Chief of Event.
4. Devote adequate time to preparation for events.

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to the CKC-W Code of Safety
3. Must be at least 14 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. Desire to Contribute to the Organization.
2. Knowledge of / experience with the tasks assigned.

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the organization
2. Ability to exercise good judgment

ORIENTATION / TRAINING:

1. Attendance at Orientation training

SUPPORT / SUPERVISION & EVALUATION

1. During Event support from supervisor as necessary
2. Post event Thank You

BENEFITS:

1. As determined by Event Organizers

SCREENING MEASURES:

1. Not required
2. Position Description & Orientation
3. Name and Contact Information

Terms of Reference – Event Finance Volunteer

POSITION: EVENT FINANCE VOLUNTEER with Responsibilities for Cash

RISK LEVEL: Short Term Low Financial Risk (Section 3.1.b)

RESPONSIBLE TO: Chief of Event

GOALS:

1. Support of Event or Program.
2. Modeling and instilling socially appropriate behaviour.

RESPONSIBILITIES:

1. Attend event on a punctual basis.
2. Communicate with Chief of Event regarding program and activities.
3. Adhere to the plans of the Chief of Event.
4. Handle and safeguard cash for the event
5. Devote adequate time to preparation for events.

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to the CKC-W Code of Safety
3. Must be at least 16 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. Desire to Contribute to the Organization.
2. Knowledge of / experience with the tasks assigned.

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the organization
2. Ability to exercise good judgment

ORIENTATION / TRAINING:

1. Attendance at Orientation training

SUPPORT / SUPERVISION & EVALUATION

1. During event, supervisor observes cash transactions
2. Post event Thank You

BENEFITS:

1. As determined by Event Organizers

SCREENING MEASURES:

1. As determined by Event Organizers
2. Position Description & Orientation
3. Name and Contact Information

Terms of Reference – Program Volunteer

POSITION: COACH / INSTRUCTOR VOLUNTEER

RISK LEVEL: Short Term Low Risk Personal event volunteers (Section 3.1.c)
(No Unsupervised Contact with Vulnerable Populations)

RESPONSIBLE TO: Head of Instruction-Coaching

GOALS:

1. Instruction in sport skills.
2. Competition coaching at an appropriate level.
3. Modeling and instilling socially appropriate behaviour including fair play.

RESPONSIBILITIES:

1. Attend practice and events on a regular basis.
2. Communicate with Head Coach regarding practices and events.
3. Adhere to the plans of the Head Coach
4. Devote adequate time to preparation of athletes for events.

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to the CKC-W Code of Safety
3. Adherence to Organization's Constitution, By-Laws and Principles.
4. Must be at least 16 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. Knowledge of chosen sport.
2. Knowledge of / experience with the particular needs of participants

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the organization
2. Fair-minded
3. Good communicator
4. Ability to exercise good judgment

ORIENTATION / TRAINING / SUPPORT / SUPERVISION & EVALUATION

1. Orientation session
2. Evaluation

BENEFITS:

1. As determined by Program Organizers

SCREENING MEASURES:

1. As determined by Event Organizers
2. Position Description & Terms of Reference
3. Name and Contact Information
4. Interview

Terms of Reference – Board Member of AWA or Club

POSITION: Board Member with no Financial Authority

RISK LEVEL: Long Term Low Risk (Section 3.1.d)

RESPONSIBLE TO: President of Organization (AWA or Club)

GOALS:

1. Responsible for providing leadership and direction to the organization
2. Tasked with governing the organization's affairs on behalf of its members.
3. Involvement in policy decisions.
4. Modeling and instilling socially appropriate behaviour.

RESPONSIBILITIES:

1. Attend Board Meetings and events.
2. Communicate with other Board members regarding programs and events.
3. Adhere to the Strategic Management Plan.
4. Devote adequate time to preparation for meetings and events.

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to Constitution, By-Laws and Principles.
3. Adherence to the AWA Policies
4. Must follow the philosophy as presented in the Mission Statement.
5. Must be at least 18 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. General knowledge of chosen sport.
2. Knowledge of / experience with the volunteering with a Board.

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the organization
2. Fair-minded
3. Good communicator
4. Ability to exercise good judgment

ORIENTATION / TRAINING / SUPPORT / SUPERVISION & EVALUATION

1. Orientation session
2. Evaluation

BENEFITS:

1. Membership privileges are outlined in the Volunteer Handbook.

SCREENING MEASURES:

1. Detailed Position Description & Terms of Reference
2. Name and Contact Information
3. Interview

Terms of Reference – Event Financial Volunteer

POSITION: EVENT FINANCIAL VOLUNTEER with Responsibilities for Cash

RISK LEVEL: Short Term Financial Risk (Section 3.1.e)

RESPONSIBLE TO: Chief of Event

GOALS:

1. Support of Event or Program.
2. Modeling and instilling socially appropriate behaviour.

RESPONSIBILITIES:

1. Attend event on a punctual basis.
2. Communicate with Chief of Event regarding program and activities.
3. Adhere to the plans of the Chief of Event.
4. Handle and safeguard cash for the event
5. Devote adequate time to preparation for events.

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to the CKC-W Code of Safety
3. Must be at least 16 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. Desire to Contribute to the Organization.
2. Knowledge of / experience with the tasks assigned.

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the organization
2. Ability to exercise good judgment

ORIENTATION / TRAINING:

1. Attendance at Orientation training

SUPPORT / SUPERVISION & EVALUATION

1. During event, volunteer is responsible for all cash transactions
2. Post event Thank You

BENEFITS:

1. As determined by Event Organizers

SCREENING MEASURES: *Screening is recommended for clubs but not required by AWA*

1. Position Description & Orientation
2. Name and Contact Information

Terms of Reference – Board Member w Financial Authority

POSITION: Board Member with Financial Authority

RISK LEVEL: Long Term Financial Risk (Section 3.1.f)

RESPONSIBLE TO: President / Board of Club or AWA

GOALS:

1. Provide leadership and direction to the organization
2. Govern the organization's affairs on behalf of its members.
3. Involvement in policy decisions.
4. Manage the financial affairs and agreements for the organization
5. Modeling and instilling socially appropriate behaviour.

RESPONSIBILITIES:

1. Attend Board Meetings and events.
2. Communicate with other Board members regarding programs and events.
3. Adhere to the Strategic Management Plan.
4. Devote adequate time to preparation for meetings and events.
5. Maintain financial management tools for organization

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to Constitution, By-Laws and Principles.
3. Adherence to the AWA Policies
4. Must follow the philosophy as presented in the Mission Statement.
5. Must be at least 18 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. General knowledge of chosen sport.
2. Knowledge of / experience with the volunteering with a Board.

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the organization
2. Fair-minded
3. Good communicator
4. Ability to exercise good judgment

ORIENTATION / TRAINING / SUPPORT / SUPERVISION & EVALUATION

1. Orientation session
2. Evaluation

BENEFITS:

1. Membership privileges are outlined in the Volunteer Handbook.

SCREENING MEASURES: *Screening is recommended for clubs but not required by AWA*

1. Detailed Position Description & Terms of Reference
2. Name and Contact Information
3. Personal Reference Check
4. Police Check
5. Interview

Terms of Reference – Coach / Instructor

POSITION: COACH – INSTRUCTOR travelling with athletes
RISK LEVEL: Short Term Personal Risk (Section 3.1.g)
RESPONSIBLE TO: President / Executive Director / Instruction-Coaching Coordinator

GOALS:

1. Instruction in sport skills.
2. Competition coaching at an appropriate level.
3. Modeling and instilling socially appropriate behaviour including fair play.

RESPONSIBILITIES:

1. Plan the activities for the trip
2. Regularly communicate with Program Supervisor.
3. Facilitate practices with the safety and well being of the athletes always coming first.
4. Ensures that all athletes / volunteers are registered to participate.
5. Devote adequate time for preparation of athletes for events.
6. Attend competitions with athletes.

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to CKC-W Code of Safety
3. Adherence to the AWA policies and procedures
4. Must follow the philosophy of AWA as presented in the Mission Statement.
5. Must be at least 18 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. Must have National Coaching Certification Program (NCCP) Level appropriate
2. Strong knowledge of chosen sport.
3. Must have at least 2 years coaching experience

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the Organization
2. Fair-minded
3. Good communicator
4. Ability to exercise good judgment
5. Patience and understanding

ORIENTATION / TRAINING / SUPPORT / SUPERVISION & EVALUATION

1. Coaches Orientation meeting to review policies and procedures
2. Evaluation
3. Exit interviews

BENEFITS:

1. Membership privileges are outlined in the Volunteer Handbook.

SCREENING MEASURES: (screening is required by the AWA)

1. Position Description & Terms of Reference
2. Name and Contact Information
3. Personal Reference Check
4. Interview
5. Criminal Reference Check for Relevant Offenses
6. Participant Follow Up

Terms of Reference – Instructor / Coach

POSITION: INSTRUCTOR / COACH

RISK LEVEL: Long Term Personal Risk (Section 3.1.h)

RESPONSIBLE TO: President / Executive Director / Instruction-Coaching Coordinator

GOALS:

1. Instruction in sport skills.
2. Competition coaching at an appropriate level.
3. Modeling and instilling socially appropriate behaviour including fair play.

RESPONSIBILITIES:

1. Plan the club activities for the season
2. Regularly communicate with other Coaches.
3. Facilitate practices with coaches so the safety and well being of the athletes always comes first.
4. Ensures that all athletes / volunteers are registered to participate.
5. Devote adequate time for preparation of athletes for events.
6. Attend competitions with athletes.

BOUNDARIES/ LIMITATIONS:

1. Adherence to AWA Code of Conduct
2. Adherence to CKC-W Code of Safety
3. Adherence to the AWA policies and procedures
4. Must follow the philosophy of AWA as presented in the Mission Statement.
5. Must be at least 18 years of age.

SKILLS / QUALIFICATIONS/ EXPERIENCE:

1. Must have National Coaching Certification Program (NCCP) Level appropriate
2. Strong knowledge of chosen sport.
3. Must have at least 2 years coaching experience

PERSONAL TRAITS / QUALITIES

1. Interest and support for the goals of the Organization
2. Fair-minded
3. Good communicator
4. Ability to exercise good judgment
5. Patience and understanding

ORIENTATION / TRAINING / SUPPORT / SUPERVISION & EVALUATION

1. Coaches Orientation meeting to review policies and procedures
2. Opportunity to attend NCCP courses
3. Evaluation
4. Exit interviews

BENEFITS:

1. Membership privileges are outlined in the Volunteer Handbook.

SCREENING MEASURES: *(screening is required by the AWA)*

Initial Year:

1. Position Description & Terms of Reference
2. Completion of Volunteer Application Form & Registration Form
3. Personal Reference Check
4. Interview
5. Criminal Reference Check for Relevant Offenses
6. Participant Follow Up

Subsequent Year(s):

1. Criminal Reference Check for Relevant Offenses every 3 yrs
2. Participant Follow Up

Appendix 3

Simple Application for Low Risk Volunteers

Volunteer Position _____

Last name: _____ First Name: _____

Address: _____

Telephone: _____ Cellphone: _____

Email: _____

OPTIONAL

Volunteer Experience: _____

Interests, hobbies: _____

Special Skills, languages: _____

Formal Certification (e.g. NCCP, First Aid): _____

Application Form for Financial Risk Volunteers

Volunteer Position _____

Last name: _____ First Name: _____

Address: _____

Telephone: _____ Cellphone: _____

Email: _____

Occupation & Employer: _____

Employment Experience: _____

Volunteer Experience: _____

Interests, hobbies: _____

Special Skills, languages: _____

Names and telephone numbers of references:

Employment related: _____

Volunteer related: _____

Family &/or friend: _____

Providing false or misleading information may prevent you from getting this position, or if discovered later, be cause for dismissal or disciplinary action.

Application Form for Personal Risk Volunteers

Volunteer Position _____

Last name: _____ First Name: _____

Address: _____

Telephone: _____ Cellphone: _____

Email: _____

Occupation & Employer: _____

Employment Experience: _____

Volunteer Experience: _____

Interests, hobbies: _____

Special Skills, languages: _____

Formal Certification (e.g. NCCP, First Aid): _____

Names and telephone numbers of references:

Former 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 for Financial Risk or Personal Risk Volunteers**

**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 the Alberta Whitewater Association 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 4

Reference Check Questions

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

To start

- Identify yourself and your 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 your organization and the participant group they would be working with.

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 job requirements)

- 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? bad?
- How did the individual handle her or himself in your organization?
- Please comment if possible on the following traits. How much or how little does this individual exhibit these traits?
 - dependability
 - trustworthiness
 - honesty
 - social skills
 - initiative
 - assertiveness
 - perseverance
 - patience
 - ability to deal with stress
 - respect for others

leadership qualities
role model for others
emotional stability
tolerance of differences
ability to follow through on commitment

- Has the person ever demonstrated any characteristic of 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? Give some specific examples.
- How well does this person work on their own? As part of a team?
- What would identify as this individual'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) What are (name of applicant's) strengths and weaknesses in regard to *coaching people with disabilities*?
- 3) 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)?
- 4) This volunteer position requires handling many tasks at once and can be stressful at times. How does (name of applicant) deal with stressful situations?

Appendix 5

Authorization for Release of Criminal Record of Applicants for Directors with Financial Authority

I, _____

HEREBY CONSENT TO AND AUTHORIZE;

the ROYAL CANADIAN MOUNTED POLICE or ANY LOCAL POLICE FORCE OR DEPARTMENT, to release to the Alberta Whitewater Association of 2322 Township Road 7-3A, Lundbreck, AB, T0K 1H0 the following information:

One copy of my criminal record containing any and all notations that related to the following offences;

s. 119 (bribery),	s. 121 (fraud on the government),
s. 122 breach of trust,	s. 123 (municipal corruption),
s. 124 (selling or purchasing office),	s. 125 (influencing or negotiating appointments or dealing in offices),
s. 129 (offences relating to public or peace officers),	s. 130 (personating a peace officer),
s. 131 (perjury),	s. 137 (fabricating evidence),
s. 139 (obstruction of justice),	s. 140 (public mischief),
s. 141 (compounding an indictable offence),	s. 322 (theft), s. 324 (theft by bailee),
s. 328 (theft by or from person having special interest),	s. 330 (theft by person required to account),
s. 331 (theft by person holding power of attorney),	s. 332 (misappropriation of money held under direction),
s. 340 (destroying documents of title),	s. 341 (fraudulent concealment),
s. 342 (credit card theft or forgery),	s. 342.1 (unauthorized use of a credit card),
s. 344 (robbery),	s. 346 extortion,
s. 354 (Possession of stolen property),	s. 362 (false pretences),
s. 363 (fraud),	s. 366 (forgery),
s. 368 (uttering forged document),	s. 374 (drawing document without authority),
s. 380 (fraud of public market),	s. 381 (fraud using mail),
s. 382 (fraudulent manipulation of the stock market),	s. 385 (fraudulent concealment of title documents),
s. 387 (fraudulent sale of real property),	s. 388 (misleading receipt),
s. 389 fraudulent disposal of goods on which money advanced),	s. 392 (disposal of property to defraud creditors),
s. 398 (falsifying employment record),	s. 399 (false return by public officer),
s. 400 (false prospectus),	s. 403 (personation with intent),
s. 422 (criminal breach of contract),	s. 426 (taking secret commissions),
s. 449 (making counterfeit money),	s. 462.31 (laundering proceeds of crime)
(all offence sections cited relate to the Criminal Code of Canada.)	

from the records of: _____

born: _____

and presently residing at: _____

I CONSENT TO THE USE OF THIS INFORMATION BY THE AUTHORIZED RECIPIENT ONLY FOR THE PURPOSES OF: determining my suitability as a Director or Officer of a volunteer organization for which I will be performing financial duties and/or be responsible for bookkeeping or bank accounts and stipulate that the information provided through this criminal record check is confidential and is not to be released or disseminated in any way to any other person, group, organization or company without my written consent.

FULL AND FINAL RELEASE

I wish to have the criminal records search completed and am signing this Authorization and Release of my own free will and being aware of my right to consult legal counsel at my own expense and I acknowledge that I am not under duress to sign this Authorization and Release because I have been informed by Alberta Whitewater Association that I will not be considered for a volunteer position without a criminal records check being completed and I DO HEREBY RELEASE the Alberta Whitewater Association of 2322 Township Road 7-3A. Lundbreck, AB T0K 1H0 and the Royal Canadian Mounted Police or any local police force or department, who are authorized to release information as named above; their employees and agents, from any and all claims whatsoever which may arise as a result of the release of the above information and I DO FOREVER DISCHARGE the AWA and the Royal Canadian Mounted Police or any local police force or department, their parent organizations, related entities and affiliated organizations and their officers, administrators, agents, servants, directors, successors and assigns from any and all claims, debts, demands, actions, causes of action of any kind or nature whatsoever.

This authorization will expire twelve (12) months from date signed.

The Alberta Whitewater Association of 2322 Township Road 7-3A. Lundbreck, AB T0K 1H0 will not be responsible for any fees, expense disbursements or costs related to this criminal records check.

I am eighteen (18) years of age or older.

DATED this ____ day of _____, 20__

Signature: _____

Signature: _____

Name: _____

Witness: _____

Address: _____

Occupation: _____

**Authorization for Release of Criminal Record
of Volunteers with Vulnerable Populations**

I, _____ **HEREBY CONSENT TO AND AUTHORIZE**

the ROYAL CANADIAN MOUNTED POLICE or ANY LOCAL POLICE FORCE OR DEPARTMENT, to release to the Alberta Whitewater Association of 2322 Township Road 7-3A. Lundbreck, AB T0K 1H0 the following information:

one copy of my criminal record containing any and all notations that related to the following offences:

S. 151 sexual interference,	S. 152 invitation to sexual touching,
S. 153 sexual exploitation,	S. 154 sexual exploitation of a person with a disability,
S. 155 incest,	S. 159 anal intercourse,
S. 160 bestiality,	S. 161 Order of prohibition,
S. 163.1 making, distribution or possession of child pornography,	S. 170 parent or guardian procuring sexual activity,
S. 172 corrupting children,	S. 173 indecent acts,
S. 177 trespass at night,	S. 179 vagrancy,
S. 212(1) procuring a person for the purposes of prostitution,	S. 212(2) living off the avails of child prostitution,
S. 212(4) attempting to obtain the sexual services of a child,	S. 215 duties of a person to provide necessities,
S. 218 abandoning a child,	S. 219 criminal negligence,
S. 220 criminal negligence causing death,	S. 221 criminal negligence causing bodily harm,
S. 222 homicide,	S. 229 murder,
S. 230 murder in the commission of an offence,	S. 233 infanticide,
S. 238 killing unborn child in the act of birth,	S. 239 attempted murder,
S. 240 accessory after the fact to murder,	S. 243 concealing the body of a child,
S. 244 use of a firearm with intent to cause bodily harm,	S. 245 administering a noxious substance,
S. 264 criminal harassment,	S. 266 assault,
S. 267 assault with a weapon or assault causing bodily harm,	S. 268 aggravated assault,
S. 269 unlawfully causing bodily harm,	S. 269.1 torture,
S. 270 assault peace officer,	S. 271 sexual assault,
S. 272 sexual assault with a weapon,	S. 273 aggravated sexual assault,
S. 273.3 removal of a child from Canada,	S. 279 kidnapping,
S. 279.1 hostage taking,	S. 280 abduction of a person under 16,
S. 281 abduction of a person under 14,	S. 282 abduction in contravention of a custody order,
S. 283 abduction,	S. 344 robbery,
S. 346 extortion	S. 433 arson,
S. 810 peace bond where fear of injury, damage or sexual offence (all offence sections cited relate to the <i>Criminal Code of Canada</i> .)	S. 39 Trafficking in Controlled drug, <i>Food and Drug Act</i> ,
S. 40 Trafficking in Restricted drug, <i>Food and Drug Act</i> ,	S. 4 Trafficking, <i>Narcotic Control Act</i> ,
S. 5 Trafficking, <i>Controlled Drugs and Substances Act</i>	

to me,

from the records of:

born:

and presently residing at:

I CONSENT TO THE USE OF THIS INFORMATION BY THE AUTHORIZED RECIPIENT ONLY FOR THE PURPOSES OF: determining my suitability as a volunteer of a volunteer organization for which I will be performing supervisory duties and/or be responsible for children and stipulate that the information provided through this criminal record check is confidential and is not to be released or disseminated in any way to any other person, group, organization or company without my written consent.

FULL AND FINAL RELEASE

I wish to have the criminal records search completed and am signing this Authorization and Release of my own free will and being aware of my right to consult legal counsel at my own expense and I acknowledge that I am not under duress to sign this Authorization and Release because I have been informed by Alberta Whitewater Association that I will not be considered for a volunteer position without a criminal records check being completed and I DO HEREBY RELEASE the Alberta Whitewater Association of 2322 Township Road 7-3A. Lundbreck, AB T0K 1H0, and the Royal Canadian Mounted Police or any local police force or department, who are authorized to release information as named above, their employees and agents, from any and all claims whatsoever which may arise as a result of the release of the above information and I DO FOREVER DISCHARGE the AWA and the Royal Canadian Mounted Police or any local police force or department, their parent organizations, related entities and affiliated organizations and their officers, administrators, agents, servants, directors, successors and assigns from any and all claims, debts, demands, actions, causes of action of any kind or nature whatsoever.

This authorization will expire twelve (12) months from date signed.

The Alberta Whitewater Association of 2322 Township Road 7-3A. Lundbreck, AB T0K 1H0 will not be responsible for any fees, expense disbursements or costs related to this criminal records check.

I am eighteen (18) years of age or older.

DATED this ___ day of _____, 20__

Signature: _____

Signature: _____

Name: _____

Witness: _____

Address: _____

Occupation: _____

Appendix 6

AWA Guide for Conducting Criminal Record Checks on Volunteersⁱ

When the screening policy requires a criminal record check for a volunteer, the following template guide is provided for your reference.

How it works

A flow chart of the volunteer criminal record check process is provided on a separate page. You may wish to follow step by step, as the chart takes an imaginary new or current volunteer through the process.

A criminal record check will show whether a person has either an outstanding charge or a conviction under federal law.

Each organization will be responsible for asking every current volunteer and successful applicant to provide written consent for a criminal record check (See step 1 on the chart). Only Financial Risk volunteers with the AWA or Personal Risk volunteers should be subject to a criminal records check.

An organization cannot place an individual in a Financial Risk or Personal Risk position who does not consent to a criminal record check. A current volunteer who does not give consent must not work with participants or finances. New volunteers may be placed and current volunteer coaches may stay in their regular positions while the criminal record check is being processed as long as the other screening measures have been completed and the volunteer has been cleared thus far.

A Designated Person from the AWA will submit the completed consent forms to the relevant police agency (See step 2 on the chart). The Designated Person must sign an Oath of Confidentiality to ensure the privacy rights of the applicant are protected.

The police agency will process the information through the Canadian Police Information Centre and return the results to the Designated Person (See steps 3 and 4).

- If a check does not reveal a record, the Designated Person will tell the sport organization that no relevant record exists (See step 4a).
- If there is a record, the Designated Person compares the offence information to relevant offences named in Schedule I & II.
- If the record is not considered relevant under the *Act*, the AWA will be informed that no relevant record exists.
- If the check does reveal a record the *Act* lists as relevant, the volunteer will be asked to provide fingerprints so that the police can confirm the person's identity. (Step 4b).
- Designated Person receives the fingerprint results from the police (See step 5).
- If the identity is confirmed, the Designated Person will inform the AWA and applicant that there is a relevant record and that the applicant's services are not required (See step 6b).

- If the fingerprints do not match those on the record, the AWA will be informed that no relevant record exists. (See step 6b).
- The Designated Person then stores the record of rejected applications in a locked filing cabinet. (See step 7).

The sport organization must then ensure that the volunteer is **removed from or never placed** in a position where he or she works with or has unsupervised access to participants or financial trust. (See step 8)

New Charges and Convictions

If a volunteer who works with participants is charged or convicted of a relevant offence after a criminal record check has been completed, the volunteer must promptly report the conviction to the AWA.

Any volunteer that has been charged with a criminal offense(s) amongst the lists of Relevant Offenses may be temporarily suspended from its relationship with the sport organization or from participating in any organization activities for an appropriate length of time determined by the Board of Directors having regard to:

- a) the seriousness of the incident(s);
- b) the length of sentence imposed in the criminal proceeding, if any;
- c) the member's prior behaviour; and
- d) any other relevant circumstance.

Any volunteer convicted of a criminal offense(s) listed under the Relevant Offenses shall be automatically suspended from participating in any and all activities of AWA for an appropriate length of time determined by the Board of Directors having regard to:

- a) the seriousness of the incident(s);
- b) the length of sentence imposed in the criminal proceeding, if any;
- c) the member's prior behaviour; and
- d) any other relevant circumstance.

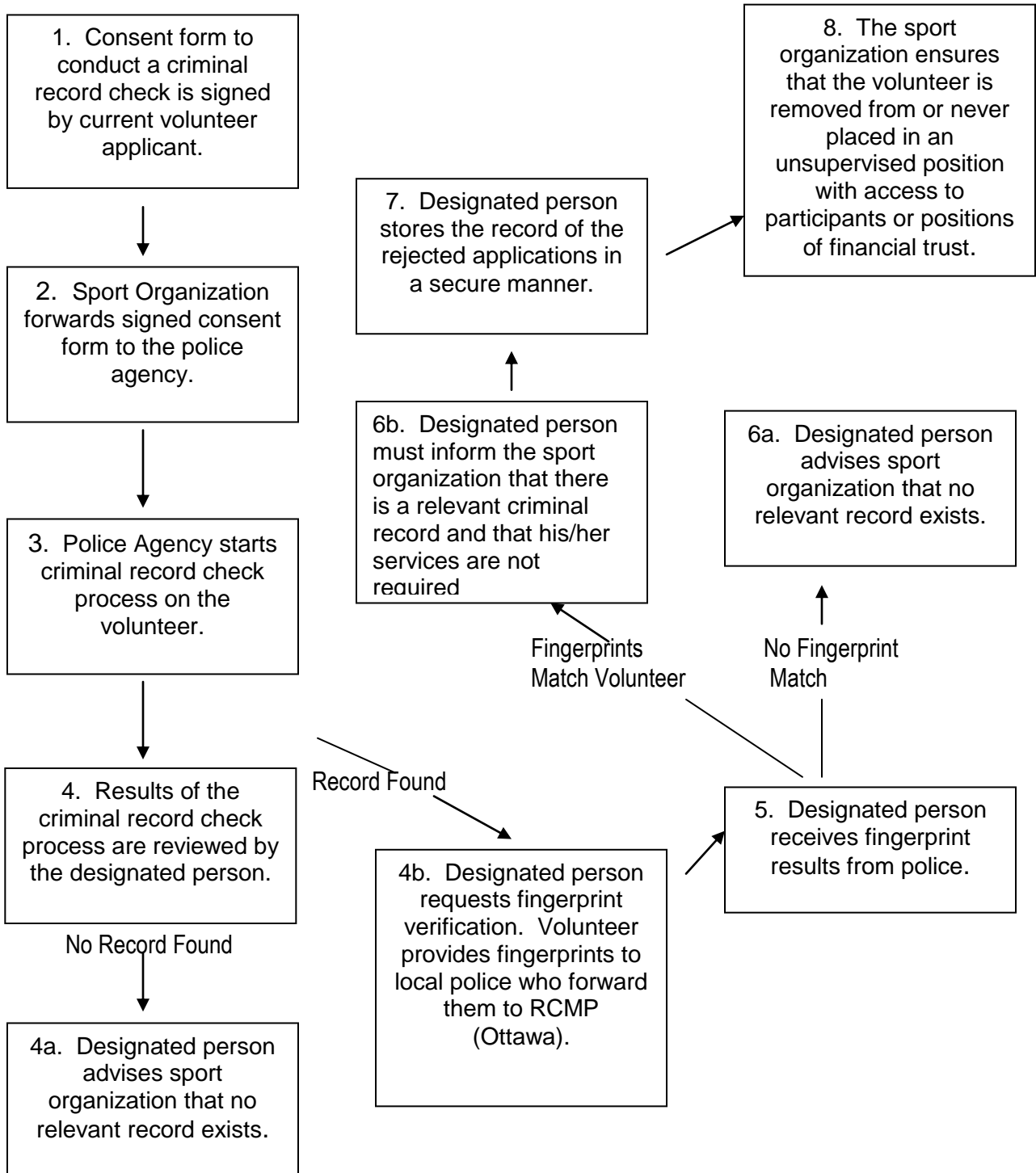
Protection of Privacy

This policy balances the right of participants to be protected against the rights of individuals provided under the *Alberta Human Rights Code* and the *Canadian Charter of Rights and Freedoms*.

Refusal to Comply

- If a current volunteer refuses to consent to a criminal record check, the individual cannot continue to participate.
- If a new volunteer refuses to consent to a criminal record check, the person will be refused placement.

AWA Volunteer Criminal Record Check Process



Relevant Offences for Volunteers with Financial Management Duties

The following sections of the *Criminal Code* (Canada) are designated as relevant offences for volunteers with financial management duties:

s. 119 (bribery),	s. 121 (fraud on the government),
s. 122 breach of trust,	s. 123 (municipal corruption),
s. 124 (selling or purchasing office),	s. 125 (influencing or negotiating appointments or dealing in offices),
s. 129 (offences relating to public or peace officers),	s. 130 (personating a peace officer),
s. 131 (perjury),	s. 137 (fabricating evidence),
s. 139 (obstruction of justice),	s. 140 (public mischief),
s. 141 (compounding an indictable offence),	s. 322 (theft), s. 324 (theft by bailee),
s. 328 (theft by or from person having special interest),	s. 330 (theft by person required to account),
s. 331 (theft by person holding power of attorney),	s. 332 (misappropriation of money held under direction),
s. 340 (destroying documents of title),	s. 341 (fraudulent concealment),
s. 342 (credit card theft or forgery),	s. 342.1 (unauthorized use of a credit card),
s. 344 (robbery),	s. 346 extortion,
s. 354 (Possession of stolen property),	s. 362 (false pretences),
s. 363 (fraud),	s. 366 (forgery),
s. 368 (uttering forged document),	s. 374 (drawing document without authority),
s. 380 (fraud of public market),	s. 381 (fraud using mail),
s. 382 (fraudulent manipulation of the stock market),	s. 385 (fraudulent concealment of title documents),
s. 387 (fraudulent sale of real property),	s. 388 (misleading receipt),
s. 389 fraudulent disposal of goods on which money advanced),	s. 392 (disposal of property to defraud creditors),
s. 398 (falsifying employment record),	s. 399 (false return by public officer),
s. 400 (false prospectus),	s. 403 (personation with intent),
s. 422 (criminal breach of contract),	s. 426 (taking secret commissions),
s. 449 (making counterfeit money),	s. 462.31 (laundering proceeds of crime)
(all offence sections cited relate to the Criminal Code of Canada.)	

**Relevant Offences for Volunteers with
Responsibilities for Vulnerable Populations**

The following sections of the *Criminal Code* (Canada) are designated as relevant offences for individuals with responsibilities for children, disabled individuals or seniors:

S. 151 sexual interference,	S. 152 invitation to sexual touching,
S. 153 sexual exploitation,	S. 154 sexual exploitation of a person with a disability,
S. 155 incest,	S. 159 anal intercourse,
S. 160 bestiality,	S. 161 Order of prohibition,
S. 163.1 making, distribution or possession of child pornography,	S. 170 parent or guardian procuring sexual activity,
S. 172 corrupting children,	S. 173 indecent acts,
S. 177 trespass at night,	S. 179 vagrancy,
S. 212(1) procuring a person for the purposes of prostitution,	S. 212(2) living off the avails of child prostitution,
S. 212(4) attempting to obtain the sexual services of a child,	S. 215 duties of a person to provide necessities,
S. 218 abandoning a child,	S. 219 criminal negligence,
S. 220 criminal negligence causing death,	S. 221 criminal negligence causing bodily harm,
S. 222 homicide,	S. 229 murder,
S. 230 murder in the commission of an offence,	S. 233 infanticide,
S. 238 killing unborn child in the act of birth,	S. 239 attempted murder,
S. 240 accessory after the fact to murder,	S. 243 concealing the body of a child,
S. 244 use of a firearm with intent to cause bodily harm,	S. 245 administering a noxious substance,
S. 264 criminal harassment,	S. 266 assault,
S. 267 assault with a weapon or assault causing bodily harm,	S. 268 aggravated assault,
S. 269 unlawfully causing bodily harm,	S. 269.1 torture,
S. 270 assault peace officer,	S. 271 sexual assault,
S. 272 sexual assault with a weapon,	S. 273 aggravated sexual assault,
S. 273.3 removal of a child from Canada,	S. 279 kidnapping,
S. 279.1 hostage taking,	S. 280 abduction of a person under 16,
S. 281 abduction of a person under 14,	S. 282 abduction in contravention of a custody order,
S. 283 abduction,	S. 344 robbery,
S. 346 extortion	S. 433 arson,
S. 810 peace bond where fear of injury, damage or sexual offence (all offence sections cited relate to the <i>Criminal Code of Canada</i> .)	S. 39 Trafficking in Controlled drug, <i>Food and Drug Act</i> ,
S. 40 Trafficking in Restricted drug, <i>Food and Drug Act</i> ,	S. 4 Trafficking, <i>Narcotic Control Act</i> ,
S. 5 Trafficking, <i>Controlled Drugs and Substances Act</i>	

Appendix 7

Sample Interview Questions for

“Low Risk” Volunteer Positions

Open-ended questions cannot usually be answered by a brief response, such as “yes” or “no”. Rather, 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?
- What type of supervision do you like to receive?
- How will this volunteer position fit with your current employment?
- Describe a situation at any work environment in which you were faced with 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 bring to this position.
- What experience do you have working with people with special needs?
- What is your sport/volunteer experience?
- What specific skills do you bring? (NCCP, First Aid)

Sample Interview Questions for
Volunteer Positions working with Financial Authority

- How did you learn about this program/project?
- Have you read the handbook, promo materials, policies and procedures manual?
- Do you have any questions about what you have read?
- What made you decide to apply for this position?
- What do you understand the role of _____ to be?
- What do you hope to achieve in this role?
- What are your personal goals for this position?
- Have you lived here very long? Can you tell me about where you come from?
- Why have you moved so often? (if applicable)
- Please tell me about your experience with (ask as applicable to the position) banking, cash management, finances.
- How would you handle the following situation? (Give a hypothetical case involving a financial transaction)
- How would you handle the following situation? (Give a case involving suspected abuse of trust)
- Why would you handle the situations in the way you described?
- Will your partner/friend/spouse be involved in your work at all? In what way?
- Please tell us about other work of this kind you have been involved in. Would you identify people at these organizations that we could talk to about your work?
- Do you understand the organization policies regarding criminal records and the kinds of criminal and other offences that would be considered relevant to this position?
- Do you have a standing conviction for a criminal offence that is relevant to this position?
- Do you have a standing conviction for a provincial offence relevant to this position?
- Have you had any involvement with the police or any other authorities that would reflect on your ability to hold this position?
- What difficulties do you see in fulfilling this position?
- Are there any circumstances around any of your references/contacts that you would like to tell us about?
- Can you tell us why you do not want us to contact this person?

Sample Interview Questions for

Volunteer Positions working with Vulnerable Populations (Children, Disabled)

- How did you learn about this program/project?
- Have you read the handbook, promotional materials, policies and procedures manual?
- Do you have any questions about what you have read?
- What made you decide to apply for this position?
- What do you understand the role of _____ to be?
- What do you hope to achieve in this role?
- What are your personal goals for this position?
- What consequences do you think children and teenagers should receive for their actions?
- What are your views of the use of consequences in this setting?
- Do you think exercise should be used as a form of punishment?
- What age groups do you prefer to work with?
- Do you prefer to work with boys or girls? Why?
- Were you ever abused as a child? as a teen?
- Have you lived here very long? Can you tell me about where you come from?
- Why have you moved so often? (if applicable)
- Is the race, ethnic background, sexual orientation of the participant important to you?
- Are there groups or individuals you would prefer to not work with?
- Please tell me about your experience with (ask as applicable to the position) children, individuals with disabilities, seniors.
- How would you handle the following situation? (Give a hypothetical case involving a participant)
- How would you handle the following situation? (Give a case involving harassment)
- How would you handle the following situation? (Give a case involving suspected abuse)
- Have you ever purchased alcohol for your participants?
- Why would you handle the situations in the way you described?
- Will your partner/friend/spouse be involved in your work at all? In what way?

- Do you think it is appropriate to teach participants anything about sexuality and sexual development?
- Have you ever taught sexual education or given advice to participants related to their sexual development?
- How did you do this? Describe methods.
- Has a child/participant ever made a complaint about you? If so, what was the outcome?
- Have you ever abused a child?
- Please tell us about other work of this kind you have been involved in. Would you identify people at these organizations that we could talk to about your work?
- Do you understand the organization policies regarding criminal records and the kinds of criminal and other offences that would be considered relevant to this position?
- Do you have a standing conviction for a criminal offence that is relevant to this position?
- Do you have a standing conviction for a provincial offence relevant to this position?
- Have you had any involvement with the police or any other authorities that would reflect on your ability to hold this position?
- What difficulties do you see in fulfilling this position?
- Are there any circumstances around any of your references/contacts that you would like to tell us about?
- Can you tell us why you do not want us to contact this person?

Appendix 8

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 the AWA's 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: _____ Telephone number: _____

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 9

Volunteer Position Feedback and Evaluation Form

Name of Volunteer: _____

Period covered: _____

Position: _____

Date: _____

A. Position Goals

	Not met		satisfactory		superior
1. _____	1	2	3	4	5
2. _____	1	2	3	4	5
3. _____	1	2	3	4	5
4. _____	1	2	3	4	5
5. _____	1	2	3	4	5

B. Work Relationships

	needs improvement		satisfactory		excellent
a. Relations with other volunteers	1	2	3	4	5
b. Relations with staff	1	2	3	4	5
c. Relations with athletes	1	2	3	4	5
d. Meeting commitments on time	1	2	3	4	5
e. Initiative	1	2	3	4	5
f. Flexibility	1	2	3	4	5

C. Comments from Supervisor regarding above areas:

D. Comments by volunteer regarding above areas:

5. Most significant achievement during period of evaluation:

6. Major areas in which improvements, change or further training would be desirable with description of suggested course of action.

7. Overall how does the volunteer feel about remaining in the position? What change in nature of responsibilities or procedures would improve the ability of the volunteer to contribute to the Whitewater Sport?

8. What are the major goals for the volunteer to accomplish in their position between now and the next evaluation period?

1. _____

2. _____

3. _____

4. _____

5. _____

9. Scheduled date of next evaluation:

Signatures:

Supervisor: _____ Date: _____

Volunteer (optional): _____ Date: _____
