

# WESTERN VALLEY REGIONAL SERVICE COMMISSION VOLUNTEER POLICY



## Vision

Building partnerships to promote healthy and active communities through regional recreational service delivery.

## PURPOSE

The towns, villages and Local service districts (LSD) within the Western Regional Service Commission (WVRSC) rely heavily on the unpaid work of volunteers to help with the various recreation and wellness programs offered. This policy is intended to ensure that the many volunteers working throughout WVRSC have work that is safe, significant, fulfilling, and appreciated. It is intended to develop a volunteer network creating consistency through the region, while promoting retention, self-worth and community pride.

## POLICY

### Reasonable expectations for Commission, local service districts, towns and villages:

- to provide full inclusion and any training necessary for the volunteer for various roles
- to provide regular support to the volunteer in their role and a named contact for the volunteer who will support them in the role
- to treat volunteers in line with its equal opportunities policy
- to reimburse out-of-pocket expenses
- to implement good health and safety practice.
- To allow volunteers to grow as their needs change to be continuously challenged.

### Reasonable expectations for a volunteer

- follow policies and procedures relevant to volunteers and the role the volunteer is undertaking. (equal opportunities, health and safety, and confidentiality)
- meet mutually agreed expectations around the role, such as the amount of time the role is expected to take.

## AUTHORIZATION

[Signature of Board Secretary]

[Date of approval by the Board]

Western Valley Regional Service Commission

# WESTERN VALLEY REGIONAL SERVICE COMMISSION VOLUNTEER PROCEDURE



## RESPONSIBILITIES

It is the responsibility of the Board of WVRSC to appoint a Recreational Coordinator.

The Recreational Coordinator shall be responsible for organizing the recruitment, training, and supervision of volunteers. The Recreational Coordinator shall report to the Board.

The Recreational Coordinator shall assign supervision to volunteers and shall monitor to ensure quality of supervision.

The appointed supervision shall ensure that each volunteer is trained and capable of fulfilling their functions adequately and in a safe manner.

The Recreational Coordinator shall report to the board regularly on the WVRSC volunteer program.

## Recruitment

- All volunteers are subject to the screening procedures set out in the appropriate section of WVRSC's Recruitment Policy.
- Recruitment of volunteers shall also take into account WVRSC's commitment to cultural diversity under its Equal Opportunity Policy.
- Recruitment shall take place as outlined in implementation plan.

## Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Develop volunteers, helping them move into new roles as their needs and the needs of the organization change.

## Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

## Reimbursement

All volunteers shall be reimbursed for all **pre-approved** expenditure incurred in the exercise of their functions.

## AUTHORIZATION

[Signature of Board Secretary]

[Date of approval by the Board]

Western Valley Regional Service Commission

# WESTERN VALLEY REGIONAL SERVICE COMMISSION VOLUNTEER SATISFACTION SURVEY



*Following the recent volunteer activity, you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.*

*Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see how we can improve the next volunteer activity we organize as part of our partnership.*

*Thank you for your time.*

- Age (optional): \_\_\_\_\_
- How many times have you volunteered? \_\_\_\_\_
- Are you planning to volunteer again in the future? \_\_\_\_\_
- Why did you volunteer? \_\_\_\_\_

## TRAINING

- Was there any training needed for your volunteer role? If so, what sort of training was needed, and how many hours of training did you receive?

\_\_\_\_\_  
Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):  
Excellent/Good/Fair/Poor/N/A
- Did your training prepare you for your volunteer role? (Please circle one):  
Very well/Somewhat/Didn't relate/N/A
- If you have comments you'd like to share, please include them below.

\_\_\_\_\_

## SUPERVISION

- Were you provided with a clear outline of what was expected from you?  
YES/NO
- Were you provided direct supervision for support?  
YES/NO
- Did they make you feel like a valuable member of the team?  
YES/NO

- Did you feel that the organization, as a whole, supports volunteers?

YES/NO

- If you have comments you'd like to share, please include them below.

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## RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?

YES/NO

- Did you receive recognition for your service? If so, what was it?

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- Was the recognition you received sufficient?

YES/NO

- Were the efforts of volunteers recognized publicly, or in the media? If so, how?

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## OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one): Excellent/Good/Fair/Poor

- Were you treated properly and with respect?

YES/NO

- Did you enjoy working with other volunteers on the day?

YES/NO

- What was the highlight of your volunteering experience?

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- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

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Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential.

# WESTERN VALLEY REGIONAL SERVICE COMMISSION VOLUNTEER APPLICATION FORM



Western Valley Regional Service Commission

## Application Information

|                         |             |                                 |
|-------------------------|-------------|---------------------------------|
| Last Name:              | First name: | Preferred Phone Number:         |
| Mailing Address:        |             |                                 |
| Email Address:          |             |                                 |
| Emergency Contact Name: |             | Emergency Contact Phone Number: |

## Purpose of Application

High School Hours     
  General Interest     
  meet new people/ become more involved  
 Give back to community     
  Other (please specify) \_\_\_\_\_

## Availability

|    | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|----|--------|---------|-----------|----------|--------|----------|--------|
| AM |        |         |           |          |        |          |        |
| PM |        |         |           |          |        |          |        |

## About yourself

Under 14     
  14 – 17     
  18 – 24     
  25 – 30  
 31 – 40     
  41 – 50     
  51 – 60     
  60 and above

Do you have any special areas of interest or experience in the following? (check all that apply)

Greeting/hosting community events     
  Fundraising/sponsorship/promotions     
  Photography  
 Food and beverage     
  working with children     
  Aquatics/Arena     
  Athletics     
  Trail riding  
 Computers     
  Webpage development     
  set – up/ take down/ equipment operator  
 Other \_\_\_\_\_

## Reference

|                |             |
|----------------|-------------|
| Name :         | Job Title : |
| Phone number : |             |

**Due to certain volunteer positions in regards to working with children an RCMP criminal record check may be required. Would you be willing to have check done?**  Yes  No

I Certify that the information contained in this application is true and complete. I authorize the verification of any or all information listed above. **Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Parental/ Guardian consent is required for persons under 18 years of age

I guarantee I am th parent/ guardian of the applicant above and hereby indemnify Western Valley Regional service Commission from and against any claims, which may be made by any third party. I understand and accept the terms and conditions above

**Signature of Parent/ Guardian:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**For office use only**

Start Date:

Direct Supervision:

Responsibilities:

**Program Assigned**

**Schedule**

|    | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|----|--------|---------|-----------|----------|--------|----------|--------|
| AM |        |         |           |          |        |          |        |
| PM |        |         |           |          |        |          |        |

Time:            Time:            Time:            Time:            Time:            Time:            Time:

| <b>Training</b>                     |                          | <b>Date of training</b> |
|-------------------------------------|--------------------------|-------------------------|
| Training Recieved                   | <input type="checkbox"/> |                         |
| Orientation with Direct supervision | <input type="checkbox"/> |                         |
| Workplace violence & Harassment     | <input type="checkbox"/> |                         |
| Right to Refuse                     | <input type="checkbox"/> |                         |
| WHMIS                               | <input type="checkbox"/> |                         |
| First/Aid CPR                       | <input type="checkbox"/> |                         |
| Fitness instructor                  | <input type="checkbox"/> |                         |
| Occupational health & Safety        | <input type="checkbox"/> |                         |
| Valid criminal records check        | <input type="checkbox"/> |                         |
| Other                               | <input type="checkbox"/> |                         |

| <b>Approval</b>          |           |
|--------------------------|-----------|
|                          | Signature |
| Supervisor               |           |
| 2 <sup>nd</sup> Approver |           |

# WESTERN VALLEY REGIONAL SERVICE COMMISSION EQUAL OPPURTUNITY VOLUNTEER POLICY



Western Valley Regional Service Commission (WVRSC) recognises that it is essential to provide equal opportunities to all persons without discrimination. This policy sets out the commissions position on equal opportunity in all aspects of volunteering, including recruitment and promotion, giving guidance and encouragement to volunteers at all levels to act fairly and prevent discrimination on the grounds of sex, race, marital status, , age, sexual orientation or religion.

## Statement of policy

(a) It is the policy of WVRSC to ensure that no volunteer applicant receives less favourable treatment on the grounds of sex, race, marital status, disability, age, sexual orientation or religion, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. The organisation is committed not only to its legal obligations but also to the positive promotion of equality of opportunity in all aspects of volunteering.

(b) The commission recognizes that adhering to the Equal Opportunities Policy, combined with relevant volunteer policies and practices, maximizes the effective use of individuals in both the organisation's and volunteers best interests. WVRSC recognises the great benefits in having a diverse volunteer force with different backgrounds, solely chosen on ability and willingness to help.

(c) The application of volunteering and training, will be on the basis of event requirements and the individual's ability and merits.

(d) All volunteers of the commission will be made aware of the provisions of this policy.

## Recruitment and recognition

(a) Advertisements for volunteer oppurtunities will give sufficiently clear and accurate information to enable applicants to assess their own suitability for the post. Information about volunteering oppurtunities will be provided in such a manner that does not restrict its audience in terms of sex, race, marital status, disability, age, sexual orientation or religion.

(b) Recruitment literature will not imply a preference for one group of volunteers. It will be the responsibility of WVRSC to place each volunteer in a position that suits individual needs.

## Volunteers

(a) WVRSC will not discriminate on the basis of sex, race, marital status, disability, age, sexual orientation or religion in the allocation of any volunteering duties

(b) WVRSC will put in place any reasonable measures to accomadate anyone willing to volunteer with a disability

(c) All volunteers will be considered solely on their merits for development with equal opportunities for all.

## Training

(a) Volunteers will be provided with appropriate training regardless of sex, race, marital status, disability, age sexual orientation or religion.

(b) All volunteers will be encouraged to discuss their training needs with their immediate supervision or the Recreational Coordinator.

## Grievances and victimization

(a) WVRSC emphasises that discrimination is unacceptable conduct and will not be tolerated at any site, event or volunteers place of work.

(b) Any complaints of discrimination will be pursued through the organization's Dispute resolution Procedure.

# WESTERN VALLEY REGIONAL SERVICE COMMISSION DISPUTE RESOLUTION PROCEDURE



If a dispute arises, it is important for the commission to swiftly address and come to a resolution. Effective dispute resolution procedures can simplify and even enhance volunteers' experiences.

The WVRSC and its volunteers should maintain a commitment to resolving issues in a constructive manner, seeking a resolution rather than assigning blame. Issues and disputes should be handled in a customer-focused manner, where these issues are seen as an opportunity to improve service delivery.

Issues should be resolved promptly, objectively, consistently and with regard for the people involved.

An issue notification, escalation and resolution process should be established, which may cover the following points:

1 Formal notification of issues between the club and its volunteers, as well as requests for a response or action, which should be in writing, signed and dated

2 A response should be received which resolves the issue satisfactorily in the required timeframe

3 The issue can be escalated if necessary

4 The club and/or the volunteer may need to engage an independent facilitator/mediator to resolve the issue

5 The issue should be reviewed with a view to preventing it in future and enhancing service

6 Some issues, such as alleged criminal activity, must be immediately referred to the appropriate authorities

Resolution of issues should be finalized as soon as practicable, usually within ten working days.



## WESTERN VALLEY REGIONAL SERVICE COMMISSION VOLUNTEER RECRUITMENT PROCEDURE



Recruitment of volunteers will generally be from all sections of the region, and will be in line with the *WVRSC* Equal Opportunities Policy.

People interested in becoming volunteers with *WVRSC* will be invited for an informal talk with the appropriate contact person. They will be given an information pack including general information about the organization and specific information on the volunteer post in which they are interested. At this time, potential volunteers will be made aware of the volunteer policies and procedures of the *WVRSC*.

All volunteers will be asked to complete a simple registration form appropriate to the role that they are applying for and to supply a reference. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles both with *WVRSC* and other volunteer involving organizations.

For volunteer roles which involve 'regulated work' such as care giving and/or sustained and direct contact with children or vulnerable adults, **an RCMP criminal record check may be required**. *WVRSC* has a legal obligation to ensure that volunteers are not barred from working with children or vulnerable groups. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and the volunteer's responsibilities to them.

# WESTERN VALLEY REGIONAL SERVICE COMMISSION VOLUNTEER IMPLEMENTATION PLAN



1. Create volunteer policy and procedure standards.
  - ✓ This will insure a standard of excellence in the program across the region.
  - ✓ It will allow volunteers to participate anywhere within the region and understand the expectations.
  - ✓ it will clearly define what the expectations of the volunteer are, as well as the group working with volunteers.
2. Create a standard volunteer application form.
  - ✓ This will allow the group or organization to best fit the volunteer in their role.
  - ✓ It will help the commission build a data bank of volunteers.
  - ✓ It will give the volunteer a chance to show case strengths, likes and dislikes.
  - ✓ This will create a signed contract (commitment) between the volunteer and group or organization they are applying for.
3. Create volunteer satisfaction survey.
  - ✓ This will allow for positive or negative feedback.
  - ✓ It will allow for continuous improvement.
  - ✓ It will help engage volunteer by asking for their opinion.
  - ✓ It can help with future matching of positions for volunteers for a better overall experience.
4. implement continuous learning bank through skillsoft.
  - ✓ help retain volunteers by offering training.
  - ✓ Give the volunteer a sense of inclusion and self-worth.
  - ✓ Increase the strength and knowledge of the volunteer base.
5. Seek out alternative funding sources for program.
  - ✓ Costs may be incurred for out of pocket expenditures by the volunteer, training and recognition events for the volunteer. (Budget money for this)
  - ✓ Across the country, recreational projects are completed with help from the local business community. There may exist opportunities for local partnerships. It would be the responsibility of the Recreation Coordinator to seek out and develop these partnerships.
6. Strategy around recruitment and retention
  - ✓ All volunteers will be asked to complete a registration form, this will allow the commission to build a data bank of volunteers. The different towns, villages and LSD's in the region can pull from data bank when looking for volunteers. This will also give volunteers different opportunities across the region.
  - ✓ Recruitment would follow the Recreational communications strategy. Main avenues , dedicated website, Facebook and semi-annual leisure guide.
  - ✓ Include a volunteer tab under recreation on main WVRSC website. This would allow the volunteer community to communicate with each other sharing ideas. It would show upcoming events so that volunteers could schedule their time. Training opportunities plus recognition would be posted on this page.
  - ✓ Create a volunteer e – newsletter, which highlights the work that groups and individuals are doing in the community.
  - ✓ Provide volunteers with appropriate training and assist with funding any necessary courses.
  - ✓ Host semi-annual volunteer recognition luncheon/breakfast.
  - ✓ Implement volunteer recognition program.

- Volunteer recognition program - celebrates volunteers in two main service areas: sport & recreation and community development. Supported by the WVRSC, these volunteers show an outstanding commitment to citizen wellness, quality of life, and community engagement to make WVR a region of Choice.

#### Volunteer Nomination Categories

- Organized Sport or Recreation: This individual can be a teammate, coach, parent/guardian, loyal fan, fundraisers, unpaid organizer/administrator, official or any person who voluntarily contributes to an organized sport or recreation team or league whose operations support active and healthy lifestyles.
- Community Development: This individual, volunteers for a community organization whose goal is to strengthen individuals/neighbourhoods and engage the community through the provision of goods, services and/or use of facilities. This individual donates their time to ensuring the safety, vibrancy, and improved quality of life in their community.

#### Eligibility

- Must be a resident of the WVR.
- Volunteer service must take place within the WVR.
- Volunteer must not have already been invited to/recognized at a previous WVRSC event.
- Nominees must not have received payment for their service. A digital photograph of the volunteer would be required.

**This recognition would happen semi-annually at a volunteer recognition luncheon/ breakfast.**