

Volunteer Management & Screening Guide



Whitby Iroquois Soccer Club

Board approved: May 1-11

1. Policy

Whitby Iroquois Soccer Club [WISC] has adopted the Canadian Code for Volunteer Involvement and therefore relies on the efforts of volunteers to provide its services and support its mandate. We value their involvement and appreciate their hard work. Volunteers have a right to be treated respectfully and with sensitivity to their particular strengths, capabilities, limitations and needs.

2. Purpose

To ensure qualified volunteers are available to support Whitby Iroquois Soccer Club programs.

3. Definitions

Volunteer: A volunteer is an individual:

- Who chooses to undertake a service or activity, someone who is not coerced or compelled to do this activity
- Who does this activity in service to an individual or an organization, or to assist the community-at-large
- Who does not receive a salary or wage for this service or activity

Vulnerable Person: A person who has difficulty-protecting him/herself from harm, temporarily or permanently, and is at risk because of age, disability or handicap. Children and youth are considered vulnerable. The standard of care is higher for programs that include vulnerable participants.

Position of trust:

- Situations in which someone has a significant degree of:
 - Authority or decision-making power over another
 - Unsupervised access to another person and to his/her property
- Situations where the success of the service depends on the development of a close, personal relationship between the individual as in mentoring or friendly visiting programs
- Where volunteers are in a position of trust, there is more opportunity for abuse and more expectation that the organization will do what it can to reduce the risk of this happening

Duty of Care is a legal principle that identifies the obligations of individuals and organizations to take reasonable measures to care for and protect their clients.

4. Risk Categories

All positions within the club have been assessed with respect to trust, power and influence the individual will have over youth participants. Risk Assessments are ranked as High, Medium, Low or Minimal:

High

Team volunteers who are in a youth contact position and who are not family relations of a player on the team will be assessed as "High"

Minimal

Individuals who, in their role as a volunteer, have no ongoing contact with youth will be assigned a risk assessment of "Minimal"

Whitby Iroquois Soccer Club Risk Categories:

- High Risk Positions
Team officials (Coaches, Assistant Coaches, Managers and Trainers) for all Competitive, All-star and Select teams, Board Members, administrative and facilities staff, technical staff and contractors
- Medium Risk Positions
Team officials (Coaches, Assistant Coaches, Managers and Trainers) for Recreational teams U11-U18, Club Head Coach, Club Head Referee, Referee Assignor
- Low Risk Positions
Recreational Team Officials U4-U10
- Minimal Risk Positions
Adult officials and other such positions where the individual does not, through the responsibilities of the position, have ongoing contact with youth participants or team responsibilities. Examples would include Board members, Webmaster, Schedulers, Club Equipment Manager, etc.

In order to minimize the risk for gender related incidents, WISC prefers that all high risk category teams include a team official for the alternate gender of the team.

Where an individual holds multiple positions within the Club, the individual will be screened at the highest of the applicable risk classifications.

5. Procedure

Those interested in volunteering with the Whitby Iroquois Soccer Club will enter the following process:



1. **Complete WISC Application form** - Applications available at www.whitbysoccer.com
2. **Review by WISC** – Application will be reviewed by the applicable leader. An interview may be required
3. **Screening/Reference Check** – Applicants that are provisionally approved will go through the screening process
4. **Assigned position** – Applicant will be notified with confirmation of their position
5. **Orientation/Training** – Applicant will be made aware of dates for appropriate orientation/training
6. **Evaluation** – program leaders will provide evaluation on an as needed basis

Note: Minors - volunteers under the age of 19 must provide a signed letter of consent from a parent or legal guardian, before undergoing certain screening measures¹.

¹ Pertains to “High Risk” screening measures such as, but not limited to, written medical statements, high-risk interview questions, and evaluations.

6. Screening

Screening is an ongoing process designed to identify any person, whether paid or unpaid, volunteer or staff, who may harm children, youth or other vulnerable persons. Screening involves isolating the risks related to specific volunteer positions, and then establishing appropriate methods to reduce that risk. Screening takes place before a person is accepted to their position of involvement.

All club volunteers and employees shall be required to undergo a screening process to ensure that they are suited to the duties to be assigned by the Club. This screening process will comprise a variety of measures dependent on the associated risk assessment of each club position. Should a Police Records Check be received with an offence cited, a panel of 3 screening officers will be convened to review the offence and render a decision.

The following screening process will be applied for each category:

High Risk Positions

- Application Form (with references)
- References formally checked
- Interview by Screening Committee
- Police Records Check annually
- Evaluation by Club annually
- OSA Registration Form (or Club equivalent) for each season

Medium Risk Positions

- Application Form
- Police Records Check every 2 years
- Evaluation by Club annually
- OSA Registration Form (or Club equivalent) for each season

Low Risk Positions

- Application Form
- OSA Registration Form (or Club equivalent)
- Police Record Check every 2 years
- Evaluation by Club annually

Minimal Risk Positions

- OSA Registration Form (or Club equivalent)
- Police Record Check every 2 years
- Evaluation by Club annually

References

All potential volunteers may be required to submit personal and/or professional references as part of the application form process prior to acceptance as a volunteer. Potential volunteers are requested to provide signed consent giving the organization permission to contact the provided references.

Criminal Record Check

Where a Criminal Record Check (CRC) is required, the Club will require a check upon the first application by a coach, and annually or as indicated thereafter (assuming continuous service). If there is an interruption in the individual's service to the Club then a CRC will be obtained upon re-entry.

The Club will examine CRC's that reveal any criminal code conviction, charge without disposition or police contact, to determine the acceptability of the applicant for a staff or volunteer position within the Club.

Unacceptable behaviours may include, but are not necessarily limited to, the following:

- Sexual Offences
- Violent or threatening behaviour against children or adults
- Conduct against public morals (i.e., prostitution)
- Substance or chemical abuse
- Violation of a position of trust including theft or fraud
- Criminal driving offences, including but not limited to impaired driving

Applicants whose CRC reveal a criminal conviction outside of the unacceptable behaviours or police contact should be given the opportunity to discuss the information revealed in their CRC with the Club's designated individual. Consideration should be given to the following:

- The nature of the offence for which the applicant was convicted (details including how long ago it took place),
- Relevance to the position (is it a bona fide requirement of the nature of the position)
- Efforts made at rehabilitation (if any)
- Achievements of the applicant since receiving the conviction
- The character and degree of vulnerability of the client group served and the organization's duty of care to the participants, to the staff and to the community
- The potential risks involved in the position the individual is applying for, based on the group being served, the nature of the position and its activities, the setting in which it takes place, and the way in which it is supervised.

If a decision is made to accept an applicant with a criminal record, the police check is returned to the applicant. No information other than the fact that a check was done is recorded.

If an applicant is not accepted because of the information received from the police check, the applicant will be told why and the information is returned to the applicant. In either case, both the decision and the discussion will be documented.

The following guidelines shall be used in the evaluation of the CRC and the determination of the acceptability of the applicant:

If there is a criminal conviction for which the applicant has not received a Pardon, the designated person MUST inform the President and the applicant's file must be reviewed by a committee of no fewer than three people. The committee will include the President, the Screening Officer and a third person who is a member of the Board of Directors. The Screening Officer will notify the applicant of the Committee's decision.

7. Term of Service

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

8. Code of conduct

All volunteers are required to agree with and be bound by the applicable volunteer code of conduct and abide by the letter and spirit of WISC policies and procedures.

9. Confidentiality

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.

Information gained through the volunteer role within our organization is strictly confidential except under the following circumstances:

- There is a legal obligation for staff/volunteers to provide information when required to do so
- There is an obligation for staff/volunteers to inform the appropriate authorities if there is reason to believe that the safety or well being of participants is at risk
- Staff/volunteers are required to inform the organization and/or appropriate authorities if there is potential for danger to self or others

10. Accountability / lines of communication

Each individual assigned to a position will be accountable to the Club Executive Director and Director of Coaching & Player Development. These individuals will be responsible for day-to-day management and involving the volunteer in all relevant events and communications relating to their position, program or the organization as a whole.

If an individual has a concern regarding his/her supervisor or the flow of information he/she can bring this to the attention of another appropriate representative of the organization.

11. Authority

Prior to any action or statement that might significantly affect or obligate the organization, volunteers should seek prior consultation and approval from appropriate staff or supervisor. These actions may include, but are not limited to, public statements to the media, lobbying efforts, collaborations or joint initiatives with other organizations, or any agreements involving legal, financial or contractual obligations.

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.

12. Reporting obligations

Accidents, injuries and hazards must be reported immediately to your supervisor. Incidents include violence, theft, inappropriate behaviour, abuse or any (potentially) unsafe situation.

13. Discipline

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

The organization believes in fairness and openness and volunteers can expect a commitment to resolving conflict and receiving supportive and constructive criticism. If disciplinary action is required, refer to the WISC Discipline Policy.

14. Immediate Dismissal

The organization values a collaborative work environment and will attempt to respectfully resolve conflict or problem situations. However, our priorities are the safety and well-being of our participants, volunteers and staff and the integrity of the organization. If a volunteer commits a dangerous or harmful act, he/she may be dismissed immediately and without warning.

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

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

15.0 Evaluation Process

Evaluation is an important part of improving the services of WISC. The organization utilizes a systematic and objective evaluation process for all volunteers and staff.

WISC will regularly monitor and evaluate the work performance of volunteers. Volunteers have the right to regular feedback and evaluation on their work assignments.

Support Documents:

1. Volunteer Application
2. Volunteer Position Risk Assessment
3. Screening Interview Records
4. Volunteer Code of Conduct
5. Volunteer Evaluation

Approved at a Board Meeting May 1-11