



FIELD HOCKEY CANADA

Policy Name VOLUNTEER MANAGEMENT POLICY		Policy Category MEMBERSHIP
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1. PURPOSE

Field Hockey Canada (FHC) is responsible for the work and activities carried out on its behalf whether it is undertaken by employees, contractors or volunteers. Volunteers are critical to almost every facet of FHC's mission and remain a cornerstone for FHC success.

A volunteer in FHC agrees to provide their services without pay to undertake a role within the organization. A volunteer is not an employee or a contractor.

The ***Volunteer Management Policy*** provides direction and parameters for proper management and oversight of volunteer roles in FHC.

2. PRINCIPLES

FHC wants to ensure that every volunteer's experience with FHC programs and activities is fulfilling and enjoyable. FHC will:

- a. be transparent about volunteer opportunities and the preferred skills and experience for each;
- b. acknowledge the important contribution that volunteers make to the growth and well-being of the sport and the corporation;
- c. monitor the volunteer experience in FHC.

3. APPLICATION

The policy applies to all FHC activities, including the volunteer roles of Directors, committee members, event volunteers, and program and service volunteers.

4. OPPORTUNITIES TO VOLUNTEER

Field Hockey has a diverse, enthusiastic and skilled participant base with many people contributing their volunteer time locally to coach, umpire or help manage their club or league. At all levels, it is important to find the right fit between the potential volunteer and the volunteer role. Volunteer roles within FHC includes the Board of Directors, members of various operational and technical committees, event support people, and national team program support personnel.

FHC will compile and maintain an inventory of the various types and levels of roles for which volunteers will be recruited from time to time.

On-going volunteer opportunities, with brief descriptions, and contact information, may be posted on the FHC website, and when appropriate, notification sent to FHC Member Associations, or posted in other sources.



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Volunteering with FHC can involve short-term commitments to assist at an event or workshop, or longer-term opportunities to become involved with a committee, a task force or the Board of Directors.

5. SCREENING OF VOLUNTEERS

FHC has a **Screening Policy** that directs corporation pre-appointment requirements and includes:

- a. assessment of each volunteer role and the level of risk associated with the role in relation to participants and the corporation;
- b. requirements for “role descriptions” that set out the type of interaction, expected skills and level of responsibility required for that particular role and undertaking;
- c. any application requirements for various volunteer roles;
- d. any interview and references check requirements for various volunteer roles;
- e. satisfactory Criminal Record Checks (CRC) and Vulnerable Sector Checks (VSC) which must be submitted for all high and medium risk volunteer roles, and for selected low risk volunteer roles. The **Screening Policy** includes information about how to obtain a CRC and VSC.
- f. Completion of the online Safe Sport Module from the Coaching Association of Canada.

A volunteer appointment cannot be confirmed until the applicable steps for the specific role are completed and FHC is confident that the volunteer fully understands their role and FHC’s commitment to ensuring a safe sport environment for all participants.

6. VOLUNTEER SERVICES AND REQUIREMENTS

6.1 Age of Volunteers

Volunteers under the age of 16 must provide written consent from their parents or legal guardian, with specific reference to the role being considered.

6.2 Liability Insurance

FHC carries Directors and Officers and general liability insurance that includes coverage for volunteers when they are directly involved in FHC activities. Information about insurance coverage is available to volunteers on request. Volunteers may also be advised to contact their personal carrier for information on additional personal coverage.

6.3 Supervision

FHC establishes the level of risk for each volunteer role and determines the appropriate supervision and assessment process. The scope of supervision is based on role appointments, experience and undertakings. Volunteers should be made aware of any follow-up activities that will occur to monitor their FHC volunteer activities. This could include spot checks for volunteers in medium and high risk roles.



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Every volunteer role will have someone in FHC to whom they can go with questions or concerns, whether it is their committee chairperson, program lead or event manager. Volunteers will also be asked to submit their own ideas about how to make their volunteer experience more enjoyable.

6.4 Limits on the Scope of Authority of a Volunteer

A volunteer only has the authority as is provided in the applicable role description, terms of reference, approved operation plan, program scope and / or the FHC Bylaws and Policies.

6.5 Confidentiality

At times, volunteers in certain roles and in the context of their volunteer responsibilities may have access to personal information of participants involved in the activity in which they are engaged. This could include emails, addresses, birthdates or other information. Volunteers must respect and maintain the confidentiality of information about athletes, coaches, officials, other volunteers, participants, and employees or contractors gained through the role or presence as a volunteer within FHC.

FHC volunteers must comply with the FHC ***Conflict of Interest, Confidentiality and Disclosure Policy***.

6.6 Volunteers Receiving Honoraria

FHC may, from time to time, request that certain volunteers undertake a specific task or series of activities of such scope that it is rewarded with an honorarium. The honorarium is in no way representative of or reflective of the time or expertise required to complete the task or activity but considered to be a monetary reward for what is essentially a volunteer undertaking.

Individuals receiving honoraria are able to hold elected positions in the corporation, although Directors do not receive honoraria for their elected role.

Individuals receiving honoraria may or may not be reimbursed for any direct expenses associated with the specific task or activity in question, in accordance with the FHC Expense Reimbursement procedures.

7. VOLUNTEER RETENTION

FHC supports the involvement and personal growth of volunteers through positional training and professional development.

7.1 Orientation and Training

Volunteers will receive a role description outlining the scope and expectations of their volunteer duties and if applicable, the Committee Terms of Reference and work Plan. Committee meeting dates or critical event management dates will also be provided.

In general, the FHC volunteer orientation speaks to governance structure and authority, corporation values, strategic direction, expected conduct standards, key programs, operational logistics and other



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information to ensure that field hockey provides a safe and positive environment for all participants. Certain volunteer roles may require additional orientation information. Every volunteer will be provided with contact information for their assigned role supervisor.

When appropriate, volunteers will receive additional training applicable to their specific role. This may be done prior to a first meeting, or as part of the lead-up to an event or competition.

Orientation and training meetings with volunteers may be face-to-face or electronic, depending on time and location.

7.2 Professional Development

FHC will provide opportunities for professional development for selected volunteers as may be required to strengthen their skills and knowledge for the role in which they are involved:

- a. For technical volunteers such as coaches or officials, these opportunities could take the form of technical clinics or camps, mentoring, workshops, webinars, or other resources;
- b. For operational volunteers, these opportunities could take the form of presentations, mentoring, webinars, advisory services, or other resources.

8. REMOVAL OF A VOLUNTEER

Volunteers are critical to FHC's ability to function as an organization. FHC is also vitally concerned about the integrity and reputation of the organization, and the behaviour of volunteers does reflect, positively or negatively, on the corporation and its success.

A volunteer may be removed or asked to resign from their volunteer role with FHC for a variety of reasons which may include but not be limited to the following:

- a. the volunteer role is no longer necessary as the program, service or event has concluded or has been abandoned;
- b. a volunteer contravenes the FHC Bylaws or Policies, and after due process in accordance with the FHC Bylaws and Policies, they are asked to step down from their volunteer role;
- c. the volunteer does not meet or no longer meets the requirements of the volunteer role. This may occur through:
 - i. lack of attendance at meetings and/or contribution to Board or committee or event business;
 - ii. the volunteer not having the knowledge or experience necessary to perform the volunteer role effectively;
 - iii. the original volunteer role evolving and now requiring different volunteers with different skill sets.

Volunteer role supervisors should regularly communicate with all volunteers to ensure that both the volunteer's and the corporation's needs are being met.



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9. VOLUNTEER RECOGNITION

The FHC Volunteer Recognition Program celebrates and formally recognizes the important contributions that are made to the sport of field hockey.

9.1 Guiding Principles of Volunteer Recognition

The FHC Volunteer Recognition Programs strives to:

- a. Honour and recognize an individual, group or team achievement and their contribution to field hockey;
- b. Celebrate those achievements and contribution;
- c. Provide recognition that is appropriate to the level and type of achievement or contribution; and meaningful to the individual receiving recognition

9.2 Recognition Initiatives

FHC has initiatives through which individuals, teams, groups or partners are recognized, such as the FHC Hall of Fame, and other similar initiatives as may be determined by FHC from time to time, based on specific criteria approved by FHC.