

VOLUNTEER RECRUITMENT PROGRAM



Pointe-Claire

IMPLEMENTATION GUIDE

A Safe Environment

3rd edition

A comprehensive guide to help Pointe-Claire organizations implement the recruitment process for their volunteers.

ACKNOWLEDGMENTS

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For more information, please see our resources.

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Pointe-Claire Volunteer Recruitment

The subject of recruitment has made the headlines over the past years in various organizations. It has become an important subject as well as the basis for research for the Pointe-Claire Recreation Department. Concerns such as, are the volunteers comfortable in their position, are they satisfied with the organization, and the safety of our children, have come to our attention.

Upon more research, it was discovered that many organizations did not have any official type of recruitment process. Some elements were missing and the City wanted a common process with all organizations. After much research and preparation, the City of Pointe-Claire Recreation Department was able to gather information and provide resources such as this booklet to Pointe-Claire organizations. The City of Pointe-Claire's aim is to facilitate the recruitment process by providing the proper resources in order to ensure that all Pointe-Claire organizations are operating consistently (with regards to recruitment).

Adult Volunteer Recruitment has as its objective the assurance of the safety and well-being of the players entrusted to the organization's care. It also serves to assure the parents and public at large that the organization is committed to creating a safe environment for their children. Each organization has a responsibility towards its clients, especially when it comes to safety. By recruitment of volunteers the organization is protecting itself by showing that it has, to the best of its ability, protected its vulnerable clients.

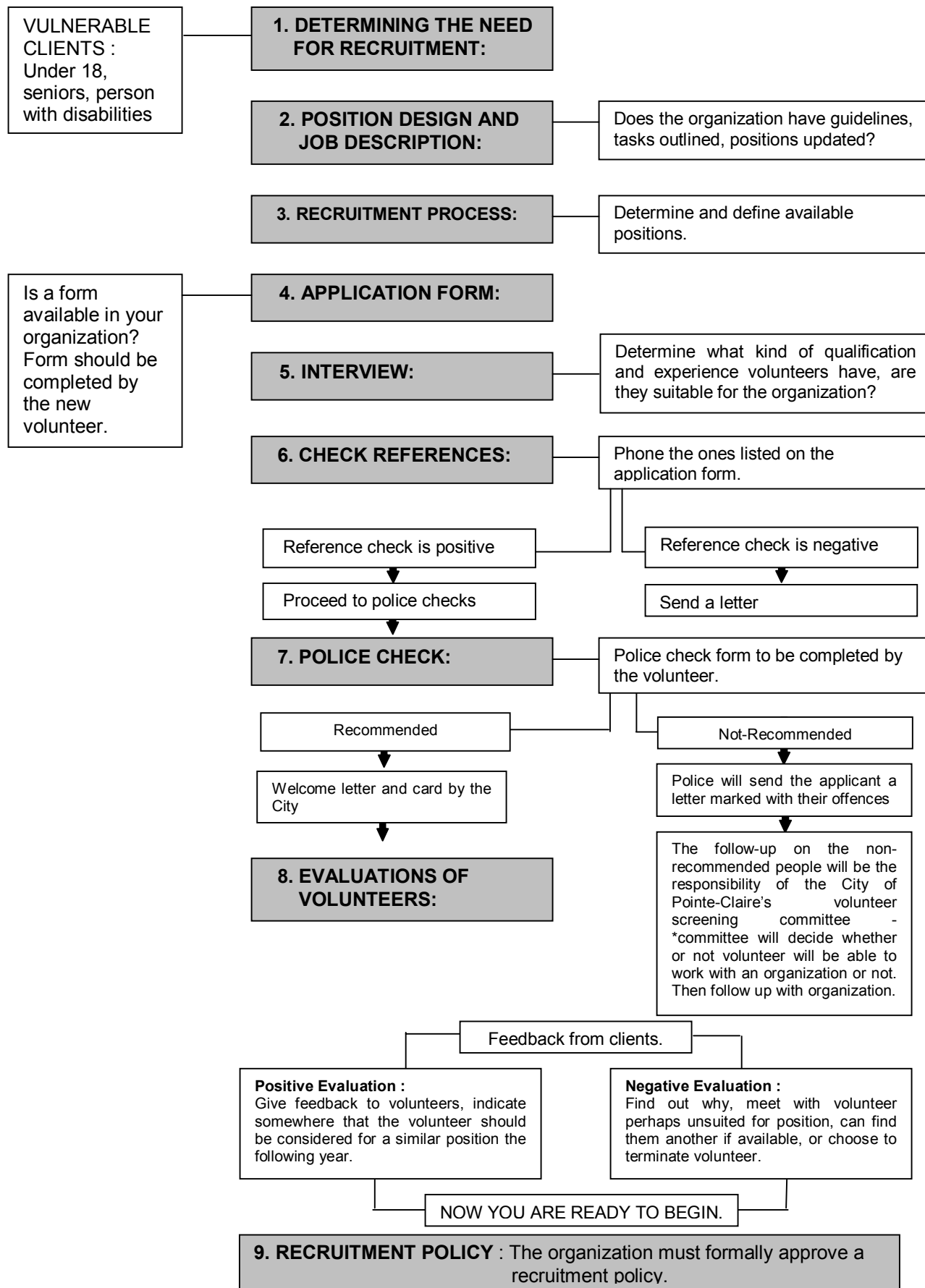


City of Pointe-Claire Volunteer Recruitment Program

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Volunteer Recruitment Program Diagram



Step 1.

Determining the Need for Recruitment

As an organization, determining the need for recruitment should be the first step. This step helps acknowledge the fact that there are vulnerable clients (children under 18, seniors, people with disabilities) within the organization. It helps to see the potential risk factors that are involved with the clients and activities, for example:

- Vulnerable individuals (as defined above)
- Close contact with clients (potential to get to know client one on one)
- High risk activity (potential physical contact)
- Off site (tournaments, away games, etc.)
- No supervision (potential of having minimal or no adult supervision)
- Access to information (addresses, phone numbers, medical history)

Once the organization has decided to implement a recruitment process, it should set up a recruitment committee. This should have a minimum of 3 members (including the president) and be approved by formal resolution (see annexe A).

TIPS:

- 1) Approve a formal resolution to implement recruitment policy.
- 2) Set up a recruitment committee.
- 3) Send a copy of the resolution to the City of Pointe-Claire (Culture, Sports, Leisure and Social Development Department).



Step 2.

Position Design and Job Description

Position design and description helps the organization define the criteria for each position.

The design of a position could be adapted by referring to current positions in existence. For example, it is a good idea to give your volunteers some basic guidelines when dealing with minors to enhance awareness for both the volunteers and the participants involved.

Position description is the actual description of tasks that are at hand (see task description form, annexe B). Having a description of the various positions available helps the organization as well as the volunteer to have a better understanding of what is required. The position description can also be used in the evaluation of the volunteers to help them improve. The outline is available to see if volunteers are fulfilling their tasks.

TIPS:

- 1) Determine the total number and type of volunteer positions in the organization.
- 2) Describe those positions in writing (if not already done).
- 3) Update the description by consulting the volunteer that currently occupies the position.
- 4) Include a set of guidelines for the position.



Step 3.

Recruitment of Volunteers

This aspect of recruitment is to help the organization by potentially providing a selection process. The more volunteers available for the same position the better selection there is. Yet, the reality is that there is a lack of volunteers in many areas. A selection of volunteers is what an organization should hope to achieve over time. When an organization shows strong leadership skills, organizational skills and a positive influence on society, it will attract people to volunteer. It is a good idea to evaluate the strengths of your organization and focus on those points.

Some recruitment methods include:

- Using your current volunteers to spread the information. Let them know what positions are available, chances are they know someone.
- Advertising in the local newspaper.
- Mailings to the homes of the participants involved.
- Contacting the volunteer bureau nearest you (see resource list).
- Presentations (introduce your organization to the community).
- Attractive brochures.

Keep in mind that it is very important to determine the positions that are available before you recruit. This gives the organization a better idea of what is needed to complete the organization. It is also recommended that the organization provides specific information such as an outline of tasks and the commitment needed. For example, a volunteer who is only capable of giving a few hours a month will not take a major role that requires weekly contributions.

TIPS:

- 1) Determine which positions are available.
- 2) Determine recruitment period (one week or two prior to registration, etc.) and methods to be used. (Don't forget about the Pointe-Claire Newsletters).
- 3) Have the position description readily available.
- 4) If volunteers know they will not occupy the position for the next season, have them train their successor in order to prepare them to take over.



Step 4.

Application Form

Application forms are a useful method of keeping track of volunteers. They give the organization the opportunity to know the kind of qualifications volunteers have for the position. Sometimes the volunteer's profession or past experience can help out the organization in other areas (ie: graphics, accounting...).

Please keep in mind that an application form is position specific. The amount of personal information that can be asked is limited. For example medicare and social insurance numbers, date of birth, marital status are not permitted. It is also very important to state in the application form that the applicant is subject to a police check.

When to implement the application form?

It is a good idea to have the application forms ready for the registration day in order to recruit people who may already be involved in the organization (see step 3 recruitment). Have them readily available at the very start of the season, when the board first meets and determines the number of positions that are needed to be filled.

Advantages in having an application form:

- Provides an updated list of volunteers participating in the organization (helps for clinics, mailing lists...).
- Provides a paper trail for various positions (ex. Changing of the executive, the new members will know who to contact for additional information).
- It is easier to give references for other organizations that inquire about a volunteer in the organization.
- It provides the organization a professional edge (displays organized program, awareness, responsibility) which reassures parents.

TIPS:

- 1) Determine what the application form will have (if you do not already have one, see annexe C).
- 2) If you have an application form already, make sure that you have an area for references (see step 6) and state there is a police check involved. Have board agree on the application form.
- 3) Have the application forms accompany the registration forms when you do the initial mailing.



Step 5.

Interviews

Organizations will be required to interview all new volunteers as a step in the recruitment process. Interviews are to be conducted by two representatives from the organization in order to guarantee an objective approach. The interview is necessary because it lets the organization meet the volunteer face to face. Often times this is the first contact that the volunteer has with the organization, (see annexe D), for an example of questions). The interview provides an opportunity for the organization to discuss any policies, rules or other documents. It is also a good time to share the job description with the volunteers and answer questions that may arise. Another aspect of recruitment that should be brought up at this stage is the evaluation. Show the volunteer the type of evaluation that the organization has. By being up front with the volunteer, it eliminates the element of surprise later on (see step 8).

From the volunteers' point of view, it gives them the proper resources to ask questions or even discuss their position throughout their volunteer term. The volunteers become more familiar and more comfortable communicating with the organization by meeting the members face to face. It also provides an opportunity to discuss the time commitment involved with the position.

The interview gives the opportunity for the organization to accept or even refuse a volunteer (see annexe E). If a volunteer is unsuitable for the organization, a simple letter of thanks would be a way to notify him/her. If a volunteer is suitable, then the organization should present him/her with a package which includes any handbooks, manuals, constitution of the organization or any other document of support (see moral contract, Annexe F).

TIPS:

- 1) Determine the two reps from organization to interview the new volunteers.
- 2) Bring the application form of the applicant to the interview.
- 3) During the interview:
 - discuss the organization
 - discuss position, share job description
 - go through application form
 - discuss the recruitment process including the police check
 - leave enough time for questions
- 4) Remember to keep the application form and the interview form together.



Step 6.

Reference Checks

Reference checks allow the organization to confirm who the volunteer is and what kind of experience they have had related to the position. Getting additional information about the volunteer provides the organization with added knowledge and history to help them decide whether or not the volunteer should be part of the organization.

Please remember the following when doing a reference check:

- Describe the position you are referring to.
- Identify the level of trust involved with the position.
- Do not ask leading questions which may initiate a personal opinion (we really think Joe is a great coach don't you?).
- Leave time in the conversation for open comments.
- Do not accept one bad reference without validation from other sources. Yet if the situation occurs that more than one reference is negative, inform the volunteers by sending a letter declining their participation (see annexe E).
- Have a standardized reference check questionnaire to ensure that everyone is asking the same questions (see annexe G).

To begin:

- state the name of the organization to which you belong to
- make sure you are speaking to the person listed as a reference
- tell them they have been named as a reference for the volunteer
- ask if you may ask a few questions regarding the volunteer

TIPS:

- 1) Determine who will do the reference check (preferably the person who did the interview).
- 2) Make sure you call all references.
- 3) Have the application form with you.
- 4) If the results are positive, then proceed with a police check. If they are negative, then send a letter that politely lets the volunteer know your decision.



Step 7.

Police Record Checks

Many organizations make the mistake of assuming that the police records check is the one and only method of recruitment. It should be reinforced that the police record checks are a step in the recruitment process and that the other steps must be completed. The police will only consider doing a police check once the organization has done its own recruitment of volunteers to the best of its ability (see example of the police check form annexe H).

The role of the City of Pointe-Claire is to facilitate the set up of the police checks for the numerous volunteers involved with minor groups. A protocol was signed between the City of Pointe-Claire and the Montreal police. This was done to centralize the information of all Pointe-Claire volunteers. For example, if a volunteer has done a police check for hockey, the City of Pointe-Claire will keep that on record so that the person may volunteer in soccer without repeating the police check. It is important to note that the volunteer is still subject to the organization's recruitment method (ie. All other steps) in order to ensure that the volunteer has the qualifications for each organization.

One aspect of the police check which volunteers question is the confidentiality of the results. The only individuals who will know the results are the designated police officer, the City of Pointe-Claire liaison and the Volunteer Screening Committee. Prior to making any negative recommendations, the City Volunteer Screening Committee will discuss the details with the individual, after which time the final decision shall be made, and the results (recommended or not) forwarded to the organization. No one shall know the reasons for a negative recommendation except for the individual, the police and the volunteer screening committee.



Step 7.

Police Record Checks

Here is a list of infractions that may be incompatible with a volunteer's position:

<i>Violence</i>	Any misconduct or criminal offence in which any form of violence was used, such as homicide, robbery, assault, offences related to firearms, kidnapping, forcible confinement, threats, intimidation, harassment, arson, gangsterism, misdemeanours.
<i>Sex</i>	Any misconduct or criminal offence of a sexual nature, such as sexual assault, indecent acts, solicitation or incitement to prostitution.
<i>Theft/Fraud</i>	Any misconduct or criminal offence that by its nature could be considered theft or fraud, such as breaking and entering, theft, taking an automobile or other vehicle without consent, fraud, corruption, impersonation.
<i>Driving</i>	Any misconduct or criminal offence related to driving a motor vehicle, such as driving under the influence, hit and run, reckless driving.
<i>Drugs & Narcotics</i>	Any misconduct or criminal offence related to drugs and narcotics, such as possession, trafficking, import, cultivation.
<i>Other</i>	Criminal negligence, neglect or failure to provide the necessities of life.

TIPS:

- 1) Determine date, time and place for your volunteers to fill out the police check form. It is best to do it in an area where your volunteers may be participating in the activity. (For example Hockey volunteers were checked at the arena). Make sure your volunteers get the information.
- 2) Have a completed, and updated list of the volunteers that are to be screened (include names, addresses, position). At this point, the City of Pointe-Claire representative will help you set up the procedures for the police check, based on the protocol that was signed.
- 3) Remember that ALL volunteers are required to complete a police check.
- 4) Decide on a deadline and a plan of action for those who do not complete this step. (ex. Temporary suspension until the police check form is filled out).
- 5) If the result of the police check is recommended, the volunteer is sent a welcome letter (see annexe I).



Step 8.

Evaluation

Evaluations are a way of monitoring how the volunteer is doing. An organization might not be in touch with what the participants experience on a more frequent basis.

Evaluations should be an ongoing process throughout the season. During the season, methods such as a suggestion box, division heads checking with their volunteers and occasional spot checks can be done. The organization should be open to comments and ideas all year round in order to better serve their clients.

Evaluations have a purpose to:

- Ensure a standard level of practice.
- Improve the experience of volunteers in the program.
- Enrich individual's experience.
- Protect all participants.

An end of season evaluation helps the organization and the volunteer as well. Evaluations provide a method of feedback for the volunteers to see how they are doing and what needs to be improved. It also gives them an idea about whether or not they have accomplished their goals within the position. Organizations should decide what method of evaluation they will use for their volunteers and who will be in charge of the evaluation they will use for their volunteers and who will be in charge of the evaluations. The most effective way of doing a final evaluation is through a questionnaire filled out by the participants. This way the organization is getting direct feedback. In the situations where the participants are too young, their parents(s) or legal guardians(s) would have to complete the evaluation form. The volunteers subject to the evaluation should not be handing out or collecting the evaluations. Organizations should also be aware that people may want to remain anonymous if they choose to do so.

Whether the outcome was negative or positive, the volunteer should be made aware of the results. The organization should be specific, provide examples, and remain positive. If a volunteer did not fulfill the position, there is the option of either changing the position or terminating the volunteer. Either way there should be a letter notifying the volunteer.

TIPS:

- 1) Determine who will complete the evaluation forms.
- 2) Keep the evaluation simple, easy to read (see annexe J).
- 3) Collect the forms and give the results to the volunteer involved.



Step 9.

The Recruitment Policy

Now that your organization has read these guidelines, you are ready to implement the recruitment policy. The recruitment policy is a direct, more detailed outline of what is expected of the organization. The policy is what is approved by the organization, it is the official document that the organization keeps on hand.

The guidelines are a working document in order to prepare you for recruitment. The organization has to have a policy in order to implement the recruitment process. Included in the policy (see annexe K) are the minimum requirements recognized by City of Pointe-Claire that your organization must have. It is your responsibility to use guidelines and finalize the policy to best suit your organization. The policy can be adapted to your organization by including the organization's name, specific procedures, and other terminology that is related to the organization.

TIPS:

- 1) Read the guidelines, determine what the organization is missing.
- 2) Read the policy, adapt it to the organization by using the guidelines.
- 3) Have the policy approved by the board by resolution (see annexe L).
- 4) Send your policy and a copy of the resolution to get approved by the City of Pointe-Claire.
- 5) Begin to publicize the recruitment process to the volunteers and the participants in your organization.



City of Pointe-Claire Recruitment Process

Annexes

- A Recruitment Resolution
- B Task Description and Example
- C Application Form
- D Interview Questions
- E No Thank-you Letter
- F Criteria and Moral Contract
- G Reference Check
- H Police Record Check
- I Welcome Letter
- J Evaluation of Services
- K Volunteer Evaluation
- L The Recruitment Policy
- M Policy Resolution
- N Resources



Recruitment Resolution

Logo of Organization

We, the (name of organization) _____, held a meeting on (date) _____, at (place) _____, and have agreed to implement the Volunteer Recruitment Program, which includes all steps (application form, interview, reference checks, police checks and evaluations). The recruitment committee will consist of the following members:
(3 minimum)

Recruitment Committee

President's Name	
Address	
Telephone	

Member #1

Name	
Address	
Telephone	

Member #2

Name	
Address	
Telephone	

Member #3

Name	
Address	
Telephone	

Approved by: _____

Seconded by: _____

Unanimously adopted

Signature of the secretary

Date



Task Description

Title:	Title of the position.
Main Task:	In one or two sentences, the main mandate of the person in this position.
Task and Responsibilities:	In concrete and specific terms, describe the tasks that the person is expected to perform in order to reach the desired goals.
Requirements:	Name the abilities and attitudes the person is expected to have in order to adequately perform the required tasks.
Expected Results:	In concrete and specific terms (quantifiable whenever possible), describe what the volunteer is expected to accomplish. (This will serve to evaluate whether the mandate is being filled adequately.)
Resource Person:	Name the person who will be responsible for supporting, supervising and evaluating the position.
Supervision:	How and when will supervision take place for this position?
Evaluation:	How and when will evaluations take place? At what intervals?
Volunteer Support Provided:	Any training and orientation that the person can expect while in this position.
Minimum Commitment Required:	One month, 6 months, a year, a week, hours a week, extra meetings, etc...



Example of a Task Description

Title:	Coach.
Main Task:	To teach children of a certain age group how to play, or improve their skills in a certain sport.
Task and Responsibilities:	To attend every game, hold practices, practice drills, attend special coaches clinics, help participate in local tournament ...
Requirements:	Level 1 coaching certificate, knowledge of the sport, leadership skills, ability to use constructive criticism, positive thinking, #1 goal is NOT winning, ability to be fair, compliance with the philosophy, rules and values of the organization.
Expected Results:	Participants have fun in a safe environment. Players have learned skills to help them improve and feel good about themselves. The learning experience was a positive one, something that the players can take with them to the next level.
Resource Person:	Convenor, or President, or VP of that division.
Supervision:	Convenor, person in charge of that division.
Evaluations:	End of season evaluation by the players, during the season, occasional drop ins by division representative.
Volunteer Support Provided:	<ul style="list-style-type: none">- Clinics throughout the season.- Division head readily available.- Support staff of an assistant and a manager to help divide tasks.- Coaches handbook (includes drills, policies, etc.)
Minimum Commitment Required:	1 full season with approximately 10 hours a week.

B2



Formulaire de candidature pour un poste de bénévole - Application for volunteers

Nom/Name : _____
 Adresse/Address : _____
 Ville/City : _____ Code postal/Postal code : _____
 Tél./Tel: (Rés./H) _____ (Bur./W) _____

1. **Si vous faites une demande pour être membre de l'exécutif/If you are applying for the executive Position désirée/Desired position _____**
Seriez-vous intéressé à faire partie d'un sous-comité?/Would you be interested in joining a sub committee?
- Recrutement des bénévoles/Volunteer Recruitment Tournoi/Tournament
 Collecte de fonds/Fundraising Publicité/Publicity

Entraîneurs – Entraîneurs adjoints - Gérants / Coaches - Assistant Coaches - Managers

2. **Quelle(s) catégorie(s) désirez-vous diriger? (Énumérer les catégories disponibles)**
Which category would you like to work with? (list categories available)
- Novice Bantam
 Atom Midget *si nécessaire, indiquer 1^{er} - 2^e - 3^e choix/*
 Peewee Youth *if necessary, indicate 1st - 2nd - 3rd choice.*
3. **Avez-vous un(des) enfant(s) dans le programme de (nom de l'association?)** Oui/Yes
Do you have any children participating in the (name of organization) program? Non/No

4. **Êtes-vous impliqué dans d'autres associations sportives ou sociales? Si oui, précisez lesquelles, depuis quand et à quel titre./Are you involved in other sports or social organizations? If yes, please specify name, since when, and position occupied.**
- _____
- _____

5. **Accréditation d'entraîneur obtenue :** Niveau/Level 1 Niveau/Level 2 Niveau/Level 3
Coaches Certification attained:
- Théorie / Theory
 Technique / Technical
 Pratique / Practice
 Numéro de carte / Card number : _____

6. **Expérience / Experience**
En commençant par la plus récente / Starting with the most recent

Saison/Season	Catégorie/Category	Niveau/Level	Équipe/Team	Poste/Position

7. **Veillez indiquer deux références personnelles excluant la parenté**
Please list two personal references excluding relatives

Nom / Name	Adresse / Address	Poste / Position
1.		
2.		

J'atteste que l'information ci-dessus est à ma connaissance exacte, sachant que toute fausse déclaration pourrait compromettre mes chances d'être considéré plus avant. Je suis conscient que la procédure de recrutement des bénévoles inclut une vérification des dossiers de police. / I attest that my responses to this questionnaire are the truth, knowing that a false declaration would be sufficient cause for my non selection. I am aware that I will have to participate in screening process including the police record check.

Signature: _____

Date: _____



Interview Questions

State your name and role you have with the organization, keep in mind this may be the first contact that the individual may have with the organization.

How did you find out about (name of organization)?

Why have you chosen this position as (see application form)?

It says on your application form that you have volunteered as (position) for (name of previous organization), please tell me about that experience?

What are the reasons motivating you to be a volunteer in (name of organization)?

Why do you think you are the best candidate?

Are you aware that we will be contacting your references?

Are you aware that (name of organization) has a recruitment policy which includes a police records check?





CITY OF POINTE-CLAIRE

Culture, Sports, Leisure and Social Development Department

Name
Address
Postal Code

Date

Miss/Mr./Mrs.

We thank you for your interest in (name of organization). It is people like you who give their time that make a difference in the community. However, after reviewing your application form we see that you do not meet the needs of the organization at this time. Unfortunately, we cannot control the amount of volunteers applying for the same position, which forces us to make a choice. We will keep your application on file and hopefully find a position that we feel you would best be suited for. We thank you once again for considering your time to (name of organization).

Sincerely,

City of Pointe-Claire

Name of Organization

94 Douglas-Shand Avenue, Pointe-Claire (Québec) H9R 2A8
Telephone : 514 630-1214 – Fax : 514 630-1270
www.ville.pointe-claire.qc.ca

E



Criteria and Moral Contract for Volunteers Working with Minors Hockey West Island

1. Be a part of the organization “company”

- Devoted to the goal of making the best possible environment for the development of players.
- Be a link in the chain allowing players to progress from pre-novice to junior or senior levels.
- Understand the importance of coordinating efforts with other coaches within the organization, of higher or lower levels.
- Do not neglect the administrative aspect of the job (attend meetings, respond promptly to requests from the administration, respect internal policies, provide a team budget report, adhere to deadlines, etc.).

2. Be a good role model

- Be an example to follow in your behaviour in the sports world and in general (respect others, cooperation, discipline, attitude, language, etc.).
- Be a sport and social teacher.
- Be prepared for practices and games.

3. Be flexible and willing to continually learn and develop

- Respond positively to the objectives set by the organization to become more competitive, within the context of the single letter program, using the resources available (clinics, seminars, courses, meetings, etc.).
- Have a desire to learn without feeling threatened by outside or professional help, or by any adjustments that may be asked along the way by the executive.
- Accept to be evaluated by players, parents, executive, or by professionals associated with the organization using constructive criticism.
- Obtain any accreditation needed at the beginning of the season, if not already obtained.

4. Believe in the idea of discipline and self-discipline and be able to promote these values in a way that they will be adopted by the players

- Act as a leader and assure that appropriate discipline is maintained in the dressing room and on the playing area.
- Solve problems in a constructive manner and by using available resources.

5. Know and promote the value of hard work

- Be dedicated to your undertaking of the position for the season and communicate to your participants the value of consistent hard work and dedication.
- Preach this value by developing the weaker participants and not over using the value of stronger participants.
- Show the benefits gained by extra practices or training sessions, etc, instead of using short-cuts.

** This policy has been adapted from Hockey West Island’s “Single letter coaches selection: Criteria and Moral Contract”.*



Reference Check

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 moment to answer a few questions?

How long have you known the applicant? (when did he/she start volunteering in the organization?) What is your relationship? (friend, co-worker...)

What was his/her role in the organization? (the position held)

Within the position that was held, did the applicant require:

Minimum supervision	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Average supervision	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Constant supervision	<input type="checkbox"/> Yes	<input type="checkbox"/> No

The position requires volunteers that are reliable. Can you tell me about your experiences with the applicant in regard to reliability?

What are some strengths and weaknesses in regard to working with (age group of clients in your organization).

Is there any reason why the applicant would not be able to perform the duties of this volunteer position? Yes No

Would you consider re-hiring the volunteer? Yes No

*** You may add more position specific questions in order to get the most out of the reference, especially if the position is quite different from what the applicant did for the previous organization.









CITY OF POINTE-CLAIRE

Culture, Sports, Leisure and Social Development Department

Name
Address
Postal Code

Date

Miss/Mr./Mrs.

It is with great pleasure that we welcome you to the City of Pointe-Claire volunteer roster. Thank you for taking the responsibility in realizing your role in volunteer recruitment. This is a new and very important dossier between the City of Pointe-Claire and (name of organization). It is reassuring to see that you have shared that importance, and committed some time to ensure that the process is achieved.

The police check will be repeated every three years. Now that you have completed a police check for (name of organization), the same criteria is carried over to other organizations. Therefore, in other City of Pointe-Claire organizations that have a recruitment process, the police check done with (name of organization) is recognized and you will not be asked to do another (within the three years). However, Pointe-Claire organizations can ask you to complete other steps of the recruitment process to ensure that you meet the criteria for the sport/activity/executive positions.

Thank you for your support and we look forward to seeing you!

City of Pointe-Claire

(Name of Organization)



Evaluation of Services

Team Name _____

Organization _____

Please comment on the following services offered by (name of organization)

1. Registration (fees, procedure)

2. Scheduling (game times, amount of games)

3. Practices (facility, length, frequency)

4. Competition (league and exhibition)

5. Publicity (team, league, standings, stats board)

6. Tournaments (days, number of games, length)

Other Comments



Volunteer Evaluation

(coaches, managers, assistant coaches)

Team Name: _____ Level: _____

Organization: _____

Please rate the following: 1= Weak 2= Adequate 3=Good 4=Very good 5= Excellent

Teaching	Coach	Assistant	Manager
1. Knowledge of the sport	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
2. Ability to plan and organize practices	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
3. Ability to respect game rules and officials	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
4. Ability to run drills effectively	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
5. Ability to present various skills	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Volunteer-player relationship	Coach	Assistant	Manager
6. Ability to communicate with team	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
7. Ability to communicate with you	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
8. Rate the volunteer's enthusiasm	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
9. Rate the volunteer's ability to motivate	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
10. Rate the volunteer's dedication	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
11. Rate the volunteer's control	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
12. Rate the volunteer's patience	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
13. Is the volunteer patient with you?	Yes / no	Yes / no	Yes / no

14. Did the volunteer treat all players fairly? Yes / no Yes / no Yes / no

15. Any other comments?



Recruitment Policy

Adult volunteer recruitment has as its objective the assurance of the safety and well-being of the players entrusted to the organization's care. It also serves to assure the parents and public-at-large that the organization is committed to creating a safe environment for their children.

The organization will be implementing a recruitment policy for all volunteers who are in a position of trust at all levels involving minor players. This policy will take effect as of (date of approval).

Existing Volunteers:

It is the belief of the organization that existing volunteers need not be interviewed again as their participation in the program and their positive interaction with parents, players and members of the organization executive is sufficient. The only outstanding item is the Police Records Check. This will be required of all adult volunteers who wish to participate in the season. The organization's executive members shall set an example by submitting to a Police Check themselves.

The policy requires that all new volunteer candidates:

1. Complete an application form.
2. Take part in an interview.
3. Provide two (2) references.
4. Agree to a Police Records Check.
5. Renew the Police Records Check every three (3) years.
6. Be evaluated by the team he/she has volunteered once during the season.

Prevention of Misconduct:

Designated members of the organization involved will conduct an interview of new applicants for volunteer positions. A designated staff member of the City of Pointe-Claire will conduct police background checks.

The organization will strive to help young players grow and develop with the help of competent and trained volunteers. There is, however, the remote possibility that someone within the organization could abuse his or her position. Misconduct of any sort or neglect on the part of any adult volunteer will not be tolerated. Confirmed allegations of misconduct will be grounds for immediate termination of volunteer duties.



Recruitment Policy

The recruitment of volunteers shall include:

1. The completion of an official application form from the organization.
2. An initial interview by a member designated by the organization's executive and/or a member of the executive.
3. The checking of the applicant against judicial records for convictions of criminal offences which would render the applicant ineligible to act as a volunteer. This procedure will require:
The written permission of the applicant for such a Police Records Check to be undertaken on his/her behalf by the organization.
Note: This procedure will NOT result in any release of personal information about the applicant to the organization.
The Police Records Check shall be repeated every three (3) years. If a volunteer leaves for a full season, the Police Records Check will be done upon their return.
4. At the end of each season, a follow-up in the form of an evaluation shall be completed. These confidential evaluation forms shall be reviewed by the coach in chief.

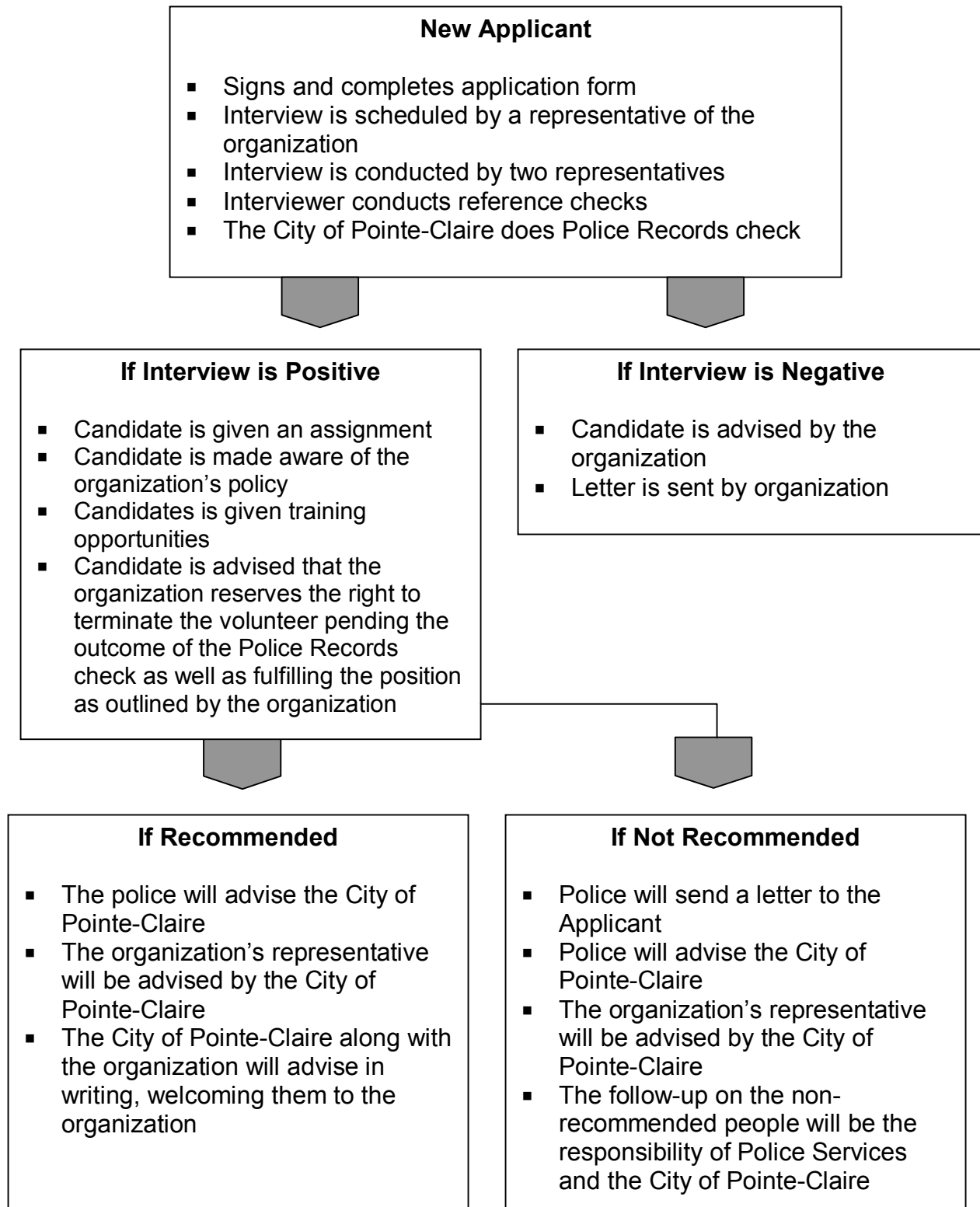
The addition of a volunteer applicant to a mailing list, a roster, or any other of the organization's documentation shall not be construed as the acceptance of the applicant. A volunteer position shall be granted only upon the completion of the recruitment procedures described above. Following the satisfactory completion of the interview, reference and background checks, the applicant shall be considered a volunteer. The organization reserves the right to terminate a volunteer upon unsatisfactory results as mentioned above or the failure to fulfill the position in question as defined by the organization.

It is important to remember that all elements of this policy work together to achieve the objective of the safety and well-being of the players in the organization.



Recruitment Policy

Volunteer Recruitment Program



Recruitment Policy

Confidentiality:

Confidential treatment of personal information from potential volunteers is paramount. Personal information, including the results of any Police Records Check shall be kept confidential.

Obviously, if a negative result is received from a Police Records Check, certain individuals will have to be informed. This will be necessary to stop the process of accepting this candidate as a volunteer. Please note that every effort will be made to ensure that as few people as possible will be privy to this information.

Those people shall be:

1. Designated liaison police officer from Montreal.
2. Two staff members from the City of Pointe-Claire.
3. One member of the organization's executive.

All confidential information shall be kept in the respective archives of the City of Pointe-Claire. It is necessary to have a record as some individuals may apply to volunteer in other minor sports.



Policy Resolution

Logo of Organization

We, (name of organization) _____, held a meeting on _____ (date) at _____ (place). It is at this meeting that we, the board, agreed on our recruitment policy which includes all steps (application form, interview, reference checks, police checks and evaluation). This is now our official recruitment document which we plan to implement on (date).

Approved by: _____

Seconded by: _____

Signature of the secretary

Date



Resources

Volunteer Canada

#1 Nicholas Street - Suite 532

Ottawa, On K1N 7B7

Tel.: 1-800-670-0401 or 613-241-4371

Fax: 613-241-6725

e-mail: volunteer.canada@sympatico.ca

www.volunteer.ca

West Island Volunteer Bureau

750 Dawson Avenue

Dorval, Qc H9S 1X1

Tel.: 514-631-3720

Fax: 514-631-3024

Montreal Youth Protection Center

1001 de Maisonneuve E., 5th floor

Montreal, Qc H2L 4R5

Tel.: 514-627-7211

Fax: 514-526-7440

Montreal Urban Community Police

Station 5, Neighbourhood Police

395 St-Jean

Pointe-Claire, Qc H9R 3J2

Tel.: 514-280-0405

Fax: 514-280-0605

CLSC Lac St-Louis

180 Cartier Avenue

Pointe-Claire, Qc H9S 4S1

Tel.: 514-697-4110

Fax: 514-697-6341

Canadian Parks and Recreation Association

1600 James Naismith Drive, # 306

Gloucester, On K1B 5N4

Tel.: 613-748-5651

Fax: 613-748-5854

E-mail: cpra@activeliving.ca

www.activeliving.ca/activing/cpra.html

Harassment in Sports

Website:

<http://www.harassmentinsport.com>

Kids Help Line

1-800-668-6868

