



Biathlon BC 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. Biathlon BC has adopted the Canadian Code of Volunteer Involvement (Appendix A).

## Principles

- The Board of Directors, leadership volunteers and staff acknowledge and support the vital role of volunteers in achieving the organization's purpose and mission.
- Biathlon BC practices ensure effective volunteer involvement.
- Biathlon BC commits to providing a safe and supportive environment for volunteers.
- Volunteers make a commitment and are accountable to Biathlon BC.
- Volunteers will act with respect for beneficiaries and community.
- Volunteers will act responsibly and with integrity.
- The contributions of volunteers are acknowledged in formal and informal ways.

## Volunteer Screening

To ensure a mutually beneficial experience for volunteers and the organization and the safety of participants, all potential volunteers will be screened before they can be accepted and placed within the organization. Ongoing screening through supervision, evaluation and feedback ensures high standards in our volunteer program.

## Insurance

Liability and accident insurance will be purchased for all volunteers engaged in activity for the organization. The organization does not guarantee that coverage will be applicable or sufficient in all situations. Volunteers may wish to contact Biathlon BC or their personal insurance carrier for further information.



## Harassment and Abuse

Harassment and/or Abuse in any form are strictly prohibited and may be grounds for termination as a volunteer. Refer to the [Biathlon BC Employee Policy](#) for more information.

## Recruitment and Supervision

Biathlon BC 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 (temporarily) reassigned until other work is available or (temporarily) suspended from his/her volunteer duties.

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

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.

A police records check may be used as a screening tool. See [Biathlon BC Volunteer and Employee Screening Policy](#) for more information.

As part of our organization's screening program, all volunteers may be interviewed to determine suitability and interest for the position sought. Interviews will be conducted by a designated person or persons and may be conducted by volunteers and/or staff.

Biathlon BC practices a fair and respectful selection process. Volunteers are assessed on their suitability for a placement within the organization. Biathlon BC reserves the right to not accept a volunteer's services if there is not a suitable placement.

All volunteers are required to agree to be bound by the applicable volunteer code of conduct (Appendix B) and abide by the letter and spirit of the organization's policies.

Each volunteer assigned to a position has a volunteer or staff supervisor. The supervisor is 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 a volunteer 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.

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.

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

All volunteers who transport athletes or others relating to Biathlon BC events or business in their own vehicle, may be required to submit a copy of their driving abstract, driver's license and evidence of appropriate insurance before beginning their volunteer assignment, and on an annual basis thereafter.

Volunteers will only drive in an insured and properly maintained vehicle. Volunteers will at all times obey all traffic regulations and abstain from driving under the influence of alcohol or drugs or under any other kind of impairment (health/exhaustion).

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.

When a situation of (perceived) conflict of interest occurs, the volunteer shall report this to the staff/supervisor for further consultation.

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

Depending on the position, volunteers will 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.

Accidents, injuries and hazards must be reported immediately and a Critical Incident Form (Appendix C) completed and submitted to your supervisor. Incidents include violence, theft, inappropriate behavior, abuse or any (potentially) unsafe situation.

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 [Biathlon BC Dispute Resolution and Appeal Policy](#).

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



## Evaluation

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

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

Evaluations will take place within three months of starting a placement and then at least once a year. Evaluations are carried out by the staff or volunteer supervisor and conducted one on one. Other formats such as participant surveys may also be conducted.

If disagreement over the outcome of the evaluation exists, volunteers can address a complaint to the organization.

Every effort will be made to resolve conflict 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. Where possible, confidentiality shall be maintained. A complaint can be made verbally or in writing.

## Volunteer Recognition

Biathlon BC would like volunteers to complete their roles knowing that their efforts were meaningful, constructive and appreciated. Informal recognition occurs when a volunteer receives an appreciative and encouraging comment. Biathlon BC can publicly recognize volunteers through formal events and awards presented by Sport BC, Coaching Association of Canada and Biathlon Canada. In addition there will be an annual award for a volunteer who has contributed outstanding leadership and service to Biathlon BC or one of its member clubs over a sustained period of time.

Biathlon BC encourages its member clubs to establish their own volunteer recognition program, which can include prizes, discounts, food/refreshments and public recognition.

## Appendix A Canadian Code for Volunteer Involvement

### VALUES FOR VOLUNTEER INVOLVEMENT

**Volunteer involvement is vital to a just and democratic society.**  
It fosters civic responsibility, participation and interaction.

**Volunteer involvement strengthens communities.**  
It promotes change and development by identifying and responding to community needs.

**Volunteer involvement mutually benefits both the volunteer and the organization.**  
It increases the capacity of organizations to accomplish their goals, and provides volunteers with opportunities to develop and contribute.

**Volunteer involvement is based on relationships.**  
Volunteers are expected to act with integrity and be respectful and responsive to other with whom they interact.

### GUIDING PRINCIPLES FOR VOLUNTEER INVOLVEMENT

**Volunteer organizations recognize that volunteers are a vital human resource and will commit to the appropriate infrastructure to support volunteers.**  
The organizations' practices ensure effective volunteer involvement. The organization commits to providing a safe and supportive environment for volunteers.

**Volunteers make a contribution and are accountable to the organization.**  
Volunteers will act with respect for beneficiaries and community.  
Volunteers will act responsible and with integrity.

## **ORGANIZATION STANDARDS FOR VOLUNTEER INVOLVEMENT**

The boards of directors and senior management acknowledge and support the vital role of volunteers in achieving the organization's purpose or mission.

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

A qualified person is designated to be responsible for the volunteer program.

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 regular 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 regularly acknowledged with formal and informal recognition methods.

## Appendix B Volunteer Code of Conduct

In the interest of the participants that Biathlon BC serves, volunteers commit to observing the following code of conduct.

- **Treat everyone fairly** within the context of their activity, regardless of gender, ethnic background, colour, sexual orientation, religion, political belief or economic status;
- Agree to conduct yourself in a manner consistent with the position as a **positive role model**, and as a representative of Biathlon BC;
- **Follow** Biathlon BC Constitution, By-Laws and/or Operating Rules of Biathlon BC or its authorized Leagues;
- **Respect the privacy and dignity** of participants by not divulging confidential information without consent, except where required by law as in the case of suspected child abuse;
- Consistently **display high personal standards** and project a **favourable image** of your sport and of volunteering.
- **Refrain** from **public criticism** of fellow members.
- **Abstain** from and **discourage** the use of **drugs, alcohol and tobacco** products in conjunction with sport.
- **Refrain** from the use of profane, insulting, harassing or otherwise **offensive language** while volunteering.
- Regularly seek ways of **increasing professional development** and self-awareness.
- **Co-operate** with the athletes' **parents** or **legal guardians**, involving them in their child's development.

### You must:

- Ensure the **safety** of the athletes with whom you work.
- **Respect** others' **dignity**; verbal or physical behaviors that constitute harassment or abuse are unacceptable.
- **Never advocate** or **condone** the use of **drugs** or other **banned** performance enhancing **substances**.
- **Never** provide **underage** athletes with **drugs, alcohol or tobacco** products.



I agree to abide by the code \_\_\_\_\_ (Signature of Volunteer) dated \_\_\_\_\_.





## **Appendix C                      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 Sport BC's insurance policies including violence, theft, inappropriate behavior, 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: