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# Policy 2015-08

## Volunteering

**at Garneau Tennis and Beach Volleyball Club  
(GTBVC)**

# 1. Introduction

In order to exist, Garneau Tennis and Beach Volleyball Club (“GTBVC”) needs to involve more people more effectively in volunteering to help run the club and ensure the best playing conditions for its members, and also to give back to the community.

It does this by:

- Working with volunteer involving organizations to improve the diversity and quality of volunteer placements.
- Providing potential volunteers with the means to access volunteering opportunities.
- Engaging its members and guests to become Garneau volunteers

GTBVC is committed to involving volunteers directly within the organization to:

- Contribute to the delivery of our services
- Form our board of directors
- Make sure we are responsive to the needs of our users
- Provide different skills and perspectives.
- Offer opportunities for participation by people who might otherwise be excluded.

This volunteer policy sets out the principles and practice by which we involve volunteers

# 2. Principles

GTBVC:

- Recognizes that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Will ensure that volunteers are properly integrated into the organizational structure and that mechanisms are in place for them to contribute to the volunteer centre’s work.
- Will not introduce volunteers to replace paid staff.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognizes that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognizes that the management of volunteers requires designated responsibilities within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible
- Recognizes that not all feedback about a volunteering fee will be positive

### 3. Recruitment

Recruitment of volunteers will generally be from all sections (adults, families, juniors) of the club.

People interested in becoming volunteers with GTBVC will be invited for an informal talk with the appropriate contact person. They will be given an information pack including general information about the club and specific information on the volunteer post in which they are interested. Volunteer Board Members will be given a role specific induction and information pack.

All volunteers will be asked to complete a simple registration form appropriate to the role that they are applying. 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 GTBVC.

### 4. Volunteer Agreements and Voluntary Work Outlines

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.

### 5. Induction and Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

### 6. Support

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed.

### 7. The Volunteer's Voice

Volunteers will be consulted in decisions which affect them. GTBVC is committed to developing consultation and representational procedures for volunteers.

### 8. Records

Minimum details will be kept on volunteers. This will include the registration form, correspondence and any other relevant information in accordance with GTBVC confidentiality policy.

## 9. Expenses

GTBVC will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

## 10. Volunteer Fee

Every member pays a volunteer fee in a single amount of \$100. Volunteers will get their volunteer fee back once they complete required volunteer hours (4 hrs of work). Volunteers are encouraged to continue to volunteer even though they completed their volunteering quota.

## 11. Volunteer Work

Each member is entitled to 4 hrs of work at GTBVC.

## 12. Health and Safety

GTBVC will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the City Centre's Health and Safety policy.

## 13. Problems

Volunteers have the right to discuss any concerns they may have with the board members.

## 14. Endings

At the end of the season GTBVC will provide an exit questionnaire and volunteers will be asked to provide feedback on the volunteering experience. They will also be given the opportunity to discuss their responses to the questionnaire more fully with a designated member of the board.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.

GTBVC has a policy on how it will deal with any disciplinary issue regarding a volunteer.

## 15. Monitoring and Evaluation

GTBVC will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy. The number of volunteering hours will be recorded and kept as a record.

This policy will be reviewed bi-annually.