

# **Dunn Police Athletic/Activities League, Inc.**



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Filling Playgrounds, Not Prison's

# **Volunteer Policy & Procedure Manual**

Effective June 23, 2014

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## SECTION 1: INTRODUCTION

### 1.0 Introduction

This document is a tool to be used for providing information and expectations, as well as procedures that specifically impact the volunteer team of the *Dunn Police Athletic/Activities League, Inc.* (DPAL). This procedural information is in addition to any other policies and procedures that bind all volunteers within the Dunn Police Athletic/Activities League. Please read through this document in order to familiarize yourself with the policies and procedures. We ask that you sign the final page of this document in order to accept these terms. If you have any questions or concerns regarding this document, please contact the Coordinator of Volunteer Services. This document is not a stand-alone; it is a procedural guideline for the Dunn Police Athletic/Activities League Volunteers. It is important to note that the Dunn Police Athletic/Activities League volunteers engage with a vulnerable population, thereby requiring additional guidelines and special training. The Dunn Police Athletic/Activities League offers the highest quality of child and youth programming and thus places the utmost importance on our volunteers being responsible and professional at all times when volunteering within or for the Dunn Police Athletic/Activities League. This is in accordance to our volunteer policies and procedures standards.

The following document applies to all volunteers within the organization. For the purposes of this document, a volunteer is defined as any person completing a service for the Dunn Police Athletic/Activities League without receiving monetary compensation. This document will use the term volunteer to encompass any persons falling within that definition.

### 1.1 The Dunn Police Athletic/Activities League Mission Statement

**The basic mission of PAL is to offer youth of Dunn and the surrounding area a viable alternative to the temptations of street life, which can lead to a life of crime, alcoholism, drugs, vandalism, delinquency and gangs. PAL keeps young men and women active, interested and busy through its supervised/ multifaceted programs geared to develop leadership traits and build good citizens for tomorrow. PAL is dedicated to instilling in youth a value system that recognizes the need to respect and protect human rights and to uphold and obey the laws of our city, state and nation.**

## SECTION 2: TYPES OF VOLUNTEERS

### 2.1 Volunteer / Student Placement

#### Role: Volunteer/ Student Placement

Direct Supervisor: Manager & Senior Youth Worker

#### Goal or Purpose of the Role:

This position provides supervision and mentorship to children and youth attending the Dunn Police Athletic/Activities League.

#### Major Responsibilities:

- Assist with programming
- Interact with children and youth
- Assist the staff with set up and/or take down of activities

#### Time Commitment:

- Minimum 1 year
- Attending the PAL a minimum of once a week for 2 hours

#### Qualifications:

- Excellent communication skills
- Excellent listening skills
- Reliable
- Energetic
- Patient
- 18 years of age (minimum)
- Completed Volunteer application form
- Clear Police Records Check (less than 6 months old) for work within the vulnerable sector
- Two reference checks (at least one professional)

#### Training and/or Preparation Required:

All other training that is not marked mandatory may be offered to volunteers when available

- Volunteer orientation session – Mandatory
- Emergency First Aid/ CPR

#### **2.1.2 Volunteer (Youth) - *Must be an active club member***

#### Role: Volunteer (Youth, aged 13-18 years of age)

Direct Supervisor: Manager & Senior Youth Worker

#### Goal or Purpose of the Role:

This position provides supervision and mentorship to children and youth attending the Dunn Police Athletic/Activities League.

#### Major Responsibilities:

- Attend the PAL a minimum of once a week for 2 hours
- Assist with programming
- Interact with children and youth
- Assist the staff with set up and/or take down of activities

Time Commitment:

- A Minimum of once a week for 2 hours

Qualifications:

- Excellent communication skills
- Excellent listening skills
- Reliable
- Energetic
- Patient
- Mature
- Completed Youth Volunteer application form
- The Dunn Police Athletic/Activities League Staff support of youth volunteer request
- Active PAL Member for a minimum of six weeks and a maximum probationary period of three months prior to applying to volunteer

Upon the youth's 19<sup>th</sup> birthday they will be required to obtain criminal records check and will no longer be considered a youth volunteer. In accordance with membership policies, it is the responsibility of the Senior Youth Workers to notify youth who are 19 years of age that they are no longer members and must be registered volunteers in order to be present within PAL.

### **2.1.3 Special Events Volunteer**

Role: **Special Events Volunteer**

Direct Supervisor: Event Coordinator

Goal or Purpose of the Role:

This position provides hands on assistance fulfilling a variety of roles at a onetime special event.

Major Responsibilities:

- Attend the event
- Handle money (if necessary)
- Interact with guests
- Set up and take down of event (if necessary)
- Represent the Dunn Police Athletic/Activities League in a professional manner

Time Commitment:

- One day commitment
- Short term

Qualifications:

- Excellent communication skills
- Excellent listening skills
- Reliable
- Energetic
- Patient
- 18 years of age (*unless otherwise indicated*)
- No Police Record Check required (*unless otherwise indicated*)

### **2.1.4 Admin. Support Volunteer**

Role: **Administrative Support Volunteer**

Direct Supervisor: Manager to which the administrative support is being applied

Goal or Purpose of the Role:

This position provides short term or long term assistance in an administrative capacity

Major Responsibilities:

- Attend pre-determined volunteer shifts
- Assist with administrative support (i.e. data entry, phone calls, faxing, etc.)
- Interact with club staff in a professional manner

Time Commitment:

- As agreed upon by manager

Qualifications:

- Excellent communication skills
- Excellent listening skills
- Reliable
- Experience in administrative work an asset
- Completed Volunteer application form
- Clear Police Records Check (*unless working from home OR under 18 years of age*)
- Two reference checks (at least one professional)

## **2.1.5 Invited Guest / Solicited Group Youth Based Activity**

Role: **Group Volunteer Initiative**

Direct Supervisor: Manager to which the group/guest initiative is being applied. The DPAL staff supervisor must remain with all invited guests/solicited groups at all times.

Goal or Purpose of the Role:

To complete pre-determined task and to work together as a team after being invited by DPAL to attend youth programming. An invited guest/solicited group is a person who is doing a service for the Dunn Police Athletic/Activities League after being requested to do so. This is a reputable individual/group within the community who offers a desirable benefit to the DPAL.

Major Responsibilities:

- Attend pre-determined volunteer shift
- Complete pre-determined group task involving youth

Time Commitment:

- One time volunteer event
- Occurs during PAL hours

Qualifications:

- Excellent communication skills
- Excellent listening skills
- Reliable
- Energetic
- 18 years of age (minimum)
- No Police Record Check required.
- Groups eligible under this category is at the discretion and invitation of the Coordinator of Volunteer Services with consultation with the Director of Programs.
- PAL managers must submit their request in writing at least 72hrs prior to the event to the Coordinator of Volunteer Services in order to invite a guest into youth based programming.
- Must remain under DPAL staff supervision at all times.

## **2.1.6 Group Youth Based Activity (Unsolicited)**

### **Role: Group Volunteer Initiative**

Direct Supervisor: Manager to which the group initiative is being applied

### **Goal or Purpose of the Role:**

To complete pre-determined task and to work together as a team within our youth programming.

### **Major Responsibilities:**

- Attend pre-determined volunteer shift
- Complete pre-determined group task involving youth

### **Time Commitment:**

- One time
- Occurs during club hours

### **Qualifications:**

- Excellent communication skills
- Excellent listening skills
- Reliable
- Energetic
- 18 years of age (minimum)
- PRC required for all group members prior to volunteering

## **2.1.7 Group Activity Non-Youth Based**

### **Role: Group Volunteer Initiative**

Direct Supervisor: Manager to which the group initiative is being applied

### **Goal or Purpose of the Role:**

To complete pre-determined task and to work together as a team improving the grounds of the Dunn Police Athletic/Activities League.

### **Major Responsibilities:**

- Attend pre-determined volunteer shift
- Complete pre-determined group task (example; painting, cleaning, gardening, etc.)

### **Time Commitment:**

- One time
- Occurs during PAL operations off hours

### **Qualifications:**

- Excellent communication skills
- Excellent listening skills
- Reliable
- Energetic
- 18 years of age (minimum)
- No Police Record Check



## **2.1.8 Employee Volunteer Member**

Role: **Volunteer**

Direct Supervisor: Manager & Senior Youth Worker

Goal or Purpose of the Role:

This position was established for Dunn Police Athletic/Activities League employees who would like to volunteer more directly with PAL programs. This position provides supervision and mentorship to children and youth attending the Dunn Police Athletic/Activities League.

Major Responsibilities:

- Assist with programming
- Interact with children and youth
- Assist the staff with set up and/or take down of activities

Time Commitment:

- Minimum 1 year
- Attending the PAL a minimum of once a week for 2 hours

Qualifications:

- Excellent communication skills
- Excellent listening skills
- Reliable
- Energetic
- Patient
- 18 years of age (minimum)
- Completed Volunteer application form
- Clear Police Records Check (less than 6 months old)
- Two reference checks (at least one professional)

Training and/or Preparation Required:

All other training that is not marked mandatory may be offered to volunteers when available

- Volunteer orientation session – Mandatory
- Emergency First Aid/ CPR

## **2.1.9 Employee Volunteer/ Board/Committee Member**

Role: **Board/Committee Member**

Direct Supervisor: Staff liaison for respective committee

Goal or Purpose of the Role:

The purpose of this role is to govern events, topics, and issues related to the functionality of the Dunn Police Athletic/Activities League.

Major Responsibilities:

- Attend designated meetings
- Represent the DPAL appropriately within the community
- Serve the best interest of the organization

Time Commitment:

- Minimum 1 year

### Qualifications:

- Excellent communication skills
- Excellent listening skills
- Reliable
- Patient
- 18 years of age (minimum)
- Completed Volunteer application form
- Clear Police Records Check (less than 6 months old)
- Two reference checks (at least one professional)
- Support from fellow board/committee members to join

## **2.2 RECRUITMENT**

### **2.2.1 Application Process**

The potential volunteer must submit a Dunn Police Athletic/Activities League volunteer application form located at [www.dunnpal.org](http://www.dunnpal.org) prior to being contacted for an interview. Applications may be submitted online, in person, fax or email to the Coordinator of Volunteer Services. The applicant will then be required to e-mail a copy of their resume and two references (at least one professional) to the Coordinator of Volunteer Services prior to their interview.

### **2.2.2 Interview**

The Coordinator of Volunteer Services will contact the potential volunteer for an interview at a mutually agreed upon time. The Coordinator of Volunteer Services will conduct the interview. The interview will take approximately one half hour. Interviews are conducted for all DPAL volunteers and administrative volunteers.

### **2.2.3 Reference Checks**

The potential volunteer will provide two references. At least one of these references must be a professional or academic reference. Reference checks will be done as swiftly as possible. A volunteer's eligibility will be impacted by the outcome of these reference checks.

### **2.2.4 Police Records Checks**

Potential volunteers must complete a police records check for volunteerism with vulnerable persons prior to scheduling an onsite orientation. This can be accomplished by obtaining a letter from the Dunn Police Athletic/Activities League stating the individual is applying to volunteer. This letter will ensure no cost is involved in obtaining a PRC (applicable to the longer turnaround time only). The volunteer will then bring this letter to a local police station, and a completed Police Records Check will be sent to the applicant within 4-6 weeks (relative based on Dunn Police Services). Once the applicant receives the completed reference check, they are to contact the Coordinator of Volunteer Services to arrange an on-site orientation session. Volunteers are to bring their completed PRC to the on-site orientation. The Coordinator of Volunteer Services must see the original PRC but may maintain a copy in their records should the volunteer request to keep the original. Any persons who are already in possession of a completed police records check must have acquired the record check within the past six months in order for it to remain valid upon submission to The Dunn Police Athletic/Activities League. Persons with police record checks older than six months will be asked to complete a new record check. Subsequently, a new PRC will be requested from active volunteers every two years. Should a police record check reveal a criminal history, the applicants eligibility to pursue volunteering within this organization will be decided on a case by case basis as determined by the Coordinator of Volunteer services in consultation with the Director of Programming and/or Manager of Human Resources. Decisions made in this regard will be final.

## **2.2.5 Acceptance / Non-Acceptance into DPAL**

Upon completion of the interview, reference checks, and police record check, The Coordinator of Volunteer Services will review the volunteer file and determine whether or not the potential volunteer is eligible to join the Dunn Police Athletic/Activities League volunteer team. When applicable, the Coordinator of Volunteer Services will consult with appropriate staff/committees for recommendations as to a candidate's eligibility. If it is determined that the potential volunteer is eligible, they will be contacted by the Coordinator of Volunteer Services and arrangements will be made for an on-site orientation session. If a candidate is deemed ineligible, they will be notified of the decision via phone or email. An explanation as to why a volunteer is ineligible will be provided.

## **2.3 On-Site Orientation**

The volunteer must attend an on-site orientation session prior to beginning volunteering with the Dunn Police Athletic/Activities League. On-site orientations will take place at the PAL Office the volunteer has selected as their PAL location at a date and time determined by the DPAL staff. Once a volunteer is an active member of the Dunn Police Athletic/Activities League team, they may request to change PAL locations. Should such a request be made, the volunteer must complete an on-site orientation at the new clubhouse location prior to beginning volunteering with the new PAL.

### **2.3.1 Purpose of the On-Site Orientation Session**

The purpose of the on-site orientation session is to provide an opportunity for:

#### **BGC Staff:**

- To further assess the volunteer's skills and aptitudes
- To observe volunteers in a group situation and assess interpersonal skills, rationale, and attitudes
- To ensure all volunteers are provided with basic information about the Dunn Police Athletic/Activities League
- To introduce the volunteer to the clubhouse and the atmosphere of the location
- To answer any questions the volunteers may have
- To sign DPAL forms (as relevant to student placements)

#### **Volunteers:**

- To be introduced to staff
- To raise skills and confidence to perform their duties
- To learn more about the clubhouse and their role in it
- To ask questions
- To meet fellow volunteers

### **2.3.2 Probationary Period**

All volunteers will begin their volunteerism with the Dunn Police Athletic/Activities League under a three month probationary period. Throughout this period, the senior youth worker will observe their interactions with the youth and monitor their attendance to ensure they are fulfilling their requirements of volunteerism within the DPAL. After three months, the SYW will complete a brief evaluation (see appendix C) which will identify their progress as a volunteer, and potential areas that require improvement. At that time, the SYW will identify whether to continue with the volunteer, to have the volunteer remain on probation, or to dismiss the volunteer. If it is decided that the volunteer must remain on probation, a set time frame will be set and areas of improvement will be identified. The

SYW will work with the volunteer to help ensure their success. If the volunteer is dismissed, this decision will be made in consultation with the Volunteer Coordinator and the decision will be final.

### 2.3.3 Evaluations

All evaluations for student placements will be completed by the direct supervisor of the volunteer initiative. Should the volunteer have any questions or concerns about the validity of their evaluation, they should contact their direct supervisor. Should further discussion be needed, the volunteer should contact the Coordinator of Volunteer Services. Students must provide a minimum of one week's notice that an evaluation is in need of completion. Failure to do so may result in an incomplete evaluation.

A volunteer may request an informal evaluation at any time throughout the duration of their volunteering.

### 2.3.4 Inactive Volunteers

Volunteers who are inactive, without notice, after two months of inactivity will be de-activated in our database and must contact the Coordinator of Volunteer Services prior to returning to volunteering. A volunteer who is inactive for six months without correspondence to the club must re-apply to volunteer for the Dunn Police Athletic/Activities League and must submit a new Police Records Check.

### 2.3.5 Leave of absence

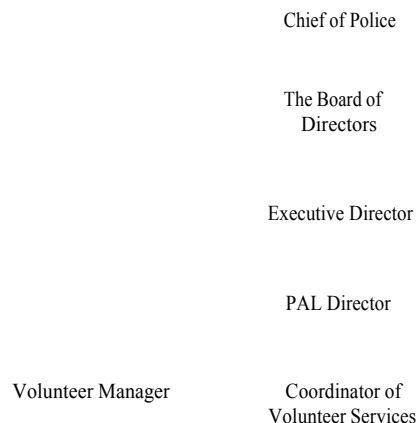
A leave of absence due to illness, employment, education, or personal reasons may be requested throughout the duration of the period of volunteering. If possible, two weeks' notice would be appreciated in order to ensure we have proper coverage of volunteers to oversee programming and supervision. When a volunteer is ready to resume their volunteer position, they must contact the Coordinator of Volunteer Services to discuss their return.

### 2.3.6 Resignation

We ask that all volunteers inform their direct supervisor or the Coordinator of Volunteer Services upon resigning from volunteering with the Dunn Police Athletic/Activities League. If possible, two weeks' notice would be appreciated in order to ensure we have proper coverage of volunteers to oversee programming and supervision. A volunteer who officially resigns must re-complete the volunteer process should they decide to return to volunteering with the Dunn Police Athletic/Activities League. A volunteer resigning from the Dunn Police Athletic/Activities League may be requested to complete an exit interview or to provide feedback on their volunteer experience.

## 2.4 Complaints

PAL Organizational Chart:



The following is the appropriate measures a volunteer should follow when seeking conflict resolution and/or filing a complaint about the conduct of a person(s) within the Dunn Police Athletic/Activities League:

- Should a volunteer have a complaint about the conduct of any youth member or Junior/Intermediate Club Staff, such information should be promptly reported to the Clubhouse Manager or Senior Youth Worker (SYW). The Volunteer Manager/SYW will document such information and will handle the situation accordingly.
- Should a volunteer have a complaint about the conduct of the BGC DPAL Senior staff or a fellow volunteer, such information should be promptly reported to the Coordinator of Volunteer Services who will document such information and handle the situation accordingly.
- Should a volunteer have a complaint about the conduct of the Coordinator of Volunteer Services, such information should be promptly reported to the Senior Manager, who will document such information and handle the situation accordingly.
- Should a volunteer have a complaint about the conduct of the Senior Manager, such information should be promptly reported to the Director of Programs, who will document such information and handle the situation accordingly.
- Should a volunteer have a complaint about the conduct of the Director of Programs, such information should be promptly reported to the Executive Director, who will document such information and handle the situation accordingly.
- Should a volunteer have a complaint about the conduct of the Executive Director, such information should be promptly reported to the Board of Directors, who will document such information and handle the situation accordingly.

### **Summary of Order of Reporting and/or Conflict Resolution**

All conflicts or incidences involving your volunteering with the Dunn Police Athletic/Activities League should be taken to either the Volunteer Manager or Senior Youth Worker. If the issue is not resolved in a satisfactory manner, the volunteer should bring it to the attention of the Coordinator of Volunteer Services. If further discussion is required, the volunteer should contact the Senior Manager, the Director of Programs, the Executive Director and finally the Board of Directors.

### **2.5 Discipline**

Should an incident occur where by the volunteer acts in a manner outside the policies and procedures of the Dunn Police Athletic/Activities League, disciplinary action will be taken. Should an event be of a “non-serious” nature (*decided at the discretion of the direct supervisor*) or to be repetitive behaviour outside of the expectations of the Dunn Police Athletic/Activities League, the staff will report the behaviour to the Coordinator of Volunteer Services. A meeting will be held between the Dunn Police Athletic/Activities League staff, the Coordinator of Volunteer Services and the volunteer to discuss the expectations of the Dunn Police Athletic/Activities League and to correct the behaviour of the volunteer. Should the volunteer continue to behave in a manner outside the expectations of the Dunn Police Athletic/Activities League staff, the volunteer may be dismissed from the Dunn Police Athletic/Activities League volunteer team.

Should the event be deemed “serious” (*decided at the discretion of the direct supervisor*) by the Dunn Police Athletic/Activities League staff, the volunteer will be asked to immediately leave the DPAL. The event will be reported to the Coordinator of Volunteer Services. A meeting will be scheduled between the volunteer, the PAL staff and the Coordinator of Volunteer Services. The incident will be reviewed and measures will be taken to ensure the volunteer understands the severity of the event. The volunteer may or may not be terminated. Any illegal activity will be reported to the Dunn Police Department.

Should the volunteer decide not to attend the disciplinary meeting, the volunteer will be automatically dismissed from the Dunn Police Athletic/Activities League volunteer team.

## **2.6 Liability**

### **2.6.1 Insurance**

All volunteers providing services under the direction of the Dunn Police Athletic/Activities League are insured through the Organization’s General Liability Policy. These policies provide coverage for volunteers for any suits brought against the volunteer associated with his/her duty sanctioned by The Dunn Police Athletic/Activities League. The policy does not cover:

- Fraudulent, illegal, dishonest or criminal acts committed by the volunteer and found to be so by a court
- Claims where the volunteer may gain personal profit or advantage to which they are not legally entitled
- Claims applying to any liability for “bodily harm” or “personal injury” arising out of any form of physical, emotional or sexual abuse inflicted by a volunteer.
- Any injury incurred while fulfilling volunteering duties for the Dunn Police Athletic/Activities League.

### **2.6.2 Volunteer(s) Injured While Volunteering for DPAL**

Volunteer safety is a key component of the Dunn Police Athletic/Activities League. If at any time you are injured while volunteering with the Dunn Police Athletic/Activities League, the following steps must be taken:

- Report injury to Direct Supervisor
- Receive medical attention for injury (i.e. first aid, hospital visit, etc.)
- Assess ability to continue volunteer shift
- Fill out an occurrence report (within 24hrs of incident)

### **2.6.3 Driver’s Licence and Automobile Insurance**

Licensed volunteers who have been asked to drive as part of their volunteerism with the Dunn Police Athletic/Activities League must produce a copy of their valid driver’s license and their own appropriate, valid insurance coverage. A photocopy of the volunteer’s driver’s license and drivers form (*DPAL Drivers form are required if volunteers will be driving a DPAL vehicle*) will be placed in each volunteer’s personal file.

Any suspensions of driving privileges must be reported to the Dunn Police Athletic/Activities League staff immediately (only if it affects your volunteerism).

Each year the volunteer shall provide a copy of their insurance renewal.

It is recommended that each volunteer carry minimum one million dollars (\$1,000,000) liability coverage.

## 2.6.4 Confidentiality

Each youth member and their families needs and deserves to have confidence that the information they share with the Dunn Police Athletic/Activities League will remain completely confidential with the following exceptions:

- Member information may be discussed amongst Dunn Police Athletic/Activities League Staff (*where relevant*)
- If a member states they are contemplating an action which poses a danger to the community or themselves, you must immediately report it to The Dunn Police Athletic/Activities League Staff
- If you discover any reason to believe that any incident of child abuse has occurred, this must be reported to Children's Aid Society immediately. We ask that you have a Dunn Police Athletic/Activities League staff present when filing the report.

**\*\*Please note, all volunteers are entitled to and will be given the same level of confidentiality in regards to any personal information shared with The Dunn Police Athletic/Activities League \*\***

## 2.6.5 Conflict of Interest

All volunteers must immediately disclose any personal, health related, criminal, business, commercial, or financial interest where such interest might be construed as being in real, potential or apparent conflict with the Dunn Police Athletic/Activities League.

Volunteers must bring to the attention of the Dunn Police Athletic/Activities League any affiliation, whether it is through business or volunteer work, with any other organization, which constitutes a conflict of interest.

If there is an apparent conflict between the volunteer and the volunteer position requirements, the situation is reviewed by the Coordinator of Volunteer Services, in conjunction with The Director of Programs, if necessary.

If a conflict exists, attempts are made to accommodate the volunteer in an area where no conflict exists.

If accommodations cannot be made, the volunteer may be relieved from their volunteer duties.

## 2.6.6 Duty to Report

**Report to DSS or Law Enforcement:**

There may be times when a Dunn Police Athletic/Activities League volunteer finds themselves in situations where they may have concerns about the safety or well being of a child. This section is intended to assist the Dunn Police Athletic/Activities League Volunteers in:

- Understanding their responsibility to report suspected child abuse and neglect;
- What the Child and Family Services Act defines child abuse to be; and
- The procedures that volunteers must adhere to in reporting suspected incidents of child abuse.

### **Responsibility to report a child in need of protection**

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to the Department of Social Services (DSS). You can reach D.S.S. by phoning **910-893-7520 -or- Dunn Police Department 910-892-2345.**

### **Child and Family Services Act**

Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall immediately report the suspicion and the information on which it is based to a society:

1. The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's failure to adequately care for, provide for, supervise or protect the child
2. There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's failure to adequately care for, provide for, supervise or protect the child
3. The child has been sexually abused, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.
4. The child requires medical treatment to cure, prevent or alleviate physical harm or suffering the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.
5. The child has suffered emotional harm, demonstrated by serious
  - i. Anxiety,
  - ii. Depression,
  - iii. Withdrawal
  - iv. Self-destructive or aggressive behavior, or
  - v. Delayed development

and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

6. The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and



custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.

7. The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
8. The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

### **Ongoing duty to report**

The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a children's aid society. Be aware, that any form of reasonable grounds must be reported to DSS Always err on the side of caution. DSS is staffed with professionals equipped to evaluate your report and act accordingly.

### **Persons must report directly**

The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to Department of Social Services. The person must not rely on anyone else to report on his or her behalf. Please have a Dunn Police Athletic/Activities League Staff present at the time of reporting.

### **What are "reasonable grounds to suspect"?**

You do not need to be sure that a child is or may be in need of protection to make a report to a children's aid society. "Reasonable grounds" are what an average person, given his or her training, background and experience, exercising normal and honest judgment, would suspect. If anything seems out of the ordinary to you, or if anything makes you feel uncomfortable, trust your instincts and make the call.

### **Professional affected**

Persons who perform professional or official duties with respect to children include:

- Service providers and employees of service providers

Any professional or official who fails to report a suspicion that a child is or may be in need of protection, where the information on which that suspicion is based was obtained in the course of his or her professional or official duties, is liable on conviction to a fine of up to \$1000.00. Please note: a volunteer falls under this classification.

### **2.6.7 Photo Policy**

The Dunn Police Athletic/Activities League volunteers' shall not take photos; of PAL members, of DPAL Locations, or of special events while volunteering with the Dunn Police Athletic/Activities League unless otherwise requested by the Dunn Police Athletic/Activities League staff. This includes, but is not limited to cameras and cell phones. Should a Dunn Police Athletic/Activities League Volunteer be caught taking pictures while volunteering, without permission from the Dunn Police Athletic/Activities League Staff, appropriate action will be taken.

### **2.6.8 Speaking on Behalf of the Organization**

In representing the Dunn Police Athletic/Activities League, volunteers must be careful not to misrepresent the agency. Unless requested by the Dunn Police Athletic/Activities League Staff, volunteers may not represent the agency at community meetings, events, and/or in the media.

### **2.6.9 Volunteer Safety**

The Dunn Police Athletic/Activities League does not place volunteers in situations recognized as high risk, posing harm or danger. If at any time a volunteer feels that their safety is being compromised, they are to immediately notify the Dunn Police Athletic/Activities League Staff of their concerns. The Dunn Police Athletic/Activities League Staff will assess the situation and will advise the volunteer accordingly.

### **2.6.10 Alcohol/Drug Use**

While performing volunteer duties; and while subject to representation of the Dunn Police Athletic/Activities League, volunteers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs, the consumption of alcohol, and/or the use of controlled substances. Identifying a volunteer as being under the influence of/associated with drugs or alcohol the volunteer will be asked to leave the PAL Facilities and subsequently terminated.

Volunteers are prohibited from the use of and involvement with illegal activities. Proof of a volunteer involvement with illegal activities will result in termination.

Volunteers are encouraged to be aware of their responsibility to their role and association with the Dunn Police Athletic/Activities League, thus, volunteers should be aware of public activities that may violate laws and/or negatively affect The Dunn Police Athletic/Activities League image, or undermine public confidence in the organization. Any violation of this matter will result in corrective action or termination.

## 2.6.11 Child Abuse Prevention Policy & Procedure

### Child Abuse Prevention Statement:

As a youth-serving organization, *Dunn Police Athletic/Activities League, Inc.* considers the safety and wellbeing of the youth in our programs a top priority, and we strive to put safety first with our programming and policies. Our organization prohibits bullying, abuse, or other violence and we strive to proactively address reports of this type of conduct, even if it means that someone will be embarrassed or upset. We want to hear about problems or concerns, and we will strive to act on them in a fair, balanced way in accordance with our policies.

### Policies and Procedures:

*Dunn Police Athletic/Activities League, Inc.* has developed and implemented the following Policies and Procedures in an effort to provide a safe environment for our youth members, athletes, and coaches. The Board of Directors shall annually review this policy and update it as needed, including the defining of prohibited and discouraged behaviors.

- 1** The **Coach/Volunteer Recruitment** process shall include the following:
  - a. **Volunteer Application** – Every coach and volunteer working with youth is required to complete a written application that will set forth appropriate background information, require disclosure of any prior claims or allegations of sexual abuse or other inappropriate conduct, and provide the names of at least two individuals as references to the good character of the coach or volunteer. A designated representative will contact these references before coaching or volunteering begins. This application must be completed each year, even if the coach/volunteer is returning from the previous year/season.
  - b. **Screening** – A designated representative(s) of the organization will interview each prospective coach/volunteer. This screening process will include specific questions regarding the existence of any prior claims of inappropriate behavior with respect to youth or youth members.
  - c. **Background Check** – All potential coaches/volunteers will be subject to a background check with a contracted vendor qualified to conduct such checks, and the background check will include appropriate inquiries regarding any previous record of sexual abuse or other unlawful activity by the potential coach/volunteer. For current coaches/volunteers, this background check will be updated at least every five (5) years.
- 2** An **Abuse Prevention Orientation** shall be conducted annually.
  - a. A representative of the Board of Directors will review this policy with coaches and volunteers. All coaches and volunteers will certify that they have reviewed and accept our policies with respect to abuse prevention.
- 3** In addition, there will be an information meeting for parents at the start of the season where this policy will be reviewed and distributed.
- 4** **Defining Situation for Prohibited and Discouraged Behavior**
  - a. **Prohibited Behavior**
    - i. Use of profane or degrading language. Coaches are also responsible for stopping disrespectful language or behavior between team members, including sexual jokes or harassment.
    - ii. Threatening or intentionally inflicting physical injury upon a minor.

- iii. Committing any sexual offense against a minor, or engaging in any sexual contact with a minor.
  - iv. Making any kind of sexual advance, or making a request for sexual favors, or engaging in other verbal, visual or physical conduct of a sexual nature.
- b. Discouraged Behavior
- i. Our organization discourages non-related one-adult/one-child interaction in the situations identified below.
    - Rides to/from practices and games unless there is an urgent situation such as where a parent/guardian does not show up and the child would be in danger not having a ride.
    - Indoor practice facilities behind closed doors
    - Locker rooms
    - Overnight accommodations for travel games/events/fieldtrip's. No adults staying in room(s) with youth.
    - (Other situations relevant to *Dunn Police Athletic/Activities League, Inc.*'s specific situation)
    - Always have two adults present with one youth whenever possible and one should be the same sex of the youth.
    - Always leave your door open when in a room alone with a youth.

## **5 Reporting of Suspected Child Sexual Abuse**

- a. The Board of Directors shall appoint at least one member of the organization who shall be responsible for receiving reports of sexual abuse or other inappropriate conduct and for taking appropriate action upon receiving such a report.
- b. All volunteers, parents and program participants are directed to report any incident of abuse or suspected abuse that they witness or that is reported to them to the designated representative or any other member of the Board of Directors. Volunteers, parents and program participants also may directly notify the proper law enforcement agencies.
- c. The notified member of the Board of Directors will promptly notify the proper law enforcement agencies that an incidence of possible abuse has been reported.
- d. In the event that a suspected incidence of abuse is reported, the coach/volunteer in question may be temporarily suspended from duties while an investigation takes place.
- e. The Board of Directors, when appropriate, shall communicate reports of child sexual abuse to the league members. The confidentiality of any who makes such a report will be protected.

## **2.7 Expenses**

### **2.7.1 Claiming Expenses**

In the unlikely instance where volunteers will incur an expense, the volunteer must have approval from the Dunn Police Athletic/Activities League Staff first. If the Dunn Police Athletic/Activities League Staff approves the expense the volunteer will be reimbursed. Volunteers can claim expenses by submitting receipts to the Dunn Police Athletic/Activities League Staff. Reimbursements are done on a monthly basis. Alternatively, volunteers can choose to make a charitable donation to the agency by indicating their expense, and submitting in writing the desire to not be reimbursed for their expense. Volunteers who choose to make a charitable donation to the agency will have their expenses logged for the calendar year and a charitable receipt will be allocated by January 31st of the next calendar year. Please note, any expenses incurred by a volunteer without having first sought the approval from a Dunn Police Athletic/Activities League Staff may not be reimbursed.

## **2.8 Dress Code**

While attending a volunteer session a volunteer becomes a direct representation of the Dunn Police Athletic/Activities League. We ask that while volunteering, the volunteer dresses respectfully and tastefully, being mindful that The Dunn Police Athletic/Activities League is a youth based organization.

The Dunn Police Athletic/Activities League asks that volunteers **not** wear the following while attending a volunteer session:

- Sleeveless or strapless shirts
- Revealing clothing (i.e. short skirts or short shorts)
- Clothing promoting alcohol, drugs, or crude language
- Sandals
- Pajamas
- Jeans that are ripped/torn
- Any demonstration of poor hygiene (i.e. stained/dirty clothing)

Volunteers should **always** be wearing:

- The Dunn Police Athletic/Activities League Volunteer t-shirt provided by The Dunn Police Athletic/Activities League
- Jeans, cotton pants, yoga pants, shorts (knee length or longer)
- T-shirts, long sleeved shirts, hoodies, blouses
- Foot wear that covers and protects the foot
- Appropriate clothing for the season (i.e. hats, mitts, scarf etc) if attending an outdoor session
- Volunteers should be applying proper hygiene at all times

## SECTION 3: VOLUNTEER SHIFT

### 3.1 Beginning of a Volunteer Shift

Volunteers are asked to arrive 15 minutes prior to the beginning of their volunteer shift. A volunteer should check their coat, bag and any other personal items into the designated volunteer area.

Volunteers are encouraged to leave any valuables at home. Volunteers should always be wearing their volunteer t-shirt. A volunteer should check in with the Senior Youth Worker upon beginning their shift to discuss the day's activities. Volunteers must log in with the front desk staff so they are reported into our database.

### 3.2 Your Volunteer Shift

Volunteers should be present on the floor throughout their entire volunteer shift. Volunteers are to engage youth and actively participate in club programming. Volunteers should be serving as a positive role model to club members and should be building positive relationships with the youth.

#### 3.2. 1 Disciplining Youth During Your Volunteer Shift

Should an incident occur where in a youth behaves in a manner outside the DPAL standards, discipline action should be taken. In the case of a minor disciplinary infraction (i.e. running to and from program rooms) a volunteer may correct the behavior with a simple reminder. Any form of major discipline infractions (i.e. bullying, fighting, etc.) should be immediately reported to the Senior Youth Worker who will handle the situation accordingly.

### 3.3 Ending Your Volunteer Shift

At the end of each volunteer shift the volunteer should check in with the Senior Youth Worker to discuss any questions or concerns the volunteer may have, and to notify the Senior Youth Worker of their departure. This would be the time to have any time sheets signed or to discuss upcoming student evaluations. Before leaving, the volunteer must notify the Front Desk Worker of the amount of hours the volunteer spent in the clubhouse that evening to ensure their hours are logged into the volunteer database (*please note: some of the funding the Dunn Police Athletic/Activities League receives is based on the amount of volunteer hours we acquire every year. Hours not logged into our database is lost funding for the PAL*). The volunteer should then gather their belongings and depart the PAL.

### **3.4 Missing Your Volunteer Shift**

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From time to time due to illness or various reasons, you may need to miss a volunteer shift. Since we count on volunteers to ensure proper supervision of our youth, we ask that you notify the Senior Youth Worker as soon as you know you cannot make it to your shift. You may contact the Senior Youth Worker either by phone or by e-mail. Multiple missed sessions, or missing sessions without notifying the Senior Youth Worker may result in disciplinary action.

## **SECTION 4: PROFESSIONAL CONDUCT**

### **4.1 Volunteer/Member Relationships**

The Dunn Police Athletic/Activities League believes that an effective working relationship with a member is based on the ethical behavior of volunteers as outlined in the position description and training.

The volunteer's position is a role based in the area of assisting within the PAL. It is against the Dunn Police Athletic/Activities League policy to exchange phone numbers, email addresses or any type of personal contact information with any PAL members. It is also against policy to arrange to meet with a PAL member outside of the PAL Programs. All relationships with club members should take place inside the PAL Facilities and should not coincide with a volunteer's personal life.

Continued interaction with youth members is prohibited after the completion of a volunteer shift. To interact with a member or a member's family outside of your volunteer shift means you are acting outside of the Dunn Police Athletic/Activities League and this can lead to termination

Clubhouse volunteering is based on relationship building and mentoring. Volunteers are there to offer support, build relationships and to serve as a role model. At no time during the volunteer/member relationship is a volunteer permitted to offer counseling to a member. Should a need for counseling be identified, the volunteer will report it to the Dunn Police Athletic/Activities League Staff who can refer the youth member and/or family to an appropriate community service provider.

### **5.0 CONCLUSION**

It is very important to follow the above noted guidelines and expectations as well as The Dunn Police Athletic/Activities League policies and procedures while volunteering as a Dunn Police Athletic/Activities League volunteer. If

there is a specific point or situation that you are uncertain about, you are encouraged to contact the Dunn Police Athletic/Activities League Volunteer Manager, Senior Youth Worker, or Coordinator of Volunteer Services.

## 5.1 Agreement of Terms and Conditions

I \_\_\_\_\_ (print name) have read and understand the information contained in The Dunn Police Athletic/Activities League Volunteer Policy & Procedures Manual. The information has been explained to me and I have been given the opportunity to ask questions I may have surrounding its content. I hereby agree to the terms and conditions put forth by The Dunn Police Athletic/Activities League Volunteer Performance Manual and understand that by signing below I am bound to its terms. I recognize that any violation of these terms may result in disciplinary action and/or termination.

\_\_\_\_\_  
(Volunteer signature)

\_\_\_\_\_  
(Witness signature)

\_\_\_\_\_  
(Date dd/mm/yy)

# DPAL COPY

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(Volunteer signature)

\_\_\_\_\_  
(Witness signature)

\_\_\_\_\_  
(Date dd/mm/yy)