



Title Volunteer Management	Effective Date March 5, 2022	Page 1 of 6
Policy Number HR17	Updates and Replaces November 3, 2018	
	Next Review Date March 2025	

POLICY STATEMENT

1. The Ontario Tennis Association (OTA) recognizes and values the contribution made by its volunteers, and is committed to providing volunteers with opportunities for involvement, safe working conditions, and recognition for their help.
2. Volunteers are not employees. Policies pertaining to volunteer assignments are contained within this policy.
3. All volunteers are expected to behave in a manner that is legal, ethical, free from conflict of interest, respectful of others, and free from harassment. Volunteers who do not behave in this way will be subject to reassignment or dismissal.
4. All volunteers are expected to respect the standards of the OTA with respect to scheduled hours, modes of dress, use of appropriate language, adherence to policies, and use of business equipment for business purposes. Volunteers who do not respect these standards may be dismissed.
5. Blogging, using social media or any other posting of confidential information related to the OTA is strictly prohibited. Any violation of these rules will result in disciplinary action including dismissal.
6. All volunteers have the right to be treated with respect in an environment free from harassment. Volunteers who believe they are being subjected to harassment have the right to appeal to their supervisor and/or the President. Refer to the HR1 Abuse and Harassment policy for details.
7. All volunteers require some level of background check according to their role and level of involvement. Refer to HR19 for full details.
8. Unless exempted by the President, all new volunteers will undergo a trial period during the first three months of their volunteer assignment. Volunteers who demonstrate inability or unwillingness to adhere to the standards of the OTA and policies at any time in the trial period will no longer continue in their position beyond the trial period.
9. New volunteers will be provided with orientation to the OTA, access to this and other relevant policies and any training required for their particular volunteer assignment.
10. Volunteers are eligible for reimbursement of out-of-pocket expenses incurred on behalf of the OTA so long as they are approved in advance by the volunteer's supervisor and submitted with receipts.
11. Supervisors of volunteers are required to review with volunteers, assessments of volunteer performance and contribution, depending on the volunteer's frequency of involvement and risk to the OTA.
12. Supervisors of volunteers will provide the volunteer with a short informal assessment of their



Title Volunteer Management	Effective Date March 5, 2022	Page 2 of 6
Policy Number HR17	Updates and Replaces November 3, 2018	
	Next Review Date March 2025	

performance and contribution, all subject to the discretion of the President.

- The OTA recognizes that some volunteers welcome the opportunity to develop new skills and obtain working experience through their volunteer assignments. Volunteers who wish to be considered for an alternative volunteer assignment may make this request of their supervisor. While not all requests may be met, the OTA will make every effort to find an appropriate assignment.
- The OTA recognizes that some volunteers may be interested in exploring paid employment opportunities. Volunteers are eligible to apply for any job opportunities posted externally.
- The OTA engages in both formal and informal volunteer recognition. A volunteer not wishing to be recognized formally is requested to make this known to their supervisor.

SCOPE

- This policy applies to all volunteers, supervisors of volunteers and the President.

RESPONSIBILITY

- It is the responsibility of the volunteer to understand and adhere to OTA expectations with respect to behaviour and performance.
- It is the responsibility of all supervisors of volunteers to train volunteers for their assignments, provide links between the OTA and the volunteer and to ensure that individual volunteer assessments are given when appropriate.
- It is the responsibility of the supervisor to recruit, select and provide orientation to volunteers and to maintain volunteer records in accordance with directions provided by the President from time to time where circumstances warrant such recordkeeping.
- It is the responsibility of the supervisor to assess the volunteer during their trial period and provide feedback to the volunteer.
- It is the responsibility of the President to promote the contribution of volunteers to the OTA and to arrange for formal or informal volunteer recognition mechanisms.
- It is the responsibility of the President to ensure that supervisors of volunteers understand their responsibilities to their volunteers.

DEFINITIONS

- Volunteer** is defined as a person who is recruited directly by the OTA to perform work in an unpaid capacity. This could be one day per year to a few days a month or more. For example, this may include but is not limited to persons helping out at any of the OTA's events (Rogers



Title Volunteer Management	Effective Date March 5, 2022	Page 3 of 6
Policy Number HR17	Updates and Replaces November 3, 2018	
	Next Review Date March 2025	

Cup booth, fundraisers, awards dinners, tournaments, etc.), but **does not include OTA board members or club volunteers jointly participating in OTA events**. In cases of doubt, it is up to the President to determine whether or not an individual is a volunteer, subject to this policy.

REFERENCE POLICIES

HR1 - Abuse and Harassment

HR19 - OTA Employee & Volunteer Background Check Requirements

PROCEDURE DEVELOPMENT

1. Volunteer Management Plan and Budget

- (a) As part of business planning activities, the volunteer supervisor will consult with the President and if circumstances warrant based on the level of activities planned, or if otherwise required by the President, produce a volunteer management plan for the coming period. Depending on the frequency and significance of the work being provided, this may include one or more of the following:
 - (i) Volunteer recruitment requirements.
 - (ii) Volunteer reassignment requirements.
 - (iii) Volunteer appreciation and recognition plans.
 - (iv) Volunteer orientation and training plans.
- (b) Any such plans will be reviewed and approved by the President in conjunction with the budgetary requirements for the volunteer management program.

2. Volunteer Application and Checks

- (a) All prospective new volunteers may be asked to complete a volunteer application form containing:
 - (i) Name and two pieces of Identification.
 - (ii) Contact information.
 - (iii) Preferred number of hours.
 - (iv) Hours of availability.
 - (v) Relevant skills and experience.
 - (vi) Preferences for type of assignment.
 - (vii) Consent to undertake a police record check if applicable.
 - (viii) Permission for the OTA to retain this information on file.
 - (ix) Provide one to three references.
- (b) The supervisor will make assignment matches for recruited volunteers only after



Title Volunteer Management	Effective Date March 5, 2022	Page 4 of 6
Policy Number HR17	Updates and Replaces November 3, 2018	
	Next Review Date March 2025	

receiving a completed application, performing an interview, confirming the police record check if applicable and performing a reference check.

- (c) The supervisor or President may elect to forego any one of these steps in circumstances for short-term assignments where the risk to the OTA is minimal.

3. Assignment, Orientation and Training

- (a) The supervisor will assign the volunteer to a task and provide the volunteer with an orientation including:
 - (i) Volunteer management policy (HR17)
 - (ii) Any other pertinent material that is relevant to the position being undertaken (safety practices, work location, specific assignment role and expectations).
- (b) How the orientation is provided is left to the discretion of the supervisor or President (e.g.: in person review, sharing documents electronically, etc.)
- (c) The supervisor or President may elect to adjust the orientation and training based on the duration of the assignment and the risk to the OTA

4. Trial Period and Performance Assessment

- (a) Unless exempted by the President, the volunteer will undergo a three-month trial period on their volunteer assignment. During this three month period, the supervisor is expected to provide the volunteer with additional coaching, correction or other feedback which may be required to reinforce expected behaviour and performance.
- (b) If the volunteer's performance does not meet requirements, the supervisor may refer the volunteer back to the President, who may choose to arrange for reassignment or not to continue the volunteer's position.
- (c) At the end of the trial period, the volunteer's supervisor will report to the President on the performance of the volunteer and the appropriateness of the assignment match.
- (d) At the end of the trial period, the volunteer's supervisor will also provide an opportunity for the volunteer to express any opinions or concerns about their volunteer assignment and will attempt to make reasonable adjustments in response. The volunteer also has the option at this time to request an alternate assignment. Reassignments will be subject to availability and the judgement of the President.
- (e) At the discretion of the President, the volunteer will be provided with a short assessment of their performance and contribution. Any written assessments will be kept on file for three years.



Title Volunteer Management	Effective Date March 5, 2022	Page 5 of 6
Policy Number HR17	Updates and Replaces November 3, 2018	
	Next Review Date March 2025	

5. Incident Monitoring

- (a) Investigations of incidents/injuries/complaints involving a volunteer are conducted as soon as practicable as soon as the OTA becomes aware of the incidents/injuries/complaints. The President is responsible for taking the lead in resolving these matters, subject to the terms of the Abuse and Harassment policy.

6. Opportunity for Paid Employment

- (a) Any time the OTA extends its search beyond the current employee base, volunteers are welcome to submit their application for these opportunities.
- (b) While volunteer experience with the OTA is an asset on any application, volunteers will not receive preferred treatment in the filling of employment opportunities, but will be expected to compete with all candidates fairly.

7. Notice

- (a) The OTA will attempt to provide the volunteer with as much notice as reasonably practicable of a reassignment or dismissal.
- (b) Volunteers are expected to provide the OTA with as much notice as reasonably practicable of any change to their circumstances which will affect their ability to fulfil their volunteer commitments.

8. Recognition

- (a) Periodically, the President will remind supervisors of volunteers of the value that volunteers bring to the OTA. Supervisors are expected to find informal ways of expressing appreciation or recognizing their volunteers in a manner that will be most meaningful to them.
- (b) The President will also arrange for formal volunteer recognition mechanisms including some or all of:
 - (i) Letter of acknowledgement from the President or Board of Directors.
 - (ii) Certificate of appreciation.
 - (iii) Volunteer recognition in OTA news releases and publications.
 - (iv) Thank volunteers occasionally with gifts related to the promotion of the OTA.



**ONTARIO TENNIS
ASSOCIATION**

**GENERAL
POLICIES & PROCEDURES**

Title Volunteer Management	Effective Date March 5, 2022	Page 6 of 6
Policy Number HR17	Updates and Replaces November 3, 2018	
	Next Review Date March 2025	

ATTACHMENTS

- Volunteer Application Form
- Volunteer Orientation Checklist
- Volunteer Reference Check
- Volunteer Contract

APPROVALS

Chair of the Board		Date:
on behalf of the Board of Directors		Date: