

AHG Volunteer Policy

1. Purpose

The purpose of this Policy is to set out the responsibilities and obligations of Volunteers with **The Arsenault Hockey Group (“AHG”)** and to ensure that all AHG Members engage with Volunteers in a manner that protects the interests of AHG and that minimizes risk to the Volunteer and to AHG.

2. Definitions

For the purposes of this Policy, the following definitions apply.

“**AHG Member**” means any individual who is:

- Employed by AHG or holding an appointment with AHG, including paid, unpaid and/or honorific appointments;
- Registered as a member of an AHG hockey team, in accordance with the team's regulations and requirements of AHG; and/or
- Otherwise subject to AHG policies as outlined in specific team policies and/or the terms of an agreement.

“**Volunteer**” means an individual who willingly provides services or assistance to AHG without payment of fees, wages or salary and without any expectation of any kind of compensation unless pre-approved by the president of AHG.

“**Volunteer Activity**” means a description of the duties and responsibilities associated with a Volunteer’s position at AHG.

“**Volunteer Supervisor**” means an individual responsible for supervising one or more Volunteers.

3. Introduction

AHG recognizes the vital role that volunteers play in promoting and sustaining our mission of fostering a love for hockey and developing hockey skills in youth. This policy outlines the guidelines and expectations for volunteers within AHG, aligning with the best practices established by Canadian volunteering standards.

4. Volunteer Roles and Responsibilities

- a) AHG offers a variety of volunteer positions, such as Event Assistant, Anthem Singer, Gameday Assistant and other roles as required.
- b) Volunteers are expected to fulfill their roles and responsibilities with dedication, professionalism, and respect toward AHG Members, guests, sponsors and fellow volunteers.
- c) Volunteers must adhere to AHG's Code of Conduct, which upholds ethical behavior, promotes a safe and inclusive environment, and treats all individuals with respect and fairness.

5. Volunteer Recruitment and Screening

- a) AHG will actively recruit volunteers through diverse channels, including online platforms, local community networks, and targeted outreach efforts.
- b) Prospective volunteers are required to complete an application form, providing personal information, references, and relevant qualifications or experience. Such information will not be shared outside the organization without prior permission from the volunteer.
- c) Volunteers involved in direct contact with vulnerable individuals will require a police background check and appropriate screening process, complying with local laws and regulations.

6. Volunteer Training and Development

- a) AHG is committed to providing comprehensive training and development opportunities to volunteers, enhancing their skills, knowledge, and effectiveness.
- b) Volunteers will receive orientation and role-specific training as relevant.

7. Volunteer Recognition and Support

- a) AHG values the significant contributions of its volunteers and will actively recognize their efforts through personalized letters outlining the number of volunteer hours served.
- b) AHG will provide ongoing support and maintain open lines of communication for volunteers to address concerns, seek guidance, or provide feedback to improve AHG's operations and programs.

8. Volunteer-AHG Relationship

- a) AHG fosters a positive volunteer-AHG relationship by encouraging open and transparent communication.
- b) If any volunteer has an issue or concern related to their role, they are to address it with the Volunteer Coordinator. If the Volunteer Coordinator is unavailable or non-responsive, the issue should be addressed to the Director of Marketing, who will involve others if required.
- c) AHG reserves the right to terminate a volunteer's involvement if they fail to adhere to the Volunteer Policy, Code of Conduct, or if they engage in a behavior that is detrimental to AHG's values, reputation, or objectives.

9. Confidentiality and Data Protection

Volunteers may have access to confidential information about AHG, participants, or other volunteers. They are obligated to maintain strict confidentiality and must not disclose or misuse any confidential information obtained during their volunteer work.

10. Policy Review

This Volunteer Policy will be periodically reviewed to ensure its effectiveness, relevance, and compliance with real legal and regulatory requirements. AHG will communicate any necessary updates or revisions to volunteers in a timely manner.

By volunteering with AHG, you acknowledge your commitment to abide by this policy and contribute to the success of AHG's mission in promoting hockey and providing a positive experience for all participants.