

**V O L U N T E E R  
M A N A G E M E N T  
K I T**

**for**

**R E C R E A T I O N  
L E A D E R S**

# **VOLUNTEER DEVELOPMENT KIT**

This Kit is designed to help Recreation Leaders and Recreation Committees develop and manage their volunteer programs.

One Recreation Leader and a few Recreation Committee members cannot provide for all community recreation needs. Community residents must contribute too. The people who help out with recreation in your community are Volunteers.

Volunteers do not receive any payment for their services, yet they continue to help out, again and again. We want them to sign up, come out to help, and to keep coming back, so it is important that we have a plan to ensure this happens. Do you have a volunteer management plan?

Volunteer management involves all of the activities you do to recruit, introduce, train, thank and evaluate your volunteers. Each step, from recruiting the right person for the job, to finding out what they thought of their volunteer position must be carried out if you want quality recreation, with the help of volunteers, in your community.

Volunteers are one of the most important resources you will have in recreation. It is important to provide them with a positive experience.

This Kit will help you do that. It contains tools, information and a way to help you manage and organize yourself and your volunteers. Feel free to customize the Kit so it fits your community needs.

The paper is not what is important -the people are! Keep track of your volunteers - your V.I.P's - with this Volunteer Management Kit.

**GOOD LUCK!**

## RECREATION CODE OF ETHICS

Working with volunteers is an excellent opportunity to educate them about the responsibilities of working in recreation. They will learn in two ways:

1. From your actions - be a role model!
2. From the Recreation Code of Ethics - discuss the code of ethics and how they apply to volunteers who work with you in recreation.



### Recreation Code of Ethics

As a professional or volunteer member of the NWT recreation field I will

- support recreation as an essential service and advocate its many benefits;
- respect fellow professionals, volunteers and participants in the recreation field;
- uphold the quality and honesty of the recreation field and support the Recreation Code of Ethics;
- consider it a personal responsibility to further the development of recreation;
- accept a broad definition of recreation, maximizing equal opportunity for all to participate in recreation activities of their choice;
- continue to develop as a recreation professional or volunteer through training;
- encourage responsible and responsive decisions that consider the recreation needs of all participants;
- work together with recreation partners to provide opportunities in a cost effective manner;
- include others in decision making and encourage them to share in the responsibility for programs and services;
- make sure activities, equipment, facilities and scheduling are safe, supervised and appropriate for participants.

Helping your volunteers understand their role and responsibilities, and explaining what the Code of Ethics is all about, will help to make them outstanding ambassadors for recreation.

# VOLUNTEER MANAGEMENT KIT

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## II. Volunteer Files

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Three Volunteer Files are included. If you wish to make more files, simply photocopy a blank file and add it to this kit.

Each Volunteer File contains:

- Volunteer Application
- Volunteer Agreement
- Job Description
- Volunteer Service Log
- Community Contacts
- Expense Form
- Volunteer Evaluation
- Exit Interview
- Code of Ethics
- Community and Program Information
- Community Calendar of Events
- Recreation Department Information



Please clip and mail to:

**Leadership Programs  
Sport and Recreation Division  
Municipal and Community Affairs  
Government of the Northwest Territories  
Suite 600  
5201 50TH AVENUE  
YELLOWKNIFE NT X1A 3S9**

**Phone: (403) 873-7245**

**Fax: (403) 920-6467**

# ASSESS YOUR VOLUNTEER PROGRAM

## How Close Are You to an 'Ideal' Volunteer Program?

Rate your Volunteer Program against each **of** the criteria listed below as 'Excellent'; 'Good'; or 'Poor', then note methods **of** improving your rating in each area.

An Ideal Volunteer Program has:	Rating (Please circle appropriate response)			Suggestions for Improvement
Strong support from the community for the volunteer program	Excellent	Good	Poor	
Written policies and procedures for the volunteer program	Excellent	Good	Poor	
Volunteers involved in planning and evaluating volunteer program	Excellent	Good	Poor	
Good staff/volunteer relations	Excellent	Good	Poor	
Volunteer recruitment plan	Excellent	Good	Poor	
Formal and informal volunteer recognition	Excellent	Good	Poor	
Regular volunteer performance reviews	Excellent	Good	Poor	
Written job descriptions and/or contracts with volunteers	Excellent	Good	Poor	
Volunteer record keeping system in place	Excellent	Good	Poor	
Creative use of volunteers	Excellent	Good	Poor	
Staff trained to work with volunteers	Excellent	Good	Poor	
Place for volunteers to work	Excellent	Good	Poor	
Time to supervise volunteers	Excellent	Good	Poor	





# VOLUNTEER APPLICATION FORM

Name \_\_\_\_\_ Date \_\_\_\_\_  
*(first)* *(last)*

Address \_\_\_\_\_

Birth Date *(year optional)* \_\_\_\_\_

Are you presently employed?  Yes  No

Where employed? \_\_\_\_\_

Work Days and Hours? \_\_\_\_\_

How did you become interested in our volunteer program? \_\_\_\_\_

When are you available to volunteer? \_\_\_\_\_

Have you volunteered for us before?

Yes  No When? \_\_\_\_\_

What did you do? \_\_\_\_\_

What are your Hobbies/Skills/Special Interests or Language Skills? \_\_\_\_\_

What would you like to do? \_\_\_\_\_

Health Limitations? \_\_\_\_\_

Please give any other information you feel pertinent to your application.

Contact in case of an emergency

\_\_\_\_\_ *(Name)* \_\_\_\_\_ *(Relationship)*

Phone Number(s): Work \_\_\_\_\_ Home \_\_\_\_\_

# VOLUNTEER AGREEMENT

*The purpose of this agreement is to assure you that we appreciate your **services** and to indicate our commitment to make your **volunteer** experience a productive and rewarding one.*

---

## 1. Our Commitment

We, \_\_\_\_\_ (*community/recreation department*), agree to accept the services of \_\_\_\_\_ (*volunteer*) beginning \_\_\_\_\_ (*date*) and we commit the following:

1. To provide information, training, and assistance so that you can better meet the responsibilities of the volunteer position.
2. To ensure that you are supervised and provided with feedback on your performance.
3. To respect the skills, dignity and individual needs of the volunteer, and to do our best to adjust to these individual requirements.
4. To be open to any comments about how we might both be able to accomplish our tasks;

## 2. Volunteer Commitment

I, \_\_\_\_\_ (*name of volunteer*), agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability;
2. To follow the rules and procedures as explained to me;
3. To keep confidential information confidential;
4. To meet time and duty commitments, or to provide enough notice so that other arrangements can be made.

## 3. We agree to these commitments.

---

*Volunteer Signature*

---

*Recreation **Leader** Signature*

---

*Date*

---

*Date*

# VOLUNTEER RECRUITMENT

## *In this Section . . .*

- Volunteer Recruitment Planner
- Sample Volunteer Job Description
- Volunteer Job Description Worksheet
- Volunteer Application
- Volunteer Agreement

Make a plan to find and encourage volunteers to get involved.

Look for and advertise for volunteers everywhere!

For specific information on volunteer recruitment methods, call your Recreation Development Officer or Storefront For Voluntary Agencies.





- S A M P L E -

## **VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** Receptionist and Registrar

**SUPERVISOR:** Recreation Leader

**TIME COMMITMENT:**

10 hours per week from Monday - Friday, 7 - 9 p.m. during Recreation Registration Week.

**QUALIFICATIONS:**

Pleasant phone voice, bilingual, listening skills, ability to work independently, willingness to accept a variety of office task, knowledge of recreation in the community, ability to type.

**TRAINING PROVIDED:**

Orientation with Recreation Leader (3 hours) prior to Recreation Registration Week.

**IMPORTANCE OF THE JOB:**

The recreation office receives many calls for information. The Receptionist and Registrar volunteer serves the community by providing information on a!! community recreation programs and events, and assists with program registration.

**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** \_\_\_\_\_

**SUPERVISOR:** \_\_\_\_\_

**TIME COMMITMENT:**  
\_\_\_\_\_  
\_\_\_\_\_

**VOLUNTEER TASKS:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**QUALIFICATIONS:**  
\_\_\_\_\_  
\_\_\_\_\_

**TRAINING PROVIDED:**  
\_\_\_\_\_  
\_\_\_\_\_

# VOLUNTEER ORIENTATION CHECKLIST



***Volunteer Orientation is important! It is the first opportunity you will have to make your volunteers feel welcome and prepared for their volunteer tasks.***

***Here are a few suggested topics to cover during the Orientation:***

- Introductions
- Tour of Facilities
- Community Calendar of Events
- Organizational Chart (Review who's who)
- Rules, Regulations and Procedures
- Review Job Descriptions
- Policy Manuals/Program Information
- Expense Forms
- Volunteer Recognition
- Recreation Code of Ethics
- Keys
- Equipment Sign Out
- Name Tag/Pin
- Training Opportunities



# VOLUNTEER TRAINING

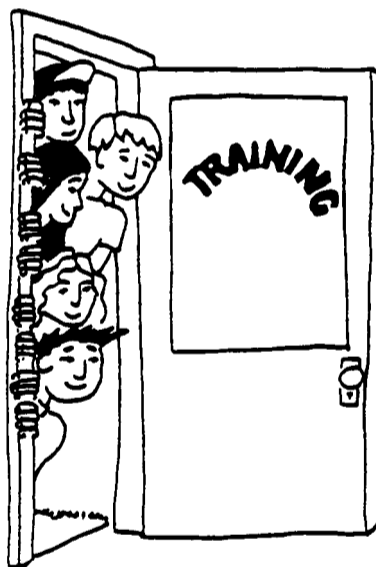
## *In this Section . . .*

- Volunteer Orientation Checklist
- Where To Look For Volunteer Training

Is your volunteer ready to start work?

Introducing **and** training your volunteers will help them feel more comfortable with their volunteer tasks.

Training can also help a volunteer develop new skills.



## **WHERE TO LOOK FOR VOLUNTEER TRAINING**

### **Your Recreation Development Officer:**

Fort Simpson Area Office: (Fort Simpson)	Shane Thompson Phone: (403) 695-7224 Fax: (403) 6952029
Hay River Sub Office: (Hay River)	Sabrina Broadhead Phone: (403) 874-2612 Fax: (403) 874-2272
Inuvik Region: (Inuvik)	Angela Luciani Phone: (403) 979-7253 Fax: (403) 979-7352
Kitikmeot Region: (Cambridge Bay)	Rene Bornowsky Phone: (403) 983-7272 Fax: (403) 983-2491
Keewatin Region: (Rankin Inlet)	Shawn Maley Phone: (819) 645-5042 Fax: (819) 645-2321
Baffin Region: (Iqaluit)	Patrick Tagoona Phone: (819) 979-5020 Fax: (819) 979-4779

# **The Catalogue of NWT Recreation Training Events**

## **RECREATION LEADERSHIP**

Orientation - An Introduction to the Recreation Leaders Program  
Recreation Leaders Program  
Practicum Seminar  
The Benefits of Recreation  
Recreation Committees - An Orientation  
Recreation Committees - A Workshop  
"Right On The Money"  
Developing A Community Sport Association

## **ACTIVE LIVING AND FITNESS**

Active Living Community Workshop  
Fitness - A Beginning Workshop  
NWT Fitness Leader Certification  
YWCA Fitness Leader Certification

## **VOLUNTEER DEVELOPMENT**

Leadership  
Long and Short Term Planning  
Volunteers Working Together  
Marketing  
Time Management  
Financial Manager  
Fund Raising  
Women In Management  
Managing Diversity

## **YOUTH LEADERSHIP**

NWT Aquatic Program  
NWT Play Leadership  
CIRA Student Leadership Development Program

## **FACILITY MANAGEMENT**

Energy Management  
Operations Management  
Concession Operations

## **FACILITY MAINTENANCE**

Open Play Space Development and Maintenance  
Custodial Care  
Preventive Maintenance Planning  
Ice Making  
Ice Resurfacers  
Above Ground Pool Construction, Maintenance and Water Balancing  
Small Engines and Appliance Repairs  
Basic Trade Skills I (Carpentry, Painting, Drywall)  
Basic Trade Skills II (Plumbing and Electrical)  
Heating and Air Ventilation  
Site and Structural Maintenance

## **COACHING**

Sport Skills Clinics  
Fair Play  
National Coaching Certification Program  
Theory  
Technical  
Practical

## **SKILL BUILDERS**

Goal Setting With Your Team and Athletes  
Growth and Development Stages of Young Athletes  
Introduction to Mental Preparation in Sport  
Learning Towards Youth Leadership  
Making a Presentation  
Organizational Vitality  
Athlete Performance Levels and Bridging the Gap  
Practice Planning  
Running a Meeting  
Six Steps to Budgeting  
Vehicles for Fund Raising  
7 Biomechanical Principles in Sport  
Understanding Your Organization  
3 Energy Systems  
Walking for Fun and Fitness (Seniors)

## **Conferences, Meetings and Workshops**

- \* NWT Recreation and Parks Association Annual AGM and Conference
- \* Regional Recreation Workshops
  - \* Contact the Recreation Development Officer in your Region for more information

## **Aurora College**

Continuing Education opportunities are numerous!  
Contact the College for more information.

## **Adult Education Centres**

Opportunities are available throughout the North.  
Speak to the Adult Educator in your community.

## **Other Community Groups**

Take a look at the Community Calendar for training events hosted by other community groups or organizations.

## **Storefront for Voluntary Agencies**

Call them at 1-800-661-0813 (Western Arctic)  
(403) 873-2079  
(403) 873-5939 Fax

or write them c/o: Storefront for Voluntary Agencies  
Box 995  
YELLOWKNIFE NT X1A 2N7

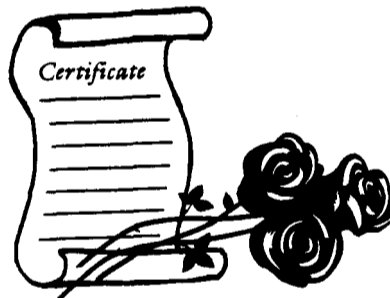
# VOLUNTEER RECOGNITION

In this Section . . .

- Volunteer Recognition Plan
- Everything From A To C
- Volunteer Recognition Programs

It is **very** important to recognize volunteers - as a thank you for helping out and as a way of encouraging them to continue volunteering.

*"Well done"*



*"Thank You!"*

# VOLUNTEER RECOGNITION PLAN

## How We Recognize Volunteers . . .

Annually \_\_\_\_\_

After a Special Event volunteers get \_\_\_\_\_

At the end of their 'term' volunteers get . . .

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Other \_\_\_\_\_

## **Volunteer Recognition Activities This Year**

### Annual Volunteer Recognition Event

Location \_\_\_\_\_

Date/Time \_\_\_\_\_

Number of Volunteers Attending \_\_\_\_\_

Special Invited Guests \_\_\_\_\_

Recognition Items Given to Volunteers \_\_\_\_\_

Refreshments \_\_\_\_\_

Entertainment \_\_\_\_\_

Advertising/Promotion of Event \_\_\_\_\_

Media Coverage \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_



## EVERYTHING FROM A-Z: HOW TO THANK A VOLUNTEER

- A ALWAYS say Thanks?
- B Pay for a BABYSITTER, if necessary
- C CERTIFICATES from the Northern Store or Coop
- D DRIVE them home on your snowmobile
- E ENROL them in a training event
- F Send them FAN MAIL
- G Remember the GOLDEN Rule
- H Wish them HAPPY Birthday
- I INCLUDE them in functions with staff
- J Surprise them with some Caribou JERKY
- K Always be KIND
- L LEARNING - host a workshop for your volunteers
- M MONTHLY Gym Nights for Volunteers and their families
- N NOMINATE them for one of the many volunteer awards
- O Ask their OPINION
- P PROFILE the volunteer in the newspaper
- Q QUICKLY respond to any of their phone calls and requests
- R Write a REFERENCE Letter
- S SMILE!
- T TEA and Bannock at your planning meetings
- U UNDERSTAND when they cannot help
- V VIDEO rental certificate
- W Don't WASTE their time
- X eXTRAVAGANT gifts
- Y Write a Thank YOU note
- Z ZZZZZZZZZZZ! (Let them sleep - don't call too early or too late)



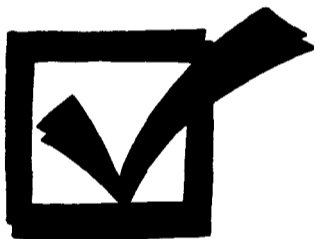
# VOLUNTEER EVALUATION

## *In this Section . . .*

- Evaluation Form for Volunteers
- Exit Interview for Departing Volunteers

Volunteer evaluation is beneficial because:

- 1) it gives feedback to a volunteer on how they are doing,
- 2) it can give you good feedback on how you are managing your volunteers.



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# EVALUATION FORM FOR VOLUNTEERS

Date: \_\_\_\_\_ Volunteer's Name: \_\_\_\_\_

**Task #1:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

---

**Task #2:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

---

**Task #3:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

---

**Task #4:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

---

# EXIT INTERVIEW FOR DEPARTING VOLUNTEERS

We are always striving to improve our volunteer program. We Would appreciate your helping **identifying** areas in which we might do better. Please complete and be honest in answering **the** following questions. All information collected will be kept confidential. It will be used to ensure that other volunteers receive the best possible treatment.

Name of Volunteer: \_\_\_\_\_

Volunteer positions held:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

The Orientation and training I received was:

Very Good	<b>Good</b>	Poor
Could Have Used More	Did Not Receive Any	

Why are you leaving? (Please check all reasons that apply)

Job Accomplished	No New Challenges	Didn't Like The Job I Was Given
Didn't Feel Well Utilized	Need a Change	Other Commitments

Other: \_\_\_\_\_

What did you like best about volunteering with us?

What suggestions would you make for changes or improvements in our volunteer program?

Overall, how would you rate your experience in volunteering with us?

Great      Good      OK      Fair      Terrible

Please return this form to:

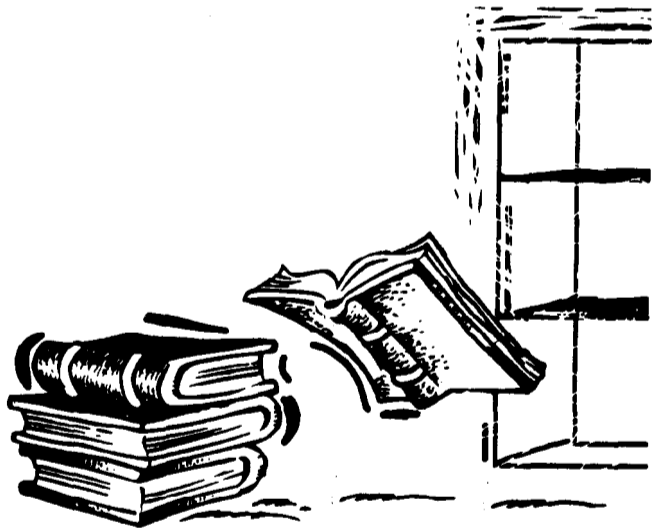
# VOLUNTEER RESOURCES

## In This Section

- “Volunteer Management” Resource List
- “Volunteers” Resource List

There are many resources available to help you manage your volunteers. The following resources can be found in the Sport and Recreation Division library in Yellowknife or by asking your community librarian.

Storefront For Voluntary Agencies in Yellowknife (403) 873-2079 or toll-free in the Western Arctic at 1-800-661-081 3 is also a good source of information.



# **“VOLUNTEER MANAGEMENT”**

## **DESCRIPTION:**

***-Supervision of volunteers and volunteer programs. A manager of volunteers recruits, trains and evaluates volunteers and is available for consultation and assistance.***

## **INFORMATION AVAILABLE:**

1. Volunteer Management Policies, by Steve McCurley, 1990
2. Volunteer Management Forms, by Steve McCurley, 1988
3. Hiring the Executive Director, by Sheila Albert, 1989
4. Dealing with Difficult Volunteers, by Marilyn Mackenzie, 1988
5. Evaluating Volunteers, Programs and Evaluations, by Sue Vineyard, 1988
6. The Effective Management of Volunteer Programs, by Marlene Wilson, 1976
7. 101 Ideas for Volunteer Programs, by Sue Vineyard, by Steve McCurley
8. 101 Tips for Volunteer Recruitment, by Sue Vineyard, by Steve McCurley
9. Resource Kit for Managers of Volunteers, by Betty Stallings, 1992
10. First Nations Recreation Development, Pgs. 45 - 46
11. Effective Organizations: A Consultant's Resource , Skills Program For Management Volunteers, 1991
12. Getting Started and the Board of Directors, Profile #1, by John Fisher, Voluntary Action Directorate, 1986
13. Board Development Program, Muttart Foundation and AB Community Development
14. Developing Job Descriptions for Board Members of Nonprofit Organizations, AB Board Development Program
15. Drafting and Revising Bylaws, AB Board Development Program
16. Recruiting Volunteers - A Guide for Non-Profits, by Mary Ann Burke and Carl Liljenstolpe, 1992
17. Marketing Magic for Volunteer Programs, by Sue Vineyard, 1984

## **KEY CONTACTS:**      *(Refer to the NWT Sport and Recreation Resource Guide)*

Storefront for Voluntary Agencies - (403) 873-2079  
MACA Recreation Development Officers in each Region  
Volunteers Working Together Instructors  
Skills Program for Management Volunteers  
Board Development Program Instructors

# **“VOLUNTEERS”**

## ***DESCRIPTION:***

***- People who contribute their time and energy to organizations and causes that strive to improve the quality Of life in a community or region. A volunteer is committed to accomplishing both personal goals and the goals Of their organization.***

## **INFORMATION AVAILABLE:**

1. We the Volunteers: From the Volunteers Perspective Profile #31, by Jaroslav Zenchu, Voluntary Action Directorate, 1989
2. Volunteers Who Work With Children and Youth, Profile #32, by Lynn Stewart, Voluntary Action Directorate, 1989
3. Volunteers Working Together, Skills Program For Management Volunteers
4. NWT Outstanding Volunteer Service Award, MACA
5. The Non-Profit Board Development Workbook, by Matthew Kuefler
6. Role and the Board Manitoba Culture, Heritage and Recreation
7. Leaders and Members, Ontario Community Social Services
8. Volunteers - A Traditional Canadian Value, by Janet Lautenschlager, Voluntary Action Directorate, 1992
9. Promoting Volunteerism, by Janet Lautenschlager, Voluntary Action Directorate, 1991

## **KEY CONTACTS:**     *(Refer to the NWT Sport and Recreation Resource Guide)*

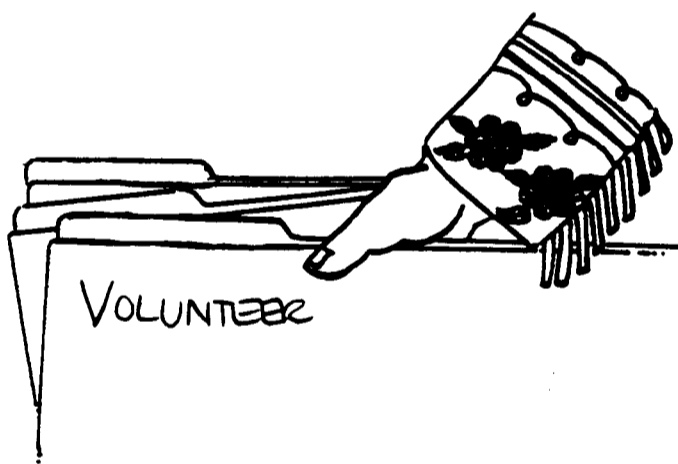
Storefront for Voluntary Agencies - (403) 873-2079  
MACA Recreation Development Officers in each Region  
Volunteers Working Together Instructors  
Skills Program for Management Volunteers  
Board Development Program Instructors

# VOLUNTEER FILES

## In This Section . . .

Keep all of the information for each volunteer in one, easy to access place - a 'Volunteer File'.

Volunteer Files for your first 3 volunteers are included in this Kit.



# VOLUNTEER FILE

*for*

---

*(Name of Volunteer)*

- Volunteer Application
- Volunteer Agreement
- Volunteer Job Description
- Volunteer Service Log
- Community Contacts
- Expense Claim Form
- Volunteer Evaluation
- Exit Interview for Departing Volunteers
- Code of Ethics
- Community and Program Information



# VOLUNTEER APPLICATION FORM

Name \_\_\_\_\_ Date \_\_\_\_\_  
*(first)* *(last)*

Address \_\_\_\_\_

Birth Date *(year optional)* \_\_\_\_\_

Are you presently employed?  Yes  No

Where employed? \_\_\_\_\_

Work Days and Hours? \_\_\_\_\_

How did you become interested in our volunteer program? \_\_\_\_\_

When are you available to volunteer? \_\_\_\_\_

Have you volunteered for us before?  
CI Yes  No  When? \_\_\_\_\_

What did you do? \_\_\_\_\_

What are your Hobbies/Skills/Special Interests or Language Skills? \_\_\_\_\_

What would you like to do? \_\_\_\_\_

Health Limitations? \_\_\_\_\_

Please give any other information you feel pertinent to your application.

Contact in case of an emergency

\_\_\_\_\_  
*(Name)* *(Relationship)*

Phone Number(s): Work \_\_\_\_\_ Home \_\_\_\_\_

# VOLUNTEER AGREEMENT

*The purpose of this agreement is to assure **YOU** that we appreciate **your services** and to indicate our **commitment** to make your volunteer experience a productive and rewarding one.*

---

## 1. Our Commitment

We, \_\_\_\_\_ (*community/recreation department*), agree to accept the services of \_\_\_\_\_ (*volunteer*) beginning \_\_\_\_\_ (dots) and we commit the following:

1. To provide information, training, and assistance so that you can better meet the responsibilities of the volunteer position.
2. To ensure that you are supervised and provided with feedback on your performance.
3. To respect the skills, dignity and individual needs of the volunteer, and to do our best to adjust to these individual requirements.
4. To be open to any comments about how we might both be able to accomplish our tasks;

## 2. Volunteer Commitment

I, \_\_\_\_\_ (*name Of volunteer*), agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability;
2. To follow the rules and procedures as explained to me;
3. To keep confidential information confidential;
4. To meet time and duty commitments, or to provide enough notice so that other arrangements can be made.

## 3. We agree to these commitments.

\_\_\_\_\_  
*Volunteer Signature*

\_\_\_\_\_  
*Recreation **Leader** Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Date*

**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** \_\_\_\_\_

**SUPERVISOR:** \_\_\_\_\_

**TIME COMMITMENT:**

\_\_\_\_\_  
\_\_\_\_\_

**VOLUNTEER TASKS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**QUALIFICATIONS:**

\_\_\_\_\_  
\_\_\_\_\_

**TRAINING PROVIDED:**

\_\_\_\_\_  
\_\_\_\_\_

Name	Telephone Number	Address
------	------------------	---------

Fill in the Hours of Service Per Day next to the Date. Add the Total for the Month at Bottom.

Date	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1												
2												
3												
4												
5												
6												
7												
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28												
29												
30												
31												

Total												
-------	--	--	--	--	--	--	--	--	--	--	--	--

<b>YEAR'S TOTAL</b>	
---------------------	--

Source: Strategies for Success in Volunteer Service Administration, p.43, published by: The Ohio Society of Directors of Volunteer Services

# COMMUNITY CONTACTS

Name	Position	Phone Number
_____	Recreation Leader	_____
_____	Facility Operator	_____
_____	My Supervisor	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Projects I'm Working On:**

1. Project/Task: \_\_\_\_\_

Who I'm working with:

Phone Number

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. Project/Task: \_\_\_\_\_

Who I'm working with:

Phone Number

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3. Project/Task: \_\_\_\_\_

Who I'm working with:

Phone Number

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# VOLUNTEER EXPENSE CLAIM

Use this form to record approved expenses you incur while volunteering for us *for which you wish to be reimbursed*. Expenses for which we provide reimbursement are:

1. \_\_\_\_\_  
 \_\_\_\_\_

3. \_\_\_\_\_  
 \_\_\_\_\_

Date	Expenditure	Amount
<b>Total</b>		

*These represent an accurate account of my expenses*

Volunteer
Date

*Approved for reimbursement*

Staff
Date
Cheque/Payment Issued

*Cash/Payment Received*

Volunteer Signature

# EVALUATION FORM FOR VOLUNTEERS

Date: \_\_\_\_\_ Volunteer's Name: \_\_\_\_\_

**Task #1:** \_\_\_\_\_

- Excellent Job!                       Good Job!  
 Could benefit from further training or assistance with goal  
 Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

**Task #2:** \_\_\_\_\_

- Excellent Job!                       Good Job!  
 Could benefit from further training or assistance with goal  
 Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

**Task #3:** \_\_\_\_\_

- Excellent Job!                       Good Job!  
 Could benefit from further training or assistance with goal  
 Did not complete task

COMMENTS \_\_\_\_\_

\_\_\_\_\_

**Task #4:** \_\_\_\_\_

- Excellent Job!                       Good Job!  
 Could benefit from further training or assistance with goal  
 Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

# EXIT INTERVIEW FOR DEPARTING VOLUNTEERS

We are always striving to improve our volunteer program. We Would appreciate your helping **identifying** areas in which we might do better. Please complete and be honest in answering the following questions. All information collected will be kept confidential. It will be used to ensure that other volunteers receive the best possible treatment.

Name of Volunteer: \_\_\_\_\_

Volunteer positions held:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

The Orientation and training I received was:

Very Good	Good	Poor
Could Have Used More	Did Not Receive Any	

Why are you leaving? (Please check all reasons that apply)

Job Accomplished	No New Challenges	Didn't Like The Job I Was Given
Didn't Feel Well Utilized	Need a Change	Other Commitments

Other: \_\_\_\_\_  
\_\_\_\_\_

What did you like best about volunteering with us?

What suggestions would you make for changes or improvements in our volunteer program?

Overall, how would you rate your experience in volunteering with us?

Great      Good      OK      Fair      Terrible

Please return this form to:





## Recreation Code of Ethics

As a professional or volunteer member of the NWT recreation field, I will:

*support recreation as an essential service and advocate its many benefits;*

*respect fellow professionals, volunteers and participants in the recreation field;*

*uphold the quality and honesty of the recreation field and support the Recreation Code of Ethics;*

*consider it a personal responsibility to further the development of recreation;*

*accept a broad definition of recreation, maximizing equal opportunity for all to participate in recreation activities of their choice;*

*continue to develop as a recreation professional or volunteer through training;*

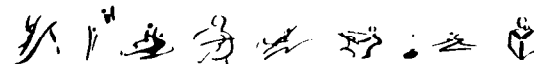
*encourage responsible and responsive decisions that consider the recreation needs of all participants;*

*work together with recreation partners to provide opportunities in a cost effective manner;*

*include others in decision making and encourage them to share in the responsibility for programs and services;*

*make sure activities, equipment, facilities, and scheduling are safe, supervised and appropriate for participants.*

**I KNOW THE CODE**  
**RECREATION**



**COMMUNITY INFORMATION  
AND  
SPECIFIC PROGRAM INFORMATION**

- Community Calendar of Events
- Other information You Need to Have:

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# VOLUNTEER FILE

*for*

---

*(Name of Volunteer)*

- Volunteer Application
- Volunteer Agreement
- Volunteer Job Description
- Volunteer Service Log
- Community Contacts
- Expense Claim Form
- Volunteer Evaluation
- Exit Interview for Departing Volunteers
- Code of Ethics
- Community and Program Information

# VOLUNTEER APPLICATION FORM

Name \_\_\_\_\_ Date \_\_\_\_\_  
*(first)* *(last)*

Address \_\_\_\_\_

Birth Date *(year optional)* \_\_\_\_\_

Are you presently employed?  Yes  No

Where employed? \_\_\_\_\_

Work Days and Hours? \_\_\_\_\_

How did you become interested in our volunteer program? \_\_\_\_\_

\_\_\_\_\_

When are you available to volunteer? \_\_\_\_\_

\_\_\_\_\_

Have you volunteered for us before?

CI Yes  No  When? \_\_\_\_\_

What did you do? \_\_\_\_\_

\_\_\_\_\_

What are your Hobbies/Skills/Special Interests or Language Skills? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What would you like to do? \_\_\_\_\_

Health Limitations? \_\_\_\_\_

Please give any other information you feel pertinent to your application.

\_\_\_\_\_

\_\_\_\_\_

Contact in case of an emergency

\_\_\_\_\_ *(Name)* \_\_\_\_\_ *(Relationship)*

Phone Number(s): Work \_\_\_\_\_ Home \_\_\_\_\_

# VOLUNTEER AGREEMENT

*The purpose of this agreement is to assure you that we appreciate your services and to indicate our commitment to make your volunteer experience a productive and rewarding one.*

---

## 1. Our Commitment

We, \_\_\_\_\_ (*community/recreation department*), agree to accept the services of \_\_\_\_\_ (*volunteer*) beginning \_\_\_\_\_ (*date*) and we commit the following:

1. To provide information, training, and assistance so that you can better meet the responsibilities of the volunteer position.
2. To ensure that you are supervised and provided with feedback on your performance.
3. To respect the skills, dignity and individual needs of the volunteer, and to do our best to adjust to these individual requirements.
4. To be open to any comments about how we might both be able to accomplish our tasks;

## 2. Volunteer Commitment

I, \_\_\_\_\_ (*name of volunteer*), agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability;
2. To follow the rules and procedures as explained to me;
3. To keep confidential information confidential;
4. To meet time and duty commitments, or to provide enough notice so that other arrangements can be made.

## 3. We agree to these commitments.

---

*Volunteer Signature*

---

*Recreation Leader Signature*

---

*Date*

---

*Date*

**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** \_\_\_\_\_

**SUPERVISOR:** \_\_\_\_\_

**TIME COMMITMENT:**

\_\_\_\_\_  
\_\_\_\_\_

**VOLUNTEER TASKS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**QUALIFICATIONS:**

\_\_\_\_\_  
\_\_\_\_\_

**TRAINING PROVIDED:**

\_\_\_\_\_  
\_\_\_\_\_

Name	Telephone Number	Address
------	------------------	---------

Fill in the Hours of Service Per Day next to the Date. Add the Total for the Month at Bottom.

Date	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1												
2												
3												
4												
5												
6												
7												
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31												

<b>Total</b>												
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<b>YEAR'S TOTAL</b>	
---------------------	--

Source: **Strategies** for Success in Volunteer Service Administration. p.43, published by: The Ohio Society of Directors of Volunteer Services

# COMMUNITY CONTACTS

Name	Position	Phone Number
	Recreation Leader	
	Facility Operator	
	My Supervisor	

## Projects I'm Working On:

1. Project/Task: \_\_\_\_\_

Who I'm working with:

Phone Number

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Project/Task: \_\_\_\_\_

Who I'm working with:

Phone Number

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Project/Task: \_\_\_\_\_

Who I'm working with:

Phone Number

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# VOLUNTEER EXPENSE CLAIM

Use this form to record approved expenses you incur while volunteering for us *for which you wish to be reimbursed*. Expenses for which we provide reimbursement are:

- \_\_\_\_\_
2. \_\_\_\_\_
- \_\_\_\_\_
4. \_\_\_\_\_
- \_\_\_\_\_

Date	Expenditure	Amount
<b>Total</b>		

*These represent an accurate account of my expenses*

Volunteer
Date

*Approved for reimbursement*

Staff
Date
Cheque/Payment Issued

*Cash/Payment Received*

Volunteer Signature
---------------------

# EVALUATION FORM FOR VOLUNTEERS

Date: \_\_\_\_\_ Volunteer's Name: \_\_\_\_\_

**Task #1:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

**Task #2:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

**Task #3:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

**Task #4:** \_\_\_\_\_

- Excellent Job!                       Good Job!
- Could benefit from further training or assistance with goal
- Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

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Name of Volunteer: \_\_\_\_\_

Volunteer positions held:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

The Orientation and training I received was:

Very Good	Good	Poor
Could Have Used More	Did Not Receive Any	

Why are you leaving? (Please check all reasons that apply)

Job Accomplished	No New Challenges	Didn't Like The Job I Was Given
Didn't Feel Well Utilized	Need a Change	Other Commitments

Other: \_\_\_\_\_

What did you like best about volunteering with us?

What suggestions would you make for changes or improvements in our volunteer program?

Overall, how would you rate your experience in volunteering with us?

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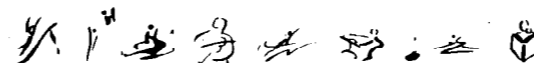
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**I KNOW THE CODE**  
**RECREATION**



**COMMUNITY INFORMATION  
AND  
SPECIFIC PROGRAM INFORMATION**

- . Community Calendar of Events
- . Other Information You Need to Have:

---

---

# VOLUNTEER FILE

*for*

---

*(Name of Volunteer)*

- Volunteer Application
- Volunteer Agreement
- Volunteer Job Description
- Volunteer Service Log
- Community Contacts
- Expense Claim Form
- Volunteer Evaluation
- Exit Interview for Departing Volunteers
- Code of Ethics
- Community and' Program Information

# VOLUNTEER APPLICATION FORM

Name \_\_\_\_\_ Date \_\_\_\_\_  
*(first)* *(last)*

Address \_\_\_\_\_

Birth Date *(year optional)* \_\_\_\_\_

Are you presently employed?  Yes  No

Where employed? \_\_\_\_\_

Work Days and Hours? \_\_\_\_\_

How did you become interested in our volunteer program? \_\_\_\_\_

When are you available to volunteer? \_\_\_\_\_

Have you volunteered for us before?



When? \_\_\_\_\_

What did you do? \_\_\_\_\_

What are your Hobbies/Skills/Special Interests or Language Skills? \_\_\_\_\_

What would you like to do? \_\_\_\_\_

Health Limitations? \_\_\_\_\_

Please give any other information you feel pertinent to your application.

Contact in case of an emergency

\_\_\_\_\_  
*(Name)*

\_\_\_\_\_  
*(Relationship)*

Phone Number(s): Work \_\_\_\_\_

Home \_\_\_\_\_

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---

*Volunteer*Signature

---

Recreation Leader Signature

---

*Date*

---

*Date*



**VOLUNTEER JOB DESCRIPTION**

**JOB TITLE:** \_\_\_\_\_

**SUPERVISOR:** \_\_\_\_\_

**TIME COMMITMENT:**

\_\_\_\_\_  
\_\_\_\_\_

**VOLUNTEER TASKS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**QUALIFICATIONS:**

\_\_\_\_\_  
\_\_\_\_\_

**TRAINING PROVIDED:**

\_\_\_\_\_  
\_\_\_\_\_

<b>Name</b>	<b>Telephone Number</b>	<b>Address</b>
-------------	-------------------------	----------------

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Date	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1												
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<b>Total</b>												
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<b>YEAR'S TOTAL</b>	
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Source: Strategies for Success in Volunteer Service Administration, p.43, published by: The Ohio Society of Directors of Volunteer Services

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Who I'm working with:

Phone Number

_____	_____
_____	_____
_____	_____

2. Project/Task: \_\_\_\_\_

Who I'm working with:

Phone Number

_____	_____
_____	_____
_____	_____

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_____	_____

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 Could benefit from further training or assistance with goal  
 Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

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COMMENTS: \_\_\_\_\_

\_\_\_\_\_

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 Could benefit from further training or assistance with goal  
 Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

**Task #4:** \_\_\_\_\_

- Excellent Job!                       Good Job!  
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 Did not complete task

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

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Could Have Used More	Did Not Receive Any	

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Job Accomplished	No New Challenges	Didn't Like The Job I Was Given
Didn't Feel Well Utilized	Need a Change	Other Commitments

Other: \_\_\_\_\_  
\_\_\_\_\_

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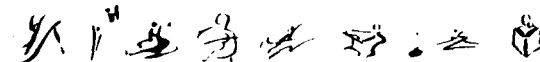
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**RECREATION**



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AND  
SPECIFIC PROGRAM INFORMATION**

- . Community Calendar of Events
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