



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

Volunteer Orientation Package

Community Services

Table of Contents

Local Sport Organization	2
Organization Information	2
Organization Contact Information.....	2
Organizational Roles and Responsibilities	3
Complaint Procedures.....	3
Safe Sport	3
Rowan’s Law: Concussion Safety	3
Code of Conduct.....	4
Player and Parent Agreement.....	4
Appendix A.....	8
Organizational Roles	8
Chair / President.....	8
Vice Chair / Vice President	8
Secretary	9
Treasurer	9
VP House League	10
VP Rep / Select	11
Equipment Director.....	11
Scheduling Director (Ice, Diamond, Field, etc.)	12
House League Convener.....	12
Communications / Marketing.....	13
Referee / Umpire In Chief.....	13
Awards.....	14

Local Sport Organization

[Insert Letter from Chair / President]

Welcome and thank you for volunteering with *Insert organization name*. Volunteers are the backbone to our organization and every role fulfilled by a volunteer is important to supporting continued participation in sport from year to year.

The following Welcome Package provides volunteers with the basic information to support the delivery of your role. The early period of stepping into a volunteer role can feel overwhelming. It is important to understand the Board of Directors are available to support the transition into the role and address any questions in addition to providing this Orientation Package.

Organization Information

Insert organization name adopts the following Vision, Mission and Values that guide the direction and decision making of the organization.

- Vision – *Insert vision*
- Mission *Insert mission*
- Values - *Insert values*
- History – *Insert history*

Organization Contact Information

It is important that volunteers can reach other members of the organization, as we are here to support one another, answer questions, assist with fulfilling volunteer roles and be part of a team. The following outlines key contacts that you may need to reach while fulfilling your role. It is important to note that these contacts are internal to the Board of Directors and not to be distributed out to other members of the organization or public. All general inquiries are directed to the following email address *Insert general email address* and / or phone number *Insert phone number*.

- President / Chair Email and Phone Number
- Staff Email and Phone Numbers
- Executive Committee Email and Phone Numbers

Adapt Welcome Package to add additional key contacts specific to the volunteer role or include contact information for all members of the Board of Directors and key volunteers:

- VP House League (or equivalent)
- Conveners
- VP Rep / Select
- Equipment Director
- Etc....

Organizational Roles and Responsibilities

Each volunteer within the organization has a specific role and a list of responsibilities. An overview of a number of volunteer positions in the organization are provided so there is an understanding of who is responsible and contribute to the execution of programming through the organization. Appendix A is the job description for all roles in the organization. [Adapt, change and add job descriptions to align with your organization roles & responsibilities].

Complaint Procedures

Complaints can come from a board member, general public, parents, coach, or official. Refer to Appendix B for the Complaints Procedure.

Safe Sport

Insert organization name believes that everyone in sport has a right to enjoy sport in a safe and inclusive environment that is free of abuse, harassment or discrimination. The following helpline will provide advice, guidance and resources on how to proceed/intervene appropriately in the circumstances. The Canadian Sports Helpline – Phone / Text 1-888-837-7678 or Email info@abuse-free-sport.ca. Visit [Canadian Sports Helpline](#) for more information.

Rowan’s Law: Concussion Safety

Rowan’s Law Concussion Safety, 2018 makes it mandatory for sport organizations to:

1. Ensure that athletes under 26 years of age, parents of athletes under 18, coaches, team trainers and officials confirm every year that they have reviewed Ontario’s Concussion Awareness Resources
2. Establish a Concussion Code of Conduct that sets out rules of behavior to support concussion prevention
3. Establish a Removal-from-Sport and Return-to-Sport Protocol

Refer to the following policies further on in this manual to review the procedures as it relates to concussion safety in our organization.

Code of Conduct

An organizational Code of Conduct for all members of the organization (athletes, coaches, trainers, managers, board members, volunteers) as well as parents. Refer to Appendix for the Code of Conduct.

Player and Parent Agreement

As an organization, we enter into an agreement with all players and parents to provide an environment where players can build life skills and the conduct of all aligns with the mission, vision and values of the organization. Reference to Appendix D for Player and Parent Agreement.

Key Organizational Meetings and Dates

The following are key dates for the upcoming season. Please check in with your direct report as to whether you need to attend any of the meetings.

- Annual General Meeting [Click or tap here to enter text.](#)
- Scheduling Meeting [Click or tap here to enter text.](#)
- Convener Meeting [Click or tap here to enter text.](#)
- Coaches Meeting [Click or tap here to enter text.](#)
- Participant Evaluation Dates [Click or tap here to enter text.](#)
- Registration Start and End Dates [Click or tap here to enter text.](#)
- Season start and End Dates [Click or tap here to enter text.](#)
- Banquet Dates [Click or tap here to enter text.](#)
- Tournament Dates [Click or tap here to enter text.](#)
- Team Picture Dates [Click or tap here to enter text.](#)

League Information

In preparation for the upcoming season, please find below key information that will be critical to fulfilling your volunteer responsibilities. Furthermore, you may receive questions from the community or parents, this will assist in answering those questions.

Registration Fees

House League - [Click or tap here to enter text.](#)

Rep - [Click or tap here to enter text.](#)

Select - [Click or tap here to enter text.](#)

Rules – refer to Appendix E for league rules.

Athlete Eligibility – refer to Appendix F for athlete eligibility criteria.

Uniform Details – uniform details

Facility and Equipment Details (including access to equipment at facilities) – refer to Appendix G for a full list of facilities and equipment.

Policies (cancellation, weather, injury-reporting procedures, etc.) – refer to Appendices for organizational policies that impact league delivery.

Regular Season and Playoff Structure – the following outlines the structure of the regular house league season and playoffs.

Sample Introductory Email between Conveners and Coaches

Hello Coaches!

Welcome to the [insert season and sport]. Thank you for volunteering your time to coach house league. Your time is greatly appreciated and it is going to be a fun season ahead. As we prepare for the start of the season, I would like to share some key information that will assist in making the season run smooth and allow you to focus on coaching.

Every coach should have received their team list which includes the contact information for each family. You are responsible for communicating directly to your teams and attached is an introductory email to send out to your team members.

The following outlines key dates that are important for you to know and in some cases share with your families:

- [Click or tap here to enter text.](#) – coaches meeting and uniform / equipment pick up
- [Click or tap here to enter text.](#) – first practice / game of the season
- [Click or tap here to enter text.](#) – tournament weekend
- [Click or tap here to enter text.](#) – team picture date
- [Click or tap here to enter text.](#) – year end banquet

In addition to the equipment you will receive at our coaches meeting, additional equipment can be accessed at the venue(s). Refer to [Appendix Click or tap here to enter text.](#) for how to access equipment at each facility. All equipment must be returned to its original location at the end of each game or practice.

Division rules are attached to the email and I would encourage you to share some of the rules with families as this may help them understand what is happening on the field play. If you have any questions about the rules, please do not hesitate to reach out and ask.

In addition, I have attached the following policies to the email which are important to be aware of throughout the season:

1. Weather / Cancellation Policy
2. Injury Reporting Procedures
3.

If you have any further questions about the season, never hesitate to reach out. My contact information is [Click or tap here to enter text.](#) and [Click or tap here to enter text.](#).

Sample Communication between Coaches and Teams to Start the Season

Hello Team!

My name is [insert name] and I will be your head coach for this upcoming season. I am excited to work with all of the players on their development in [Click or tap here to enter text..](#) It is going to be an exciting season ahead! Joining me is [insert any other adults that will be coach, manager or trainer throughout the season].

To start off, I am sharing some key dates that you need to put in your calendar. I also ask that you all register and login into [Click or tap here to enter text..](#) It is important to communicate when you will be in attendance and when you will be absent as it helps planning and preparing for each game and practice.

- [Click or tap here to enter text.](#) – first practice / game of the season
- [Click or tap here to enter text.](#) – tournament weekend
- [Click or tap here to enter text.](#) – team picture date
- [Click or tap here to enter text.](#) – year end banquet

At the first day of the season, team uniforms will be distributed. Each player is responsible for providing the following equipment [Click or tap here to enter text..](#)

The following approach will be taken for the rotation of players in various position. [Click or tap here to enter text.](#)

I encourage you to arrive and be ready to play a minimum of 10 minutes before the start of our scheduled time. This will ensure we are all organized and able to use the full time allocated.

Please do not hesitate to contact me if you have any questions.

Appendix A

Organizational Roles

Chair / President

Serving as the face of the organization, the President provides leadership for the organization with a goal of delivering on the vision, mission and values of the organization.

Liaise With: Executive Committee, general public, media

Commitment: Click or tap here to enter text.

Term: Click or tap here to enter text.

Specific Responsibilities:

- Ensure organization is managed effectively
- Facilitate board meetings
- Provide support and supervision to board members and head of staff
- Lead the organization to achieve mission, vision and values of the organization
- Represent the organization externally
- Ensure proper organizational governance and review governance on an annual basis
- Addresses any issues facing the organization
- Acts as a signing officer

Vice Chair / Vice President

The Vice Chair / Vice President is to act in the absence of the Chair / President. Furthermore, the individual will take on tasks that are assigned on an as need basis.

Liaise With: Chair / President, Executive Committee

Commitment: Click or tap here to enter text.

Reporting to: Chair / President

Term: Click or tap here to enter text.

Specific Responsibilities:

- Prepared to assume the role of Chair / President, when necessary
- Work closely with organization staff to carry out the vision and mission of the organization
- Fulfill special areas of responsibility as assigned by the Chair / President
- Supports in the transition of any board members and orientation of new board members
- Acts as a signing officer, if required

Secretary

The secretary is responsible for all records and documents of the organization as well as ensuring that all rules and bylaws of the organization are adhered to.

Liaise With: Executive Committee

Commitment: [Click or tap here to enter text.](#)

Reporting to: Chair / President

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Manage communication between board, staff and members
- Meetings – schedule, provide proper notice and distribution of materials
- Keep accurate minutes of meetings
- Maintain corporate records
- Oversee development of organizational policies and procedures
- Work in collaboration with Executive Committee to ensure constitution and by-laws are up to date; keep copies of all documents
- Manage and implement any legal documents that are part of the organization

Treasurer

The treasurer oversees the financial administration of the organization and is responsible for advising the board of directors on financial strategy.

Liaise With: Executive Committee, Board Members requiring financial transactions

Commitment: [Click or tap here to enter text.](#)

Reporting to: Chair / President

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Financial management and oversight
- Preparing and monitoring budget
- Provides appropriate financial reports to the board
- Keeps full and accurate accounts of all organizational receipts and disbursements
- Review and develop financial procedures and systems for the organization
- Assess risks and how risks should be mitigated
- Acts as signing officer, with another Executive Committee member or CEO/Executive Director

VP House League

The VP House League is responsible for the overall management, coordination and evaluation of the house league program.

Liaise With: Executive Committee, Equipment Director, Conveners, Scheduling Director

Commitment: [Click or tap here to enter text.](#)

Reporting to: Chair / President

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Coordinate evaluation day
- Secure and provide orientation to house league conveners; includes review of all organization rules, policies and procedures
- Finalize number of teams per division
- Support conveners in their roles and responsibilities
- Manage special house league requests from families
- Distribute uniforms and equipment to conveners
- Be onsite and support the delivery of any tournament weekends including final award presentations

VP Rep / Select

The VP Rep / Select is responsible for the overall management, coordination and evaluation of the rep and select program.

Liaise With: Executive Committee, Board Members requiring financial transactions

Commitment: [Click or tap here to enter text.](#)

Reporting to: Chair / President

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Manage the hiring process of coaches
- Liaise and support coaches providing an orientation to rules, policies and procedures of the organization
- Work in collaboration with Scheduling Director to allocate facility allocation for games and practices
- Work with all coaches / managers to collect all paperwork and documentation for the season
- Work with the Provincial Sport Organization (or equivalent) on registration, rosters, coach / trainer certifications
- Schedule and coordinate annual tryouts
- Determine the viability of rep and select teams at each division

Equipment Director

The Equipment Director is responsible for the inventory, acquisition and maintenance of all equipment required to deliver programs across the organization.

Liaise With: Executive Committee, Board Members requiring financial transactions

Commitment: [Click or tap here to enter text.](#)

Reporting to:

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Inventory equipment within organization
- Acquire equipment needs for organization and teams
- Ensure all equipment is properly labeled prior to distribution

- Coordinate distribution of equipment to VP Rep / Select and VP House League or conveners / team directly
- Place equipment at each facility prior to the start of the season, as required
- Manage any missing or damaged equipment and replace, as needed
- Create and distribute any instructions about equipment use, access, set up and take down

Scheduling Director (Ice, Diamond, Field, etc.)

This position is responsible for securing and allocating all field of play time throughout the organizational programs. The individual will allocate based on the priorities established by the organization.

Liaise With: VP Rep / Select, VP House League, Conveners, Permit Providers

Commitment: [Click or tap here to enter text.](#)

Reporting to:

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Lead the process of securing facilities for season from the municipality, school board or other
- Allocate facility space to all groups – rep, select, house league based on
- Create house league schedule for each division
- Allocate additional space as it becomes available or upon request
- Work with the permit provider to coordinate any changes to permits

House League Convener

The House League Conveners are responsible for the overall coordination of their designated age division within house league. This position will work closely with the VP of House League, Coaches and Scheduling Director to ensure the fair

Liaise With: VP of House League, Coaches, Parents

Commitment: [Click or tap here to enter text.](#)

Reporting to: VP House League

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Lead evaluations for assigned division
- Create teams and assign coaches (and additional team staff) based on evaluations
- Conduct a pre-season meeting with coaches
- Communicate schedule, rules, policies and procedures to all coaches
- Distribute uniforms and equipment to all coaches
- Manage inquiries and support coaches throughout the season
- Communicate any information about cancellations, changes to schedule to coaches
- Do periodic site visits when games and practices are being played

Communications / Marketing

Liaise With: Board of Directors

Commitment: [Click or tap here to enter text.](#)

Reporting to:

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Develop marketing strategy or implement existing marketing strategy
- Develop a social media plan, create content, post and engage on social media with those following the organization and those that the organization is following
- Identify opportunities to follow
- Manage and update the organization website

Referee / Umpire In Chief

Liaise With: Board of Directors

Commitment: [Click or tap here to enter text.](#)

Reporting to: Chair / President

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Lead the recruit and hiring of officials for the organization
- Ensure officials complete necessary training and certification
- Work in partnership with the Scheduling Director to assign officials for house league and rep / select games
- Track all assigned games for officials
- Work with Treasurer (or designate) to coordinate payment for all officials
- Communicate all cancellations or changes in scheduled games to officials
- Find replacements when officials need to cancel

Awards

The Awards Coordinator is responsible for implementing the recognition program for the organization. Recognition can be applicable to all members of the organization and the various roles that are filled to make the organization successful.

Liaise With: Board of Directors

Commitment: [Click or tap here to enter text.](#)

Reporting to:

Term: [Click or tap here to enter text.](#)

Specific Responsibilities:

- Determine what awards are given out throughout the year – house league, rep, coaches, volunteers
- Determine what the award (medals, trophies, certificates, etc.)
- Obtain board approval for any changes from what had been done previously
- Coordinate the procurement of an award supplier
- Place order for awards and ensure all appropriate names and correct spelling on all award mock ups
- Organize an awards banquet / event, if applicable or the process for distribution of awards