

## **Policy: Volunteer Application Criteria, Selection & Placement Process and Certification & Training Requirements**

- Last Updated: 2010-DEC-12
- Operational Area: Volunteer Operations
- Person/s or Committee/s responsible for maintaining this policy: Manager of Camps, Volunteer Engagement Coordinator, Volunteer Engagement Committee
- Person responsible for carrying out this policy: Volunteer Engagement Coordinator

### **This Policy Is To Be Understood By:**

- By the following person/s or group/s: CCS Camps volunteers, Volunteer Engagement Committee, Volunteer Engagement Coordinator and delegates (e.g. VAs)
- And/or in tandem with the following documents:
- And/or at the following events: At the beginning of the volunteer application process, this policy is to be referenced and access to it is to be provided.

### **Policy Statement In Brief**

- The CCS Camps Volunteer Engagement Coordinator will place the best possible teams of volunteers in each area within each program session.
- All volunteers must meet minimum criteria for their appointed role.
- All volunteers must produce required documents a reasonable time before their appointed sessions in order to retain their volunteer appointment. This date is determined by the Volunteer Engagement Coordinator.
- Volunteer placement will endeavour to compose teams appropriate to operational area and/or participant age, as well as external experience and most current and thorough CCS Camps training.

### **Terms and Definitions**

- Session Volunteer
  - a) One who volunteers for a session-long role;
  - b) In some cases, a role does not cover the extent of days of a given session (e.g. an "APIC" who is onsite for the last 4 days of a 6-day session);
  - c) In some cases, more than one volunteer will cover a single role in a given session (e.g. an RN covers the first 3 days of a 6-day session and another RN covers the last 3 days of the same session);
  - d) Session volunteers have their own special requirements;
  - e) Session volunteers are apart from day-volunteers, program guest day-volunteers, volunteer committee members, special event volunteers (e.g. FAB, summer setup and clean-up, etc), and so on.

### **Related Policies and Procedures**

#### **1) Basic Criteria for All Session Volunteer Application**

- a) Age
  - i) For Skip role: volunteer must be at least 2 years older than the stated uppermost age of participants at a given session.  
(1)Note: While LIT and Kids Camps sessions run concurrently, they are regarded as separate programs.

## **2) Required Documentation for All Session Volunteers**

- a) Criminal Record Search
  - i) Submission of a "clear" criminal record search and "clear" criminal record vulnerable sector search.
  - ii) These documents must be initiated with local law enforcement no more than 1 year prior to sessions applied for.
- b) Immunization Records (Measles)
  - i) Only for those born in 1957 to present.
  - ii) Submission of proof of 2 documented doses of the measles vaccination.

## **3) Required Documentation for Some Session Volunteers – Role-Dependent**

- a) First Aid
  - i) Only for Nanny, Skip, Host, Arts & Crafts, Volunteer Assistant or Program Assistant role.
  - ii) Submission of valid First Aid certification.
- b) CPR-C
  - i) Only for Nanny, Skip, Host, Arts & Crafts, Lifeguard, Volunteer Assistant or Program Assistant role.
  - ii) Submission of valid CPR-C certification.
- c) NLS (National Lifeguard Service)
  - i) Only for waterfront staff.
  - ii) Submission of valid NLS certification.

## **4) Required Training for All Session Volunteers – Summary**

- a) Volunteer Training Weekend
  - i) Attend if application stated the ability to attend Volunteer Training Weekend.
- b) Complete Distance Training Package and submit completed Exam
  - i) Attend if application stated the inability to attend Volunteer Training Weekend.

## **5) Required Training for All Session Volunteers – Detail**

- a) Basic Training 1 (policy updated: November 2009)
  - i) Primary delivery of training: Training Manual
  - ii) Alternate delivery of training: none
- b) Basic Training 2 (policy updated: November 2009)
  - i) Primary delivery of training: Training Weekend
    - (1) Partial attendance to the TW is allowable if all mandatory training components are attended. Mandatory training components and timing varies from year to year. (policy updated: November 2009)
  - ii) Alternate delivery of training: Distance Education Package & Test
    - (1) Test results must be submitted by the date of the "Training Weekend."
    - (2) Through summer 2010, the Training Manual and the Distance Education Package and Test were offered as a single document.
    - (3) November 2010, the Training Manual and the Distance Education Package and Test will be separated and enhanced.
- c) CGT Summer Session Volunteer Orientation (policy updated: November 2009)
  - i) Primary delivery of training: In-Session Orientation Day at each session
  - ii) Alternate delivery of training: none

## **6) Required Additional training for Some Session Volunteers – Role-Dependent**

- a) Teen Program Volunteers: Teen Program Additional Training (policy updated: April 2010)
  - i) Primary delivery of training: Teen Program Training Manual
  - ii) Alternate delivery of training: none
- b) Family Program Volunteers: Family Program Additional Training (policy updated: April 2010)
  - i) Primary delivery of training: Family Program Training Manual
  - ii) Alternate delivery of training: none
- c) Volunteer Assistants: VA Additional Training (policy updated: November 2009)
  - i) Primary delivery of training: VA Training Day & VA Manual
  - ii) Alternate delivery of training: alternate date
- d) Program Assistants: PA Additional Training (policy updated: November 2009)
  - i) Primary delivery of training: PA Training Day
  - ii) Alternate delivery of training: alternate date

## **7) Conditions for taking alternative training opportunities**

- a) Basic Training 2 – Distance Training instead of Training Weekend
  - i) If a volunteer has a primary residence more than 6 hours from the training location (November 2010) \*Through August 2010, the distance was set at 4 hours.
- b) Volunteer Assistant Training Day
  - i) Discretion of the Camp VEC.
- c) Program Assistant Training Day
  - i) Discretion of the Program Activities Supervisor & the Camp VEC.

## **8) Failing to Meet Session Volunteer Requirements**

- a) Failure to submit “clear” criminal record search and criminal record search for vulnerable sector:
  - i) The volunteer will no longer be able to attend their assigned session of camp.
- b) Failure to submit proof of 2 documented doses of the measles vaccination:
  - i) The volunteer will no longer be able to attend their assigned session of camp.
- c) Failure to submit valid NLS certification:
  - i) The volunteer will no longer be able to attend volunteer in their assigned lifeguard role, and would be re-assigned to volunteer in a role that doesn’t require your NLS or Standard First Aid.
- d) Failure to Submit valid Standard First Aid certification:
  - i) The volunteer will no longer be able to attend volunteer in their assigned role, and would be re-assigned to volunteer in a role that doesn’t require your Standard First Aid.
- e) Failure to Submit valid CPR-C certification:
  - i) The volunteer will no longer be able to attend volunteer in their assigned role, and would be re-assigned to volunteer in a role that doesn’t require your CPR-C.

- f) Failure to Attend the entire duration of Volunteer Training Weekend – if application stated the ability to attend Volunteer Training Weekend:
  - i) The role to which the volunteer had been accepted will be filled by another volunteer who was able to attend Volunteer Training Weekend, if a replacement is deemed necessary and can be found. Subsequently, the volunteer will not be able to attend camp in their previously assigned role but has the option to be placed on the volunteer waitlist under the category “candidate who is unable to attend training weekend”.
  - ii) If the assigned role is deemed necessary, and the VEC is unable to find replacement, the volunteer will be able to attend their assigned session of camp in either their assigned role, or an alternate role to be determined by the VEC. This volunteer will be required to complete the Distance Education Package and submit the related Exam prior to the start of their session.
- g) Failure to Complete Distance Education Package and submit exam – if application stated the inability to attend Volunteer Training Weekend:
  - i) The volunteer will no longer be able to attend their assigned session of camp.

### **9) Session Volunteer Placement – General Notes**

- a) The volunteer placement process varies from year to year, depending on the number of applicants.
- b) The process endeavours to create the most skilled and informed team at large, as well as by area or cabin group.
- c) From the placement process outlined below, the following summary points are drawn. An individual increases the likelihood of being placed in any role in a given year if they:
  - i) Submit documents by due dates.
  - ii) Are available to attend respective training events.
  - iii) Apply for more roles within a given session and to more sessions within a given period.
- d) From the placement process outlined below, the following summary points are drawn. An individual decreases the likelihood of being placed in any role in a given year if they:
  - i) Are unable to follow through on training event commitments – if a volunteer is placed in a role, but is then unable to attend training events they committed to, they may be moved from their initial volunteer appointment so that a more fully trained volunteer can attend in their place.
- e) Informative statistics, averaged over a number of years:
  - i) Roughly 300 volunteer applications are received each spring.
  - ii) Roughly 50% of volunteer applicants are new and 50% are returning.
  - iii) Roughly 30% of volunteer applicants are male and 70% are female.
  - iv) Roughly 280 volunteer positions are available each summer.

## **10) Session Volunteer Placement Process – Terms and Definitions**

- a) Pile 1 - all applications received prior to the February 15th deadline
- b) Pile 1A - all applications received prior to February 15th deadline and CAN attend training weekend
- c) Pile 1B - all applications received prior to the February 15th deadline and either UNSURE or CANNOT attend training weekend
- d) Pile 1A NEW- all new volunteer applications received prior to the February 15th deadline and CAN attend training weekend
- e) Pile 1B RET- all returning volunteer applications received prior to February 15th deadline and either UNSURE or CANNOT attend training weekend
  
- f) Pile 2 - all applications received after February 15th deadline but prior to April 1st deadline.
- g) Pile 2A NEW- all new volunteer applications received after February 15th but prior to first application deadline and CAN attend training weekend
- h) Pile 2B RET- all returning volunteer applications received after February 15th deadline but prior to April 1st deadline and either UNSURE or CANNOT attend training weekend
  
- i) Pile 3 - all applications received after April 1st deadline.
- j) Pile 3A NEW- all new volunteer applications received after April 1st deadline and CAN attend training weekend
- k) Pile 3B RET- all returning volunteer applications received after April 1st deadline and either UNSURE or CANNOT attend training weekend

## **11) Session Volunteer Placement Process**

- a) Once the first application deadline has past, (usually February 15th) all applicants who submitted their application by the deadline are grouped together (Pile 1).
- b) Pile 1 is then sorted into 2 piles. Pile 1A contains all of the applicants who can attend training weekend). Pile 1B contains all of the applicants who either are unsure if they can attend training weekend, or confirmed that they can NOT attend training weekend).
- c) Pile 1A is then sorted into 2 more piles. Pile 1A RET contains all of the returning volunteers, and if having performed well in their previous volunteer roles, are applicants in this pile are then accepted and assigned to a volunteer role (usually one of their preferences). Pile 1A NEW contains all of the new volunteers which are then interviewed and if seen as a fit during their interview are then accepted and are assigned to a volunteer role (usually one of their preference).
- d) *At this point, roughly 60 - 80% of volunteer positions have already been assigned.*
- e) Now all of the applications that have been submitted after the February 15th deadline, but before April 1st are placed in a pile (Pile 2)
- f) Pile 2 is then sorted into 2 piles. Pile 2A contains all of the applicants who can attend training weekend). Pile 2B contains all of the applicants who either are unsure if they can attend training weekend, or confirmed that they can NOT attend training weekend).

- g) Pile 2A is then sorted into 2 more piles. Pile 2A RET contains all of the returning volunteers, and if having performed well in their previous volunteer roles, are applicants in this pile are then accepted and assigned to a volunteer role (usually one of their preferences). Pile 2A NEW contains all of the new volunteers which are then interviewed and if seen as a fit during their interview are then accepted and are assigned to a volunteer role (usually one of their preference).
- h) *At this point, roughly 80 - 90% of the volunteer positions have been assigned.*
- i) All of the applications that have been submitted after April 1st are placed in a pile (Pile 3)
- j) Pile 3 is then sorted into 2 piles. Pile 3A contains all of the applicants who can attend training weekend). Pile 3B contains all of the applicants who either are unsure if they can attend training weekend, or confirmed that they can NOT attend training weekend).
- k) Pile 3A is then sorted into 2 more piles. Pile 3A RET contains all of the returning volunteers, and if having performed well in their previous volunteer roles, are applicants in this pile are then accepted and assigned to a volunteer role (usually one of their preferences). Pile 3A NEW contains all of the new volunteers which are then interviewed and if seen as a fit during their interview are then accepted and are assigned to a volunteer role (usually one of their preference).
- l) *At this point, roughly 90 - 95% of the volunteer positions have been assigned.*
- m) Pile 1B is looked at. Pile 1B RET contains all of the returning volunteers, and if having performed well in their previous volunteer roles, are applicants in this pile are then accepted and assigned to a volunteer role. Pile 1B NEW contains all of the new volunteers which are then interviewed and if seen as a fit during their interview are then accepted and are assigned to a volunteer role.
- n) *At this point, roughly 95 - 100 % of the volunteer positions have been assigned.*
- o) If there are any remaining volunteer position left, Pile 2B RET and Pile 2B NEW are now looked at. If any of the applicants have applied for any of the remaining volunteer positions, they are interviewed (if new) then accepted and slotted in the respective roles.
- p) If there are any remaining volunteer position left, Pile 3B RET and Pile 3B NEW are now looked at. If any of the applicants have applied for any of the remaining volunteer positions, they are then interviewed (if new) then accepted and slotted in the respective roles.

## **12) Candidate Waitlist**

- a) The candidate waitlist is an optional list comprised of two types of applicants:
  - i) Candidates who wish to attend a session of camp, but are currently unassigned to any volunteer role.
  - ii) Volunteers who have been accepted and are assigned to a volunteer role but who wish to volunteer for an additional session of camp.
- b) When a volunteer is unable to work their assigned session, and a replacement is deemed necessary, the VEC will use the waitlist to find a suitable replacement.

- c) The waitlist is constantly updated and is prioritized with the following criteria:
  - i) Volunteers who have already been assigned to a role, and are looking to volunteer for an additional session of camp. (This is because this situation requires the least amount of processing for the VEC and Camps Assistant).
  - ii) Candidates who are able to attend training weekend.
  - iii) Candidates who are unable to attend training weekend.
- d) When selecting a volunteer from the waitlist, the Volunteer Engagement Coordinator will take the following into account:
  - i) Availability
  - ii) Qualifications
  - iii) Suitability for the role
  - iv) Level of training completed
  - v) Time required to process volunteer
  - vi) Urgency of replacement

### **13) Volunteer Placement Process – Examples of Placement Likelihood**

- a) Example 1: A volunteer applies to be a PA (Program Assistant) at Teen Program. There are 2 such spots. Potentially 300 volunteers could also apply for one of those 2 spots. If all applicants have documents in by deadlines and are able to attend respective training events, a single applicant might have a 0.007% chance of being placed in that role and in that session, based only on the given criteria.
- b) Example 2: A female returning-volunteer applies to be a Skip at Kids Camp Session Two. There are 8 such spots. Potentially 105 volunteers could also apply for one of those 8 spots. If all applicants have documents in by deadlines and are able to attend respective training events, a single applicant might have a 0.08% chance of being placed in that role and in that session, based only on the given criteria.
- c) Example 3: A female returning-volunteer applies to be a Skip or Host or Dining-Hall or Arts-&-Crafts. And they apply to attend any one of the 7 summer sessions. There are 143 suitable spots. Potentially 260 could also apply for those 143 spots. If all applicants have documents in by deadlines and are able to attend respective training events, a single applicant might have a 55% chance of being placed in that role and in that session, based only on the given criteria.

### **Related Documents**

- Volunteer Application Form (online and hard copy)
- Volunteer Acceptance Notice
- Training Manual
- Distance Training Manual & Examination
- Etc
- Etc
- Etc