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| POLICY NO. 3 | POLICY TITLE: Volunteer Code of Conduct and Responsibilities |
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Volunteer Code of Conduct and Responsibilities

Purpose

This policy outlines the expectations and responsibilities of volunteers of Hamilton Challenger Sports Association (HCSA). It provides guidance on what is expected of them during their involvement in HCSA events, activities, program, or at any other time that the volunteer may be viewed as being affiliated or representing HCSA. Volunteers play a vital role in supporting HCSA's mission, and this policy ensures they understand their role in fostering a positive, inclusive experience for all players, participants, families, and staff.

Scope and Application of this Policy

This policy applies to individuals who volunteer with HCSA from the moment they begin their volunteer role until they cease to be a volunteer with the organization.

Expectations

A volunteer shall:

- Uphold the mission, vision and values of Hamilton Challenger Sports Association
- Maintain high standards of conduct
- Avoid profane or abusive language
- Abstain from the use of alcoholic beverages, tobacco and cannabis products and/or illegal substances, or the influence of these products, while participation in any HCSA activities.
- Abstain from all illegal activity.
- Comply with all policy and behavior guidelines

- Respect the guidance and decisions of HCSA leadership and fulfill duties as requested
 - Respect others regardless of position
 - Act in a responsible manner at all times
 - Contact Leadership for assistance with unresolved behaviour issues with players/participants or concerns with other volunteers
 - Notify the HCSA Leadership if I am unable to fulfill duties
 - Promote safe practices in all activities
 - Watch for hazards and report any unresolved issues to a board member
 - Immediately pause or cancel play in the event of lightning
 - In the event of injury or illness, volunteers must notify the caregiver. Volunteers are not expected to administer medical treatment beyond basic comfort and seeking help
 - Engage in discussions and actions that:
 - Are for operation of activities and betterment of the association
 - Are for the ultimate benefit of the members
 - Are aligned with the HCSA Mission Statement and Goals
 - Sensitive issues are kept in the strictest confidence
 - Encourage non-confrontational leadership
 - Give clear directions
 - Lead in a responsible, patient and motivational manner
 - Defuse conflict by focusing on the issues
 - Use positive reinforcement rather than criticism, competition, or comparison
 - Treat others with courtesy, sensitivity, tact, consideration and humility
 - Have respect and empathy when interacting with all participants and spectators
 - Refrain from inappropriate language and behavior; absolutely no use of profanity
 - Refrain from careless, callous and unsympathetic behaviour
 - Refrain from hitting, spitting or harming any participant, volunteer or spectator
 - Respect the cultures, beliefs, opinions and decisions of others
- Use physical contact only when necessary to support safe participation in a respectful and appropriate manner
(eg. Guiding, spotting, or stabilizing a player)

Volunteers will NOT:

- Pose any health risk to players (i.e., by attending events with fevers or other contagious illnesses)
- Engage in any form of physical punishment, rough handling or inappropriate touch
- Humiliate, ridicule, threaten or degrade any player
- Touch a player in a sexual or other inappropriate manner
- Use any discipline that frightens or humiliates a player
- Use profanity in the presence of any player

Roles and Responsibilities

Volunteers are responsible for planning, leading and executing positive, adaptive and fun Challenger Sports programming each week. An HCSA sport volunteer is a person who is actively engaged in their roles for 75% of the scheduled weeks (rainouts excluded, exceptions only at the discretion of the Volunteer Committee and in accordance with human rights obligations).

Setup/Teardown

- Arrive a half hour before scheduled game times
- Take equipment bags from sheds, storage and distribute to proper diamonds and/or play area
- Hang banners and signs around the park on diamonds and fences
- Ensure coaches and buddies have everything they need throughout the game time
- At the end of each game, put equipment in bags, and put bags in sheds/storage area.
- Ensure sheds/storage area are in order, then lock them for the evening

Coach

- Arrive on time and ensure everything is in place for a successful game
- Coordinate team batting/playing orders, positions and game scoring
- Provide light instruction/drills to younger players during practices
- Communicate with the team regarding weekly schedule and changes
- Encourage players and provide a fun and supportive team environment

Coach's Assistant

- Assist and support the head coach in all manners as listed above
- If the head coach isn't available, the coach's assistant will take over as head coach

Buddy

- Assist players with selecting equipment and being prepared for playing (eg. Batting, fielding, shooting, throwing etc.)
- Assist players while playing (eg. Batting, on the base paths or court by walking/running with them)
- Assist players on playing area (eg. fielding and throwing the ball, throwing boccie ball, shooting basketball, throwing curling rock etc.)

Equipment Manager

- Keep equipment organized and easily accessible during game time
- Help players with selection of equipment (eg. helmets and bats)
- At the end of each game, clean and inspect the equipment and place in equipment bags, ensuring all equipment is accounted for.
- Request replacement of lost or damaged equipment

Approved by Board, Nov 12, 2025