



**ADAPTIVE SPORTS CONNECTION**

# **VOLUNTEER**

# HANDBOOK

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# WELCOME TO ADAPTIVE SPORTS CONNECTION (ASC)

## MISSION

Our mission is to break through limitations with personalized instruction and adaptive innovations, ensuring people of all abilities the health benefits, freedom, and sense of belonging through recreation and outdoor experiences.

## VISION

Our vision is for people of all abilities to feel independent, strong, and a true sense of belonging while enjoying sports and outdoor recreation with friends, family, and community

## VALUES

- We value resilience because it drives personal achievement, inspires others, and pushes us beyond perceived limits.
- We value freedom because it allows independence
- We value collaboration and the importance of working together to enhance our community

## OVERVIEW OF ORGANIZATION

Empowering the human spirit since 1992, Adaptive Sports Connection (formerly known as TAASC) is a 501 (c) (3) organization dedicated to serving children, veterans, and adults with disabilities through outdoor and therapeutic recreation and education.

We serve thousands of individuals with disabilities and their families every year throughout Ohio. With adaptive instructors, equipment, and over 400 volunteers, we utilize the power of sports to push what's possible. Our goal is to help people focus on their ABILITIES - unleashing the power within to enjoy life no matter the challenges they face.

**OUR GOAL IS FOR OUR COMMUNITY TO EMBRACE THE MANTRA:  
If I can do this I can do anything!**

## **OUR SERVICES**

### **Adaptive Programming**

We snow ski, water ski, cycle, sail, kayak, paddle board, and mountain bike utilizing adaptive equipment to match a person's needs and abilities. We also provide adaptive and therapeutic bikes to children through our Bikes to Go Program.

### **Get Out Adventures**

Get Out Adventures is our social enterprise designed to provide inclusive outdoor experiences for the entire community and helps to fund our adaptive programs.

### **Who We Serve**

We serve infants, children, adults, and veterans with physical or cognitive disabilities, including but not limited to:

Amputation	Multiple Sclerosis	Brain Injury
Diabetes	Parkinson's Disease	PTSD
Stroke	Movement Disorders	Downs Syndrome
Cancer	Cerebral Palsy	Spina Bifida
Spinal Cord Injury	Autism	Visual Impairments

## **OUR FACILITIES**

Many of our programs operate out of our Adventure Center located along the Scioto River in Powell, Ohio, through our partnership agreement with the Columbus City Recreation and Parks.

We operate our winter sports from Mad River Mountain Ski Resort and Snow Trails Ski Resort. Our cycling programs operates out of Glacier Ridge Metro Park and our mountain biking program operates out of Alum Creek State Park. In addition, we provide program services with our partner Mount Brighton Adaptive Sports in Michigan at Mount Brighton Ski Resort.

We also have ready-to-go trailers to take our adaptive cycles and kayaks on the road to reach people where they live, work, and play throughout Ohio.

## **PROGRAM FEES**

ASC charges a minimum program fee for activities: however, no one is turned away for inability to pay. We have scholarship funds set aside for those unable to pay for programs. All veterans participate at no cost to themselves.

**STAFF LIST**

**Sharon Bucey, *President and CEO***

sharon@adaptivesportsconnection.org

**Kevin Hurst, *VP of Strategic Growth and Partnerships***

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**Chris Corder, *VP of Operations***

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**Maddison Matthey, *Director of Programs and Volunteers***

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**Madjo Hyzdu, *Social Media Manager***

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**Lyka Banas, *Administrative Assistant***

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**Jacq Davis, *Graphic & Web Designer***

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**POINT OF CONTACTS**

**President and CEO**

- ✓ Board Members
- ✓ Major Gifts
- ✓ Grants

**VP of Partnerships**

- ✓ New Partnerships
- ✓ Get Out Adventures
- ✓ Bikes to Go

**VP of Operations**

- ✓ Financials
- ✓ Vendor
- ✓ Operational Issues

**Director of Programs and Volunteers**

- ✓ Existing Weekly Programming
- ✓ Volunteering Questions

## **BOARD LIST**

### **President**

Jay Hoffman, *Customer Experience Director at American Electric Power*

### **Treasurer**

Bill Martin, *Executive Vice President at SMC Infrastructure Partners*

### **Secretary**

Terry Jones, *Program Committee Chair, Sales Advisor / Coach (Sales Training) at IBM Corporation*

Michael Brachocki, CFP, *Senior Wealth Management Executive, Huntington*

Michael Bruch, *VP Transportation and Logistics at Designer Brands, Inc*

Chris Edwards, *Physician, Community Leader*

David Fister, *Veteran Rehab Coordinator, Director Merger and Acquisition Integration at Cardinal Health, Serving Adaptive Sports Connection since 2005*

Mike Hackett, *President, Hackett Wealth Management*

Clayton Henderson, *VP, Associate General Counsel - P&C Claims, Nationwide*

Robert Hitt Jr., *Sales and Management at Environmental Comfort LLC, dba EC Power*

Bruce Lauer, *Entrepreneur, Golden Seeds Alum, retired Army veteran, US Army Corps of Engineers*

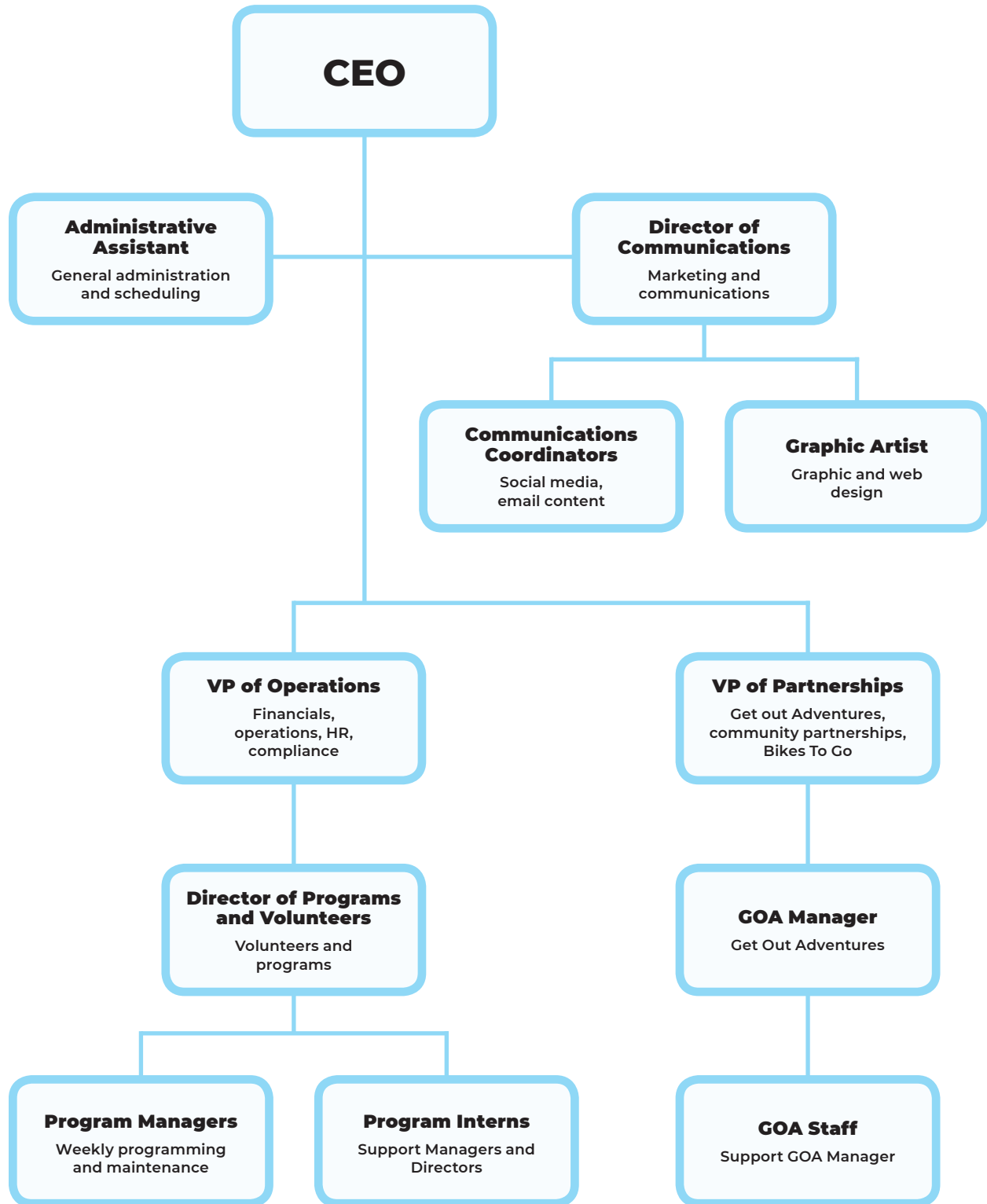
Eli Phillips, Jr., *VP, Regulatory Sciences and Insights & Engagement at Cardinal Health; Attorney*

Susan Pigott, *Community Leader*

Sharon Bucey, *President and CEO, Adaptive Sports Connection*

Cindy Walker, *Community Leader*

ORG CHART





## **VOLUNTEER OVERVIEW**

### **HOW TO BECOME AN ASC VOLUNTEER**

- Sign up to be a volunteer and complete an onboarding interview
- Register for training and events
- Have Fun!

### **WHAT TO EXPECT AS AN ASC VOLUNTEER**

- You will typically receive an assignment email prior to arriving at the event telling you your job, which volunteers you are working with, and any pertinent information about the athlete you are working with.
- Volunteers should be checked in and ready at the program location to begin at the posted starting time for their event. When you arrive you will check in, get the necessary equipment and attend a safety meeting.
- Meet with the rest of your volunteer team and prep any gear for you, your athlete, and any buddies.
- Greet your athlete and discuss his/her goals for the day. Gear up and head out. Take breaks as needed for you and your athlete.
- If applicable during some extended events, break for lunch or dinner. Please stay with the athlete unless you have arranged alternate supervision. This can be a great opportunity to learn more about your athlete and gain a deeper rapport.
- Clean and return all equipment.
- Help complete a progress report for your athlete. Support athlete independence, and engage them in this process! Summarize the day, note any highlights or accomplishments, set goals for next week, and discuss any changes to their goals.
- Ensure that your athlete connects with their ride home, and has all of their belongings.
- Help to clean up the program area. Check if other volunteers need any assistance with putting gear away.
- Check in with the Event Leader before leaving for the day.



### **VOLUNTEER CODE OF ETHICS/CONDUCT**

Adaptive Sports Connection requires that volunteers conduct themselves in a safe and respectful manner to help maintain a fun and comfortable environment throughout all programs/events. The Code of Conduct is intended to help provide a positive experience for all. All volunteers must read and adhere to the Code of Conduct.

#### **All volunteers must:**

- Treat each other with respect and consideration. All forms of harassment are prohibited. Harassment is any conduct that a person feels interferes with work and learning or creates an offensive environment. This includes but is not limited to the following: obscene gestures, physical contact, use of profanity, display or circulation of written materials or pictures derogatory to gender, race, color, religion, creed, sexual orientation, national origin, ancestry, age, disability, political beliefs, appearance or ethnicity.
- Not physically, verbally, sexually, mentally, abuse or neglect anyone. Abuse or neglect of any type will not be tolerated and is cause for immediate dismissal.
- Report any practice or situation that endangers the health, safety, or well-being of yourself, employees, contractors, volunteers, sponsors, and program athletes. You have an ethical responsibility to inform staff.
- Not be under the influence of any substance that impairs their ability to participate in activities
- Not smoke or use tobacco products of any type, including e-cigarettes at program/event activities, in ASC buildings or vehicles, on ASC property or property controlled by ASC, or at ASC sponsored events.
- Keep all event areas neat and clean and be respectful of other people's property.
- Treat all ASC employees, volunteers, athletes, and community members with respect, courtesy, and dignity.
- Obey all applicable local, state, and federal laws while acting on behalf of ASC, including all laws and regulations governing appropriate workplace conduct.
- Not engage in any outside activity that might result in a conflict of interest – actual, potential, or perceived.
- Serve as a goodwill ambassador for Adaptive Sports Connection in the community.
- Act in a positive and professional manner throughout the entire activity. Staff and volunteers should encourage, motivate, and provide positive feedback for athletes to help improve their skills.

- Prioritize the athletes in all aspects of the program and event. Athletes should have priority with equipment and any needs; if all athletes are involved and activities, staff, and volunteers may join in using any leftover equipment.
- Have the means to communicate with an emergency medical crew or Adaptive Sports Connection staff in case of an emergency (i.e., radio, cell phone)

If you observe anyone not following the Code of Conduct, please let Adaptive Sports Connection staff or event staff know.

Failure to comply with the expectations and requirements established in this document may result in disciplinary actions, including up to termination of your volunteer position at ASC.

### GOAL SETTING

Goal setting is an important aspect of programming in order to ensure that the athlete is meeting his or her wants and needs. Before lessons or programming begins, have a conversation with the athlete and/or his caregiver to discuss desires and expectations. It is important to note that goals might not always be directly related to the activity (skiing, snowboarding, etc.), and instead, may be social, emotional or physical in nature.

If possible, create SMART objectives. SMART objectives are Specific, Measurable, Attainable, Relevant, and Time-Bound. The more specific the objective is, the easier it is to hold each other accountable.

#### Examples of SMART objectives in snow skiing might be:

- By the end of the series, \_\_\_\_ will attempt 3 “blue” runs.
- By the third week, \_\_\_\_ will engage in appropriate conversation with two volunteers and one athlete. \_\_\_\_ will demonstrate parallel turning by the end of the series.

#### Examples of ‘poor’ objectives:

- \_\_\_\_ will get better at skiing.
- \_\_\_\_ will have fun.

### PROGRESS REPORT NOTES

Progress report notes are an important part of every ASC lesson. Progress report notes help staff, volunteers, and athletes track goal-setting, athlete improvement, and athlete behavior. Progress report notes are also an important way for Instructors to communicate tips, tricks, and lesson plans for an athlete who may have more than one instructor over the course of several lessons. Please remember to complete a Progress Report at the end of every lesson!

## **CANCELLATIONS**

Adaptive Sports Connection may occasionally cancel lessons due to bad weather or other factors. Before driving to your program location, please check your email or our Facebook page to check for any changes to the daily schedule.

Volunteers who are unable to attend an ASC program that they have previously registered for should contact the Volunteer Coordinator at [info@adaptivesportsconnection.org](mailto:info@adaptivesportsconnection.org) to communicate their absence as far in advance as possible. Our athletes depend on you to follow through on your volunteer commitment. Adaptive Sports Connection does not offer make-up lessons for athletes due to volunteer absences.

## **AT-WILL VOLUNTEERING**

Volunteering with Adaptive Sports Connection is voluntary and is subject to termination at-will, with or without cause, and with or without notice, at any time. Nothing in this handbook or any policies or memorandum shall be interpreted to be in conflict with or to eliminate or modify in any way the at-will status of Adaptive Sports Connection volunteers. Similarly, volunteers of Adaptive Sports Connection may resign for any reason at any time.

## **TRAINING REQUIREMENTS**

### **General Training**

All new ASC volunteers must complete a General Training Module and all returning ASC volunteers who have previously completed a General Training Module must either complete a General Training Module Update or a General Training Module each year. This training covers the basics of ASC volunteering, general guidelines and procedures, and risk management and liability requirements.

### **Disability Awareness Training**

All new ASC volunteers must complete Disability Awareness training and all returning ASC volunteers who have previously completed Disability Awareness training must either complete a Disability Awareness refresher/update or the Disability Awareness training each year. This training covers basic disability awareness, an overview of common disabilities seen at ASC, and aims to increase volunteers' abilities and comfort in interacting with people with disabilities

### **Abuse Prevention Training**

All ASC volunteers who volunteer 4 or more times in a year and all staff must complete and pass the Safesport course on Sexual Harassment every other year.

### **Sport-Specific Training**

Each sport has its own sport-specific training course and progression. We encourage you to attend as much training as you can so that we all can better serve our athletes. Please refer to your sports-specific appendix to determine what the training requirements and expectations are for that sport.

## VOLUNTEER ROLES AND STRUCTURE

Each ASC sport will have a Sports Advisory Team made up of volunteers that will report to a designated staff member. This team will serve as a committee to implement and improve programming.

- A Sports Advisory Team member may serve a maximum of 2 years in the role and may not serve on more than 2 sports at the same time.
- Each Sports Advisory Team will send a member to an Operations Advisory Group meeting that typically occurs quarterly.
- Volunteers interested in assuming a Sports Advisory Team role may express their interest to staff at any time. Staff will choose qualified volunteers to fill the roles based on current and/or upcoming openings.

### Sports Advisory Team Roles

#### **Equipment Advisor**

The Equipment Advisor will work with staff and other volunteers to ensure that all equipment for the sport is inventoried and kept in good working order. The Equipment Advisor will also be responsible for making recommendations to Staff and the Board Operations Committee for the purchase of new equipment or to retire current equipment.

#### **Training and Safety Advisor**

The Training and Safety Advisor will work with staff and other volunteers to ensure all volunteers in the sport are being trained in accordance with current standards. The Training Advisor will also make recommendations to Staff regarding any changes in the training curriculum and guidelines for the year.

#### **Volunteer Advisor (2)**

Each team will also have 2 Volunteer Advisors. One Volunteer Advisor must not have more than 3 years of experience with ASC. Volunteer Advisors will provide feedback from lay volunteers to the Sports Advisory Team. Volunteer Advisors will serve a 1-year term rather than a 2-year term.

#### **Location Specific Advisors (Sport Dependent)**

Location Specific Advisors will be the liaison between staff and a specific programming location. They will be responsible for making recommendations to staff to improve program processes and working with volunteers to implement the highest quality programming possible.

**OPERATIONS ADVISORY GROUP**

Each quarter, ASC staff and one designated member from each Sports Advisory Team will meet to discuss general, operational concerns that affect the organization as a whole. The group’s intent is to mutually support each of the other sports and to share techniques and procedures that benefit all programs.

**GENERAL VOLUNTEER ROLES**

**Level 4** - Instructor Trainer, is highly qualified in the sport and can train groups of volunteers as well as assess volunteer skills and abilities.

**Level 3** - Instructor, can teach all lessons in the discipline or area that they are qualified to teach, provide volunteers with sports-specific training, and set the standard for safety.

**Level 2** - Assistant instructor, has strong sports skills, can assist in teaching lessons and training new volunteers, ensures the safety of all involved

**Level 1** - New volunteer, able to help with event setup, basic equipment maintenance, and act as buddies on lessons. Adds fresh eyes for safety considerations.

**Registration** - Responsible for greeting and checking in athletes, family members, and volunteers. Check for up-to-date waivers, emergency contact info, and other info as needed.

**Equipment** - Responsible for working to keep equipment up to date and maintained

**LIST OF ROLES PER SPORT**

<b>Paddle Sports</b>	<b>Snowsports</b>	<b>Cycling</b>	<b>Sailing</b>	<b>Soccer</b>	<b>Other</b>
Event Lead	Event Lead	Event Lead	Event Lead	Event Lead	Facility Maintenance
Instructor Trainer (Level 4)	Instructor Trainer (Level 4)	Evaluator (Level 4)	Advanced Skipper (Level 4)	Soccer Volunteer	Equipment Tech
Instructor (Level 3)	Lead Instructor (Level 3)	Instructor (Level 3)	Skipper (Level 3)	Social Media/ Photographer	
On Water Buddy (Level 2)	Assistant Instructor (Level 2)	Advanced Buddy Rider (Level 2)	Crew (Level 2)	Registration	
Shore Help (Level 1)	Buddy Skier (Level 1)	Buddy Rider (Level 1)	Shore Help (Level 1)		
Social Media/ Photographer	Social Media/ Photographer	Social Media/ Photographer	Social Media/ Photographer		
Registration	Registration	Registration	Registration		
Safety Boat Driver			Safety Boat Driver		
Beach Master					
Board Master					



# **POLICIES AND PROCEDURES**

## **ORGANIZATIONAL POLICIES**

### **Americans with Disabilities Act**

The Americans with Disabilities Act and the Americans with Disabilities Amendments Act are federal laws that prohibit employers from discriminating against applicants with disabilities and ensure reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

Adaptive Sports Connection's policy is to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission. Furthermore, it is organizational policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment or volunteering.

Adaptive Sports Connection will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation, and/or if the accommodation creates an undue hardship to Adaptive Sports Connection. Individuals should contact any staff member with any questions or requests for accommodation.

### **Complaint Process**

Individuals who believe they have been the victim of conduct prohibited by this handbook or other Adaptive Sports Connection policies, or who believe they have witnessed such conduct should discuss their concerns with a staff member.

When possible, Adaptive Sports Connection encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Adaptive Sports Connection recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Adaptive Sports Connection encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination, or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. If a party to a complaint does not agree with its resolution, he or she may appeal to the Board of Directors. False and malicious complaints of harassment, discrimination, or retaliation will also subject the offender to disciplinary action.

### **Equal Opportunity Organization**

Adaptive Sports Connection follows the spirit and intent of all federal, state, and local employment laws and is committed to equal opportunity employment. To that end, the Staff and Board of Directors of Adaptive Sports Connection will not discriminate against any volunteer, employee or applicant in a manner that violates the law. Adaptive Sports Connection is committed to providing equal opportunity for all applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation, or any other characteristic protected under federal, state, or local law. Each person is evaluated on the basis of skill and merit. Adaptive Sports Connection's policy regarding equal opportunity employment applies to all aspects of employment and volunteer participation, including recruitment, hiring, assignments, working conditions, scheduling, disciplinary action, termination, and social, educational, and recreational programs. The staff and Board of Directors shall act as the responsible agent in the full implementation of the Equal Opportunity Employment Policy.

### **Grant Writing Policy**

No grant proposal may be submitted to a grantmaking organization in any form without written approval from the CEO.

### **Non-Harassment, Non-Discrimination**

Adaptive Sports Connection is committed to an environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that



promotes equal opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Adaptive Sports Connection expects that all relationships among persons in the organization will be business-like and free of bias, prejudice, and harassment. Accordingly, employees and volunteers are expected to conduct themselves in a professional manner and to show respect for their fellow employees and volunteers.

Adaptive Sports Connection's commitment begins with the recognition and acknowledgment that sexual harassment and other types of discriminatory harassment are unlawful. To reinforce this commitment, Adaptive Sports Connection has developed a policy against harassment and a reporting procedure for employees or volunteers who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace and includes business trips and business-related social events.

Adaptive Sports Connection's property (e.g., telephones, copy machines, facsimile machines, computers, tablets, and other mobile devices, and applications such as email and Internet access) may not be used to engage in conduct that violates this policy. Adaptive Sports Connection's policy against harassment covers employees, volunteers, and other individuals who have a relationship with Adaptive Sports Connection which enables Adaptive Sports Connection to exercise some control over the individual's conduct in places and activities that relate to Adaptive Sports Connection's work (e.g., directors, coaches, and volunteers).

### **Open Door Policy**

Adaptive Sports Connection has an open door policy and takes employee and volunteer concerns and problems seriously. Adaptive Sports Connection values each member of the organization and strives to provide a positive work experience. Volunteers are encouraged to bring any concerns or problems they might have or know about to a staff member.

### **Program Creation/Structuring/Engineering**

No program may be created, structured, or engineered without written approval from the CEO. If you are interested in starting a new program, please contact the VP of Operations.

### **Whistleblower Protection**

Adaptive Sports Connection encourages any staff member, athlete, volunteer, or donor to bring instances of improper conduct, such as fraud, financial impropriety, or abuse, to the attention of any member Staff or of the Board of Directors, who will report it to the President and/or the Chairman of the Executive Committee, who will investigate the problem promptly and fairly.

There are several ways to make a confidential – and anonymous, if so desired – report: by letter, email, telephone call, or in-person meeting with any member of the Board of Directors, who will welcome the contact. Contact information for current directors is always available from the VP of Operations.



The report will be taken seriously and promptly investigated. The person or persons charged with alleged impropriety shall be given an opportunity to respond to the allegations in person or in writing. Even if the matter is determined not to constitute improper conduct, the individual making the report will not be retaliated against. Following the investigation, Adaptive Sports Connection will:

- Provide the person filing a report with a summary of the findings;
- Take appropriate steps to deal with the issue addressed, including making operational or personnel changes, or justify why corrections are not necessary;
- If warranted, contact law enforcement to deal with any suspected criminal activities.

The Executive Committee of the Board of Directors has the responsibility for oversight of compliance with this Policy. Adaptive Sports Connection will maintain confidential records of all actions taken under this policy.

## INDIVIDUAL VOLUNTEER POLICIES

### **Compliance with Partner/Host Site**

There are certain privileges extended to the volunteers and employees of Adaptive Sports Connection by our Partner Sites. Many of those policies are included in this handbook and its appendixes. Volunteers and employees of Adaptive Sports Connection are required to strictly adhere to each Partner Sites' personnel policies including, but not limited to, policies related to parking, food and beverage, smoking and tobacco use, and drug and alcohol use.

Violations of Partner Site policies will be treated identically as violations of Adaptive Sports Connection policies.

### **Conflict of Interest**

Volunteers must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their functions. Adaptive Sports Connection property or information may not be used for personal gain.

To protect the organization, employees or volunteers with a conflict of interest question should seek advice. Before engaging in any activity, transaction, or relationship that could potentially give rise to a conflict of interest, individuals should seek review from any member of Staff.

### **Dress Code**

Having a consistent and unified look demonstrates the professionalism of Adaptive Sports Connection. It also instills confidence in athletes and their families. Below are some considerations for uniforms, including all the parts that make a complete uniform.

If possible wear Adaptive Sports Connection branded attire (t-shirts, vest, jacket, hat) as appropriate for programs. Shirts must cover the entire torso. Sleeveless shirts must be hemmed (no cutoffs) and cover the shoulders (spaghetti strap tanks are not acceptable). Pants/shorts are to be free of holes and excessive stains and must be hemmed (no cutoffs). Shorts should reasonably cover the upper leg per the discretion of the on-site Program Staff. Footwear that fits securely to the heel must always be worn during programs, except swimming in a controlled pool environment. Flip-flop sandals are not acceptable for use during program delivery.

Additional clothing and footwear requirements may be required for specific programming.

### **Drug-free/Alcohol-Free/Smoke-Free**

Adaptive Sports Connection will provide a safe and productive environment. Alcohol and drug abuse pose a threat to the health and safety of employees, volunteers, and athletes, and to the security of the organization's equipment and facilities.

Employees and volunteers should report fit for duty and free of any adverse effects of illegal drugs, abuse of prescription drugs, or alcohol. This policy does not prohibit individuals from the lawful use and possession of prescribed medications. Employees and volunteers should, however, consult with their doctors about the medications' effect on their fitness for duty and ability to perform safely, and promptly disclose any restrictions to a staff member. Employees should not, however, disclose underlying medical conditions unless directed to do so.

The following rules apply to all employees and volunteers:

- Whenever individuals are working, are operating any Adaptive Sports Connection vehicle, or are present on Adaptive Sports Connection premises, they are prohibited from using, possessing, buying, selling, manufacturing, or dispensing an illegal drug (to include possession of drug paraphernalia); or, being under the influence of alcohol, abused prescription medication or an illegal drug;
- The presence of any detectable amount of any illegal drug or illegal controlled substance in a volunteer or employee's body while performing organization business or while in an organizational facility is prohibited;
- Adaptive Sports Connection will not allow any employee or volunteer to perform his or her duties while taking prescribed drugs that are adversely affecting the individual's ability to safely and effectively perform his or her job duties. Employees and volunteers taking prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked;
- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.
- Information and records relating to drug and alcohol dependencies and legitimate medical explanations provided to management shall be kept confidential to the extent required by law and maintained in secure files.

- Adaptive Sports Connection reserves the right to inspect all portions of its premises for drugs, alcohol, or other contraband. All employees, coaches, volunteers, athletes, and visitors may be asked to cooperate in inspections of their persons, work areas, and property that might conceal a drug, alcohol, or other contraband. Employees or volunteers who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

It is the policy of Adaptive Sports Connection to prohibit smoking or any other use of tobacco (including cigarettes, cigars, snuff, chewing tobacco, and pipes) on all organizational property in order to provide and maintain a safe and healthy work environment for all employees, volunteers, and athletes. The smoke-free policies also apply to all employees, volunteers, athletes, families, vendors, contractors, consultants, and/or their employees working on or visiting Adaptive Sports Connection premises.

The smoke-free workplace policy applies to:

- All areas of Adaptive Sports Connection buildings;
- All Adaptive Sports Connection-sponsored off-site events, conferences, and meetings;
- All vehicles owned by Adaptive Sports Connection

Employees and volunteers who violate the smoking policy will be subject to disciplinary action up to and including immediate termination.

### **Liability Release**

Volunteers must sign and submit a release of liability form to Adaptive Sports Connection prior to participating in an activity. Release of liability forms are current for 365 days from the date signed and should be completed annually.

### **Marketing and Fundraising Commitments**

Adaptive Sports Connection is a 501(c) 3 not-for-profit organization and, accordingly, the vast majority of the organization's revenues come from the generosity of donors. Donations and giving are the only reason that Adaptive Sports Connection has never turned away an athlete who does not have the ability to pay lesson fees, and has been able to keep lessons affordable for all.

Adaptive Sports Connection volunteers represent the largest and most passionate segment of the organization, and their individual networks include thousands of potential donors. From time to time, volunteers will be asked to participate in the organization's efforts to spread its message and expand its mission by touching more lives. While Adaptive Sports Connection sincerely appreciates the time its volunteers devote to volunteering, as well as their busy lives, the organization respectfully asks that volunteers participate in fundraising and marketing efforts to the extent reasonable.

### **Non-Disclosure of Confidential Information**

Our volunteers, donors, athletes, families, business associates and other parties entrust Adaptive Sports Connection with important information. It is the policy of Adaptive Sports Connection that all information considered confidential will not be disclosed to external parties or to employees and volunteers without a clear “need to know.”

If an individual questions whether certain information is considered confidential, he or she should first check with any staff member. Generally, any information that an employee or volunteer learns about Adaptive Sports Connection, or its donors, athletes, and families, as a result of working for Adaptive Sports Connection that is not otherwise publicly available, constitutes confidential information.

The protection of privileged and confidential information, including information regarding athletes and their disabilities, is vital to the interests and success of Adaptive Sports Connection. The disclosure, distribution, electronic transmission, or copying of Adaptive Sports Connections’ confidential information is prohibited.

Discussions involving sensitive information should always be held in private settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

### **Professional Conduct**

Adaptive Sports Connection expects its employees and volunteers to adhere to a standard of professional conduct and integrity. This ensures that the program environment is safe, comfortable, and productive. Individuals should be respectful, courteous, and mindful of others’ feelings and needs. Individuals who act in an unprofessional manner will be subject to disciplinary action.

### **Reimbursement**

Volunteers should make every effort to have staff purchase necessary equipment and supplies. In the event that something can not be provided by staff, a volunteer may purchase equipment or supplies only with the approval of a staff member. To be reimbursed, a volunteer who received preauthorization must provide a receipt that matches the reimbursement amount requested and ASC staff will mail a check to the volunteer.

### **Soliciting**

Employees and volunteers are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, and/or the collection of money or for any other unauthorized purpose or unaffiliated organizations anywhere on Adaptive Sports Connection property, especially solicitations of a partisan or political nature. Persons who are not employed by Adaptive Sports Connection may not solicit or distribute literature on Adaptive Sports Connection premises at any time, for any reason. The sole exceptions to this policy are charitable and community activities supported by Adaptive Sports Connection and programs related to Adaptive Sports Connection.

### **Volunteer Management at Program Activities**

Any person that receives training and assists in an Adaptive Sports Connection activity is considered an Adaptive Sports Connection volunteer. All volunteers should be provided minimum training to successfully support the activity and needs of the Adaptive Sports Connection staff. Volunteers are not able to perform any task that would be outside the scope of the duties of Adaptive Sports Connection staff. Adaptive Sports Connection staff reserve the right to remove any volunteer that is insubordinate, disruptive, unreliable, or unfit for any other reason to volunteer for the activity.

If volunteers are being provided by a partner or other organization at the activity, it is the responsibility of that organization to follow Adaptive Sports Connection volunteer guidelines. Roles and responsibilities of both supervising organizations should be clearly defined either in writing or verbally prior to the start of activities.

## **FACILITY AND EQUIPMENT POLICIES**

### **Cleanliness of Facilities and Care of Equipment**

Aside from its people, Adaptive Sports Connections' most prized assets are its facilities and equipment. Accordingly, great care and proper maintenance of these assets are paramount. Adaptive Sports Connection staff and volunteers are responsible for the proper upkeep and professional appearance of all Adaptive Sports Connection property, including facilities, equipment, and vehicles. Employees and volunteers should remain mindful that virtually all areas of the ASC Adventure Center are accessible to athletes, families, and other supporters of the organization. Please report any areas requiring special attention to the Adaptive Sports Connection Staff. Equipment in disrepair must be labeled and taken out of service as required by equipment policies.

### **Equipment Inventory and Management**

All volunteers must participate in protecting the organization's ability to fully utilize the equipment. Adaptive Sports Connection uses an inventory system, which will allow the organization to assess equipment used throughout the season and to track maintenance needs and other factors. Every piece of equipment is uniquely labeled; volunteers complete a maintenance/repair tag for any adaptive equipment needing attention prior to further use. A log is kept to track the repairs and bring the equipment back into circulation for use in lessons.

Safety first....PLEASE treat all equipment as if it was your own... Safe operation and continued availability depend on it. Be cognoscente of loading, storing, and stacking equipment, especially during transport. Use sufficient padding and protection when warranted, and for sure do a safety check after transport even if it was inspected prior to loading.

### **Workplace Access and Security**

In order to provide as much protection as possible for the security of individuals and Adaptive Sports Connection property, certain items such as security codes and keys will be issued only to those whose responsibilities require them.

The Director of Sports and Volunteers will make the designation of restricted items. Examples of such items include security codes, building keys, office or room keys, files, desk, and cabinet keys, access to organizational vehicles, and telephones. The following policies pertain to restricted items and facility access:

- Duplication of any restricted item is prohibited except by authorized ASC staff;
- An employee or volunteer who lends or gives a restricted item to an unauthorized individual will be subject to discipline up to and including termination;
- Loss of any restricted item should be reported to the VP of Operations as soon as the loss is discovered;
- After-hours entry to facilities is restricted, except on an official “as-needed” basis.
- It is the responsibility of the last employee or volunteer exiting the building to confirm that all exits are locked.

## RISK MANAGEMENT

### Safety Policy

The key to the Adaptive Sports Connection’s risk management plan is to recognize the potential and associated risks for any activity. It is the duty of all parties involved to take responsibility for the implementation of safer practices. There are numerous practices that can be undertaken in order to recognize, prevent, and mitigate risks as they arise. These activities include

- **Training.** The more training, the quicker the body and mind react to changing conditions.
- **Review.** Immediately review near misses and incidents for their educational purpose; and, periodically review policies and procedures for their effectiveness.
- **Awareness.** Frequent conversations about risk management are recommended to heighten one’s awareness.
- **Openness.** Be open to conversations and feel free enough to discuss any issues that may arise.

***Everybody’s safety is everybody’s responsibility.*** Practices should take into consideration personal safety, co-workers’ and fellow volunteers’ safety, athletes’ safety, and the general public’s safety. If practices are observed that are perceived as unsafe, it is every individual’s responsibility to mitigate the risk or bring the unsafe practice to the attention of any staff member.

It is the responsibility of each employee and volunteer to conduct all tasks in a safe and efficient manner, complying with all local, state, and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a particular piece of equipment. Volunteers should use all safety and protective equipment provided to them, and maintain program areas in a safe and orderly manner, free from hazardous conditions. Volunteers who observe an unsafe practice or condition should report it to a staff member immediately.

In the event of an accident, volunteers must notify a staff member immediately. Employees and volunteers should immediately report every injury, regardless of how minor.

Individuals should recognize potential fire hazards and be aware of fire escape routes; persons should refrain from blocking fire exits, tampering with fire extinguishers or otherwise creating fire hazards. Employees and volunteers must be alert and aware of any potential dangers to themselves or others. Employees and volunteers should take every precaution to ensure that surroundings are safe and secure; guard personal belongings and organizational property, and should report any suspicious activity immediately.

In the event of an emergency, an individual should dial 911 immediately. In the event of a fire alarm or other emergency alert, individuals should proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only management (or event leader in the event that staff is not present) may authorize others to re-enter.

### **Incident Procedure**

Any incident related to Adaptive Sports Connection must be reported to the Event Lead Volunteer and a Program Manager in a quick, accurate, and responsible manner. Please adhere to the following guidelines if you witness or experience an incident while volunteering for Adaptive Sports Connection.

### **Reporting Policy**

- **Get Help**

Send one or more competent persons (preferably an adult) to get help (ski patrol if at the ski hill). Have them note the exact location of the injured person so that they know where to send help.

- **Protect the Accident Site**

Ensure the accident site is secure from any environmental or human factors. If possible, clearly mark the site to direct where help is needed.

- **Protect the Injured Person**

Do not move the injured person except when it is necessary to protect them. In a life-threatening situation, apply immediate first aid to the best of your capability. Stop severe bleeding by direct pressure. If you are trained in CPR, begin artificial respiration if the injured person is not breathing. Treat for shock by keeping the injured person warm, comfortable, and lying down until help arrives. Avoid any contact with body fluids (such as saliva and blood) without protection. Never administer food, drink, or medications. Stay calm. Talk to the injured person; tell them what is happening. Obtain witnesses' names, addresses, and phone numbers.



- **Do Not Discuss the Incident**

Do not discuss the incident with anyone other than your Adaptive Sports Connection staff members, volunteers involved in the incident, and emergency medical personnel. Do not give an opinion, place blame, or admit guilt – just state the facts. Legal liability for an incident is never determined on the scene. If it becomes an issue, all relevant facts and circumstances are investigated and analyzed. Statements such as “I shouldn’t have ...” or “I’m sorry ...” are usually interpreted as an admission of legal liability that obscures other relevant facts.

- **Fill Out an Incident Report Form**

Fill out an Incident Report Form with your Lead Volunteer or an Adaptive Sports Connection staff member. Please review the blank Incident Report Form at the end of this section. No matter how small the incident may be, it’s important for your Lead Volunteer and the staff to know about it. When filling out an Incident Report Form:

- Use legible writing.
- Use complete sentences.
- Be objective.
- Get the names and witness statements of all those who saw the incident.
- Complete the form as soon as possible after the incident, within 24 hours.
- Do not leave any blank lines. Do not abbreviate. Instead of “N/A”, write “does not apply”.
- **REMEMBER**, the Incident Report Form may be the only thing you have to refer to five years after the incident. Make it accurate, succinct, and complete.

- **Follow-Up**

An Adaptive Sports Connection staff member will follow up with the person once they’ve been treated. Follow up with your Lead Volunteer and/or the Adaptive Sports Connection staff member to check on the status of your athlete after their injury.

- Other incident examples

Other incidents may occur from time to time that do not require other interventions but can pose a risk to Adaptive Sports Connection and its mission. These risks include but are not limited to

- Inappropriate sexual conduct, actions, epithets, or gestures toward anyone.
- Physical outbursts that can include physical contact with coaches or someone else; or, breaking objects.
- Verbal outbursts that can include profanity.
- Equipment malfunction.



- Inadvertent collisions between two parties that cause injury or damage equipment.
- Witnessing an athlete under the influence of an intoxicating substance.
- Undue recklessness and/or willful disregard for instructions.
- Any other incident that may cause a PR, financial, or programmatic risk to Adaptive Sports Connection.

If a volunteer witnesses or is part of any incident, please inform a staff member. Volunteers will be instructed to fill out an Incident Report form in most cases

### **Near Misses**

A near miss is a witnessed and reportable action that has the potential for negative consequences, but no actual consequence is realized. A near miss is not considered a “tattle” report, but rather, can be used as an effective tool for the development of training and actions to prevent further incidents. Volunteers involved in a near miss are encouraged to complete a “Near Miss” form. Some near misses include:

- A miss-load or unload on the chairlift.
- A near collision that could have resulted in injury to people or damage to equipment
- A provision of the skier responsibility code is broken, but no actionable consequence occurs.
- Minor equipment malfunctions.
- Minor behavioral disturbances.
- Equipment that is in need of repair gets used for programming

**PLEASE REMEMBER:** When in doubt, seek advice from your Program Manager or Event Lead Volunteer. If you have any questions concerning any of the above policies, please contact the Adaptive Sports Connection office.



**ADAPTIVE SPORTS CONNECTION**

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