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Coastal Wave Volleyball Club - Volunteer Code of Conduct

Respectful service, safe participation and responsible representation

Volunteers make an important contribution to Coastal Wave Volleyball Club and help create a positive experience for athletes and families. Volunteers are representatives of the club and are trusted to carry out assigned responsibilities with care, respect and integrity. This Code applies to volunteers in roles such as team support, event assistance, fundraising, administration, travel support and other non-coaching activities.

As a Coastal Wave volunteer, I will:

- Act in the best interests of the athletes and the club, and model respect, fairness, inclusion, honesty, reliability and good sportsmanship.
- Treat athletes, parents and guardians, coaches, fellow volunteers, officials, opponents, spectators and facility staff with dignity and courtesy, without discrimination based on personal characteristics or circumstances.
- Contribute to a safe, welcoming and inclusive environment. I will not bully, harass, threaten, intimidate, discriminate against, humiliate or abuse anyone, in person or through written, digital or social media communication.
- Use respectful language and behaviour. I will not use profanity, slurs, insults, threats, humiliating jokes, offensive gestures or physical aggression.
- Carry out only the duties assigned to me and follow reasonable directions from the designated coach, team manager, event lead or club representative. I will not present myself as having authority to make coaching, athlete selection, discipline, financial or governance decisions unless that authority has been expressly delegated.
- Avoid interfering with coaching decisions or attempting to coach athletes unless I have been specifically authorized and appropriately qualified to do so.
- Maintain appropriate boundaries with athletes, particularly minors. I will follow club requirements for supervision, screening, transportation, travel, overnight events and electronic communication, and will avoid inappropriate one-to-one situations.
- Respect athlete privacy and confidentiality. I will not share personal, medical, family, contact or other sensitive information except with people who need it for a legitimate club, safety or care-related purpose.
- Not photograph, record, post or share images or information about athletes except as authorized by the club and in accordance with applicable consent, privacy and communication policies.
- Not use or be under the influence of alcohol or impairing substances while carrying out volunteer duties or supervising athletes. I will not provide alcohol, cannabis, illicit drugs, vaping products or other prohibited substances to athletes.

- Respect officials, opponents, spectators, event organizers and facility staff, and model positive conduct at practices, games, tournaments, fundraising activities, travel and other club events.
- Use club property, equipment, funds, facilities, records and information responsibly and only for authorized club purposes. I will report loss, damage, safety hazards or suspected misuse promptly.
- Disclose any real, potential or perceived conflict of interest to the appropriate club supervisor or Board contact as soon as it becomes known. I will follow directions for managing the conflict and will not use my volunteer position for personal gain or preferential treatment.
- Communicate concerns respectfully and through the club's established communication and complaint procedures. I will not discuss confidential concerns with athletes, other families or people who do not need to be involved.
- Follow Coastal Wave Volleyball Club policies and the applicable rules and requirements of Volleyball BC and Volleyball Canada.

Safety and reporting responsibilities

- If I become aware of an injury, possible concussion, safety concern, suspected abuse, harassment, discrimination, misconduct or other risk to an athlete, I will promptly notify the appropriate coach, team lead or club contact.
- I will not attempt to investigate serious allegations or promise secrecy. I will share relevant information with the appropriate person so the concern can be handled under club procedures and any applicable reporting obligations.
- I will cooperate honestly and respectfully with any club review or investigation and will not retaliate against anyone who raises a concern or participates in a process.

Accountability

- A breach of this Code may result in a conversation, warning, additional direction or training, restriction or removal from assigned duties or club activities, suspension or termination of the volunteer role, or referral to an appropriate external authority where warranted.
- The club may take interim steps to protect participants while a concern is assessed. Any response will be determined under applicable club policies and the circumstances.

Acknowledgement and Agreement

By signing, I confirm that I have read, understood and agree to follow this Volunteer Code of Conduct. I understand that compliance is a condition of volunteering with Coastal Wave Volleyball Club and that I must work within the responsibilities assigned to me.

Volunteer name (print):

Role / Team / Program:

Signature:

Date: