



Manual of Operations

Title: Volunteers and Volunteer Recognition	Number: MO-04-01
Source: LMC	
Approved By: WGHA Board	Date Approved: June 2014 Date Last Reviewed: June 2016, March 2024

Volunteering offers opportunities for WGHA members to share skills, learn new skills, have fun, get to know the hockey community, help others, gain leadership skills, be part of a team, meet school credit requirements, make a difference!

WGHA relies significantly on volunteers for various roles, activities and events including: Coaching Staff, Team Staff, Committees, Tournaments, Special Events and the Board of Directors. Application/appointment process, roles and responsibilities for these various volunteer positions can be found throughout the Manual of Operations.

In all cases, volunteers must meet the minimum age differential between volunteer and players as set by OWHA.

HIGH SCHOOL VOLUNTEERS

All teams are permitted to use high school volunteers as practice assistants or coaches provided they notify the appropriate Director and they receive approval from the Director once all insurance issues have been verified.

High school volunteers who are coaches must be at least 16 years of age and must be certified as a Level Coach and must present their card to the appropriate Director prior to commencing their work with the team.

All high school volunteers must also comply with all on-ice conditions of the WGHA including wearing a helmet and having the appropriate skates and gloves for their on-ice role.

All forms verifying the participation of high school volunteers must be sent by the coach to the appropriate Director for signature on behalf of WGHA.



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ON-ICE VOLUNTEERS

Coaches are allowed to engage additional on-ice volunteers to assist with practices. On-Ice volunteers must be included in the Coaching Staff appointment process including approval by LMC and the Board.

All on-ice volunteers must be registered and insured through OWHA. Volunteers not registered for the current year do not carry the proper insurance to be on the ice with OWHA registered players and could make void insurance coverages in the case of an injury to a player.

All on-ice volunteers must comply with all on-ice conditions of the WGHA including wearing a helmet and having the appropriate skates and gloves for their on-ice role.

VOLUNTEER RECOGNITION

Everyone has a role in ensuring that our volunteers are recognized for their time and contributions. Volunteer recognition is most meaningful when:

- It is informal, and is frequent or timely
- It is personalized and recognizes uniqueness of the person, of the occasion or of the effort made
- It is expressed by the people served by the volunteer: for example, from players on the teams or their parents
- It is enjoyed with others who shared in the same experience or with others who have participated in similar volunteer work
- Any items or mementos provided are unique or appropriate to the occasion or to the volunteer
- Letter or certificates to recognize service are hand-signed or personalized



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- Outstanding or long-term service is publicly recognized: for example, the City of Waterloo Volunteer Recognition program
- Recognition tokens are modest, yet visible, and can be shared: for example, a card, pin or plaque that can be shown to family and others
- Thanks, are simply and sincerely expressed. Just taking the time to notice and to comment on volunteer contributions can go a long way!