



NWABA Volunteer Handbook

EVERYONE DESERVES AN OPPORTUNITY

Northwest Association for Blind Athletes' (NWABA) mission is to provide life-changing opportunities through sports and physical activity for children, youth, and adults across Washington, Oregon, Idaho, Montana, and beyond. We believe that every individual with a visual impairment deserves the opportunity to participate, build friendships, compete, be part of a caring, supportive community, and achieve their goals in all areas of life. Our programs are the catalyst that make this a reality for all the individuals that we serve and are the driving force for everything that we do. Through these life-changing experiences, NWABA athletes gain self-confidence, independence, vocational skills, and lifelong relationships. Our athletes leave behind sedentary, isolated lives fulfilling our vision of transforming the quality of life for all individuals who are blind and visually impaired through participation in sports and physical activity.

OUR TEAM

Northwest Association for Blind Athletes (NWABA) was formed in 2007 by our Founder, President/CEO, Billy Henry. The organization served six athletes in its first year and we now serve over 550 athletes across the globe, providing 3500 programs and service interactions. Currently, our programs and services team are comprised of experts in the field of adapted physical education, recreation, and sport. Together we work to provide the best possible experiences at NWABA events, in schools, and in the community. With our extensive knowledge in the field and connections throughout the world, we can stay up to date on the most innovative research in the field of physical education and physical activity for individuals who are blind and visually impaired.

CONTACT INFORMATION

Vancouver Office –

Physical: 703 Broadway Street, Suite 600, Vancouver, WA 98660

Mailing: PO Box 61489, Vancouver, WA 98666

360.448.7254. voice/text 800.880.9837. toll free/fax

Boise Office –

Physical & Mailing: 1444 S. Entertainment Ave., Suite 201, Boise, ID 83709

208.314.7035. voice 360.448.7254. text 800.880.9837 toll free/fax

Email: programsteam@NWABA.org

Website: www.NWABA.org



MISSION

To provide life-changing opportunities through sports and physical activity to individuals who are blind and visually impaired.

VISION

To be the national leader in transforming the quality of life for all individuals who are blind and visually impaired through sports and physical activity.

CORE VALUES

Grow Boldly. We are committed to cultivating opportunities for individual and organizational growth.

Be Transparent. We operate with full transparency, bringing honesty and integrity to everything we do.

Be Inclusive. We welcome, serve, and support all people with dignity and respect.

Strive for Excellence. We bring steadfast determination in pursuit of our mission and our goals.

Empower People. We champion potential and empower people to turn their ambitions into reality.

MAKE A DIFFERENCE

NWABA is an athlete-centered, volunteer-driven organization. Thanks to the unyielding generosity of hundreds of volunteers annually, NWABA can continue growing our programs to reach individuals across the Northwest, and beyond, regardless of age, background, or ability. Each volunteer brings us a bit further in our mission.

“NWABA gives us the opportunity to do activities that we could only dream of doing or somehow find a way to do them with a great deal of research and effort. NWABA is a gift for those of us who are blind or visually impaired; to give us some freedom back to participate in some of our favorite activities or others perhaps that we have never tried. Many of these activities seem so simple or routine to most people but to us they are huge.” – Ken, Athlete – Eugene, OR

As a volunteer, you could be hiking a new trail, captaining a tandem bike, or paddling across your favorite lake. Best of all, you will connect with a community of wonderful individuals.



FOUR CORE PROGRAMS

Our **Sports Outreach** program provides 15+ different physical activity and sport opportunities through on-going programs, clinics, and Paralympic Experiences to ensure that individuals of all ages and abilities who are blind and visually impaired have access to participate.

Our **Virtual Programs** provide a variety of 60-minute live and pre-recorded, audio-described and high-contrast virtual workouts to keep you healthy and active at home. Our virtual programs are open to individuals of all ages and fitness levels, expanding across the globe.

Our **Camp Spark** program is a comprehensive residential sports camp for youth and young adults, ages 8 to 21, who are blind and visually impaired. Camp sessions last three or six days and generally take place at rented facilities at universities, or retreat centers during the winter and summer months.

Our **Sports Adaptations** provides equipment lending, a comprehensive instructional video library and consultations for athletes, educators, school districts and families.

Additional Services, NWABA also supports the community by increasing visibility and awareness throughout the region, as well as providing scholarships and grants to local sports teams and individuals who are blind and visually impaired.

NWABA SPORTS & SEASONS

Throughout the year we provide a variety of sport and physical activities to our athletes, in addition to different types of program events. Our events typically are a 3-to-4-hour time commitment, depending on location and equipment. Most of our events are held on weekends, with occasional weekday evening programming.

We have several types of events for volunteers to support our athletes and mission.

- **On-Going Events:** these events are consistent bi-weekly/monthly programming to support growth in skill and independence, volunteers can register for multiple events throughout the year
- **Clinics:** these events are designed for specific 1:1 instruction from volunteer to athlete, supporting individualized instruction, volunteers are preferred to have a deeper knowledge in the specific sport to be able to instruct 1:1
- **Series:** this is a series of events for a determined sport or activity that culminate with a capstone event, volunteers can support for the entire series or a few events in the series, full participation in all series events and capstone is preferred
- **One-Time or Experiences:** these events are provided as a one time or annual experiences that are not in our regularly scheduled on-going programs, volunteers can register at any time throughout the year



- **Camp Spark Volunteer or Staff:** if you are looking to volunteer in a camp setting we have several weekend sessions throughout the year, if you are looking for a paid experience, we also have paid summer camp staff needs
- **Office Volunteer:** volunteers looking to support NWABA in administrative tasks such as procuring fundraiser items, addressing envelopes, or reviewing media, these would be in-office volunteer hours
- **Special Event Volunteer:** special event volunteers support our large galas, luncheons and more in a variety of roles

Our seasons help support our on-going events, fostering growth and independence for our athletes.

Spring Season, March through May

- Tandem biking, hiking

Summer Season, June through August

- Kayaking, paddle boarding, hiking, tandem biking

Fall Season, September through November

- Tandem biking, hiking, goalball, swimming

Winter Season, December through February

- Skiing, snowboarding, snowshoeing, swimming, goalball,

Other sports and activities: blind soccer, beep baseball, beep kickball, broom ball, yoga, track & field, judo, aqua aerobics, rock climbing, cooperative games, bocce, and more!

Inclusion, Diversity, Equity, and Access (IDEA) Commitment & Education

Northwest Association for Blind Athletes welcomes, serves, and supports all people with dignity and respect. To fulfill our mission of providing life-changing opportunities through sports and physical activity to individuals who are blind or visually impaired, it is imperative that NWABA's athletes, volunteers, leadership, and employees reflect the rich landscape of our populations. We work tirelessly to ensure that our athletes have equitable access to sports, physical activity, and essential programs. By respecting and including everyone, we will benefit from a mix of ideas, perspectives, and life experiences in all areas of our work to help us achieve our goals and to fulfill our mission.

IDEA highlights efforts toward underserved communities by addressing structural inequities.

- Inclusion: All feel welcomed and valued
- Diversity: All the ways we differ
- Equity: All having the opportunity to fully participate



- Access: Of any and all abilities

Land Acknowledgment

NWABA recognizes the original stewards of the lands to which we provide our programs & services. At our programs we acknowledge, respect, and support the Native Peoples.

“We gratefully acknowledge the Native Peoples on whose ancestral homelands we gather, as well as the diverse and vibrant Native communities who make their home today.” – National Museum of the American Indian

Names & Pronouns

We respect all individuals by affirming their chosen name and pronouns. We have a diverse group of people representing many cultures around the world. NWABA creates opportunities for athletes, volunteers, and team members to share pronouns and their chosen names. We ask everyone to learn the pronunciation of names and pronouns when shared. In addition to being inclusive, this also provides accessible information to our athletes. If someone makes a mistake, we apologize and move on. We help others by gently correcting them if they misgender someone or say a name incorrectly. We ask that everyone is respectful and honor everyone by being mindful of the role they play when volunteering.

Guide Dogs & Etiquette *(References – Guide Dogs for the Blind)*

A guide dog is a service animal. A service animal is trained to perform specific tasks that assist a person with a disability. People who have a service animal have the same access to places where the public is allowed, including taxis, ride share vehicles, and all modes of public transportation, as well as restaurants, theaters, stores, schools, hotels, office buildings, and more. Guide dogs should not be confused with emotional support animals, which are governed by different laws. Guide dogs are working dogs that provide equitable access for people who are blind. Therefore, we ask that all of our volunteers respect handlers and their guide dogs by not interfering with their work. Below is an outline of etiquette to follow when in the presence of a working team (guide dog & handler).

Note: When a guide dog is in harness and is not with their handler but is tied down to a tree or in a resting area, the guide dog is still working, therefore these rules apply unless the handler speaks directly to you otherwise.

- Please do not pet or talk to a guide dog. The dog should never be distracted from its job of guiding a person. Do not correct a guide dogs' behavior to the dog or to the handler.
 - It is ok, however, to ask someone to meet their guide dog. Many people enjoy introducing their dogs if the time is right. We ask that



these interactions are limited, and to be mindful of when the dog is in harness, which means the team is working.

- Do not offer a guide dog food, water, or other distracting treats.
- Please don't touch or steer a guide dog's harness.
- Keep your pet dog leashed and at a respectful distance.
- Refrain from calling out directions to a person with a guide dog or intentionally obstructing their path. The person and dog have been trained to navigate the environment safely and independently, including street crossings. Similarly, please don't honk your car horn to signal when it is safe to cross a street. Even with the best of intentions, such actions can be distracting, confusing, and dangerous.
- Please don't offer toys to a guide dog without asking the person's permission. Guide dogs enjoy ample play time when they are not working, but for their health and safety, they are only allowed to play with specific toys.

Ableism (*References – Access Living*)

What is Ableism, and why does NWABA want me to know about it?

Ableism is discrimination of and social prejudice against people with disabilities based on the belief that typical abilities are superior. At its heart, ableism is rooted in the assumption that disabled people require 'fixing' and defines people by their disability. Like racism and sexism, ableism classifies entire groups of people as 'less than,' and includes harmful stereotypes, misconceptions, and generalizations of people with disabilities. It stems from the belief that disabled people need 'fixing'. That they are less than. It is treating disabled people less favorably than non-disabled people. It can appear in many forms.

Positive Ableism: When the person thinks that the disabled individual needs saving or rescuing. This is harmful.

Negative ableism: When a person or entity is hostile, denying disabled people opportunities that would otherwise be open to them.

- **Microaggressions:** hurtful comments, words, and actions
- **Lack of Accessibility:** not considering the access needs of disabled people, therefore disabling the disabled
- **Privilege:** failure to see beyond your own lived experience, assuming non-visible disabilities are made up
- **Language:** using outdated and offensive language, using language that infantilizes or is condescending "you are a superhero"
- **Attitudes:** believing all disabled people need to be fixed, that they are less than, or believing that by volunteering I am their hero or savior



- **Internalized ableism:** when a disabled person believes that they are less than others or that they are not good enough, a result of stereotypes, misconceptions, and discrimination

It is important that our volunteers understand what ableism looks like and how these micro-aggressions can greatly impact our athletes and staff at events.

What does ableism look like?

- Asking someone what is “wrong” with them.
 - Volunteers should never ask participants what is wrong with them or how they became blind. This information is not necessary and harmful. Volunteers can ask if athletes would prefer any guiding techniques to support them when applicable. This may result in a conversation about visual acuity and what works best for that individual. An appropriate way to support or ask would be, “While hiking today, do you have a preference of how I guide you, are there any obstacles or terrain you would like me to pay specific attention to, do you have a preference if I stand on your right or left while guiding?”
 - Making a joke, “the blind leading the blind”
 - Saying “You do not look disabled”
 - This is harmful and especially damaging when said as though it’s a compliment. It can make individuals feel like they must ‘prove’ their disability.
 - Assuming a physical disability is a product of laziness or lack of exercise or simply not trying hard enough
 - Saying “You’re Inspiring, a superhero” we ask volunteers to be mindful of the words they use at all events, even when the intention is positive

Disability does not mean people are inferior. Disability is another way for a mind and/or body to be. We ask all our volunteers to take some time to reflect on their current language, experiences and beliefs when working with people with disabilities to ensure we are providing the most inclusive, and empowering experiences possible. We expect our volunteers to learn and grow with NWABA, engaging with our core values to provide the best experience possible for everyone at our events. If we observe language or mannerisms that are not in line with our core values, we will address the situation immediately. As always, we welcome any questions to support everyone in their growth and experiences with NWABA. We have provided several different resources below to support greater understanding of the topics discussed.

Additional Resources & References

- [What is IDEA](#) – (7-minute read)
- [Definitions of IDEA](#) – (5-minute read)



- [Honoring Original Indigenous Inhabitants](#) - (5-minute read)
- [A Guide to Indigenous Land Acknowledgment](#) - (5-minute read)
- [Gender Fluidity: What does it mean?](#) – (3-minute read)
- [What are pronouns?](#) - (3-minute read)
- [Access Living on what on Ableism 101](#) – (3-minute read)
- [Haben Girma Time 100 Talks](#) (5-minute video)
- [Blindness & Guide Dog Etiquette](#) (2-minute read)
- [The Role of Guide Dogs](#) (5-minute read)
- [Disabling Ableism: The Modern Pathway to Inclusion](#) –TedTalk (46-minute video)
- [Things People with Disabilities Wish You Knew](#) – BuzzFeed Video (7-minute video)
- [Podcast The Pain of Ableism and Disability Prejudice](#) – Author of Ableism: The Causes and Consequences of Disability Prejudice discuss how disability does not equal inability. (17-minute video)
- [Disabled NOT Differently Abled](#) - Youtuber Molly Burke & Two Hot Takes discuss stories from people with disabilities and her take on what is acceptable and what is not as a blind woman. (1.5-hour video)

Volunteer Policies & Procedures

Please read through NWABA's policies and procedures. These policies and procedures listed below are in an overview format. To review our [volunteer policies](#) in their entirety please go to this [link](#). If you have any questions or would like to request a copy of these policies, please reach out to our team.

Requirements:

- Must be 18 years old or older to volunteer
 - *16-17 years of age may be considered with additional requirements*
- Complete volunteer application
- Submit two references
- Complete volunteer orientation
- Complete volunteer orientation quiz
- Read, Sign & Return Volunteer Handbook to NWABA
- Complete and pass a background check through NWABA
 - *If a volunteer does not have an SSN or is under 18 NWABA has alternative requirements to meet our safety & protection standards*
- When required, prerequisite training for specific program events

Volunteer Selection Policy:

Volunteers are selected based on merit and qualifications without regard to a person's race, color, religion, creed, gender, national origin, age, marital or veteran/military status, sexual orientation including gender identity, the presence of any sensory, mental, or physical disability, use of a trained guide dog or service animal by a person with a disability or any other protected class. NWABA makes every effort to match volunteer applicants to volunteer opportunities according to the needs of the



organization and the interests and availability of the volunteer. In determining volunteer needs, NWABA considers the need to maintain the health and safety of athletes, as well as fellow volunteers.

Non-Discrimination and Anti-Harassment Policy:

Northwest Association for Blind Athletes is committed to fostering and maintaining an environment that is free of discrimination and unlawful harassment. In keeping with this commitment, we will not tolerate unlawful harassment of our volunteers by anyone, including any volunteer, athlete, NWABA team member, vendor, customer, or other third party. Any volunteer who believes that they are being harassed or has witnessed what they believe to be harassment is encouraged to identify the offensive behavior to the person who is harassing. For example, "Please don't use that kind of language around me." Having such a discussion is an acceptable approach, but it is not required. Any volunteer who believes they are the victim of harassment or has witnessed such harassment must take the following actions as applicable to your situation:

- Immediately notify the NWABA team member in charge at the event so the situation can be promptly investigated and remedied.
- Provide as much specific information as possible related to your report of harassment.
- In instances where you are not satisfied with the team member's response or you are uncomfortable for any reason addressing such concerns to said, you can follow our grievance policy.

It is NWABA's policy to investigate all harassment complaints thoroughly and promptly. To the fullest practical extent, the confidentiality of those involved will be maintained. It is the responsibility of all athletes, volunteers, and team members to be truthful, accurate, and cooperative during a harassment complaint investigation.

Volunteer Code Word:

If you are at an event and are feeling unsafe or need to remove yourself from a person or situation, please ask for a team member immediately. You can ask the team member to talk in private, and we will work towards a solution that makes you feel comfortable and safe. If you want to be discreet but not go into further details you can use the volunteer code word, which is **HOTWHEELS**. You can tell the staff that you are headed to purchase **HOTWHEELS** after the event for a birthday and could they assist you in what ones might be best.

Health History & Medical Cards:

In the application process you provided health history information. It is important for our team to be as prepared as possible while at programs and services. Please ensure this information is accurate and true. Each volunteer has a medical card on file that is brought to events with important information our staff or potential medical personnel in case of an emergency. Keeping this information up to date supports NWABA in our



safety procedures. If you have any changes to your health history email our team to keep us informed or update your profile information in RegPack.

Emergency Contacts:

NWABA asks every volunteer to provide two emergency contacts. At minimum one of these emergency contacts should be local to the area to support potential post-care in case of a medical emergency that requires transport to a local hospital or urgent care. In the event of a medical emergency where transfer to a medical facility occurs, NWABA will contact both emergency contacts to support the volunteer in this process. If you have any changes to your emergency contacts email our team to keep us informed or update your profile information in RegPack.

Present Level of Activity (PLA):

An accurate description of present level of activity is imperative to safety at events. We meet our athletes at every age, stage, and ability level. We have a wide range of athlete activity levels, ranging from Level 1 to Level 5 or Beginner, Intermediate, and Advanced. In the registration process we ask for Volunteer present level of activity so we can best support our athletes at their current level of fitness. We understand that present level of activity can grow and change as we experience life due to increased stamina and activity or decreased mobility caused by injury or circumstance. Different sports and physical activities also activate different stamina levels. Our team will work with you to determine your current PLA if you need assistance. This is crucial in our process, and we ask that you are transparent with our team.

Level 1: Sedentary – Less than 3,000 steps daily and/or activities include reading, tv watching, using computers or other sedentary activities during leisure or work time etc.

Level 2: Lightly Active – 3,000-10,000 steps daily and/or non-vigorous exercise 1 – 3 times per week,

Level 3: Moderately Active – 10,000-12,000 steps daily and/or exercise 3 – 5 times per week,

Level 4: Highly Active – 12,000-15,000 steps daily and/or exercise 5 – 7 times per week,

Level 5: Extremely Active – 15,000+ steps daily and/or intense exercise or hard physical labor 7 days a week,

Safety Policy:

NWABA believes that safety is a priority for all programs. Volunteers must follow instructions always given by NWABA team members. Such as staying within approved areas, reporting all accidents and injuries, no matter how minor, to a NWABA team member as soon as possible, and always following the buddy system. There is at least



one first-aid certified team member at every event to assist in emergency situations. If you find yourself in an emergency and unable to reach NWABA team member, you should call 911.

Medical Emergency & Non-Emergency Procedures:

NWABA team members are first aid/CPR & AED certified. Every volunteer must consent to medical treatment in case of an emergency to participate in a NWABA event. This consent was given on the volunteer registration form. In the event of a medical emergency, where the volunteer is unable to respond, NWABA will provide the best care possible until proper emergency care services arrive.

In non-emergency medical events where the volunteer is conscious, NWABA will work with the volunteer to determine the best steps to receive care when applicable. The importance of emergency contacts is critical in these situations. Emergency contacts should be people who can support care post-event if needed.

In a non-life-threatening emergency, such as a broken wrist, NWABA will support in contacting the emergency contact to help our volunteer's access necessary care. Every situation varies and providing transportation in a NWABA vehicle to a medical facility is not always available. In the event NWABA is able or assists a volunteer to a medical facility, a NWABA team member will ensure the volunteer is checked in and in good condition prior to departing. Other means of transporting home will be up to the volunteer and emergency contact to arrange.

In the unlikely event a minor (participant under 18 years of age) does not have a parent or guardian with them, a NWABA team member will remain with the minor until a parent or guardian is present.

Medication Administration Policy:

At no time is a volunteer allowed to administer any medications to another athlete or volunteer, including but not limited to substances controlled by the U.S. Food and Drug Administration (FDA) or substances a person might use to maintain and/or improve their health. If an athlete or volunteer requires medication, please notify an NWABA team member, who will work with the athlete or volunteer to determine the best solution. Volunteers are allowed to self-administer medication, including emergency medication, if it is noted in their health history.

Child & Participant Protection Policy:

NWABA understands that child abuse and the inappropriate contact of youth and individuals with disabilities is a pervasive problem that must be managed in a pro-active manner if we are to protect those in our care. All volunteers must watch our Child & Participant Protection Policy video which outlines our policies and procedures to mitigate and manage potential risk or abuse or incidents to occur. If an allegation or incident does occur, we will proactively work with the authorities and the parties involved to respond in a prompt and empathetic manner.



Interpersonal Relationship Disclosure Policy:

The presence of a conflict of interest created by a consensual or familial relationship should be disclosed to an NWABA team member in order to avoid a potential violation of this policy. NWABA does not seek to monitor such relationships, but merely to acknowledge their existence and to make sure that suitable propriety is maintained among all parties.

Conflict of Interest:

Volunteers will not engage in activities, either with the organization or with an athlete of the organization, which may be or may have the appearance of a conflict of interest. If a volunteer has a question about a potential conflict of interest, please reach out to a NWABA team member.

Examples of such activities include but are not limited to the following:

- Volunteers may not accept payment of any kind for services rendered during scheduled volunteer hours.
- Volunteers may not use privileged or personal information obtained through volunteer activities for personal gain.

Weapon Policy:

Volunteers are prohibited from possessing or using weapons at NWABA events. Weapons include, but are not limited to, guns, knives, or swords with blades over four inches in length, explosives, or any chemical whose purpose is to cause harm to another person. Regardless of whether a volunteer possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited at NWABA events. Weapons are also prohibited in any location in which a volunteer takes part in through NWABA including transportation in NWABA vehicles.

Drug & Alcohol Policy:

Volunteers are prohibited from participating on behalf of the organization while impaired by the use of legal or illegal drugs. Consuming and/or possessing alcoholic beverages or tobacco products while participating as a volunteer in an NWABA program event is prohibited.

Confidentiality Policy:

All current and past athletes, participants, volunteers, and team members have a right to privacy. All information acquired while engaging with athletes, participants and volunteers with NWABA must be considered confidential. By participating with NWABA, volunteers agree that this information should not be shared with anyone except for a NWABA team member when applicable. This means volunteers will not disclose or use such information for the benefit of others who have no need to know and/or to persons outside the organization without prior written authorization from the Vice President,



Programs & Services, or designee. If you are asked by someone outside of NWABA to divulge confidential organizational information, you must refer them to a NWABA team member immediately.

Background Checks:

All volunteers must complete a comprehensive background check prior to volunteering. A background check request will be sent to the volunteer after the volunteer orientation video is complete, volunteer handbook is submitted, and the quiz is submitted. A request to complete a background check will happen every two years from the date of the first background check with NWABA. Volunteers can request the results of their background check. While conviction of a felony may not disqualify an individual from volunteering, NWABA reserves the right to dismiss or disqualify a volunteer based on the person's criminal history. A complete background check policy on disqualification criteria can be received upon request.

Media/ External Communication Policy:

All media should go through NWABA's team members. While volunteers are always welcome to ask for photos from events at which they volunteered, we ask that they do not take personal photos at the event to respect the diverse needs of our participants and volunteers. Occasionally team members ask volunteers for support in taking photos at events, we ask that volunteers delete those photos from personal devices once they have been shared with NWABA.

If you are approached by someone in the media or any external agency, please direct them to a NWABA team member to ensure accurate information. We ask that no volunteers speak with the media unless a team member has approved it.

Attendance:

NWABA relies on the attendance of volunteers to provide the best programming possible for athletes. Volunteers are asked to report twenty to thirty minutes prior to an activity to ensure everyone is properly trained; the timeframe is determined prior to each event. We ask that volunteers arrive promptly and communicate if they are running late to an event so our team can plan accordingly. If you are unable to attend an event that you registered to volunteer, we ask you to contact us immediately so we can make appropriate plans. If a volunteer has a series of no contact, no show absences, NWABA reserves the right to dismiss the volunteer of further duties.

We advise anyone who is feeling ill to stay home and not attend NWABA programs or events. Please be mindful of this leading up to programs or events. To protect the health and safety of athletes, volunteers, and team members we ask you to think twice before attending if you have been ill or around someone who has been ill.



No Contact, No Show Policy:

NWABA has instituted a no contact, no show policy to ensure we are upholding everyone to a high standard of commitment. If a volunteer does not inform us of a cancellation and does not show up to the program or event, below are the steps we will take to ensure it does not happen again.

- **After 1st** No Contact, No Show: NWABA team member will send an email with a read receipt, informing of the first no call, no show offense. If we do not receive the read receipt within a week, we will call the volunteer to confirm they understand the policy.
- **After 2nd** No Contact, No Show: NWABA team member will call volunteer. If volunteer is not reached, leave a voicemail to follow up with one of our team members. NWABA will follow up within one week without contact.
- **After 3rd** No Contact, No Show: NWABA team member will email volunteer to let them know that they will not be allowed to attend 30 days of programs with NWABA from the date of their 3rd no call, no show.

We ask volunteers to call and email if an extenuating circumstance arises so we can ensure contact has been made, especially day of event. At any time, NWABA reserves the right to dismiss volunteers from NWABA programs & services if we believe the attendance and no contact; no show policy is not being respected.

Transportation Policy:

Volunteers who request transportation to and from NWABA events are required to follow through with the request on the day of the event. Athletes are not able to request rides from volunteers, or arrange with other parties at the event, effectively changing their request of transportation from NWABA mid-event. We instituted this policy to provide safety for our volunteers. Athletes can prearrange transportation with a volunteer if desired. Prearranged transportation must be communicated to NWABA so team members can properly account for the number of seats available in the vehicle. NWABA is not responsible for transportation arranged to and from events that are not coordinated by NWABA staff with authorized NWABA vehicles.

Dress Code:

Northwest Association for Blind Athletes (NWABA) strives to create an environment where everyone can fully engage in the activities while feeling comfortable. The dress code for volunteers is in line with the dress code for NWABA's team members. While volunteering with NWABA, please keep in mind that you are a representative of NWABA. As a representative, please dress and groom yourself in a professional manner. Attire should fulfill the necessity of comfort and safety for the pending weather conditions and activities.

- Athletic pants, shorts that are mid-thigh or longer
- Full length long or short sleeve t-shirts, polo shirts, athletic tank tops



- Appropriate weather apparel, snow pants, winter gloves, hats, sunglasses, raincoat etc.
- Swimsuit (a modest, athletic swimsuit or compression short/shirt)
- Sneakers or supportive athletic footwear with closed toes such as hiking boots, tennis shoes, or athletic shoes. Multi-functional sandals with closed or open toe and heel strap are appropriate for water sport events only.

Please note all required safety gear, such as helmets, are provided through NWABA if you do not have your own. Please do not wear clothing with offensive language, alcohol, or drug references. Clothing should support one's body in an athletic setting. NWABA team members reserve the right to dismiss anyone not following the dress code.

Grievance Policy:

Any volunteer who feels that a volunteer, athlete, or a team member has treated them unfairly may request a meeting with the appropriate team member to discuss their grievance. We ask that any grievances pertaining to a specific event, the NWABA team members who were present at the event be contacted first. If a volunteer feels the team members present at the event have treated them unfairly, they may contact the VP Programs & Services. If any communication is needed beyond our VP, please contact our CEO/Founder.

At-Will Policy:

NWABA volunteers may end their relationship with NWABA at any time. Additionally, NWABA reserves the right to end its relationship with any of its volunteers at any time.

Termination Policy:

Volunteers are vital to the culture and success of NWABA programs; however, the Northwest Association for Blind Athletes reserves the right to terminate their relationship with any volunteer, for any reason, at any time. When applicable, attempts will be made to reconcile the situation between the organization and volunteer(s) involved. Grounds for termination include but are not limited to violation of NWABA's core values, volunteer code of conduct, violation of volunteer policies, violation of state and federal laws, theft, inappropriate conduct, unresolvable conflicts of interest, and falsification of application materials.

NWABA Volunteer Code of Conduct:

Northwest Association for Blind Athletes (NWABA) is committed to our mission of providing life-changing opportunities through sports and physical activity to individuals who are blind and visually impaired. Volunteer participation and support is an integral and necessary component of reaching our mission. We value the time and energy volunteers dedicate to assisting with NWABA programming. *Note, an adult is 18 years of age or older.*



All NWABA volunteers agree to observe the following code of conduct:

Respect for Myself and Others:

- I will respect the rights, and dignity of athletes, participants, volunteers, NWABA's team members, and others.
- I will treat everyone equally regardless of gender identity, nationality, race or ethnicity, religion, or ability. Discriminatory behavior will not be tolerated.
- I will be a positive peer mentor towards all.

Ensure a Positive Experience:

- I will respect the talent, strengths, abilities, and goals of each person.
- I will ensure each person participates in sports and physical activity that challenge individual potential and are appropriate to their ability.
- I will be fair, considerate, and honest with people and communicate respectfully.

Act Professionally and Take Responsibility for My Actions:

- My language, manner, punctuality, preparation, and presentation will demonstrate high standards.
- I will display control, respect, dignity, and professionalism to all involved in the event (athletes, other volunteers, NWABA's team members, family members, friends, etc.).
- I will encourage athletes to demonstrate the same qualities as the above point states.
- I will not be under the influence or partake in drinking alcohol, smoking, or use legal and illegal recreational drugs while representing NWABA as a volunteer.
- I will refrain from any form of abuse towards athletes and others, including inappropriate or unwanted sexual advances on others, verbal, physical, and emotional abuse.
- I will be alert to any form of abuse from other sources directed toward athletes in my purview and report any such abuse to NWABA team members immediately.

Health and Safety:

- I will speak up if I notice the equipment, I am using needs maintenance for safe use.
- I will stay within the parameters set by team members and the group at the beginning of the event to the best of my ability.
- I will use designated safety equipment assigned by NWABA team member.
- I will inform a NWABA team member, as soon as possible, if I alter equipment for an athlete or another person during an event.
- I will ensure that the equipment, rules, training, and environment are appropriate for the age and ability of the athletes.
- I will review with a NWABA team member pertinent medical information regarding athletes, be aware of any limitations, medical or otherwise, and be sure to communicate clearly, when questions arise.
- I will encourage athletes to seek medical attention from a NWABA team member or professional when necessary.



- I will report any injury to a NWABA team member as soon as possible and assist in completing an honest incident report.

Interpersonal Relationships and Disclosure:

- I will disclose any conflict of interest created by an amorous or familial relationship to avoid a potential violation of this policy.
- I will not be alone with any athlete in any area or location where the athlete and I are not in 'line of sight' by and NWABA team member or other NWABA volunteers (in person or via cameras).
- I will refrain from any interactions outside of program activities with athletes under the age of eighteen years of age that are participants in NWABA programs.
- I will not provide transportation for an adult* athlete to or from an event unless it is pre-arranged 24 hours before the event and NWABA team members are made aware of the arrangement prior to the start of the event. Transportation of athletes under the age of eighteen by volunteers is prohibited.
- I will refrain from non-program related electronic communications with athletes under the age of eighteen. This includes but is not limited to phone calls, texts, emails, and social media.
- I will use good judgement with electronic communications between adult* athletes and myself. This includes but is not limited to phone calls, texts, emails, and social media.
- I understand that if I fail to disclose a conflict of interest or fail to disclose in a timely manner it will constitute a violation of this code of conduct.

Acknowledgment & Agreement

- I acknowledge NWABA events are inclusive environments, open to people of different ages, nationalities, religions, cultures, and backgrounds. Athletes, volunteers, and NWABA's team members have different knowledge, ability and experience than I do. I will engage in conversation that is age appropriate for the entire group.
- If I am unclear or uncomfortable with any given duty or information received by NWABA, I will communicate my concerns with a NWABA team member for further clarification, instructions and/or possible reassignment.
- Violations of the volunteer code of conduct and agreement will be subject to disciplinary action up to and including dismissal. Such disciplinary action shall be conducted in accordance with existing NWABA policies and procedures.

This handbook is intended to provide you with information about NWABA policies and procedures currently in force. No handbook can anticipate every circumstance or question about policy. As NWABA continues to grow, we reserve the right to revise, supplement, or rescind any policies or portion of the handbook as we deem appropriate, in our sole discretion. We will keep you informed when any such changes occur.



I **acknowledge** that I have read the Volunteer Handbook and the Volunteer Code of Conduct, and I accept full responsibility for familiarizing myself with the policies contained in the Volunteer Handbook & Volunteer Code of Conduct. I **certify that I understand the signature below acts as my legal signature on this document.**

Print Full Name (First, Last): Click or tap here to enter text. **Today's Date:** 9/8/2023

Signature: Click or tap here to enter text.