



# VOLUNTEER POLICY

**Volunteers fulfil essential positions in running competitions, organizing events, developing our top sport programs and making sure everything runs smoothly in the back office of our organization. This volunteer policy delineates the commitment that Nederland Lacrosse makes to its volunteers and expects in return. The policy ensures a consistent effort to develop and encourage volunteer staff of the organization, so that they remain motivated and enjoy being part of Nederland Lacrosse.**

## **OUR GOALS**

The volunteer policy aims to contribute to the long-term goals as outlined in our multi-year strategic plan:

- Professionalizing our clubs and the NLB

As we become more demanding of our volunteers in expertise and commitment, it becomes increasingly important to formalize volunteer relations and provide reimbursement for expenses made where applicable. We aim to get volunteer contracts in place for all volunteers and ensure that they have passed background checks. Simultaneously we will introduce more structured hiring and evaluation procedures. Nederland Lacrosse aims to encourage continuous development and learning among volunteers and provides them with necessary (additional) training to better perform their tasks.

As the organization develops protocols, procedures and contracts for its volunteers, it will aim to share this knowledge with all clubs and encourage them to implement similar practices locally.

- Form partnerships

As our organization grows, not all jobs can still be executed by volunteers. Experience has shown that some tasks have grown to a size where they need to be overseen by professionals to prevent vulnerabilities. The board aims to make well thought out decisions on each role and whether it can be fulfilled by a volunteer.

- Grow the game & improve the level of play

Trainers and coaches represent a group of volunteers in our community that deserves specific attention. These individuals have a huge impact on the players they support and directly impact their enjoyment of the game.

Nederland Lacrosse encourages a continuous learning environment for its coaches and develops structures to support the development of coaches at the club level.

## **IMPROVING THE VOLUNTEER JOURNEY**

### **RECRUITMENT**

Netherlands Lacrosse represents a tight knit community with many active members. Due to the heavy reliance on volunteers, there are many volunteers that fill multiple volunteer positions, both at the club and the national level. Volunteers of Nederland Lacrosse can be involved in long-term positions or on a project basis. This allows the organization to maintain its core tasks at a high level, while being able to respond to new and short-term developments. Potential volunteers can choose how they prefer to be involved.

One of our aims is to reduce the demand placed on volunteers in our community.

We will look outside of our member base, to friends and family, or general sports enthusiasts to fulfil roles that require little lacrosse specific skills or knowledge. Learning from best practices in other sports could show us how to reach this group of potential volunteers.

We will also investigate ways to appeal to members of the international community to support our organization. With a large lacrosse community in the United States and Canada, of which many have Dutch heritage, we see an opportunity to recruit international lacrosse enthusiasts who want to help build lacrosse in the country of their ancestors. For young adults specifically, volunteer opportunities with Nederland Lacrosse could provide a great year/semester abroad experience.

### **FORMALIZING ROLES AND RESPONSIBILITIES**

Structural positions are formalized with a volunteer contract. The contract outlines the role and responsibilities of the volunteer and Nederland Lacrosse. Passing a Dutch background check is a prerequisite for a structural volunteer position with Nederland Lacrosse.

### **SUPPORT & DEVELOPMENT**

When a volunteer starts their role for Nederland Lacrosse, they are appointed a primary contact with Nederland Lacrosse who will oversee their inwerken. When possible, the volunteer who is stepping down from the position supports the primary contact by showing the new volunteer all necessary info and tools. When specialized training is required (i.e. instruction for a specific computer program), the NLB provides this as soon as possible so that the volunteer does not experience any hindrance in trying to meet the demands of the role.

The primary contact and volunteer will evaluate the role at least yearly and determine whether additional training, support or otherwise is needed. Nederland Lacrosse will develop a format for these conversations. The primary contact shares the filled-out format with the board when evaluation is completed.

### **COMPENSATION**

Volunteers can receive financial compensation for their expenses. Nederland Lacrosse can appoint specific positions for which a fee for time spent is more suitable. In those cases, the fee will adhere to Dutch regulation regarding the compensation of volunteers. At the time of writing, volunteers may be compensated as follows:

- Maximum € 5,50 per hour
- Maximum € 210 per month
- Maximum € 2100 per year

### **PARTING WAYS**

A decision to part ways may be taken by the volunteer or Nederland Lacrosse. In order to learn from the experiences of both sides, a final evaluation talk will be held. The purpose of this conversation, typically between the primary contact and the volunteer, is to determine if any changes should be made to the role or the support thereof to ensure a next volunteer is put in the best possible position to enjoy the role fully.

Nederland Lacrosse will develop a format to be followed when conducting these talks. The filled-out format will be filed with the board.

### **EMPOWERING CLUBS**

#### **SHARING KNOWLEDGE**

Nederland Lacrosse aims to encourage and equip clubs and their volunteers to execute a volunteer policy in line with the one of Nederland Lacrosse. It will provide all necessary knowledge as well as recommended (online) courses through a knowledge hub on its website. Nederland Lacrosse will also aim to highlight relevant topics in workshops and online sessions.

#### **ASSOCIATION SUPPORT**

A club board may be dealing with specific questions that go beyond the knowledge shared through the Nederland Lacrosse website. Nederland Lacrosse can help clubs. Depending on the request this could mean referral to another person or organization who can provide the desired support or support by one of the Nederland Lacrosse volunteers.

#### **SHARING RESOURCES**

Clubs deal with more and more regulations and demands. Nederland Lacrosse volunteers will aim to provide specialized support and available resources to clubs to meet such challenges. Specialized support could be i.e. legal or financial.

#### **ENCOURAGING SAFE SPORTS PRACTICES**

Creating a safe sports environment is a key topic for clubs to further develop good practices and habits in. Nederland Lacrosse will utilize both the knowledge hub and individual association support to encourage clubs to implement safe sports practices, the most important of which executing background checks for its board members and volunteers. Nederland Lacrosse aims for 50% of its club members to use background checks by 2028.

### **EVALUATION & REPORTING**

The board of Nederland Lacrosse shares responsibility for implementation of the volunteer policy. It will report on its progress yearly in its annual report.