



# VOLUNTEER GUIDE

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## **A MESSAGE TO VOLUNTEERS**

Welcome to the Sportable Team! This handbook will introduce you to the Sportable mission, programming, and volunteer policies and procedures. Thank you for your interest in helping Sportable expand the reach of adaptive sports in the central Virginia area and beyond. Volunteers like you increase our reach and help us continue to provide exceptional adaptive sports and recreation programming. We could not do it without you!



## INTRODUCTION

# The Program Team



Tyler Rowe  
Director of Adaptive Programs  
tyler@sportable.org



Michelle Page  
Director of Administration  
michelle@sportable.org



Stephanie Ferguson  
Membership Coordinator  
stephanie@sportable.org



Madison Flores  
Program Coordinator  
madison@sportable.org



Harrison Sandifer  
Program Coordinator  
harrison@sportable.org



Rachael Ells  
Program Coordinator  
rachael@sportable.org

## INTRODUCTION

# The Program Team



Lucille O'Neal  
Cycling Manager  
lucille@sportable.org



Abbie Wright  
Program Support  
abbie@sportable.org



Matt Lowery  
Program Support  
matt@sportable.org



Jackson Holder  
Program Support  
jacksonholder@sportable.org



Sang Nguyen  
Program Support  
sang@sportable.org



Ashley Keesler-Young  
Program Support  
ashley@sportable.org



SPORTABLE TAGLINE

*Creating  
opportunities.  
Transforming  
lives.*

## INTRODUCTION

# Mission, Purpose, and Values

### **Mission**

Sportable's mission is to "create opportunities and transform the lives of individuals with physical disabilities, visual impairments, and those requiring physical accommodations through sport, recreation, and wellness."

We achieve this by offering over 20 sports and wellness programs in the Greater Richmond area to people with physical disabilities and visual impairments.

These programs foster a community of athletes who lead active, healthy lives and take pride in their own and their peers' accomplishments.

### **Purpose**

Sportable believes that no one should be left on the sidelines. Unfortunately, most people with physical or visual disabilities do not have the opportunity to participate in regular sports activities.

Sportable contributes to removing the barriers that often hinder participation, thus decreasing social isolation.

Research proves that daily physical activity increases self-esteem, assists individuals in developing healthy peer relationships, promotes achievement and independence, enhances overall health, and improves quality of life.

### **Values**

We have a strong set of values that guide the behavior of all those who work, play, and compete at Sportable.

#### ***Community***

Creating an environment where individuals feel a sense of home, purpose, and belonging through the collective commitment to our mission.

#### ***Inclusion***

Our commitment to building a stronger community by breaking down perceptions and barriers and allowing our athletes and participants to reach their full potential.

#### ***Empowerment***

Actively promoting strength and independence through participation in sport, recreation, and wellness.

#### ***Relentlessly Forward***

Unwavering resolve to carry out our mission with excellence and nimbleness centered on a growth mindset.

## INTRODUCTION

# Goals & Objectives

To coordinate and foster a program of adaptive sports and wellness for individuals residing in the Greater Richmond area and neighboring communities who have physical disabilities, visual impairments, and/or require physical accommodations:

- Providing competitive sport opportunities;
- Providing top level sport training; and
- Providing recreational activities and events.

To make this programming available to children and adults of all ages and abilities by:

- Recruiting eligible individuals to the program through outreach and interfacing with other community organizations;
- Assisting in raising funds for the necessary equipment, especially specialized wheelchairs and other adaptive equipment as needed;
- Assisting in raising funds for the travel needed for true participation in adaptive sports on a competitive level;
- Securing suitable sites for regular practices and competitions;
- Providing the organization and expertise needed to run recreation and sports programming for those interested;
- Providing coaching that will improve the participants' abilities;
- Working with local and national community programs to combine with or enhance existing adaptive sports programs; and
- Working with local and national adaptive sports associations and governing bodies to offer competitive sports opportunities working cooperatively with volunteers to assist in running the programs.

To provide our members with opportunities to experience the following benefits that come from active participation in sports and recreation:

- Improved strength, cardiovascular health, and overall physical fitness level;
- Camaraderie of sport and teamwork;
- Learning the benefits of teamwork and working for the greater good;
- Learning to accept and benefit from coaching reaching greater independence;
- Offering outlets to enjoy and improve socialization skills and experiences;
- Improved mental health and wellbeing gained through positive experiences; and
- Enhanced self esteem.



## ROLES, EXPECTATIONS, POLICIES, AND PROCEDURES

# Roles and Expectations

The goal of our volunteer policies and procedures is to help create a safe environment for our youth athletes and volunteers as a part of our sexual abuse prevention work with the Virginia Department of Health.

### Roles

#### *Set Up*

- Unload equipment, pump up tires, assemble equipment, cones, court tape, balls, etc

#### *Transfers/Athlete Prep*

- With permission and following athlete instructions, physically assist athletes getting in/on equipment, as well as helmets, gloves, pads, etc., when applicable.

#### *Participate*

- Pair off with athletes (cycling, swimming); play alongside when needed (team sports); assist with drills, referee, and equipment maintenance

#### *Clean Up*

- Help athletes transfer, get ready to go, clean up, and load equipment

### Expectations

#### *RSVP*

- You will receive an email and/or text reminding you of each session prompting you to say whether you're in or out. Please, always use the RSVP link in the email/text to report your RSVP for the week. If you need accommodations for your weekly communications, please reach out to us at [program@sportable.org](mailto:program@sportable.org) or call us at (804) 340-2991.

#### *Time & Attendance*

- For the programs you've registered to volunteer with, your consistent presence is valued. Please arrive 15-30 minutes before each session, as specified in the weekly email, to ensure a smooth experience.

#### *Communicate*

- Tell Sportable staff any pertinent info or concerns with as much advanced notice as possible

#### *Be Helpful*

- If you aren't sure what to do, find Sportable staff or coach and ask.

#### *Be Respectful*

- Our athletes are here to play and have fun in a comfortable environment in which they feel they belong.

### Recruitment

Volunteers shall be recruited to Sportable proactively, with the intent of broadening and expanding the volunteer involvement in the disability community. Volunteers may be recruited through an interest in working with people with disabilities, interest in sport and recreation, program interest, and/or a general interest in volunteerism that may coincide with a particular event. Various methods of recruitment will be utilized to attract the required number of volunteers for Sportable.

## ROLES, EXPECTATIONS, POLICIES, AND PROCEDURES

# Application & Requirements

All prospective volunteers must complete a volunteer application before volunteering with Sportable. By submitting the completed application, prospective volunteers will certify that all statements are true with the understanding that false statements will be grounds for denying or revoking their participation as a volunteer with Sportable.

Sportable athletes that wish to volunteer must follow the volunteer requirements for their age group.

Adult Requirements Include:

- CPS Mandated Reporter Training;
- Volunteers 18+ with a sports and recreation organization are considered mandated reporters and are required by state law to report suspected abuse and neglect of a youth; and
- A background check. Background checks are required for volunteers 16 and older and must be completed every two years. You can submit a background check, free of charge, via the volunteer application.

Youth Requirements:

- We require all of our volunteers to be at least 14 years of age;
- Volunteers age 14–15 must have a parent or guardian present with them at all times. This parent or guardian must be a registered volunteer with a background check and completed mandated reporter training on file. The youth volunteer is not required to submit a background check or complete the CPS Mandated Reporter Training.

Volunteers Aged 16–17:

- Must complete a background check;
- Not required to complete the CPS Mandated Reporter Training or have a parent/guardian present.

Signature Of Agreement On The Following Documents:

- Confidentiality agreement;
- Code of conduct;
- Waiver; and
- Completion of all volunteer requirements.

### Dismissal Policies

- A volunteer that does not pass the mandatory volunteer background check and/or has allegations against them involving a crime of violence or a crime involving minors will not be permitted to volunteer.
- Should a volunteer be arrested or be convicted of a crime, they must notify Sportable staff via [programs@sportable.org](mailto:programs@sportable.org) as soon as possible. The COO will review and determine if the volunteer is still eligible to volunteer with Sportable.
- Behavior that does not align with the code of conduct or confidentiality agreement is grounds for dismissal. Sportable staff, athletes, and volunteers can submit any concerning behavior via the Sportable incident report located at [sportable.org/incident-report](https://sportable.org/incident-report).

## ROLES, EXPECTATIONS, POLICIES, AND PROCEDURES

# Training and Record Management

### Training

All volunteers must complete the following general volunteer training components before volunteering, which include:

- Introduction to Sportable;
- Disability etiquette;
- Overview of volunteer requirements; and
- An in-person, sport specific volunteer training.

### Record Management

Volunteer contact information, registrations, and attendance is tracked internally via Salesforce. All volunteer information is private and is not shared with any external parties. Should a volunteer use their Sportable volunteer hours to fulfill other obligations, program staff will verify hours and sign any necessary paperwork. If volunteers would like to update any of their contact information (e.g., email address, mailing address, emergency contact, etc.) they should email [programs@sportable.org](mailto:programs@sportable.org) with updated information.

### Emergency Procedures

In case of emergency Sportable staff or coaches will call 911 and subsequently call emergency contact numbers.

All incidents must be reported via Sportable's Incident Report Form. These reports are confidential. If the report indicates child abuse or neglect, Sportable staff will report to authorities via the CPS Hotline mentioned in the *Reporting Abuse* section.



## ROLES, EXPECTATIONS, POLICIES, AND PROCEDURES

# Abuse Prevention

### Expectations

We expect our adult volunteers to complete the CPS Mandated Reporter Training and adhere to the legal implications of being a mandated reporter. This means that if you, as a Sportable volunteer, suspect abuse of a Sportable community member that is a minor, you are legally obligated to report the abuse.

You can also submit incidents and suspected abuse via the Sportable Incident Reporting Form located at [sportable.org/incident-report/](https://sportable.org/incident-report/).

We expect our adult and youth volunteers to follow the conduct guidelines presented below.

[Sportable's Abuse Prevention Policy.](#)

### Reporting Abuse

If you suspect that a child in Sportable programming is the victim of abuse or neglect, please report using the following resources within 24 hours of discovering abuse:

- [Information needed to make a report.](#)
- CPS Hotline: 800-552-7096

Use Sportable's Incident Report Form to report the abuse to Sportable's Executive Team (<https://sportable.org/incident-report/>).

### Reporting Harassment/Misconduct

If you witness harassment or misconduct that does not align with the below conduct guidelines, the code of conduct, or confidentiality agreement, please use Sportable's Incident Report Form to report the abuse to Sportable's executive team (<https://sportable.org/incident-report/>).

### Conduct Guidelines

#### ***Physical Interactions***

##### *Appropriate*

- Assisting with transfers, as the athlete instructs you to do, verbal consent is required;
- Pats on the shoulder or back; and
- Handshakes or fist bumps.

##### *Inappropriate*

- Kissing;
- Lap sitting;
- Wrestling;
- Piggyback rides;
- Tickling;
- Massages;
- Unwanted affection;
- Providing transportation;
- Romantic relations;
- Touching of the bottom, chest, or genital areas;
- Assisting with toileting;
- Physical abuse (e.g., spanking, shaking, slapping); or
- Sexual abuse (e.g., touching of the genital area)

#### ***Verbal Interactions***

##### *Appropriate*

- Asking for consent to provide physical assistance;
- Positive reinforcement; or
- Encouragement.

##### *Inappropriate*

- Name-calling;
- Discussion of sexual encounters or personal problems;
- Secrets;
- Sexual or otherwise offensive jokes;

- Belittling;
- Shaming;
- Discussion/inquiry of someone's physique or disability;
- Verbal abuse (e.g., threatening, name-calling); sexual abuse (e.g., sexual comments); or
- Mental abuse (e.g., shaming, cruelty)

### ***Interactions Outside Of Sportable Between Volunteers And Athletes***

#### *Appropriate*

- Greetings, should individuals run into each other in public spaces.

#### *Inappropriate*

- Social media following/interaction;
- Babysitting;
- Personal relationships; or
- Texting or other technology-based contact.

### ***Other Conduct Guidelines***

- Children should not be left unsupervised;
- Adults should never be left alone with a child;
- Staff, volunteers, coaches, adult athletes should never go into the restroom with a child.

### ***Abuse Prevention Resources (Hyperlinked):***

- [Definition Of A Mandated Reporter](#)
- [Information Needed To Make A Report](#)
- [Recognizing, Reporting, And Preventing Child Abuse And Neglect In Virginia](#)
- [Reconocer, Denunciar Y Evitar El Maltrato Y Descuido Infantil En Virginia](#)
- [Responsibilities Of Mandated Reporters](#)
- These Resources Didn't Answer Your Question? Visit <https://www.dss.virginia.gov/Abuse/cps.cgi> For More Resources And Training.

## ROLES, EXPECTATIONS, POLICIES, AND PROCEDURES

# Code of Conduct

Sportable requires participants to conduct themselves in a safe and respectful manner to help maintain a comfortable, safe, and fun environment. The code of conduct is intended to help provide a positive experience for everyone and applies to all program and event participants including athletes, staff, coaches, caregivers/family members, and volunteers.

### General Expectations

- As a representative of Sportable, all participants will exhibit good sportsmanship and conduct themselves in a manner consistent with the spirit of fair play and responsible conduct at all times and all places.
- Athletes, coaches, and volunteers are expected to attend all practices, team meetings, and competitions they have committed to or communicate in advance with coaches/program managers when conflict occurs.
- All participants will respect all adaptive and sporting equipment. No one is permitted to make changes to any equipment that is not their own without the permission of a Sportable staff member or the owner.
- As a representative of Sportable, all participants will show respect for the physical environment of program/event facilities by assisting to maintain a clean and safe environment, including competition and training venues and lodging.

### Abuse & Harassment

- All participants will respect members of their team/fellow participants, other teams, staff, coaches, volunteers, spectators, and officials and engage in no form of discriminatory behavior or any form of verbal, physical, or sexual harassment or abuse.
- Abuse is physical, sexual, emotional, eco-

nomic or psychological actions or threats of actions that influence another person. This includes any behaviors that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure, or wound someone.

- Harassment is unwelcome conduct that is based on race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history) or other factors protected by law.
- Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name calling, unwanted touching, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, stalking or obscene phone calls, texts, emails, or gestures which lead to interference with participation.
- All participants will inform program staff in real time of any injury or aggravating condition that occurs during a Sportable activity.
- Safety is a collective responsibility. If you see something, say something. All participants will report any problems or concerns with another participant (this includes coaches, staff, fellow athletes, volunteers, or others). Problems or concerns can include any situation that endangers the health, safety, or well-being of yourself or fellow participants and any violation of the code of conduct.

Reports can be made in several ways including:

- Anonymous online form (<https://Sportable.Org/incident-report/>)
- Verbally or in writing to program staff
- Verbally or in writing to COO
- Verbally or in writing to CEO



### **Cause For Dismissal**

- Any participant can be removed from membership or any Sportable activity at any time for any violation of the code of conduct.
- Any participant can be removed from any Sportable activity at any time if their background check returns a criminal offense involving minors and/or a violent crime deemed inappropriate for participation. This decision will be determined by Sportable leadership and shared with the participant.

# Confidentiality Agreement

As a staff member, volunteer, coach, board member, and/or intern of Sportable (team member), I acknowledge I may have access to the organization's data, plans, decisions, and/or other confidential information including but not limited to financial information, employee data, or participant information. No team member may use, reproduce, or release this kind of information to others for their own use, personal profit, or benefit. This applies to the use of confidential information about agencies with which Sportable partners, or is considering establishing a partnership.

You must regard personal information about team members as confidential in order to preserve the privacy of our team members and the community that makes up Sportable. Team members who handle confidential information or who have access to such information, whether physical, electronic, or otherwise, are responsible for the careful use, distribution, and disposal of such information.

Team members must also handle and respect client confidential information. Except as permitted by law and organization policy, team members shall not:

- Disclose personal information about participants to unauthorized persons;
- Disclose participant information or the location of participants to any unauthorized persons;
- Tamper with or intrude upon any voice, video, data, or fax transmission; or
- Allow access to any communication distributed or transmitted by Sportable.

I will take reasonable care to properly secure confidential information on my computer and will take steps to ensure others cannot view or

access such information when I am utilizing a Sportable computer or conducting business on behalf of Sportable with my personal computer. When I am away from my work station or when my tasks are completed, I will log off my computer or use a password-protected screensaver in order to prevent access by unauthorized users.

I will not disclose my personal password(s) to anyone without the express written permission of my supervisor or record or post it in an accessible location and will refrain from performing any tasks using another's password.

Upon request, I will turn over any documents, equipment, and materials received during my Engagement with Sportable.

Sportable reserves the right to take disciplinary action, up to and including termination, for violations of this agreement in addition to pursuing civil or criminal penalties.

## Acknowledgment Of Receipt Of Volunteer Handbook

I have received Sportable's Volunteer Handbook. If I have any questions regarding the contents of this handbook, I will reach out to [programs@sportable.org](mailto:programs@sportable.org) or call the Sportable office at (804) 340-2991.

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Volunteer Name (Please Print)

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Volunteer Signature

---

Date

**WE APPRECIATE YOU AND LOOK  
FORWARD TO SEEING YOU AT  
PROGRAMMING SOON.**



1365 Overbrook Road, Suite 2

Richmond, Virginia 23220

(804) 340-2991

[sportable.org](http://sportable.org)