

National Strength and Conditioning Association (NSCA) Volunteer Handbook and Reference Manual

Prepared by NSCA Membership Department | July 2013

Purpose of the Volunteer Handbook and Reference Manual

The Volunteer Handbook and Reference Manual has been created to provide you with the information necessary to successfully complete your duties and responsibilities. It is requisite that you read, refer to, and abide by this Volunteer Handbook and Reference Manual.

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NSCA Mission Statement

As the worldwide authority on strength and conditioning, we support and disseminate research-based knowledge and its practical application, to improve athletic performance and fitness.

Policies and Procedures

An understanding of the NSCA volunteer policies and procedures will be obtained by a careful reading of this Volunteer Handbook and Reference Manual. You are required to read this Volunteer Handbook and Reference Manual, sign the Volunteer Acknowledgement Form (Appendix A), and mail or attach and email the signed form to your staff liaison at the NSCA Headquarters.

What You Can Expect From the NSCA

Volunteer privileges and expectations may include:

- Being assigned volunteer duties according to your training, interests, and availability.
- 2. Being trusted with confidential information appropriate to your assignments.
- 3. Receiving orientation, training, and guidance for the volunteer position accepted.
- 4. A record of your volunteerism will be kept.
- 5. That your staff liaison will be available to provide assistance.
- 6. Having greater opportunities to network with other strength and conditioning professionals.
- 7. To work in a collegial environment that will encourage investment in the NSCA.
- 8. That your suggestions regarding your volunteer assignments will be valued.
- 9. That you will be recognized for your volunteer contributions to the NSCA.

What the NSCA Expects From You

The NSCA's expectations may include, but are not limited to:

- 1. That you shall learn and accomplish your duties promptly, correctly, and pleasantly.
- 2. That you will cooperate with the NSCA staff and your fellow volunteers.

- 3. That you shall be proactive in your personal professional development.
- That you shall refrain from public criticism of NSCA Members, the NSCA staff, and the NSCA organization.
- 5. That you shall attend the training and meetings scheduled for your assignment.
- 6. That you shall promptly inform your staff liaison of any absences or lateness.
- 7. That you shall dress and act appropriately when representing the NSCA.
- 8. That you shall report any incidents that might bring discredit to the NSCA.
- That you shall actively encourage all members and volunteers to abide by the NSCA Code of Ethics, NSCA Code of Conduct, and the polices of the NSCA (please refer to www.nsca.com/ About-Us/Leadership/Governance/).
- 10. That you shall honor the NSCA's Privacy Policy.
- 11. That you shall support proper and authorized use of NSCA resources.
- 12. That you shall honor property rights including copyrights and patents.
- 13. That you shall maintain the confidentiality of privileged information entrusted to you.
- 14. That you will serve a three-year term, with the option of a second term.

Volunteer Benefits

Benefits to volunteers may include, but are not limited to:

- 1. Assisting in the fulfillment of the NSCA Mission.
- 2. Creating investment and loyalty in the members of the NSCA.
- 3. The development of marketable skills for future career opportunities.
- 4. Training and other educational opportunities.
- 5. Documentation of training and work experience.
- 6. Liability insurance while performing volunteer activities.

Absence and Lateness

If you are unable to report for your volunteer duties, if you will be arriving late, or if you are unable to meet the volunteer job requirements, contact your staff liaison immediately. This will provide time to arrange for someone to cover your position or to advertise for a replacement. Excessive absences may result in loss of position.

Term of Service

The first day of your acceptance or date of ratification by the Board of Directors, depending upon the assignment, will be commencement of service.

- 1. Your term of service will not exceed three years.
- 2. You may be appointed for a second term. But at the conclusion of the second term you cannot serve a third term.
- 3. You must commit to a committee or SIG executive council position for two-year or three-year term.
- 4. You may only serve two terms on any committee.
- 5. Volunteers may serve on up to three committees at a time.

Attendance

Sign-in sheets will be used to keep an accurate record of your contribution to the NSCA. Volunteers shall sign in at the specified meetings they are required to attend. Minutes, including attendees, will be kept of all meetings and submitted to the NSCA Headquarters for record.

Background Check

The NSCA reserves the right to conduct a background check of any volunteer. In order to conduct a background check, a signed consent for the release of information shall be obtained. Any individual who refuses to comply with this request will not be permitted to work as a volunteer for the NSCA.

Term of Commitment

The term of commitment is three years. For most assignments, volunteers are asked to make a minimum commitment of two hours each week.

Some assignments may require a longer or more flexible commitment.

Communication

Updates of NSCA programs and benefits are published on the website, in the *Bulletin*, and in the *Strength and Conditioning Journal*. You should familiarize yourself with these updates to be current on what the Association is doing.

Board of Director's motions that affect volunteer duties and the Association are posted on the NSCA website following each conference at http://www.nsca.com/Board-of-Directors/Meeting-Minutes/. You may also ask your Board of Directors liaison or staff liaison for additional information.

Computer Software (Unauthorized Copying)

The National Strength and Conditioning Association does not condone the illegal duplication of software. Title 17 of the U.S. Code clearly states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the user's right to make a backup copy of minutes for archival purposes (Section 117).

Volunteers shall not copy or use copies of any NSCA software for personal use. Volunteers shall not load personal software on NSCA computers. Unauthorized duplication of software is a federal crime and will be reported to the proper authorities.

Confidential Information

The NSCA is obligated to maintain each member's confidentiality and to protect their privacy. Information of a confidential nature may be shared with you in fulfillment of your duties. You must not share this information with anyone who does not have a professional need to know. Additionally, no one is permitted to remove or make copies of any NSCA records, reports, or documents without permission. Release of confidential information to unauthorized persons may result in immediate termination of your service, ethical and conduct inquiries, and possible legal action.

Dependability

Please be prompt and reliable. We know there may be times when your service will not be available. Please inform your chair or staff liaison of your unavailability as far in advance as possible.

Dress Code

When representing the NSCA you are expected to dress in business or business casual attire that is neat and conservative. During those times when you are participating in or leading "hands-on" sessions, your attire should be modest and appropriate to the situation. If your staff liaison feels your attire is inappropriate for the situation you may be asked to change into the proper attire.

Equal Opportunity

The NSCA does not discriminate against any person. All assignments made for volunteers are based upon availability, dependability, educational background, certifications, and/or Member status.

Exit Interview

At the end of volunteer service or if a volunteer chooses to resign, an exit interview may be requested. The purpose of this exit interview is to assist the NSCA in identifying areas of improvement.

Expense Reimbursement

You must have written authorization from your staff liaison prior to incurring any expense charged to or to be reimbursed by the NSCA. To be reimbursed for any authorized expenses you must submit an expense report and the associated receipts. Commitment to participate as a volunteer for the NSCA is strictly voluntary.

Grievance Resolution

In order to provide prompt and efficient evaluation of, and response to, grievances, the NSCA has established a Grievance Procedure for all volunteers. It is NSCA policy to give full consideration to any grievance without discrimination or harassment.

Under this policy, a grievance is defined as any event, condition, or practice which the volunteer believes violates his or her civil rights or creates a hostile work environment.

The Grievance Procedure:

1. Address your grievance to your Committee/SIG Chair.

Discuss the matter with your immediate volunteer supervisor. If a satisfactory resolution cannot be reached proceed to the next step.

2. Submit your grievance in writing to the NSCA Membership Director.

The Membership Director and your staff liaison will review your written grievance and ask you to meet with them either in person or by conference call. At this meeting you should feel free to openly discuss your grievance. If a resolution cannot be reached then your written grievance will be forwarded to the Executive Director.

3. Meet with the Executive Director.

The grievance will be discussed with the pertinent parties and a decision rendered. The Executive Director's decision shall be final and binding.

Soliciting Gifts, Tips, or Favors

It is contrary to the NSCA Code of Ethics and NSCA Code of Conduct to accept or solicit business or personal gifts, tips, or favors from NSCA affiliates, Members, Member's families, or Member's friends. You shall not promote your own business enterprise, political agenda, religious beliefs, or solicit for a private charity while volunteering for the NSCA.

Harassment

Volunteers for the NSCA should be able to work in an environment that is collegial and free from intimidation, hostility, or offensive behaviors. Harassment of any kind will not be tolerated.

The NSCA will not tolerate sexually inappropriate behavior of any kind. This would include, but is not limited to, verbal or physical misconduct, either implicit or explicit. This behavior creates an intimidating and hostile work environment. If you feel that you are being harassed, please follow the guidelines under Grievance Resolution in this Volunteer Handbook and Reference Manual.

Introductory Period

Your first 60 days of volunteering for the NSCA are considered an introductory period. This introductory period will be a time for you to get to know fellow volunteers, your staff liaison, and your particular duties. If you have questions or feel incapable of fulfilling your duties, please speak with your chair or staff liaison.

Job Description

The NSCA maintains job descriptions for each volunteer position. When your duties and responsibilities are changed, your volunteer job description will be updated. If you wish to see your volunteer job description, please ask your staff liaison.

Parking

NSCA volunteers may park in the parking lot located at the NSCA Headquarters. Please keep in mind that the parking spaces adjacent to the building are for visitors.

If you should damage another car while on NSCA premises, immediately report the incident to your staff liaison. The NSCA does not assume any liability for any loss or damages you may sustain.

Personal Phone Calls

Personal phone calls should be kept to a minimum and must not interfere with your volunteer duties. If you are working at the NSCA Headquarters you are permitted to make local calls on NSCA telephones for essential personal business but they must be brief

Personal Use of Association Property

In some instances, with prior approval, volunteers may be allowed to use NSCA equipment or tools for personal use while on the NSCA premises. The NSCA is not liable for personal injury incurred while using NSCA property for personal projects. As an NSCA volunteer you accept full personal responsibility and all liabilities for any and all injuries, damages, or losses associated with the use of NSCA equipment or tools while they are in your custody and care. Furthermore, you are responsible for returning the equipment or tools to the NSCA in the same condition as when they were checked out to you.

If the equipment is damaged or lost, you will be required to pay for repair or replacement.

Resignation

Should it become necessary for you to resign your volunteer position with the NSCA, you shall notify your staff liaison and chair as far in advance as possible and make arrangements for an exit interview.

Restricted Areas

In the interest of safety and security, certain portions of the NSCA facilities or areas at sponsored events may be restricted to authorized personnel. Such areas will be clearly marked and admission will not be permitted.

Security

Maintaining the security of NSCA assets is every volunteer's responsibility. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and emergency equipment and familiarize yourself with the proper procedure for using them.

Smoking

The NSCA is a non-smoking facility and property. The use of any tobacco products in the building or on the premise of the NSCA is strictly prohibited. Additionally, volunteers shall not use any tobacco product while acting in their capacity as a representative of the NSCA.

Substance Abuse

Use, possession, or sale of drugs or other controlled substances is against the law and strictly prohibited by the NSCA. Violations will be reported to the proper authorities for appropriate action.

Theft

Theft is considered to be the unauthorized personal use of NSCA services, property, or facilities. Action will be taken against violators. The following list of examples is provided to illustrate some of the activities that are unacceptable:

- 1. Use of Association copy machines for personal use. The Association copiers are for official business only.
- 2. Use of NSCA computers and printers for personal use. NSCA computers (the computers in NSCA offices, or laptops made available for volunteers away from the Association) and printers are to be used exclusively for NSCA business.
- 3. Use of NSCA phones. See aforementioned Personal Phone Calls section.

Standards of Volunteer Conduct

Your signed Volunteer Acknowledgement Form (Appendix A) indicates your willingness to abide by the NSCA Code of Ethics and the NSCA Code of Conduct. Violations of these codes may require a review by the Ethics Committee.

Unacceptable Activities

We expect each volunteer to act in a mature and responsible way at all times. However, to avoid any possible confusion, the general guidelines for volunteer conduct have been explained in this Volunteer Handbook and Reference Manual. Listed below are some specific examples that are objectionable. This list is not all inclusive. If you have any questions concerning any volunteer conduct, safety rules, or any of the unacceptable activities listed, contact your staff liaison for an explanation.

- Any deliberate action that is obviously detrimental to the NSCA.
- Negligent or careless action which endangers the life or safety of another person.
- Possession or consumption of alcoholic beverages at NSCA events designed for the participation of minors.
- Possession of weapons on NSCA property or at NSCA events.
- Engaging in criminal conduct.
- Insubordination or refusal to obey instructions properly issued by your staff liaison.
- Threatening, intimidating, or coercive behavior toward any Member of the NSCA while in the fulfillment of your duties.

- Willfully and knowingly misrepresenting yourself or falsifying documents, reports, or records to the NSCA.
- Using profane, insulting, harassing, or otherwise offensive language while in the conduct of your duties.
- Malicious gossip or spreading rumors, engaging in behavior designed to create discord, or interfering with another volunteer or NSCA staff member in the completion of their duties.
- Immoral or indecent conduct on NSCA property or at NSCA events.

Termination of a Volunteer

The NSCA has the right to terminate a volunteer without cause. In general, failure to adhere to policies and procedures of the NSCA is cause for immediate release.

Volunteer Orientation

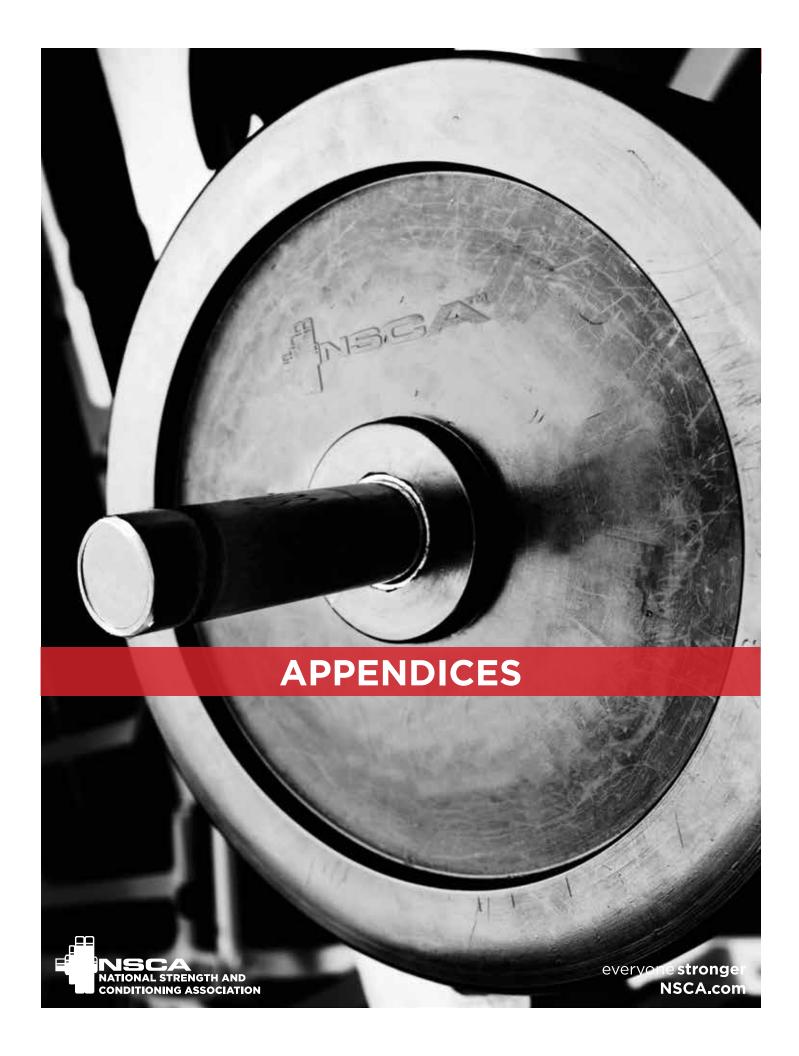
New volunteer orientation will be provided by the staff liaison or chair as the situation dictates. The orientation will cover those areas pertinent to the volunteer position.

Reporting Volunteer Activities

Volunteers are required to submit an annual report documenting their service. State/Provincial Directors should refer to the State/Provincials Director's Handbook. Committee and SIG Chairs are to submit their reports to their staff liaison no later than May 21st each year (see Appendix B).

Meeting Minutes

Meeting minutes from conference calls and annual meetings are due to your staff liaison no later than 30 days following the conference call or meeting.



Appendix A - Volunteer Acknowledgment Form

Receipt and Acknowledgment of National Strength and Conditioning Association Volunteer Handbook and Reference Manual

The Volunteer Handbook and Reference Manual is an important document intended to help you become acquainted with the National Strength and Conditioning Association's volunteer policies and procedures. This Volunteer Handbook and Reference Manual will serve as a guide to your service to the NSCA. The Volunteer Handbook and Reference Manual is not the final word in all cases. Individual circumstances may call for individual consideration.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the Volunteer Handbook and Reference Manual.

- I have received and read the Volunteer Handbook and Reference Manual.
- I understand and acknowledge that the policies and procedures described herein are subject to change at the sole discretion of the National Strength and Conditioning Association.
- I understand and acknowledge that my volunteer service may be terminated, for any reason, either by myself or the National Strength and Conditioning Association.
- I understand and acknowledge that by virtue of my volunteer position confidential information may be made available to me and that I may not release this information.
- I understand that my signature below indicates that I have read, understand, and acknowledge the above statements.

Volunteer Signature	Date
Staff Liason Signature	Date

Appendix B - Annual Report Template for Committees and Special Interest Groups (Due by May 21st each year)

Title of Committee or SIG

- Report to the NSCA Board of Directors
- July <<enter current year>>

SIG or Committee Members

• List all members, titles, contact information, and term of service.

Committee/SIG Purpose

List the Board of Director approved purpose.

Overview of Committee/SIG Activities

• List and describe all of the activities participated in with the results accomplished.

Goals for the Upcoming Year

List the goals and direction anticipated.

