

# Okanagan Quality Life Society

## Volunteer Captain Intake Process

1. **CHIEF CAPTAIN** provides number of new Captain volunteers required for the current season to **RECRUITING OFFICER**.
2. New Candidate contact info and interest arrives via any channel or referral with:
  - a. Name
  - b. Home phone number
  - c. Cell phone number
  - d. Email address

This contact information is forwarded to Bob Young, **RECRUITING OFFICER**.

### FIRST LEVEL OF INTAKE PROCESS BEGINS

1. **RECRUITING OFFICER** contacts prospective candidates by phone and/or in person to conduct a personal interview, answer any questions the candidate may have, etc.
  - a. If notes are taken during interview, they must be recorded electronically in typed form or by scanning.
2. If interview goes well and **RECRUITING OFFICER** considers the person a possible candidate, he sends him or her:
  - a. *Form YYYY-1 New Volunteer Captain Application.docx* (example attached).
  - b. *Heaven Can Wait Captain Terms of Reference YYYY.pdf* (example attached).
3. Once **Form YYYY-1** is completed and the **RECRUITING OFFICER** still considers the candidate suitable:
  - a. Forward the **Form YYYY-1** and any relevant interview notes to the **CHIEF CAPTAIN** and **TRAINING AND STANDARDS DIRECTOR** for endorsement:
  - b. If **YES** (i.e. endorsement received), the **RECRUITING OFFICER**:
    - i. Contacts candidate and notifies him or her of “Application Approved” status.
    - ii. Instructs the candidate to read the Captains’ Manual and complete the Quiz.
    - iii. Forwards the completed **Form YYYY-1**, plus any relevant interview notes to [secretaryoqls@gmail.com](mailto:secretaryoqls@gmail.com) (OQLS Secretary/Intake Person).
  - c. If **NO** the **RECRUITING OFFICER** informs the candidate of the decision.

**THIS CONFIRMS FIRST LEVEL OF INTAKE PROCESS IS COMPLETE.**

## SECOND LEVEL OF INTAKE PROCESS BEGINS

When the **Form YYYY-1** and appropriate notes have been received by the **SECRETARY OQLS**, the **Internal Intake Process** begins.

### Internal Intake Process

#### SECRETARY OQLS/INTAKE:

1. Create a record in *YYYY All Members Info Active Members* sheet.
2. Create an **email contact** in Microsoft Outlook.
  - a. Add to contact to HCWCaptains email distribution list
  - b. Forward Outlook contact to secretaryoqls@gmail.com
  - c. in Internet Format to
    - Chief Captain
    - Training Officer(s)
    - Recruitment Officer
    - Uniforms Inventory Manager
    - daledunlop01@gmail.com (for ipad and iphone iCloud contact/Mail Pro updates).
3. Update **Captains Roster**, adding to *Unassigned* List
  - Email to all Captains
  - Update Website
4. Update **Roll Call** document.

### New Captain Candidate Training Begins

#### TRAINING and STANDARDS OFFICER and/or CHIEF CAPTAIN

1. Contact the candidate and arrange for HCWII training to begin.
2. Assign Candidate to one of the day teams and notify **SECRETARY OQLS**, who will
  - Update **Captains Roster** and website.
  - Update the captain drop-down list in **Team Schedule** - Schedules/YYYY/*Schedule\_Template\_YYYY.xlsx*, email it to all Team Captains and update Website.
3. When Candidate has completed the training and is **officially certified as a captain**, notify the **SECRETARY OQLS**.

**THIS CONFIRMS SECOND LEVEL OF INTAKE PROCESS IS COMPLETE.**

## THIRD LEVEL OF INTAKE PROCESS - Captain has now been certified.

### SECRETARY OQLS:

1. Send **Form YYYY-2 New Captain Information** to newly certified Captain (example attached). This has:
  - a. Links to first aid training centres websites.
  - b. Uniform requirements and pricing - shirt, badge, cap, jacket, VYC gate key, VYC parking pass
  - c. Membership dues
  - d. Photo requirement
  
2. Once the completed **Form YYYY-2** is received:
  - a. Save copy in New Captain Information/YYYY/Captains Name folder
  - b. Update the *All Members Info YYYY.xlsx* document.
  - c. Arrange with new captain to pay for the uniform.
    - i. Monies will be accepted by etransfer to [oqlsinfo@gmail.com](mailto:oqlsinfo@gmail.com) or cheque payable to OQLS or in person to Uniforms Inventory Manager or Treasurer or Secretary.
    - ii. TREASURER deposits monies in VantageOne and updates YYYY OQLS Accounting Records file, Revenues sheet with all payment information and bank balance.
  
3. Once payment is processed, **TREASURER** notifies **SECRETARY OQLS**.

**SECRETARY OQLS** sends email copy of **Form YYYY-2** to **UNIFORMS INVENTORY MANAGER**.

### UNIFORMS INVENTORY MANAGER.

1. Create package of uniform components for new captain.
2. Arrange for new captain to pickup package.
3. Update Uniform Inventory documentation.
4. If monies are brought in person to UNIFORM INVENTORY MANAGER, it should be given to TREASURER.

# Okanagan Quality Life Society

## New Volunteer Captain Application

Thank you for your interest in being a volunteer Captain with our Society. As a 100% volunteer-managed and operated society, we appreciate and respect the efforts and skills of our existing people and look forward to including new volunteers. As we consider you for the position of captain, we would like to share with you the roles and responsibilities of being a ‘Heaven Can Wait’ captain and ensure our goals are mutually aligned.

Please respond with information about yourself and your personal capabilities to allow us to go forward in this application process.

### A. Personal Information

<b>First Name</b>		<b>Last Name</b>	
<b>Home Tel. #</b>		<b>Cell #</b>	
<b>Email Address</b>			
<b>Home Address</b>			
<b>Birth Date</b>			

### B. Familiarization with the Okanagan Quality Life Society

1.	How familiar are you with our Society? Have you been on our website <a href="http://www.oqls.org">www.oqls.org</a> to develop an understanding of our mission, our clients, and how we deliver our program? If not, please do so, review completely and confirm:	YES <input type="checkbox"/> NO <input type="checkbox"/>
2.	Is our organization a good fit for your personal goals?	YES <input type="checkbox"/> NO <input type="checkbox"/>
3.	Please tell us why you are interested in being a volunteer with us.	

4.	Do you have any questions or comments? Please advise.

### C. Familiarization with the “Heaven Can Wait” Captain role.

<p>Included with this application is a description of the role of a HEAVEN CAN WAIT Captain. Understand that we are willing to train prospective candidates and train them to our standards for a HCW Captain. Please review and respond to the following questions:</p>		
1.	Do you have a Transport Canada Pleasure Craft Operators Card (PCOC)?	YES <input type="checkbox"/> NO <input type="checkbox"/>
1a	If yes, please provide your PCOC #	
2.	Do you currently have a <i>Standard First Aid with CPR-C/AED</i> certification (or higher)?	YES <input type="checkbox"/> NO <input type="checkbox"/>
2a	If no, are you willing to attend training and acquire this certification? (We cover these costs)	YES <input type="checkbox"/> NO <input type="checkbox"/>
3.	<p>It is important to understand that our Society operates under the Department of Transport jurisdiction, and that we will offer training to ensure that all HCW Captains meet the criteria set out for our operation permit. Regardless of your boating experience or history, all Captains are required to be trained and certified to our required standards.</p>	
3a	Is this acceptable for you to participate and be certified accordingly?	YES <input type="checkbox"/> NO <input type="checkbox"/>
4.	Please describe your current level of boating experience.	
4a	Do you currently own, or have you previously owned a watercraft?	YES <input type="checkbox"/> NO <input type="checkbox"/>
4b	How many years of boat operating experience do you have	Number of Years:
4c	What type of watercraft do you have experience with?	
	• Powercraft – less than 50 HP	YES <input type="checkbox"/> NO <input type="checkbox"/>
	• Powercraft – more than 50 HP	YES <input type="checkbox"/> NO <input type="checkbox"/>
	• Sailing craft	YES <input type="checkbox"/> NO <input type="checkbox"/>

<ul style="list-style-type: none"> <li>• Other. Please describe your specific boating experience.</li> </ul>	
5.	As a HCW Captain you would be assigned to a team that operates one day of the week and be asked to participate in one or two trips per week on the assigned day between June 1 and September 30 <sup>th</sup> . We do understand that personal commitments may come up occasionally that may prevent you from attending every single week and we build our teams to accommodate that when specific commitments of a personal nature may arise. (personal vacations, family commitments, etc)
5a	Is this acceptable timing for your volunteering commitment? YES <input type="checkbox"/> NO <input type="checkbox"/>
5b	Which of the following days would you be available?
	Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/>

#### D. Other Roles in Our Organization

As a volunteer run organization, we at times, look within our team for support with other activities or roles to sustain us going forward. Please check off any activities or roles that may interest you.
Events (VYC Boat Show, etc.) <input type="checkbox"/> ; Day Team Leader <input type="checkbox"/> ; Training Captain <input type="checkbox"/> ; Board of Directors <input type="checkbox"/> ; Maintenance Team <input type="checkbox"/> ; Webmaster/Media <input type="checkbox"/> ; Fundraising Team <input type="checkbox"/> ; Administration / Secretarial <input type="checkbox"/> ; Treasurer <input type="checkbox"/>

## Okanagan Quality Life Society

# Terms of Reference for Heaven Can Wait Captain

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<b>Position:</b>	<b>Heaven Can Wait Captain</b>
<b>Responsible to:</b>	Chief Captain and Team Captain
<b>Responsible for:</b>	With a partner captain, pilot the Heaven Can Wait II pontoon boat while ensuring the safety and enjoyment of the clients
<b>Qualifications:</b>	<ul style="list-style-type: none"><li>• Friendly and outgoing personality</li><li>• Transport Canada Pleasure Craft Operators Certificate (PCOC)</li><li>• Knowledge of the Heaven Can Wait boat handling characteristics</li><li>• Knowledge of all instructions in the <i>Captain's Manual</i></li><li>• Trained and certified as a Heaven Can Wait Captain</li></ul>
<b>Duties:</b>	<ul style="list-style-type: none"><li>• Read thoroughly and understand the Captain's Manual.</li><li>• Communicate ahead of time with the client contact to confirm everything is a go for the scheduled boat trip.</li><li>• Ensure the boat is properly set up ahead of time for each outing on the lake.</li><li>• Conduct the preparations for the clients and the piloting of the boat in accordance with the Captain's Manual.</li><li>• Fill out the Trip Log for every boat trip.</li><li>• Report maintenance issues in the Maintenance and Repair Log (Blue Binder) and notify the Maintenance Officer.</li><li>• Ensure the boat is properly moored at the end of each trip.</li><li>• Ensure the seat/helm covers, etc., are in place if it is the last trip of the day.</li><li>• Attend a monthly "Captain's Meeting" to discuss Heaven Can Wait operating and safety issues and to meet with team members to set up the team schedule for the coming month.</li><li>• Read the meeting Minutes which are published after every meeting and which are posted on the OQLS website.</li></ul>
<b>Related Responsibilities</b>	<ul style="list-style-type: none"><li>• Ensure the boat is maintained in a clean and tidy condition.</li><li>• Assist in recruiting other volunteer Captains.</li><li>• Participate, if possible, in other events, such as the annual OQLS BBQ, the Vernon Yacht Club Annual Boat Show or occasional fundraising events.</li></ul>

# Form 2024-2 New Captain Information

Thank you for your interest in joining our wonderful Heaven Can Wait Captain Team.

In the meantime:

1. Please fill out the information below, and email it to [secretaryoqls@gmail.com](mailto:secretaryoqls@gmail.com).
2. Be sure to use the [Captains' Page](#) on our website – all the info you need is there.

<p><b>Standard First Aid with CPR C/AED</b></p> <p>If booking online, you will have to pay by credit card. <b>Send a copy of your registration confirmation to <a href="mailto:oqlsinfo@gmail.com">oqlsinfo@gmail.com</a>.</b> You will be reimbursed for the full amount.</p> <p>In the case of booking at St John Ambulance by phone, you can tell them that you are from the Okanagan Quality Life Society, and they will invoice our society.</p>	<p><b>First Aid Course Websites</b></p> <p><a href="#">FACTS</a> 4007 27<sup>th</sup> St. Vernon First Aid Certified Training Systems Ltd. Here in Vernon. They run courses often.</p> <p><a href="#">St John Ambulance</a> 1905 – 47 Avenue, Vernon Scroll down past the Search Location green section. Click on the “Vernon Branch results box” <i>NOTE: You must bring a pocket face mask to class. Dale Dunlop (250-503-7256) has sanitized face masks to loan to you.</i></p> <p><a href="#">Okanagan College</a> <a href="#">Vernon Campus</a> Vernon Campus</p>
<p><b>Any insurance claims re boating in last 5 years?</b></p>	<p><i>If yes, explain:</i></p>
<p><b>Yacht Club Dock Entrance Key</b></p>	<p><i>Do you require a VYC gate key? YES <input type="checkbox"/> NO <input type="checkbox"/> If Yes, one will be assigned to you. It must be returned if you leave the organization.</i></p>
<p><b>Captain's Parking Pass for VYC</b></p>	<p><i>Do you require a VYC parking pass? YES <input type="checkbox"/> NO <input type="checkbox"/> If Yes, one will be assigned to you. It must be returned if you leave the organization. <a href="#">See VYC Parking Rules.</a></i></p>
<p><b>Annual Membership Dues</b></p>	<p><b>\$ 5</b> (Required)</p>
<p><b>Uniform Shirt</b> (Required)</p>	<p><b>\$ 45</b> <i>Size Required: Men's (S, M, L, XL, 2XL or 3XL) OR Ladies' (S, M, L, XL, 2XL or 3XL)</i></p>
<p><b>Uniform Badge</b> (Required)</p>	<p><b>\$ 10</b> <i>Includes your name and identifies you as a Member of Okanagan Quality Life Society and Captain of the Heaven Can Wait II</i></p>
<p><b>Uniform Hat</b> (Optional)</p>	<p><b>\$ 13</b> <i>Size adjustable.</i></p>
<p><b>Uniform Jacket</b> (Optional)</p>	<p><b>\$ 45</b> <i>If desired, state size (XS, S, M, L, XL, 2XL or 3XL) NOTE: These jackets fit quite large.</i></p>
<p><b>Total Cost:</b></p>	<p><b>\$</b> <i>Note: Dues and uniform payment can be paid by <b>etransfer</b> to <a href="mailto:oqlsinfo@gmail.com">oqlsinfo@gmail.com</a> or be given directly to Treasurer, at our meetings.</i></p>
<p><b>Photo Required</b></p>	<p><i>Email a photo that shows head and shoulders to <a href="mailto:secretaryoqls@gmail.com">secretaryoqls@gmail.com</a> or a photo will be taken of you at one of our meetings.</i></p>