

Title:	MC Policy: Volunteers		
Created by:	Connor Mellegers	Date:	2018.09.10
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MC Policy: Volunteers

Purpose

Volunteers are a critical part of everything Myeloma Canada does. From March leaders to advocacy committee members, volunteers provide critical skills, time and insight that is essential to Myeloma Canada’s work in the community. Without volunteers, we could not reach the scope and impact that the myeloma community has come to rely on. We would like to thank all volunteers for their critical support and the work they do to improve the lives and well-being of those impacted by myeloma.

This policy is publicly available on the Myeloma Canada website and upon request by phone or email to ensure accessibility.

Principles of the Policy

- **Who is a Volunteer?**

A volunteer is an unpaid individual that has voluntarily agreed to contribute their skills, abilities, knowledge and time to Myeloma Canada and its objectives. While some volunteers may have clearly defined role or responsibilities, others may have roles that are more flexible depending on the needs of the organization. Volunteers may occasionally be asked to take on tasks that overlap with staff responsibilities, particularly during events, but always in a collaborative and supportive capacity. Volunteers are not expected to perform work typically reserved for paid employees. There are volunteers within the organization that may have more specific roles as identified by the Board or staff.

- **Types of Volunteers:**

Myeloma Canada offers volunteers a variety of different roles including being involved with the Board of Directors, leading fundraising events or support groups, being part of committees such as the Patient Advisory Council, the National Advocacy Committee, the Myeloma Canada Ambassador Network or to serve on special projects and at Myeloma Canada events. Many of Myeloma Canada’s volunteer roles are seasonal or very short-term.

- **Myeloma Canada’s Responsibilities**

Volunteers are an indispensable part of Myeloma Canada. As an organization, every reasonable effort will be made to:

- match the needs of the organization with the skills, knowledge, experience, availability and motivation of the volunteer;

- provide training and orientation so that volunteers are comfortable in their roles and with their knowledge of the organization;
 - extend appreciation and respect for volunteers and their time;
 - be open-minded to comments and suggestions made by volunteers, encouraging two-way communication;
 - provide a system where problem-solving and issues are managed effectively;
 - offer genuine thanks, recognition and awards for volunteer participation;
 - make financial and other provisions in organizational plans to meet the needs of volunteers; encourage an enthusiastic work ethic in a fun and open environment;
 - and provide regular information to keep volunteers abreast of new information regarding the organization.
- **Expectations of Volunteers**
 - There are also basic expectations of the volunteers that lend their time and skills to Myeloma Canada, including, but not limited to:
 - maintaining and upholding the reputation of the organization;
 - aiming for high standards of professionalism, efforts, efficiency, reliability and quality in all aspects of their contribution;
 - working with discretion, honesty and enthusiasm;
 - cooperating and being open minded with other volunteers, supervisors and staff;
 - being willing to listen and learn;
 - being open to receiving constructive feedback and offering suggestions for continuous improvement;
 - providing reasonable notice if they are unable to fulfill their volunteer commitment;
 - adhering to the patient confidentiality, health and safety policies.

More specific expectations related to the volunteer activities at Myeloma Canada also include:

- aligning their actions with the mission, values, and goals of Myeloma Canada;
- respecting and promoting diversity, inclusivity, and equality within the team and with those served by Myeloma Canada;
- respecting agreed-upon time commitments and meeting deadlines when applicable;
- maintaining regular communication with supervisors and the volunteer coordinator at Myeloma Canada to address any questions or challenges;
- using Myeloma Canada's resources, including materials, equipment, and facilities, responsibly and for the intended purposes only;
- adhering to the Myeloma Canada procedures, in accordance with the volunteer policy.

Planning

- **Insurance**

All volunteers who participating in Myeloma Canada activities are covered under the Myeloma Canada's insurance policy while they are on the premises of the volunteer activities or engaged in any work on behalf of the organization.

- **Harassment Policy**

There is a zero-tolerance policy for harassment of any kind. Any unwelcome behaviour that demeans, intimidates, humiliates or embarrasses, any abuse of authority, or unwanted sexual behaviour, will not be tolerated, and the volunteer will be dismissed.

If a volunteer experiences harassment of any kind during their duties as a volunteer, all reasonable efforts will be made by the supervising staff member to rectify the problem by following the complaints procedures and the code of conduct policies of the organization. Both can be found on the Myeloma Canada website.

- **Equity, Diversity and Inclusion**

Myeloma Canada is committed to a volunteer environment free from discrimination based on race, ethnicity, cultural background, language, gender, sexual orientation, religion, disability, or political preference.

- **Management of Volunteer Information**

All volunteer information will be treated confidentially. Information from the “Volunteer Application Form” will be entered into the Myeloma Canada database and any physical documents will be stored in a secure filing cabinet accessible only to Myeloma Canada employees.

Curriculum vitae, references, the “Code of Conduct” agreement will also be kept on file.

Additional records will be kept regarding a volunteer’s positions held, duties performed, evaluation of work and awards received.

Myeloma Canada will not disclose volunteer information with a third party, unless express permission is given. An example of this can be for a specific situation like a town hall or media campaign.

- **Recruitment**

Recruitment is done on an ongoing basis.

Myeloma Canada is an equal opportunity employer, that believes in diverse and equal opportunity.

Volunteers will be recruited based on ability and fit within the organization, regardless of race, ethnicity, cultural background, language, gender, sexual orientation, religion, disability, or political preference. Demographic considerations for recruiting will only be made if there is a specific need for the type of program or support involved e.g, recruitment of an individual who identifies as a woman to lead a woman’s support group.

- **Application Forms**

Potential volunteers may be requested to complete a “Volunteer Application Form”, detailing their interests, skills, volunteer goals, availabilities, etc. These forms are available on the Myeloma Canada website or may be mailed to the potential volunteer, if requested.

- **Phone Screens**

Prospective volunteers may be screened over the telephone or via video chat to discuss their interests, volunteer objectives, skills, availability and overall fit with the organization.

- **Interviewing**

If the role requires it, a personal interview will be done to determine the suitability, interests, and abilities of the candidate.

- Reasons for refusal include, yet not limited to:
 - not possessing the skills and abilities required for the position;
 - refusing a reference or police check;
 - having a police background check revealing negative information;
 - references that do not reflect positively as to the character of the applicant;
 - do not reflect the values of the organization.

- **Police Background Checks**

Background checks will be undertaken if the volunteer role requires it. Such roles may include working with children, vulnerable adults or being responsible for money. The need for a police check will be openly communicated to the volunteer.

- **Reference Checks**

Depending upon the volunteer position, up to two references may be required.

- **Saying No**

Myeloma Canada reserves the right to not place a volunteer within a role of the organization.

- **Placement**

Upon satisfactory completion of the screening process, Myeloma Canada will attempt to place the volunteer in a mutually agreed-upon role. The role may begin immediately or may be deferred if the event, committee, or project they are to participate in, takes place at a later date the volunteer will be advised of this.

- **Term of Office**

Certain roles may have a term of office, and this will be posted in the role description. This is particularly relevant, but not limited to, the Patient Advisory Council, the Myeloma Canada Ambassador Network, and Board of Directors.

- **Orientation and Training**

All volunteers are made to feel welcome and will be provided with an orientation about Myeloma Canada and relevant training to their role.

- **Orientation**

For certain roles, volunteers may be given a general orientation about Myeloma Canada in person, via email or over the phone/video chat. This orientation may include:

- duties and responsibilities;
- the standards of work, attendance and conduct expected of the volunteer;
- overview of rules and procedures.

Myeloma Canada wants to ensure that volunteers are comfortable with the information above so they can be as effective as possible in their roles, in addition to being informed ambassadors under the Myeloma Canada Ambassador Network program for the organization. This orientation will not take place for very temporary roles such as Multiple Myeloma March or Myeloma Canada riding day-of volunteers.

- **Accountability**

Myeloma Canada expects volunteers to be accountable for their actions.

- **Engagement**

Becoming a volunteer with Myeloma Canada means making a commitment to be available as agreed upon, except in cases of illness or emergency. Reasonable notice is requested if the volunteer is unable to attend the meeting, event, or project they were committed to participating in.

Chronic absenteeism and lack of engagement may result in a role reassignment requiring less participation or attendance and/or may result in release of the volunteer.

- **Code of Conduct**

Volunteers are expected to conduct themselves in a manner that reflects the goals, objectives, and values of Myeloma Canada.

They should present themselves dressed appropriately for the venue or event and always demonstrate professionalism by being polite, courteous, respectful, informative, and dedicated in their volunteer activities

- **Disclosure and Conflict of Interest**

Depending in the volunteer role they may be asked to sign a “Disclosure and Conflict of Interest” document prior to starting a volunteer position. Recent and actual employment history, and involvement in associations and other non-profits must be divulged. Myeloma Canada must be advised of any changes to the above involvements or employment.

- **Supervision**

All attempts will be made to give volunteers a clearly identified supervisor or main contact. This contact will make themselves available for any information or assistance the volunteer may require. The main contact may vary depending upon the project, committee or event that the volunteer is involved with.

In some cases, the volunteer may be asked to work directly with a third-party or contractor employed by Myeloma Canada. In this case, expectations and role of the volunteer and supervisor will be clearly communicated with all parties.

- **Discipline**

Most discipline matters will be dealt with informally by the volunteer’s manager. If required, formal discipline actions may be taken and conserved based on the geographic situation:

Step 1: Formal verbal warning.

Step 2: Formal written warning.

Step 3: Release of volunteer from service at Myeloma Canada.

If the volunteer is released from duty, the volunteer will be entitled to an explanation as to the reason. The Myeloma Canada CEO will also immediately be advised of the situation.

It may be possible that the issue be so egregious that steps 1 and 2 might be omitted.

Possible grounds for immediate dismissal include, and are not limited to, gross misconduct, insubordination, or the obvious signs of drug and alcohol consumption while volunteering, not following Myeloma Canada policies and procedures, rudeness, or lack of respect towards staff or stakeholders, failure to properly execute a volunteer role, sharing confidential information about a group or donor, lacking judgement and abuse of equipment and materials as well as a deviation from our core values.

- **Job References**

Myeloma Canada may provide references describing a volunteer's role and duties, and upon request, can also verify the number of hours volunteered for purposes such as secondary school requirements.

- **Ending of Placement**

Should a volunteer elect to step down from their role at Myeloma Canada prior to the scheduled end of their placement, they should inform Myeloma Canada with as much advance notice as possible.

A volunteer may be offered an exit interview over the phone or online.

- **Evaluation**

- **Evaluation**

A volunteer may receive periodic for evaluations of their work. This gives both Myeloma Canada and the volunteer an opportunity to discuss such items as:

- how to enhance their experience at Myeloma Canada;
- their continued interest in their current role and future goals;
- volunteer's performance and discussing concerns regarding the position or project.
- Volunteers may also be given the opportunity to evaluate their experience after the completion of an event. This will be through an online or paper survey.

- **Issues and Complaint Procedure**

Myeloma Canada's goal is to provide a positive volunteer experience. Occasionally however, a complaint or issue may arise. In most cases the complaint can be resolved by following these steps:

- Report complaint to the Myeloma Canada staff responsible for the event, committee, or project
- Should the complaint not be resolved, or should it involve the staff member, their manager should be contacted and informed. All information shared with Myeloma Canada will be treated with the utmost confidentiality.

In some instances, a complaint may need to resolve with other policies. If such is needed the CEO may make this recommendation based on the input of the Myeloma Canada staff present at the event where the complaint occurred.

- **Substance abuse**

Myeloma Canada has a zero-tolerance policy for the distribution, sale, possession, or consumption of illegal drugs during or prior to any volunteer activity or engagement associated with the organization.

- **Communication**

E-mail Policy

- Emails sent by volunteers on behalf of Myeloma Canada must be professional, courteous and must reflect the goals, objectives and values of the organization.
- Emails sent on behalf of the organization should not be inappropriate, sexist, racist, indecent, offensive, abusive or contain political or religious views. They shall not be sent for personal business, advertising or for personal gain.
- Emails containing confidential documents may not be forwarded to outside sources that could cause damage to Myeloma Canada.

Inappropriate email use reflects poorly on the organization. If it is believed that there is a failure to comply with the email policy, the volunteer could be dismissed.

- **Social Media Policy**

Volunteers who post content on behalf of Myeloma Canada—or reference their volunteer involvement—must do so in a professional, respectful, and accurate manner that reflects the mission, values, and voice of the organization.

Myeloma Canada staff have control and final approval over all the organization's official social media. If volunteers are asked to post through an official social media account or are promoting Myeloma Canada or an event through their personal social media handles, postings may not be off-topic, false or misleading, rude, vulgar, discriminatory, defamatory, obscene or sexual. Posts may not include links to other sites, promote services or products, or for personal gain. Posts should be positive in nature.

Posts made on platforms such as X (Twitter), Instagram, LinkedIn, Facebook, TikTok, or other public forums:

- must be courteous, inclusive, and respectful of all individuals and communities;
- must not contain offensive, discriminatory, political, or religious content;
- may not be used to promote personal business, commercial services, or personal gain;
- must not disclose confidential information about Myeloma Canada, its stakeholders, donors, or partners;
- should clearly distinguish personal opinions from organizational positions, especially when the volunteer is perceived to be speaking on behalf of the organization.

Volunteers must not present themselves as official spokespersons, unless explicitly authorized by staff. Any breach of this policy may result in disciplinary action, including dismissal.

- **Computer Equipment and Software**

Information technology hardware and software have been purchased or licensed to Myeloma Canada solely for its own use. The organization's information technology may not be used:

- for personal or personal business gain;
- when copyright could be infringed;
- to obtain unauthorized access to systems, data and information;
- to store, transmit or display material, which is pornographic, obscene, offensive or illegal.

- **Accepting Gifts and Cash**

Volunteers may not accept monetary or material gifts from service users, suppliers, vendors, or community members, except for token or personal mementos of nominal value (approximately \$25 or less). This does not include honorariums, which are formal payments provided in recognition of volunteer services.

Any gift, cash, or honorarium over \$25 must be reported immediately to the CEO.

- **Media Policy**

Patients or care partners volunteering at our events are not to communicate directly with the media without prior authorization from staff at Myeloma Canada. If the situation requires it, Myeloma Canada will provide a document with talking points prior to the media event. Myeloma Canada will provide media training if, and when necessary, but no one will be called upon to communicate with the media unless they are comfortable doing so.

- **Dishonesty**

Dishonesty will not be condoned and will be dealt with promptly.

- **Expenses**

If the situation requires it, Myeloma Canada will reimburse reasonable expenses incurred by volunteers while working on behalf of the organization. Items to be expensed must be agreed upon prior to the expense being made and receipts must be pro