



**MYELOMA
CANADA**
MAKING MYELOMA MATTER

Title :	Volunteer Policies		
Created by :	Connor Mellegers	Date :	11/18/2022
Approved by :		Date :	
Version :	001		

Table of Contents

Principles of Policy:	3
Who is a Volunteer?	3
Types of Volunteers:	3
Myeloma Canada’s Responsibilities.....	3
Our Expectations of Volunteers.....	4
Planning.....	4
Insurance.....	4
Harassment Policy	5
Equity and Diversity	5
Management of Volunteer Information.....	5
Recruitment	5
Application Forms	6
Phone Screens.....	6
Interviewing	6
Police Background Checks	7
Reference Checks	7
Saying No	7
Placement	7
Term of Office	7

Orientation and Training	7
Orientation.....	8
Accountability	8
Absenteeism.....	8
Code of Conduct.....	8
Disclosure and Conflict of Interest	9
Supervision	9
Discipline	9
Job References.....	10
Ending of Placement	10
Evaluation	10
Evaluation	10
Issues and Complaint Procedure.....	11
General	11
Drug Policy.....	11
Alcohol Policy	11
Email Policy.....	11
Computer Equipment and Software.....	12
Accepting Gifts and Cash.....	12
Media Policy	12
Social Media Policy.....	13
Dishonesty	13
Expenses.....	13

Introduction

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 our work in the community. Without our volunteers we could not reach the scope and impact that the Myeloma community has come to rely on. We would like to thank all of our volunteers for their critical support and the work they do to improve the lives and well-being of those impacted by Myeloma.

Principles of 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 our objectives. Volunteers have flexibility in their scheduling and hours, do not have a strictly defined role and are never asked to do work normally done by a paid employee.

Types of Volunteers:

Myeloma Canada offers volunteers a variety of different roles including being part of the Board of Directors, committees, special projects and events. Many of Myeloma Canada's volunteers are seasonal or very short-term.

Myeloma Canada's Responsibilities

Volunteers are an indispensable part of Myeloma Canada. As an organisation, we will make every reasonable effort:

- To match the needs of the organisation with the skills, knowledge, experience, time availability and motivation of the volunteer;
- To provide training and orientation so that volunteers are comfortable in their positions and with their knowledge of the organisation;
- To extend appreciation and respect for volunteers and their time;

- To be open-minded to comments and suggestions made by volunteers, encouraging two-way communication;
- To provide a format where problem solving, and issues are managed in an effective manner;
- To provide genuine thanks, recognition and awards for volunteer participation;
- To make financial and other provisions in our plans to meet the needs of volunteers;
- To encourage an enthusiastic work ethic in a fun and open environment;
- To provide regular information in order to keep volunteers abreast of new information about the organisation.

Our Expectations of Volunteers

There are also expectations of the volunteers that lend their time and skills to Myeloma Canada. Responsibilities of a volunteer include, but are not limited to:

- To maintain and uphold the reputation of Myeloma Canada;
- To aim for high standards of professionalism, effort, efficiency, reliability and quality in all aspects of their contribution;
- To work with discretion, honesty and enthusiasm;
- To cooperate and be open minded with other volunteers, supervisors and paid staff;
- To be willing to listen and learn;
- To provide reasonable notice if they are unable to fulfill their volunteer commitment;
- To adhere to the confidentiality, general behaviour, health and safety policies as well as procedures of Myeloma Canada, in accordance with the volunteer policy.

Planning

Insurance

All volunteers are covered by our organisation's insurance policy while they are on the premises or engaged in any work on our organisation's behalf.

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 of Myeloma Canada all reasonable efforts will be made by the supervising staff member to support them.

For more information, please refer to the Myeloma Canada Code of Conduct.

Equity and Diversity

Our organisation is committed to a volunteer environment free of discrimination on the grounds of race, gender, religion, disability, or political preference.

Management of Volunteer Information

All volunteer information received 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.

Volunteer information will not be shared with a third party.

Recruitment

Recruitment is done on an on-going basis.

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

Volunteers will be recruited based on ability and fit with the organisation, regardless of sex, religion, age (of majority), race color, sex, pregnancy, sexual orientation, civil status, political convictions, language, ethnic or national origins, social condition, physical appearance, or handicap. Demographic considerations for hiring will only be made if there is a specific need for the type of program or support involved i.e., specifically hiring 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, time availabilities etc. These forms are available online 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, objectives as a volunteer, skills, time and overall fit with the organisation.

Interviewing

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

Reasons for refusal include, and are not limited to the volunteer:

- 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;

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 in the organisation.

Placement

Upon satisfactory completion of the screening process, Myeloma Canada will attempt to place the volunteer in a role that satisfies both the organisation and the volunteer. The placement within a volunteer role may be immediate or may be deferred if the event or committee 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 job description.

Orientation and Training

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

Orientation

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

- The organisation's history, vision, mission, organisational chart and overview of supported groups to provide a context for the role.
- 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 the volunteer is comfortable with the information above so they can be as effective as possible in their role, as well as an informative ambassador for the organisation. This orientation will not take place for very temporary roles such as march setup and takedown.

Accountability

Myeloma Canada expects volunteers to be accountable for their actions.

Absenteeism

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

Chronic absenteeism may result in reassignment to a volunteer activity not requiring regular attendance and may result in release of the volunteer.

Code of Conduct

A volunteer must present themselves dressed in a manner appropriate to the venue.

Volunteers are expected to be polite, courteous, informative, hard-working and reflect the goals, objectives and values of the organisation.

Disclosure and Conflict of Interest

All volunteers must sign a “Disclosure and Conflict of Interest” document prior to starting a volunteer position. Recent and actual employment history, associations and other non-profits involved in 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 will be taken:

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 Executive Director will also immediately be advised of the situation.

Possible grounds for immediate dismissal include, and are not limited to, gross misconduct, insubordination, drug or alcohol consumption, 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.

Job References

Myeloma Canada will, at their discretion, provide references for volunteers. References will include a general description of the volunteer's role and duties.

Ending of Placement

Should a volunteer elect to leave their role at Myeloma Canada prior to the scheduled end of their placement, they should inform Myeloma Canada, giving them 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 formal and/or informal 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 volunteer's 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

Our goal is to provide a positive volunteer experience. Occasionally however, a complaint or issue may come up. The following steps should be followed if such an occasion occurs;

1. Report complaint to the Myeloma Canada staff responsible for the event.
2. Should the complaint not be resolved in step 1, or should it involve the paid staff member, the Director should be contacted and informed. All information shared with Myeloma Canada will be treated with the utmost confidentiality.

General

Drug Policy

There is a zero-tolerance policy for illegal drug distribution, sale, possession, or consumption during or prior to any event or activity associated with Myeloma Canada.

Alcohol Policy

Volunteers are not permitted to consume any alcohol while on duty or prior to the event where such consumption would inhibit their actions and behaviour at the event or meeting.

Email Policy

Emails sent by volunteers on behalf of Myeloma Canada must be professional, courteous and must reflect the goals, objectives and values of the organisation.

Emails sent on behalf of the organisation should not be inappropriate, sexist, racist, indecent, offensive or abusive or contain political or religious views. They may also not be sent for personal business, advertising or for personal gain.

Emails containing confidential documents may not be forwarded to outside sources that would cause damage to Myeloma Canada.

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

Computer Equipment and Software

Information technology hardware and software has been purchased or licensed to Myeloma Canada solely for its own use. The organisation'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 or on behalf of service users, suppliers, vendors, or community members except for a token, personal memento of no appreciable value, (\$25 or less).

Any gift or cash must be reported immediately to the Executive Director.

Media Policy

Volunteers 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 volunteer will be called upon to communicate with the media unless they are comfortable doing so.

Social Media Policy

Myeloma Canada staff have control and final approval over all of 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, postings may not be off topic, 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.

Disciplinary action including a verbal warning and dismissal are possible if volunteers use social media in any way that may reflect negatively on Myeloma Canada.

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 organisation. Items to be expensed must be agreed upon prior to the expense being made and receipts must be provided.