

Hamilton Health Sciences Foundation Volunteer Policies

October 2023

WELCOME

Thank you very much for choosing to share your talents and time with Hamilton Health Sciences Foundation. We are very appreciative of your commitment to help us deliver on our mission.

Whatever role you play as a volunteer, you are part of a team that is committed to raising funds for the purpose of supporting outstanding clinical care and research for the communities served by Hamilton Health Sciences. Whether you are joining us in our offices or at one of our events, we greatly appreciate your commitment.

This handbook will serve as a reference for you on our organizational goals and policies to which you are expected to adhere.

VOLUNTEER POLICY DOCUMENT

The purpose of this policy document is to ensure individuals who volunteer with Hamilton Health Sciences Foundation in any capacity have a basic understanding of the organization and the policies to which they are expected to adhere. In addition, for those volunteers who are supporting one of our events, a waiver of liability is required to be signed.

Hamilton Health Sciences Foundation – Mission, Vision and Values

The mission of Hamilton Health Sciences Foundation is **‘Our mission is to raise funds and manage donor gifts for the purpose of supporting outstanding clinical care and research for the communities served by Hamilton Health Sciences’.**

The vision of Hamilton Health Sciences Foundation is **‘To see a community of inspired and committed donors who embrace *It’s Vital to Care*’.**

Values

The Foundation believes that relationships and partnerships are the basis of excellence in fundraising. Therefore we will:

- Treat all donors, the Hospital and others with integrity, respect and appreciation.
- Be accountable to our donors and the community.
- Encourage creativity and innovations in our activities.

The role of a volunteer is to support the mission, vision, and values of Hamilton Health Sciences Foundation in addition to the specific goals and efforts of the event or project which they are supporting

This document provides a high level overview of a number of HHS/F policies that are applicable to volunteers. The full text of any of these policies is available by request from the Foundation staff person responsible for the volunteer assignment.

Conflict of Interest

The purpose of this policy is to promote conduct that aligns with our corporate value of “accountability” by adopting high ethical standards to guide us. The core principles of this policy are to avoid any situation in which an HHSF volunteer or internal stakeholder has or may be perceived to have (by a reasonable person in all the circumstances) a private or personal interest which results in the following:

- The objective exercise of his / her volunteer duties with HHSF being influenced to the detriment of HHSF or those having dealings with HHSF, and/or:
- A gain or advantage or showing of preference to the HHSF volunteer, internal stakeholder, life-partner, immediate family member, or close friend of the HHSF internal stakeholder or volunteer, to the detriment of HHSF or those having dealings with HHSF.

Accessibility for Ontarians with Disabilities (AODA) Policy

1.0 PURPOSE

The purpose of this policy is to outline practices, policies and procedures in place at Hamilton Health Sciences Foundation to help identify and remove barriers that impede a person's ability to access services.

2.0 POLICY

Hamilton Health Sciences Foundation is committed to giving people with disabilities the same opportunity to access our services and allow them to benefit from the same services, in the same place and in a similar way as other people. Hamilton Health Sciences Foundation is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access our premises and website.

Some events by their very nature will not be fully accessible. All efforts will be made to accommodate those with disabilities who wish to be either a participant or spectator. In the event a volunteer encounters a situation associated with an accessibility issue, they should engage a Foundation staff member for assistance.

Confidentiality

All volunteers are required to complete and sign a “Confidentiality Pledge”.

Hamilton Health Sciences Foundation, its employees and volunteers have a legal obligation to respect the confidentiality of all clinical, health related, personal, human resource, social and / or psychological information regardless of the context in which it was received including but not limited to event participants (including patients, staff, family and teams), regardless of whether access to such information was verbal, documents, computerized or otherwise obtained. Volunteers may only divulge, obtain and/or use confidential information as needed by them to perform legitimate volunteer duties. Inappropriate access, disclosure, misuse or failure to safeguard confidential information is subject to disciplinary action.

Vaccination Status, Masking, and COVID-19

We require all volunteers to be fully vaccinated against COVID-19. You may be required to wear a mask while volunteering at this event. This requirement is in alignment with the current vaccination and masking mandate of HHS. Vaccine certificates may be requested and please do not attend the event if you feel ill.

2.0 Policy Statement

2.3

Once volunteer services are ceased with the HHSF, it is expected that all information mentioned above is to be treated confidentially, and with agreement to not disclose it to any third party, for any reason, except with written authorization from the hospital or Foundation.

2.4 Computer Information/Passwords

Volunteers must protect any user code(s) or password(s) that may be provided and used to access computer information systems and programs. The volunteer user codes and / or passwords and all activities undertaken using such codes and passwords are the responsibility of the authorized volunteer. If at any time the volunteer feels that the confidentiality of this code or password has been or might be breached, they are to report any concern to their designated supervisor.

2.5 Personal Health Information Protection Act

In the case of an event volunteer obtaining/accessing any patient/health information, it is the responsibility to become familiar with and adhere to the respective provisions. The HHSF has incorporated the requirements of the Personal Health Information Protection Act into its policies and procedures for the access to and treatment of confidential patient, staff, and volunteer information. Any fraudulent application, violation of confidentiality or any other violation of the above provisions may result in disciplinary action up to fines for liability under the Personal Health Information Protection Act.

Adherence to Hamilton Health Sciences Values-Based Code of Conduct

A values-based code of conduct clearly and concisely describes an organization's behavioural expectations of its members. It outlines what types of behaviours are expected in the workplace, which includes any Foundation organized events.

The HHS Values-Based Code of Conduct "RESPECT"

R – Responsibility – accountable for own actions and outcomes

E – Etiquette – demonstrate awareness of acceptance of diversity by being polite and considerate

S – Support – foster an environment that recognizes the various needs of individuals

P – Professionalism – adhere to HHSF values and policies, and professional and regulatory standards and practices

E – Education – continuously develop and demonstrate behaviour that fosters a positive working and teaching environment

C – Communication – use clear and concise language, and appropriate methods for giving direction and providing constructive feedback; remember your body language

T – Teamwork – treat all individuals as valuable members of the team

"What is Inappropriate Behaviour"

Inappropriate behavior is conducting oneself in a way that is undesirable, unsuitable, improper, or incorrect. Inappropriate behavior can be a subjective interpretation based on how an individual expects to be treated. Inappropriate behavior may be written, verbal or behavioural. Examples of inappropriate behavior or conduct include:

- Comments that are insulting, hurtful, disrespectful or rude
- Threatening or abusive language directed at an individual
- Degrading or demeaning comments
- Profanity or similar offensive language
- Physical behavior with another individual that is perceived as threatening, intimidating or unwelcome
- Body language that is irritating or offensive
- Discussing workplace conduct, concerns, and conflicts in front of others
- Passive-aggressive behavior – describes behavior that is passive in expression but is aggressive or malicious in intent. The purpose of passive-aggressive behavior is to express anger without having to be responsible for that anger, so anger can be denied. Passive-aggressive behavior may include non-verbal behavior or body language that is irritating or offensive.