

Policy and Procedure

Title:	Community Involvement at CancerCare Manitoba	
Policy Number:	01.501	Section: Volunteer Services
Effective Date:	May 14, 2003	
Revised Date:	September 13, 2019	
Approving Body:	President and CEO	
Authority:	CancerCare Manitoba Act	
Responsible Officer:	President and CEO	
Delegate:	Provincial Director, Population Oncology	
Contact:	Manager, Volunteer Services	
Applicable to:	All CCMB Staff and Physicians including Volunteers at CCMB	

1.0 **BACKGROUND:**

CancerCare Manitoba (CCMB) values the contributions of community members in the achievement of its mission and goals. Safety and security of our patients, volunteers and staff are enhanced through clearly defined recruitment processes and roles within the organization.

2.0 **PURPOSE:**

To define the structure for community involvement at CCMB.

3.0 **DEFINITIONS:**

3.1 **Regular Volunteers:** are interviewed, registered and screened through Volunteer Services. These include:

3.1.1 **Volunteer:** an individual who, beyond the confines of paid employment and normal staff responsibilities, contributes time and service to assist CCMB in the accomplishment of its mission.

3.1.2 **Work Experience Volunteer:** any student over the age of 14 in a school co-op program, student initiated project, leadership course, or employment training program. Work Experience Volunteers may receive course credit and may have specific requirements for verifying hours and evaluations.

3.2 **Department-Sponsored Volunteers:** are recruited and screened by a department within CCMB, other than Volunteer Services, to perform a specific role within their area.

3.2.1 **Virtual Volunteer:** an individual who completes tasks, in whole or in part, via an offsite computer. Virtual Volunteers are not provided with access to the CCMB internal network.

3.3 **Advisory Volunteers:** volunteers who agree to participate as active members of an Advisory Committee. These are committees established to provide advice to staff or programs. Advisory committee members are selected, screened by the CCMB staff outside of Volunteer Services and registered for this advisory

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volunteer position only. This does not include Board and Committee members, who are governed by their own set of policies.

3.4 Individuals who participate in the following programs are not considered volunteers and therefore the responsibility for registration and screening lies outside of Volunteer Services:

3.4.1 Student Internships/Practicums: are formalized agreements between the CCMB specific departments and educational institutions as part of health-oriented degrees or diploma programs where CCMB supports the delivery of the educational program. The educational institutions are responsible for providing insurance coverage for these individuals. PHIA training is confirmed or administered by the Service Leader/Director/Head of the department responsible and the original Pledge of Confidentiality is retained in that department.

3.4.2 Job Shadowing Individuals: do not perform a service for the agency but follow a staff person in a specific job for a short period of time. Job Shadowing Individuals are not registered with Volunteer Services (e.g. Take Our Kids to Work Day).

3.4.3 Community Groups or Individuals: those who provide one-time or episodic service. (e.g. a choir or a cancer patient presenting at a conference)

4.0 POLICY:

4.1 All Regular Volunteers are recruited, interviewed, screened, oriented and receive PHIA training through Volunteer Services.

4.2 All Department Sponsored Volunteers are recruited, interviewed, screened and trained through a third party. They are oriented by Volunteer Services and complete an abbreviated application form and PHIA Pledge of Confidentiality.

4.3 Volunteers perform a variety of functions designed to enhance services provided to patients and families and provide assistance and support to employees across four CCMB sites: MacCharles, Tache, Manitoba Screening Programs and the Breast and Gyne Cancer Centre of Hope. Volunteer programs at the community sites - Concordia Hospital, Victoria Hospital, Grace Hospital and 7-Oaks Hospital are managed by the host hospital and are not governed by this policy.

4.4 Volunteers may perform functions in support of employees, but shall not displace staff.

4.5 Volunteer placements always respect any collective agreements in place.

4.6 To be eligible to volunteer, individuals must:

- Be 14 years of age or older;
- Have parental consent if under the age of 18;

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- Be able to work independently;
- Be willing to commit to a three-month minimum;
- Be able to work within the volunteer shift times;
- Be interviewed and screened;
- Meet screening standards for the position, which includes one to three reference checks and possibly Child Abuse Registry Check or Criminal Record Check;
- Be capable of complying with all CCMB and Volunteer Services policies;
- Be capable of understanding and abiding by CCMB practices regarding infection control and confidentiality;
- Be able to comply with Canadian immigration laws;
- Be able to communicate in English

4.7 CCMB attempts to place all prospective volunteers, but reserves the right to redirect applicants.

5.0 **PROCEDURE:**

- 5.1 All inquiries from potential Volunteers, agencies or schools are to be referred to Volunteer Services.
- 5.2 Volunteer Services will conduct interviews, screening, placement and orientation for all Regular Volunteers. Job specific training is arranged with the user departments.
- 5.3 Volunteer Services will provide orientation for all Department-Sponsored Volunteers. Training is provided by the user department or agency.
- 5.4 Training and supervision of Volunteers is to be provided by the user departments.
- 5.5 All activities of Volunteers must be approved by Volunteer Services and the program or service area in which the work will take place.
- 5.6 To request a Volunteer on a daily or weekly basis, Volunteer Services should be contacted. In collaboration with the user program or service, a position description will be developed.
- 5.7 To request a Volunteer on a one-time or project basis, Volunteer Services should be contacted in advance. User departments provide complete instructions and supervision of Volunteers if required.

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6.0 REFERENCES:

6.1 CCMB Take Our Kids to Work Day, Policy No. 05.003.

6.2 CCMB Job Shadowing, Policy No. 02.014.

6.3 CCMB Security Checks for Employment, Policy No. 05.545.

Policy Contact:

All enquiries relating to this policy should be directed to:

Name:

Title/Position: Manager, Volunteer Services

Phone:

E-mail:

Address:

(if required):

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DOCUMENTATION

Policy Location:

This policy is located (hard and e-copy formats):

1. The original signed and approved policy is on file in the Executive Office, CCMB
2. The e-copy is on file in the CCMB Governing Documents Library, SharePoint
- 3.

Revision History:

Date	Version	Status	Author	Summary of Changes
dd/mm/yyyy	#	Initial, Draft Final Minor/Major revision		
14/05/2003	1	Initial		
03/07/2011	2	Minor revision		Renamed Community Involvement at CCMB; did not go through final approval process.
30/10/2014	3	Minor revision	Volunteer Services	
21/04/2015 30/09/2015	4	Minor revision Final review	Policy Team	
26/03/2018	4	Minor revision	S.Friedenberger	Reformatted to new template
13/09/2019	5	Minor revision	Manager, VS	Revised and updated to current practice.

Approvals Record:

This Policy requires approval by:

Approval	Date	Name / Title	Signature
		Not required.	

FINAL APPROVAL:

Date	Name / Title	Signature
Sept 13, 2019	Dr. S. Navaratnam President and CEO, CancerCare Manitoba	<i>Original signed by Dr. S. Navaratnam</i>