

# Volunteer Handbook of the Sickle Cell Awareness Group of Ontario

5th Edition- September 2022



Your Volunteer Role: -----

Committee/Program: -----

Availability:

Day (S)-----Time: -----

Weekend----- (Yes/NO)

Office Contact: -----

Office #: 416-745-4267

Cell #: -----

E-mail address: [info@sicklecellanemia.ca](mailto:info@sicklecellanemia.ca)

Address: 235-415 Oakdale Rd. North York, ON. M3N 1W7

## **Volunteer Coordinator's Information**

Name: -----

Tel: -----

E-mail address: [fundraise-volunteer@sicklecellanemia.ca](mailto:fundraise-volunteer@sicklecellanemia.ca)

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## Welcome to the Sickle Cell Awareness Group of Ontario

So, you want to volunteer at SCAGO? This handbook was created to give you all the information you need to have a fulfilling and impactful time as a volunteer with SCAGO. As a volunteer, you are a vital part of who we are and how we operate. As such, we expect utmost professionalism and excellent client service in the execution of your role and various responsibilities within the organization. If you have any questions about your role, please do not hesitate to speak to the volunteer coordinator or the operations manager.

***The volunteer vision: To support and uphold SCAGO's vision and mission.***

## Policy on Volunteering

- Volunteers must complete an online application form at: <https://sicklecellanemia.ca/volunteer-application-form>
- Once processed, a telephone or face to face interview would be conducted to determine the candidate's suitability for placement within the organization,
- Volunteers are required to provide the name, phone#, and email address of two referees (non-family members) who have known the volunteer for a minimum of two years,
- Volunteers in programs directly involved with children, patients and their families will be requested to provide a criminal record clearance,

- Volunteers will undergo a formal training process and receive this volunteer handbook which includes the Vision, Mission, Values, Performance Expectations, Meetings and Discipline Procedure of the organization etc.,
- Volunteers are expected to read and sign the “Commitment and Non-Disclosure forms” during the orientation/ training period,
- Volunteers of the corporation shall be oriented to the organization’s work rules, policies, performance standards and other SCAGO's requirements prior to volunteering with the organization,
- Function coordinators, managers, board committee chairs and the volunteer coordinator must engage volunteers on an ongoing basis.

## Vision

Optimizing the lives of individuals and families living with Sickle Cell Disease (SCD). This is part of a broader vision for every Ontarian with SCD to have equal and equitable access to comprehensive, standard care regardless of their place of residence in the province.

## Mission

To reduce the incidence of new sickle cell births and improve the quality of life of individuals and families living with sickle cell disease (SCD)

## Objectives

1. To educate the general public about sickle cell disease (SCD) and sickle cell trait (SCT).

### Strategy to Accomplish Objective

Provide public seminars, forums, in-school lectures, religious places presentations, law-enforcement education, etc.

2. Provide psycho-social support to patients and families with sickle cell disease

### Strategy to Accomplish Objective

Organize support groups, clubs, etc.

3. Reduce the impact of poverty on patients and families with sickle cell disease

### Strategy to Accomplish Objective

Provide emergency grants, scholarships, and other financial aid.

4. Provide a better understanding/knowledge of the disease to individuals with sickle cell disease, their caregivers, and families

### Strategy to Accomplish Objective

Provide Learning for Life™ (LFL) educational sessions to improve disease management by families

5. To contribute to the educational advancement of students with sickle cell disease

### Strategy to Accomplish Objective

Provide scholarships and grants.

6. Improve the quality of care and treatment received by individuals with sickle cell disease

### Strategy to Accomplish Objective

A. Advocate on behalf of patients for life-saving drugs and treatments,

B. Provide education to the medical and allied health professionals on the subject of sickle cell disease,

C. Support and conduct sickle cell research initiatives,

D. Organize knowledge translation activities-Lunch and Learn (L&L) in local hospitals and/or online courses for healthcare professionals (HCPs).

## Values

***Patients and families come first at SCAGO and, as such, we EMPLOY the core values below:***

**S:** Support patient and family-centered approach to the planning & delivery of our services.

**C:** Committed to improving our services to our constituents.

**A:** Accountable for our services, resources, and behaviors.

**G:** Gain recognition as the provincial voice for sickle cell disease.

**O:** Openness and transparency in our services.

## Message from the Management

On behalf of the board of directors and the SCAGO's senior management team, we would like to extend a warm welcome to our new volunteers. Individuals with SCD and their families are at the heart of everything we do and by giving your time, you are helping SCAGO to achieve its vision of optimizing the lives of these families, and we are grateful to you.

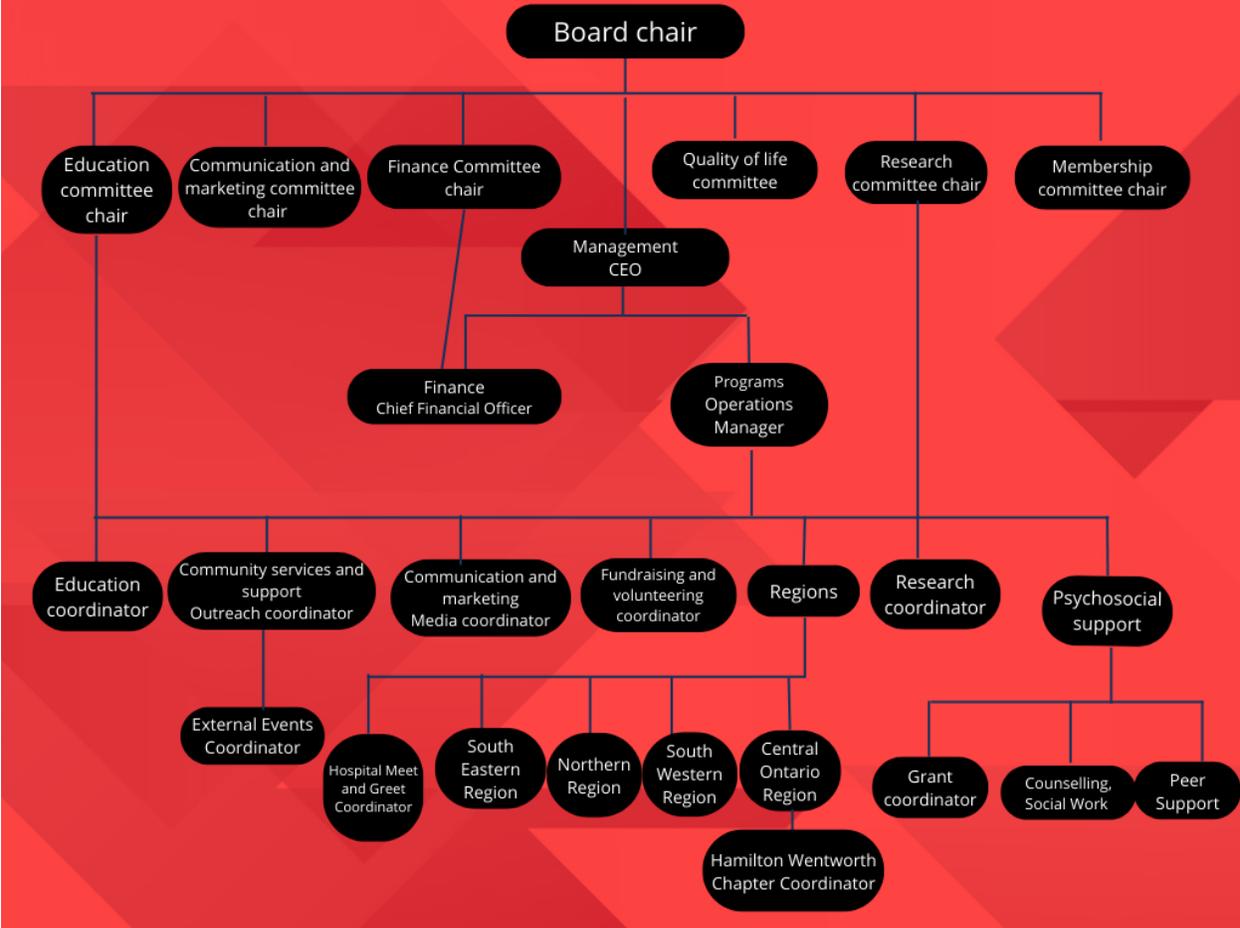
SCAGO is what it is today because of the contributions of its passionate and dedicated volunteers. Your commitment, diligence and strong allegiance to SCAGO's vision is the reason that the organization has become a global leader in sickle cell disease. You have made us a strong organization and we thank you deeply!

## Philosophies & Principles

The Sickle Cell Awareness Group of Ontario's leadership follows the guiding philosophies and principles listed below to ensure our volunteers serve in a flourishing environment and become the best at what they do. We:

- Foster a culture of shared accountability and learning,
- Demonstrate respect to all,
- Show leadership across the organization,
- Treat everyone with fairness in everything we do,
- Empower all to selflessly promote the vision of the organization,
- Promote a holistic approach to ensure strong collaboration among volunteers,
- Promote open and transparent communication through active listening.

# Organizational Chart/Reporting Hierarchy



## Committees and Programs

Committees at SCAGO are run by the Board of Directors while the day-to-day functions by the Management team. The president/CEO leads operations at SCAGO and provides quarterly reports on the activities of the organization to the board. In a nutshell, the board governs and guides the management functions through the president/CEO. As a volunteer, you may choose to support a board committee or a management function or both.

**Note:** Your area of expertise and skill set will help SCAGO to determine your appropriate placement/s during the interview period.

## **Board Committees (Governance)**

1. Nominating Committee
2. Finance Committee
3. Research Committee
4. Quality of Life Committee
5. Membership Committee
6. Education Committee
7. Communication and Marketing
8. Education Committee

## **Management Functions (Programs)**

1. Regions and Chapters
2. Psycho-social Support-
  - Peers and Families Program
  - Grant Program
  - Counselling and Social Work
3. Communication and Marketing
4. Fundraising and Volunteering
5. Education
6. Research
7. Community Services and Support

## **Commitment and Dedication**

Volunteering means that you are giving some of your time to the SCAGO and we dearly appreciate your “gift” of time.

The time the management sets aside to train and on-board new volunteers has some costs attached to it. To ensure good use of the time and to ensure that SCAGO achieves tangible outputs as a result of your volunteering, we ask for a minimum time commitment of 1-2 years of service to SCAGO. Should you prefer to spend less than 1 year in your volunteer role, please advise the volunteer coordinator before you begin your volunteer activities with us.

Commitment and dedication will also be discussed with you in greater details at the time of your interview and/or during the training/orientation period.

## **Expenses**

Expenses incurred from volunteering while performing volunteer duties must be reasonable, pre-approved and submitted with original receipts using the organization’s expense claim form within two weeks of incurring such expenses. For questions pertaining to expenses and expense policy, contact the Chief Financial Officer at: [treasurerscago@gmail.com](mailto:treasurerscago@gmail.com)

## Governing Documents

SCAGO's governing documents, our By-laws and Function Policies, influence and determine every decision, action and activities of the organization. To facilitate clarity, and to equip you with all the information that you need, each volunteer will be provided with a copy of SCAGO's governing documents as part of the volunteer onboarding process.

## Dress Code

A professional appearance is essential as a volunteer. Here are some guidelines:

- Clothing should be neat and well ironed,
- Wear SCAGO badge while volunteering,
- Dress appropriately for each event,
- Jewellery should be conservative to prevent accidents,
- Keep perfumes and colognes to a minimum

## Performance Expectations

Every volunteer will receive a job description and/or terms of reference (TOR) document pertaining to their role. Every work performed will be measured and must in the minimum reflect the volunteer's role expectations. We encourage volunteers to review their job description often to ensure they are on-target with respect to role expectations

**Timeliness:** The work we do here at SCAGO is meaningful and important. This means that it is important that we do it in a timely fashion. Make every effort to complete all work expectations and submit reports on a timely basis. In the event that you are unable to do so, please notify your program coordinator at the earliest opportunity and provide an achievable timeline.

## Missed Duty/Vacation/Illness

We know that life do happens! If unable to come in for your assigned duty, it is expected that you will do the following:

- Trade days with another volunteer in the same program or on the *emergency roaster* and inform your function coordinator/manager of the trade.
- Arrange coverage through your program coordinator/manager and/or volunteer coordinator or operations manager.

## Confidentiality/ Non-Disclosure

Confidential information (the "Confidential Information") refers to any data or information relating to the SCAGO and the patients/families it serves, whether business or personal, which would reasonably be considered to be private or proprietary to the SCAGO and that is not generally known and where the release of that Confidential Information could reasonably be expected to cause harm to the SCAGO. If

for any reason, a patient's or SCAGO's information needs to be shared with a third party, it must be approved in writing by the CEO.

- The volunteer agrees that they will not disclose, divulge, reveal, report or use, for any purpose, any Confidential Information which the volunteer has obtained, except as authorized by the SCAGO or as required by law. The obligations of confidentiality will apply during the Term and will survive indefinitely upon termination of this Agreement
- All written and oral information and material disclosed or provided by the SCAGO to the volunteer under this Agreement is Confidential Information regardless of whether it was provided before or after the date of this Agreement or how it was provided to the volunteer.
- Please note that breach of your duty of confidentiality during the time of your engagement will be deemed to be just cause for termination of your volunteer agreement with SCAGO. Furthermore, legal action, including injunctive action, may be taken against you if you breach your duty of confidentiality after you are no longer volunteering with the Organization.

You are not permitted to release the names and contact information of the patients, and families of the Sickle Cell Awareness Group of Ontario that you might come into contact with/or have possession of, to another individual, organization or association. **Additionally, member may choose to share personal information with you during conversations. These conversations are also to be considered strictly confidential.**

## Reporting, Meetings and Performance Evaluation

To ensure that the president/CEO is able to provide reports to the board and the funders on the different functions of the organization, we expect our volunteers to provide monthly reports. Failure to do so may result in the termination of the volunteer agreement.

### Reports should include:

- Activities and timelines of activities (date range when activities took place)
- Challenges and opportunities encountered in carrying out work
- Impact of work done
- Next steps

### Meetings and Performance Evaluation:

- Function coordinator or manager will meet with volunteers regularly- monthly or more frequently to provide function expectations, review program/project progress, and evaluate performance,
- Volunteer coordinator will meet with volunteers to review performance and remind volunteers on policies and expectations,
- Volunteer coordinator will provide quarterly reports to the operations manager and the president/CEO,
- The operations manager and the volunteer coordinator will lead the yearly training of volunteers.

# Communication Within and Outside SCAGO

**Within SCAGO:** SCAGO wants to support your volunteer journey and we would like you to know that the management team including the President/CEO ([sicklecellawarenessontario@gmail.com](mailto:sicklecellawarenessontario@gmail.com)) is always available to you.

If you have any questions relating to your role, expectations of your placement position, duties to perform etc., please do not hesitate to ask your coordinator/manager.

**Outside SCAGO:** Here are some suggestions to help promote effective communication with stakeholders i.e. patients, families and the general public.

1. Always introduce yourself and your role e.g. “Hi, my name is David and I am a volunteer with the Sickle Cell Awareness Group of Ontario”,
2. Maintain eye contact and speak directly,
3. Resist from providing too much information about yourself, but share information about SCAGO and how the organization can support the individual (s),
4. Listen attentively to the patient or family member’s concerns and questions,
5. Do not feel pressured to have answer for every question,

If you are not sure of an answer to a comment or question, apologize, and let them know that you will seek clarity or more information on the issue and get back to them on the questions/comments, and do get back to them!

6. Ask them for their contact information to send the response by email address or phone, within 48 hours if possible. You can send your comments/questions to: [fundraise-volunteer@sicklecellanemia.ca](mailto:fundraise-volunteer@sicklecellanemia.ca) or [info@sicklecellanemia.ca](mailto:info@sicklecellanemia.ca). An answer will be provided to you for the patient/ family member/ individual.

7. As a volunteer, you will often be the face of SCAGO in different settings. So, it is important that you arm yourself with knowledge on who we are, why we do what we do and why tackling Sickle Cell Disease is important to us. Please familiarize yourself with the disease by visiting our website and reading the various articles here: <https://sicklecellanemia.ca/public>

## Concerns and Questions

We will do our utmost to ensure that all of your concerns and questions are dealt with in a timely manner. Should you have any concerns, please do not hesitate to speak to your function lead.

## Conflict Resolution

If you have grievance and/or conflict with someone in the organization, we encourage that you try your best to resolve such conflict with the individual. If unable to resolve the conflict with the person/persons

involved, please do not hesitate to inform the volunteer coordinator ([fundraise-volunteer@sicklecellanemia.ca](mailto:fundraise-volunteer@sicklecellanemia.ca)) of such conflict. Where the conflict involves the coordinator or where the coordinator was unable to resolve the conflict, do reach out to the operations manager ([info@sicklecellanemia.ca](mailto:info@sicklecellanemia.ca)).

## Discipline Procedures/Measures

We appreciate all our volunteers. However, we understand that volunteering with SCAGO is not always a great fit for everybody. Accountability is one of our core values here at SCAGO, and we hold ourselves and our volunteers accountable. As such, and in keeping with our patient and families first model; the following conducts may result in warning or dismissal of a volunteer

1. Inability to perform three or more consecutive assigned duties/task without adequate notification to the program/function coordinator/manager or provision of tangible reason/s for non- performance,
2. Perpetual lateness to complete assigned duties/tasks without notification to program coordinator/manager,
3. In-effective or non- performance of duty,
4. Failure to attend meetings and trainings without adequate notice and reasons,
5. Non-commitment and/or failure of allegiance/dedication to SCAGO's work.

## Resignation

While we value long term commitment to SCAGO, we do realize that sometimes, volunteers might need to move on. To ensure that there is no break in services to patients and families, the volunteer coordinator and the management team at SCAGO request that you kindly provide in writing a 4-weeks' notice of your intended resignation. This will allow us to successfully arrange for your replacement and the training of a new volunteer.



**Welcome Aboard and  
Thank You Again for  
Joining the SCAGO's  
Volunteer Team**

