



SCAGO
Sickle Cell Awareness Group of Ontario

Volunteer Handbook Of the Sickle Cell Awareness Group of Ontario

1st Edition- January 2015

Your Volunteer Jurisdiction:-----

Committee:-----

Availability:

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

Office Contacts: ----- / -----

E-mail address: secretary@sicklecellanemia.ca

Volunteer Chair

Name:-----

Telephone Number:-----

Email: volunteer@sicklecellanemia.ca

Contact Information SCAGO

Phone #: **416-745-4267**

E-mail: info@sicklecellanemia.ca

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

Welcome to the Sickle Cell Awareness Group of Ontario

As a volunteer, you are one of the most important resources in our organization. You are the face representing SCAGO; and as such, utmost professionalism as well as excellent customer service is a requirement.

This hand book was created to support you in your volunteer role at SCAGO. If you have any additional questions, please do not hesitate to speak to the volunteer chair or the office.



The vision of volunteering: To serve and support the vision and mission of the SCAGO

Policy on Volunteering

- Volunteer to complete an application form found at www.sicklecellanemia.ca
- Once completed, a telephone or face to face interview should be conducted to further determine the best placement of the volunteer within the organization.
- Volunteer to provide the name, phone#, email address of two referees (nonfamily members) who have known volunteer for a minimum of two years.
- Volunteers in committees directly involved with children, patients and their families will be requested to provide a criminal record clearance.
- Volunteer to undergo a formal training process and receive a volunteer handbook which will include Vision, Mission, Values, Performance Expectations, Meetings and Discipline Procedure etc.
- Volunteer to sign a "Commitment form" during the Orientation/ Training period.
- Volunteers of the corporation shall be oriented to the organizations' work rules, policies, performance standards and other organization's requirements before volunteering with the association.
- It is imperative for the committee chairs, volunteer chair, and the management lead to conduct volunteer meetings addressing volunteer expectations, committee expectations, reminder of policies, performance management discussions on an ongoing basis.

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Patients and Families come first at SCAGO

Mission

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

Activity to Accomplish Mission

By providing public seminars, forums, in- school lectures, presentations in churches and mosques etc.

2. To provide support for patients and families with sickle cell disease

Activity to Accomplish Mission

By organizing support groups

3. To alleviate poverty for patients and families with sickle cell disease

Activity to Accomplish Mission

By providing Emergency grants, scholarships and grants

4. To provide a better understanding/knowledge of the disease to individuals with sickle cell disease and their families

Activity to Accomplish Mission

By providing Learning for Life™ (LFL) educational sessions to improve management of the disease

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

Activity to Accomplish Mission

By providing scholarships and grants

6. To provide education to the medical and allied health professionals on the subject of sickle cell disease

Activity to Accomplish Mission

By organizing Lunch and Learns in the local hospitals

Vision

Optimizing the lives of individuals living with sickle cell disease

Values

S: Support patient and family centred approach to the planning & delivery of our services

C: Compassion in fulfilling our goals

A: Accountable for our services and resources

G: Genuinely Providing Support

O: Open and transparent in our service

A Message from the President, SCAGO

On behalf of the board of directors, the executive management, the advisory board, the individuals with sickle cell disease, the individuals with sickle cell trait, and their families, I would like to extend a warm welcome to our new volunteers.

By giving your time, you are helping us to achieve our mission of providing exceptional services to our constituents. The values (found on page 5) supporting that vision are brought to life every day by our volunteers. Thank you.

Putting the individuals with sickle cell disease and their families first is at the heart of everything we do at SCAGO. In the same token, we would not be able to support these individuals if we do not have a strong patient organization. Hence, while volunteering with us, we expect commitment, diligence and strong allegiance to SCAGO and its missions.

Once again, we are delighted to have you join us and hope you derive satisfaction from your participation and from knowing that you are serving the needs of your community. We want you to enjoy your experience as a Volunteer at SCAGO.

Feel free to always ask questions and know that we cannot do it without you!

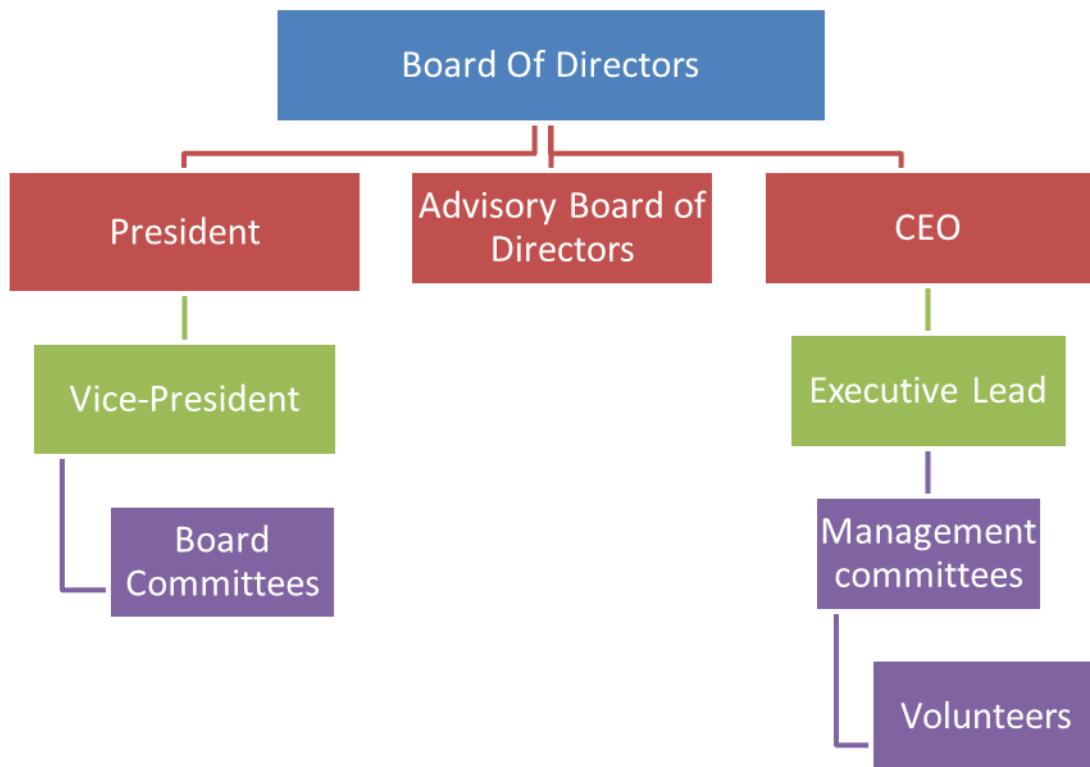
Philosophies & Principles:

As an organization, we continue to develop philosophies and principles that will enhance the delivery of our services.

In our commitment to support our volunteers to be the best at what they do, we will:

- 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 mission of the organization
- Promote a holistic approach to ensure strong collaboration among volunteers
- Promote open and transparent communication through active listening

Organizational Structure and the Reporting Hierarchy



Committee Memberships

Committees at SCAGO are divided into the Board or Management Committees and listed below. As a volunteer at SCAGO, you are expected to join one or more of these committees. For more information on committee related issues, please contact the executive assistant at: committees@sicklecellanemia.ca

Board Committees

1. Policy and Procedures Committee (Board)
2. Membership Committee (Board)

Board/Management Committee

1. Finance Committee

Management Committees

1. Support Committee
 - Parent Support- Meet the Parents
 - Adult Peer Support
 - Young Adults Committee
2. Communication Committee
3. Education Committee
4. Outreach and Awareness Committee
5. Fundraising and Marketing Committee
6. Chapter Planting Committee
7. Volunteer Committee
8. Health Research Committee

Commitment

- Volunteering takes a lot of time and commitment. We dearly appreciate your “gift” of time. We ask that all volunteers make a minimum commitment of service to SCAGO.
- Volunteers are required to make a minimum commitment of 1-2 years. This will be discussed with you at the time of your interview or during the orientation period

Governing Documents

SCAGO's By-law, Policies, Procedures and Guidelines manuals are located under ABOUT US on the website- www.sicklecellanemia.ca

Expenses

Expenses incurred from volunteering must be reasonable, pre-approved and submitted with receipts using the organization's expense claim form

Performance Expectations

Every volunteer will receive a Terms of Reference (TOR) for the committees signed on.

Volunteers are expected to follow the TOR and inform committee chairs of difficulties, concerns, questions, challenges in relation to the TOR and assigned duties

If unable to locate the committee chair, volunteer are expected to seek clarity on TOR from the Volunteer coordinator or the Executive lead

Missed Duty/Vacation/Illness

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 committee or on the *emergency roaster*
- Arrange coverage through your committee chair, volunteer coordinator or secretary

Confidentiality/ Non-Disclosure

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 an individual, organization or association. Failure to abide by this rule may result in dismissal and/or legal ramifications

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 event
- Jewellery should be conservative to prevent accidents
- Keep perfumes and colognes to a minimum

Performance Evaluation and Meetings

- Committee chairs should meet regularly with the committee members to review and evaluate performance and advise if optimal output is achieved or performance needs to be improved on.
- Volunteer chair should meet with committee chairs and volunteers to review performance and remind volunteers on policies, expectations and discuss mentoring opportunities
- Executive lead will meet with the volunteer chair twice/year or as often as necessary

Communication Within and Outside SCAGO

SCAGO is there to support your journey. If you have any question related to your placement, expectations of your position, what additional duties to perform etc. please do not hesitate to ask your committee chair/ leader.

Contact information for the Volunteer chair and the office can be found on the inside cover of this handbook. Additionally, 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 (i.e. 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 to every question

6. 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
7. Ask them for the contact information to send the response to i.e. email address and phone number
8. Within 24 hours, kindly send your comments/questions to: secretary@sicklecellanemia.ca.
9. An answer will be provided to you and the patient and or family member and or individual

Concerns and Questions

At SCAGO, we do our utmost to ensure that all of your concerns and questions are answered in a timely manner. Should you have any concerns, please do not hesitate to speak to someone in the area you volunteer or the chair/leader of your committee.

If your chair/leader is not available, please do not hesitate to email the Volunteer Chair/leader at volunteer@sicklecellanemia.ca

If you have a question or concern which cannot wait until the following business day, please contact your committee leader or the office secretary at:
secretary@sicklecellanemia.ca

Discipline Procedures/Measures

Please remember that you have signed a volunteer commitment form prior to starting your placement. Due to our adherence to our patient and families first model; the following conducts may result in warning or dismissal of a volunteer

1. In ability to perform five or more consecutive assigned duties/task without adequate notification to the chair of your committee or provision of tangible reason/s for non- performance
2. Perpetual lateness to complete assigned duties/tasks without notification to the chair/leader of committee
3. In-effective or non- performance of duty
4. Failure to attend meetings and trainings without adequate notice and reasons.

Resignation

While we will love to keep you perpetually at 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 chair and the management team at SCAGO request that you kindly give us and your committee chair (if applicable) at least 2-weeks' notice in writing of your intended resignation so, we can successfully arrange for replacement and training of a new volunteer