

Guiding Principles of Volunteer Services

Our Purpose

Volunteer Services supports BC Cancer-Victoria to meet its goals to enhance patient and family experience. Volunteers work collaboratively alongside staff as important and valued team members.

Volunteer Services is a strategic partner, providing non-medical, person centred support and hospitality services to patients and their families.

Volunteer Services team members help patients and their families learn how and where to access information, and provide resources to support and encourage patient's active and informed participation in their own cancer journey.

Volunteers provide a unique role within the centre. Their focus is largely social with ample time to engage in conversation and share resource information to help patients feel comfortable and informed while waiting for appointments.

Our Commitment

BC Cancer-Victoria is committed to supporting, and celebrating volunteering..

Our volunteer program is committed to providing opportunities to people with diverse backgrounds, including those who may have personal experience with cancer. Volunteering is also a learning opportunity. We are committed to providing volunteers opportunities that can cultivate new health care professionals and give meaningful opportunities to those who value lifelong learning.

Our Values

We ensure that all of our volunteer activities and interactions are done with the values of respect, innovation, compassion, and partnership. Volunteering offers joy and purpose through the experience of serving others.

The Role of Volunteers at BC Cancer Victoria

1. As Volunteers represent a role different from paid staff at the Centre, it is important that the relationships, responsibilities, and accountabilities are clearly defined and understood by all parties involved.
2. Clarity of functions and relationships is necessary to maximize the contributions of volunteers for the benefit of patient experience and centre operations at BC Cancer-Victoria.

3. Volunteers are unpaid staff and are included in the human resource planning at BC Cancer Victoria.
4. Volunteers are placed into roles that are sustainable, ongoing, do not require the supervision of clinical staff, and are non-essential to basic operations. In some circumstances, volunteers may support one-time event based roles with prior approval and staff leadership.
5. Volunteer Services respects and works in partnership with our paid staff. Some jobs are best performed by paid employees, other tasks and roles are most appropriate for volunteers. Collective Agreements are honoured. Volunteer roles are intended to enhance patient experience and be different from primary duties of paid employees.
6. BC Cancer Victoria involves volunteers in order to tap into skills, experiences, and talents beyond what our excellent professional staff already brings to our centre and its work.

Guiding Principles Determining Suitability of Volunteer Positions

When assessing suitability or viability of a volunteer role, eight guiding questions will be asked:

1. What value is there to the patient and or their family for this interaction to be with a volunteer?
2. What value is there to the volunteer in performing the tasks associated with this role?
3. Is this a role with requirements and tasks that are included in the scope of responsibility of staff?
4. What level of potential risk is involved in the role: union grievance, confidentiality, safety, financial, or reputational?
5. What is the impact to BC Cancer-Victoria operations should the volunteer position not be filled?
6. What is the level of staff readiness to welcome a volunteer to fully participate as a member of their team to fulfill this role?
7. What volunteer recruitment, orientation, and training resources will be needed to prepare and sustain volunteer involvement on this team?
8. Are the tasks new, or have similar tasks been done in the past by paid staff or a volunteer?

The answer to each of these questions must be highly positive and create minimal risk in order for the volunteer role to be successful.

Volunteer Tasks and Responsibilities

In Scope for select volunteer roles	Out of scope for any volunteer roles
<p>Provide services within the scope of their volunteer position description</p> <p>Provide conversation, company, and/or peer support to patients and family members in waiting areas</p> <p>Discuss scheduling, seek guidance, or support with any conflicts or issues from their direct Supervisor (Regional Coordinator of Volunteer Services)</p> <p>Always respect the confidentiality of patients and families.</p> <p>Direct patients and visitors to help themselves to a wheelchair. Ask appropriate staff to assist a patient who needs to be transported, transferred, positioned, or lifted</p> <p>If first on scene of a spill, report any hazards or issues of concern to staff. Staff will call Housekeeping</p> <p>If a patient needs a blanket, alert an appropriate staff member</p> <p>Providing comfort and support. Provide resources from the Library related to information about treatments, type of cancer, coping, and BC Cancer approved community resources.</p>	<p>Provide services or support that is outside of their volunteer position description.</p> <p>Provide scheduled or unscheduled supervision or coordination of services to complex patients needing extra support with wandering behaviours or other challenges that may put the patient, volunteer or others in their environment at risk</p> <p>Discuss scheduling, seek guidance, or support with any conflicts or issues with clinical staff, other volunteers or clinical leaders Access to CAIS, patient charts, or other patient data systems</p> <p>Verification of Patient Identification including Date of Birth and government ID</p> <p>Pushing a wheelchair, bed or stretcher anywhere. Providing any physical support for patients to walk to their car, parking lot or RJH and other non BC Cancer sites. Lifting, transferring, or positioning a patient in any setting. Assisting patients to use a washroom or assisting with clothing.</p> <p>Cleaning any spills (other than small spills with identified or witnessed safe sources such as small amounts of water or coffee). Handling blood or body fluids, clean or used/ soiled linens, cleaning wheelchairs, chemo chairs, other equipment, or ACU exam rooms.</p> <p>Volunteers do not stock supplies, provide blankets from the blanket warmer, perform cleaning duties, or support any clerical duties. These tasks may be included in a staff job description.</p> <p>Recommending, administering, or criticising, staff, volunteers, treatments, medications, supplements, or diets</p>

<p>Support or participate in a community based presentation or forum with an appropriate staff member and the prior approval of the Regional Coordinator of Volunteer Services</p> <p>Collating information and updating community resources at the request of a staff member with approval and regular supervision from of the Regional Coordinator of Volunteer Services</p> <p>Connecting a patient or visitor with a staff member when an issue is identified (with the patient's consent)</p> <p>Setting up rooms with tables and chairs for group education sessions, or moving wheeled displays and chairs</p> <p>Photocopying and assembling education materials and resources</p>	<p>Act as agent or spokesperson for BC Cancer Victoria at any presentation, forum, social media, public media requests, or letters to the editor</p> <p>Conducting undergraduate or medical program research projects or other project requiring Regional Ethics Board approval</p> <p>Providing advocacy, counselling or advice to anyone. Making referrals to programs without the consent of a patient is considered a breach of confidentiality</p> <p>Moving heavy furniture or equipment</p> <p>Mail outs, photocopying or assembling of patient personal health or contact information</p>
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Process for Proposal of New Volunteer Roles

1. Staff may propose a new volunteer role to their Manager. If Manager is in agreement, the staff member will inform the Regional Coordinator of Volunteer Services.
2. Staff will meet with the Regional Coordinator of Volunteer Services to discuss the role.
3. Regional Coordinator of Volunteer Services will prepare documentation and a draft volunteer position description collaboratively with staff member and manager as appropriate, ensuring that the proposal is within scope (referring to the Volunteer Tasks and Responsibilities table). All newly proposed volunteer roles will be written in the eight question framework of the Guiding Principles Determining Suitability of Volunteer Positions and will be submitted to the Manager of Centre Services.
4. The Manager of Centre Services will submit the framework and draft volunteer position description to Senior Operations Committee for review and approval.
5. Senior Operations may request further information, approve or deny the request with clear reasoning as to why the role request was denied.
6. The Regional Coordinator of Volunteers will work with necessary members of the staff and volunteer team to operationalize and evaluate the success of the new volunteer role.