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INTRODUCTION

The Executive Director is accountable for leading an effective staff and volunteer team and is thereby accountable for the implementation of the policies outlined in this manual.

The Executive Director is responsible for the maintaining the procedures and systems which support volunteer management for the organization and is available to answer any questions or provide clarification on any content of this manual.

STATEMENT OF PHILOSOPHY

Medical Mercy Canada Society wishes to maintain an environment that fosters personal and professional growth for all. Maintaining such an environment is the responsibility of everyone.

It is the responsibility of all staff and volunteers to:

- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and teamwork in all relationships
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Encourage and consider opinions of other employees, volunteers or members, and invite their participation in decisions that affect their work
- Encourage growth and development of employees/volunteers by helping them achieve their personal goals at MMC and beyond
- Seek to avoid conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee/volunteer has the right to fair treatment
- Recognize that employees/volunteers in their personal lives may experience crisis and show compassion and understanding

Date Accepted: _____

Date Reviewed: _____

1 Equity	Date Created: November 2016	Date Updated:
Policy Statement	MMC welcomes volunteers without regard to race, religious belief, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.	

2 Orientation and Training	Date Created: November 2016	Date Updated:
Policy Statement	<p>All new volunteers to MMC shall receive an orientation session which will encompass an overview of MMC's mission, vision, history, general policies, procedures and operations. New volunteers will be informed about the actions and behaviour that are expected and acceptable, to prevent accidents and misunderstandings.</p> <p>Volunteers will be given a copy/link to these policies and any relevant procedures. They will also make aware of the Code of Conduct form, and asked to sign off on their adherence to same.</p> <p>Volunteer supervisors are responsible for providing volunteers with the training necessary to perform their volunteer assignment.</p>	

3 Volunteer Job Description	Date Created: November 2016	Date Updated:
Policy Statement	Volunteer job descriptions will outline the responsibilities for each position. If a volunteer is unsure of its contents, they should not hesitate to ask for clarification.	

4 Volunteer Record	Date Created: November 2016	Date Updated:
Policy Statement	<p>MMC will keep a current record for each volunteer, and will keep the volunteer's record on file for at least three years. This information is available to the volunteer and the Executive Director. Legislation does allow MMC to share personal information to contact family in an emergency, to assist in law enforcement investigations and in situations authorized by the volunteers (ex. Providing a reference). Otherwise, this information is confidential and is kept in a secure location. Records may include volunteer contact information, application, reference checks, background checks, dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognitions received.</p> <p>Volunteers are responsible for submitting and updating information contained in their files to the Executive Director.</p>	

5 Accepting Payments/Gifts	Date Created: November 2016	Date Updated:
Policy Statement	No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.	

6 Evaluation	Date Created: November 2016	Date Updated:
Policy Statement	Volunteers may receive periodic evaluations to review their performance. The evaluations allow for a volunteer and supervisor to suggest changes, seek suggestions and enhance the relationship between the volunteer and MMC. The evaluation is for feedback, and both supervisor and volunteer should establish an open line of communication.	
7 Recognition	Date Created: November 2016	Date Updated:
Policy Statement	MMC will sponsor recognition events for volunteers to highlight the contributions of volunteers to the organization and to thank volunteers for their service. MMC recognizes that volunteer recognition is vital.	
8 Professionalism	Date Created: November 2016	Date Updated:
Policy Statement	When representing MMC, staff should dress and behave appropriately. Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.	
9 Attendance and Time	Date Created: November 2016	Date Updated:
Policy Statement	Volunteer attendance is important to MMC operations. Volunteers should notify their supervisor in advance and as soon as possible if they are unable to be present on their scheduled day or time. Volunteers are responsible for completing and submitting their volunteer hours.	
10 Youth Volunteers	Date Created: November 2016	Date Updated:
Policy Statement	Volunteers, under 14, must have written consent of a parent or guardian before volunteering. Students volunteering for school credit must submit school name, documentation requirements and contact information before volunteering.	

11 Emergency Plan	Date Created: November 2016	Date Updated:
Policy Statement	<p>MMC is required to have a response plan for all potential emergencies in the workplace—including but not limited to fires and chemical spills—that may require rescue or evacuation. MMC’s emergency preparedness plan will:</p> <ul style="list-style-type: none"> • be in writing • be shared with all affected volunteers • be updated to reflect current work site conditions • designate who will provide rescue services and supervise evacuation procedures in an emergency 	

12 Dismissal	Date Created: November 2016	Date Updated:
Policy Statement	<p>Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and MMC. The following are only some examples of inappropriate conduct which could lead to dismissal:</p> <ul style="list-style-type: none"> • Theft or inappropriate removal or possession of MMC’s property or that of any MMC volunteer, staff, agent or visitor, including failing to cooperate fully in any MMC investigation. • Altering MMC reports or records without permission. • Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment. • Creating a disturbance on MMC premises, at sponsored activities or in areas which could jeopardize the safety of others. • Improper use of MMC’s property or property owned by any other individual or organization. • Lack of cooperation, or other disrespectful conduct. • Violation of MMC, federal, provincial, or local safety and health rules or regulations. • Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, or other MMC-owned equipment. • Unauthorized disclosure of MCC proprietary or confidential information. • Unsatisfactory performance or conduct. 	

13 MMC Property	Date Created: November 2016	Date Updated:
Policy Statement	Upon job completion, dismissal or resignation, all items of any kind created or used pursuant to the volunteer's service or furnished by the MMC including but not limited to computers, reports, files, diskettes, manuals, literature, keys, passwords, confidential information, or other materials shall remain and be considered the exclusive property of MMC at all times, and shall be surrendered to the Executive Director, in good condition, promptly and without being requested to do so.	

14 Confidential Information	Date Created: November 2016	Date Updated:
Policy Statement	From time to time, volunteers of MMC may come into contact with confidential information, including but not limited to information about MMC's members, suppliers, finances and business plans. Volunteers are required to keep any such matters that may be disclosed to them or learned by them confidential. Furthermore, any such confidential information, obtained through volunteering with MMC, must not be used by a volunteer for personal gain or to further an outside enterprise.	

15 Intellectual Property	Date Created: November 2016	Date Updated:
Policy Statement	Any intellectual property, such as trademarks, copyrights and patents, and any work created by a volunteer in the course of volunteering at MMC shall be the property of MMC and the volunteer is deemed to have waived all rights in favour of MMC. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.	

16 IT Information Storage and Security	Date Created: November 2016	Date Updated:
Policy Statement	Any storage devices (CD's, USB's, Floppy Discs) used by volunteers at MMC and their contents are the property of MMC. Furthermore, it should be understood by volunteers, that MMC equipment should be used for MMC business only. Downloading of personal materials on MMC equipment is unacceptable.	

<p>17 Health, Safety and Liability</p>	<p>Date Created: November 2016</p>	<p>Date Updated:</p>
<p>Policy Statement</p>	<p>MMC complies with all requirements for creating a healthy and safe workplace in accordance with the Alberta OHS Act, Regulation and Code. MMC, along with its employees and volunteers, will do everything reasonable to protect the health and safety of employees and volunteers. This includes:</p> <ul style="list-style-type: none"> • Equipment must be kept in safe working order • Dangerous chemicals must be properly labelled and stored • Safe work practices must be set up for workers and MMC will ensure these practices are followed • MMC will ensure that workers have the skills and training needed to do their jobs in a healthy and safe manner • MMC will inform workers of any dangers at the job site • MMC will monitor workers who may be exposed to certain controlled products. In some cases, health examinations may be required. <p>Employees or volunteers who have health and safety concerns or identify potential hazards should contact the Executive Director or volunteer supervisor immediately.</p> <p>Illegal drug use is not permitted on the premises. From time to time, with the Executive Director’s permission, alcohol may be used to celebrate an occasion/event.</p> <p>If a volunteer is injured in the course of the volunteer’s service, it is important that the volunteer notify his or her supervisor immediately. Volunteers must complete an incident report and submit it to the volunteer’s supervisor.</p> <p>MMC’s general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at MMC’s direction and within the scope of their duties for MMC. MMC’s general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions.</p> <p>MMC’s volunteer accident insurance coverage covers some injuries to volunteers while volunteers are performing volunteer service on behalf of MMC.</p> <p>In some instances, volunteers must sign a release absolving MMC of liability when MMC volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of MMC. Contact the Executive Director with questions or for more information about insurance and liability.</p> <p>MMC is required to report to the Occupational Health and Safety Centre any incident at the workplace that:</p> <ul style="list-style-type: none"> • results in death • causes your worker to be admitted to hospital for more than two days • involves an unplanned or uncontrolled explosion, fire or flood that causes, or has the potential to cause, a serious injury • involves the collapse or upset of a crane, derrick or hoist • involves the collapse or failure of any component of a building or structure critical to its structural integrity 	

18 Air Quality	Date Created: November 2016	Date Updated:
Policy Statement	Indoor air quality can lead to many health issues. MMC recognizes this and attempts to minimize the risks associated with indoor air quality and the effects on its employees and volunteers. Issues pertaining to air quality should be reported to the Executive Director or volunteer supervisor.	

19 Smoke Free Environment	Date Created: November 2016	Date Updated:
Policy Statement	Smoking in the offices of MMC or at MMC worksites is not permitted at any time except in outside locations specifically designated as smoking areas.	

20 Scents	Date Created: November 2016	Date Updated:
Policy Statement	MMC is aware that some persons may have allergies or sensitivities to perfumes, lotions, colognes and / or chemical smells. As a result, we discourage the overuse of these products.	

21 Harassment	Date Created: November 2016	Date Updated:
Policy Statement	<p>MMC wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members, staff and volunteers. MMC will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.</p> <p>There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome", for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.</p> <p>Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti or literature or pictures and posters which may intentionally or unintentionally offend another person.</p> <p>Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.</p>	

22 Workplace Violence	Date Created: November 2016	Date Updated:
Policy Statement	<p>Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker (paid or volunteer), which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.</p> <p>MMC has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, dismissal from volunteer responsibilities, removal from Boards or committees and possibly criminal charges.</p>	

23 Dispute Resolution	Date Created: November 2016	Date Updated:
Policy Statement	<p>Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, MMC recommends the following process for conflict or dispute resolution.</p> <ul style="list-style-type: none"> • Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications. • If speaking to the individual does not work, speak to the Executive Director or volunteer supervisor. The ED/supervisor will arrange a meeting between those involved in the dispute, to determine a resolution. • If the ED/supervisor is unable to resolve a workplace dispute, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute. 	

24 Reimbursement of Expenses	Date Created: November 2016	Date Updated:
Policy Statement	<p>Volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses incurred while engaging in volunteer service for MMC. Upon the approval of a supervisor, volunteers need to track and submit receipts for all actual out-of-pocket expenses for which they seek reimbursement.</p> <p>Reimbursement requests must be submitted to the Executive Director.</p>	

25 Security and Personal Belongings	Date Created: November 2016	Date Updated:
Policy Statement	<p>MMC desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.</p> <ul style="list-style-type: none"> • Never leave your purse, wallet, or other valuable items in public areas. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. • Desks and other storage devices may be provided for a volunteer’s convenience but remain the sole property of MMC. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of MMC at any time, either with or without prior notice. • MMC is not responsible for lost or stolen personal property. • MMC will not reimburse a volunteer for any personal property which disappears from a volunteer site. 	

25 Public Statements	Date Created: November 2016	Date Updated:
Policy Statement	<p>No volunteer shall use MMC stationery or any title of MMC or refer to MMC or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of MMC and to express an opinion on its behalf.</p>	