



Canadian Hemophilia Society
Manitoba Chapter



Volunteer Welcome & Orientation

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Welcome

Thank you for your interest in volunteering for the Canadian Hemophilia Society, Manitoba Chapter (CHS-MC). This orientation package will familiarize you with the organization’s mission, its values, what is expected from volunteers and the operations of its committees. We want your volunteer experience to be a rewarding one; please feel free to ask questions about areas that may be unclear.

As a grassroots organization, none of our programs or services would be possible without the time, energy and talents of our volunteers. Volunteer are vital to the work of the Chapter and the contribution volunteers make to the CHS-MC is both recognized and valued.

Who we are

The CHS-MC is a grassroots charitable organization that was formalized in 1965 and incorporated in 1979. The Chapter was initially created to support individuals and families managing Hemophilia, an inherited bleeding disorder. The organization has grown to embrace all inherited bleeding disorders including Von Willebrand's disease and rare bleeding disorders.

Mission Statement

“...to improve the quality of life for those living with inherited bleeding disorders in the through support, service, research, education and advocacy...”

CHS-MC Volunteer Positions

CHS-MC has volunteers work in a variety of different capacities. These include ongoing commitments, episodic and one time activities. Job descriptions for various positions are

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available online in the Volunteer section of the Chapter website or from the Chapter office.

Board of Directors

Directors of the Board administer and manage the affairs of the Chapter. This includes contractual affairs and the distribution of funds. These volunteer positions are elected at the Chapter's annual general meeting. From time to time, if vacancies exist, interested members/volunteers may be appointed to the board.

Committees

A committee is a group of one or more persons, elected or appointed to consider or to take action on a specific matter. The CHS-MC has several standing committees whose terms of reference are guided by the Chapter's constitution. Special or ad hoc committees may be formed from time to time as deemed necessary by the Board.

Episodic Volunteers

CHS-MC has volunteers who will work on short term projects. Examples include Grey Cup raffle ticket selling or manning a table at an awareness event.

Responsibilities

Volunteer Responsibilities

- has interest in and understands the volunteer job
- arrives on time
- notifies the Chapter in advance of absence
- presents a good image to fellow volunteers, Chapter members, staff and the general public
- arrives dressed in clean, neat clothing appropriate to the event
- respects a zero tolerance policy for the use of alcohol or illegal drugs and does not report for their assignment while under the influence of these substances
- speaks openly, but also lets others have their turn to speak
- abides by the decisions of the immediate supervisor or committee
- works as a team member
- is respectful and acts in a tactful, fair and polite manner
- consults with the immediate supervisor if unclear on policy or procedure
- adheres to the Chapter's Code of Ethics

Committee Chairperson Responsibilities

- has interest in and understand the committee's task
- provides leadership
- keeps accurate minutes and maintains communication between the board and committee
- prepares a budget, if applicable, which must be approved by the Board

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- facilitates the committee decision-making process
- encourages all members to participate freely in debate and in discussion
- delegates tasks fairly and equitably keeping in mind volunteer interests and talents
- acknowledges that the power of the committee is vested in the members
- is respectful and acts in a tactful, fair and polite manner
- conducts meetings in an orderly manner
- consults with the board if unclear on policy or procedure
- provides the Board with a post-event evaluation and committee evaluation
- provides individual recognition for contributions at the conclusion of special events, i.e. thank you notes

CHS-MC Responsibilities to Volunteers

- keeps accurate records of a volunteers activities
- provides defined roles and responsibilities for each volunteer position
- is inclusive and in no way discriminate on the grounds of age, gender, race, faith, sexual orientation, disability or social background
- matches volunteers to appropriate activities through assessment
- provides relevant orientation, training and exit interviews
- provides ongoing evaluations and appropriate feedback as needed
- provides adequate supports and recognition for a volunteer's contribution
- provide a safe work environment

Volunteer Code of Ethics

All CHS-MC volunteers have an obligation to do more than just meet legal standards; they are expected to meet moral standards of conduct as well.

All CHS-MC volunteers are expected to:

- represent the interests of all people served by this organization and not favour special interests inside or outside of this organization
- refrain from using their service on a committee for their own personal advantage or for the advantage of their friends or supporters.
- keep confidential information confidential
- approach all Chapter issues with an open mind, prepared to make the best decisions for everyone involved
- respect the trust placed in you by those who elected or appointed you to the volunteer position and those you serve. Do not violate this trust.
- never exercise authority as a Chapter volunteer or committee member unless that authority has been delegated to you by the immediate volunteer supervisor, Board Executive, or the Executive Director
- focus your efforts on the mission of the organization and not on personal goals
- strive to uphold and enhance the credibility of the organization

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- promote a mutually respectful, honest, safe, supportive environment for board directors, volunteers, chapter members, and chapter staff

Conflict Resolution

When individuals are respectful and truly listen to each other most issues never become conflicts. However, when people are passionate about what they do, from time to time a conflict may arise.

Conflict resolution guidelines provide a process for volunteers to have their concerns addressed fairly and in a timely manner. When a conflict arises, reasonable attempts should be made to resolve the conflict as quickly as possible directly with the party/parties involved.

If this fails, a volunteer can seek resolution from their immediate supervisor. A supervisor has available to them the Chapter Executive Director and the Chapter President should further intervention be required. All efforts will be made to negotiate a reasonable outcome that all volunteers can find acceptable, without attaching blame.

Volunteer-Staff Guidelines

Committee members and staff share common goals in the achievement of the committee's work. It is important that clear lines of authority and accountability are in place. Proper levels of communication help to prioritize the activities of the Chapter and promote a healthy and productive partnership between staff and Chapter volunteers. To this end, all requests of staff's time should come from committee Chairs or the Board Executive unless this task has been specifically delegated to another committee member. If this is the case, it is the responsibility of the committee Chairperson to notify the Executive Director of the specific task delegated.