

VOLUNTEER HANDBOOK

WELCOME TO THE VOLUNTEER PROGRAM!



WHAT TO EXPECT:

- Basic information on Hospice Care Ottawa programs
- Volunteer policies and procedures
- Volunteer Program Contact Information

Contents

Welcome to Hospice Care Ottawa.....	6
The Volunteer Services Team	6
Mission, Vision and Values	7
Our Mission:.....	7
Our Vision:.....	7
Look into our History	8
Ottawa Hospice Locations	9
La Maison de l’Est	9
May Court Hospice.....	9
Ruddy-Shenkman Hospice	9
What is hospice palliative care and who benefits from the care?	10
The Hospice palliative care team?	10
Volunteers play an integral role	10
Ottawa Hospice Palliative Care Network.....	12
Hospice Care Ottawa’s Programs and Services	13
Residence Hospice Care Program	13
In-Home Support Program.....	14
Day Hospice Programs	15
Family Support Program	16
Volunteer Positions at Hospice Care Ottawa.....	17
Direct Client Care Volunteers	17
Day Hospice Program.....	17
In Home Support Program	17
Residential Care Program	17
Bereavement Support Volunteers	17
Complementary Therapy Volunteers	18
Day Hospice Transportation Volunteers.....	18
Non-Direct Client Care Volunteers	18
Administrative Service	18

Community Outreach.....	18
Flower Arranging.....	18
Fundraising.....	18
Gardening.....	19
Kitchen	19
Maintenance and Yard.....	19
Reception	19
Special Events	19
Policies Related to All Volunteer Roles.....	19
Attendance.....	19
Allocation of Resources	19
Boundaries	20
Acknowledgement of Client Death.....	20
Conflict of Interest	20
Gifts.....	20
Visitors: Bringing Visitors on an Assignment	20
Volunteer/Client Relationship	21
Witnessing documents	21
Computer Use and Security	21
Confidentiality.....	21
Personal Phone Numbers and Addresses (Including Email).....	22
Dress Code	22
Fire Safety Plans:.....	23
May Court Hospice.....	23
Ruddy-Shenkman Hospice	24
Maison de l'Est.....	24
Health Standards.....	25
Infection Control	26
Further Precautions for Certain Communicable Diseases.....	26

Injury While Volunteering.....	27
Human Resources	27
Accessible Customer Service and the Accessibility for Ontarians with Disabilities Act (AODA)	27
Anti-Discrimination	27
Concerns and Grievances.....	28
Harassment	28
Substance Abuse	28
Inclement Weather	29
Insurance and Liability	29
Volunteer Status	30
Inactive Volunteer Status.....	30
Leave of Absence	30
Resignation.....	30
Volunteer Experiences Loss of a Loved One.....	30
Medical Assistance in Dying (MAiD)	31
Mileage Claim Policy	31
Pet Visitation Policy	31
Volunteer Program	32
Communication and Engagement	32
Eligibility	32
Performance Review	32
Recognition	32
Record Keeping/Documentation	32
Relatives of Employees/Clients/Volunteers as Volunteers	33
Right of Refusal	33
Special Case Volunteers	33
Volunteer Records	33
Scent Free Environment.....	33
Smoking.....	34

Speaking on Behalf Of Hospice Care Ottawa	34
Support.....	34
Telephone Use during Scheduled Shifts	34
Training and Education	34
Client Care:.....	35
Grief and Bereavement:.....	35
Food Handler:	35
Transportation	35
Appendix 1 – Privacy and Confidentiality	36
Appendix 2 - Accessibility for Ontarians with Disabilities Act (AODA)	41
Appendix 3 - Workplace Anti-violence, Harassment, and Sexual Harassment Policy.....	43
Appendix 4 – Occupational Health & Safety.....	53
Volunteer Agreement to Abide:	56

Welcome to Hospice Care Ottawa

Thank you for your interest in becoming a volunteer. As a new volunteer with our organization, you will be joining ***The Friends of Hospice Care Ottawa Volunteer Community***. Our volunteers are known for their passion, dedication, and commitment. Our hospice services in Ottawa would not exist without you.

Hospice Care Ottawa (HCO) was formed in January 2013 from the amalgamation of two well established hospice services – Friends of Hospice Ottawa and The Hospice at May Court. Both of these organizations stemmed from separate local church communities who recognized the need for hospice palliative care in the Ottawa area.

Today, Hospice Care Ottawa has approximately 800 volunteers and 100 staff that provide high quality palliative and end-of-life care and support for people living in Ottawa and their families.

This handbook is designed to answer your questions and to prepare you for the adventures ahead. Please stay in close communication with us throughout your time as a volunteer, and call or email us if you have any questions, suggestions, concerns or stories to share. We look forward to getting to know you.

The Volunteer Services Team

Jennifer Lockyer – Manager, Volunteer Services for all Hospice Care Ottawa 613-260-2906 x 237, 613-688-8013 Jennifer.Lockyer@hospicecareottawa.ca	Janet Bowes Site: La Maison de l’Est 613-424-6560 X 221 Janet.Bowes@hospicecareottawa.ca
Laura Lafantaisie Site: Ruddy-Shenkman Hospice 613-260-2906 x 244 Laura.Lafantaisie@hospicecareottawa.ca	Rebecca MacDonald Site: May Court Hospice 613-260-2906 x 231 Rebecca.MacDonald@hospicecareottawa.ca

Mission, Vision and Values



Our Mission:

Hospice Care Ottawa provides compassionate, high quality care to people and their caregivers from the time of diagnosis with a progressive life-limiting illness through their palliative and end-of-life journey.

Our Vision:

Promoting quality in life, compassion in death, and support in bereavement to people in need across Ottawa.

Our Values:

- ✿ **Compassion** and respect guide all of our actions and decision-making.
- ✿ **Inspiration** comes from the courage and strength of those we serve.
- ✿ **Excellence** in person-centered care is integral in all our work and relationships.
- ✿ **Community** grounds all our work. We embrace and encourage collaboration, partnership, and diversity.

Look into our History



2013 – Hospice Care Ottawa was formed from two existing hospice organizations: the Hospice at May Court and Friend of Hospice Ottawa. The history of both of these agencies is our foundation that has enabled us to move forward into a bright future for Hospice Care in Ottawa.



1986 – A group of parishioners from All Saints Church in Sandy Hill begin exploring the idea of starting a local hospice after caring for a fellow parishioner who wanted to die at home.

1987 – The Hospice of All Saints' first Board of Directors is established and an Executive Director is hired.

1988 – The Home Support Program is launched and the first client admitted.

1991 to 1997 – The Bereavement Follow – up program, Day Hospice and the Family Support programs begin.

1998 – The May Court Club of Ottawa and the Hospice Boards approve the relocation of the Hospice to 114 Cameron Avenue. The membership votes to change the name to The Hospice at May Court.

2001 – The Hospice Residential Program admits its first resident on January 22, becoming the first program of its kind in Ontario.

2004 -2005 – The Hospice faces possible funding cuts after its pilot residential funding from the province is threatened. As a result of a community letter writing campaign the province formally recognizes palliative care and allocates funding in its budget for the first time.

2006 to 2012 - Accreditation is received from the Hospice Association of Ontario in 2006 and Accreditation Canada in 2009. The Hospice grows to serve up to 600 individuals each year.



1994- The vision of Sylvia House Hospice is formed from the inspiration of how positively Sylvia Wing dealt with her own last days of life. As her friends help her to obtain her wish to die at home, they quickly realize how little support there is in the west end of the city.

1995- A Provisional Board of Directors is selected from a group of committed volunteers.

1996- A permanent Board of Directors is formed, an Executive Director and a Care Coordinator is hired, and volunteers are trained to provide In-Home Support, Bereavement and Caregiver Support, Transportation, and Day Hospice assistance.

1999- Sylvia House Hospice and The Salvation Army joins together to form 'The Salvation Army Sylvia House Hospice'.

2003- The Salvation Army is forced to close the doors of the Hospice which leaves existing clients without the much-needed service in the west end. A group of concerned citizens gets together and forms Friends of Hospice Ottawa.

2004- Friends of Hospice Ottawa begin offering hospice services; hiring one nurse, one event planner and recruiting a dozen volunteers.

2005-2012 Friends of Hospice Ottawa receives accreditation.

Ottawa Hospice Locations

<p>La Maison de l'Est 879 ch. Hiawatha Park Orleans, ON K1C 3B1 Phone: (613) 424-6560</p>	<ul style="list-style-type: none">• Day Hospice• In Home Support• Bereavement Support• Caregiver Support• Information and Referral• Francophone Services
<p>May Court Hospice 114 Cameron Ave Ottawa ON K1S 0X1 Phone: (613)260-2906 Fax: (613)260-5510</p>	<ul style="list-style-type: none">• Day Hospice• In Home Support• Bereavement Support• Caregiver Support• Residence Hospice Care (9 rooms)• Information and Referral
<p>Ruddy-Shenkman Hospice 110 McCurdy Drive Kanata ON K2L 2Z6 Phone: (613)591-6002 Fax: (613)591-7002</p>	<ul style="list-style-type: none">• Day Hospice• In Home Support• Bereavement Support• Caregiver Support• Residence Hospice Care (10 rooms)• Information and Referral

What is hospice palliative care and who benefits from the care?

Hospice palliative care is a special kind of health care services that provides comfort and dignity for the person living with a life-limiting illness, such as cancer, advanced heart disease, respiratory and kidney disease, Alzheimer disease, AIDS, ALS and multiple sclerosis. The focus is on comfort and quality of life, rather than cure.

Palliative care services include not only physical needs to the individual, but also psychological, social, cultural, emotional and spiritual needs of each person and his or her caring community. The caring community also benefits from support during the remaining time of their loved one and after his or her death.

A "caring community" is whoever the individual with the illness says is his or her caring community, which may include relatives, partners and friends. Palliative care may be the main focus, not only when a person is approaching death, but also during the earlier stages of an illness. Palliative care may be combined with other treatments aimed at reducing or curing the illness, such as chemotherapy. The ultimate goal is to provide the best quality of life for both the individual and his or her family.

The Hospice palliative care team?

The majority of people approaching end-of-life are cared for by their family and friends, but some may need additional care and support. In these situations, hospice palliative care services are usually provided by members of a palliative care team. When a team is involved, the person and his or her caring community are encouraged to make choices together about the kind of care the person wants and to take an active part in the planning of care process.

The composition of the palliative care team is determined by the needs of the person and their caring community, which consists of health care professionals, community and spiritual support services, family and friends

Volunteers play an integral role in the palliative care team by providing support services such as companionship, relief for the caregiver, and practical support. Volunteers are also involved in every aspect of Hospice Care Ottawa such as facility and yard maintenance, administration and special events.

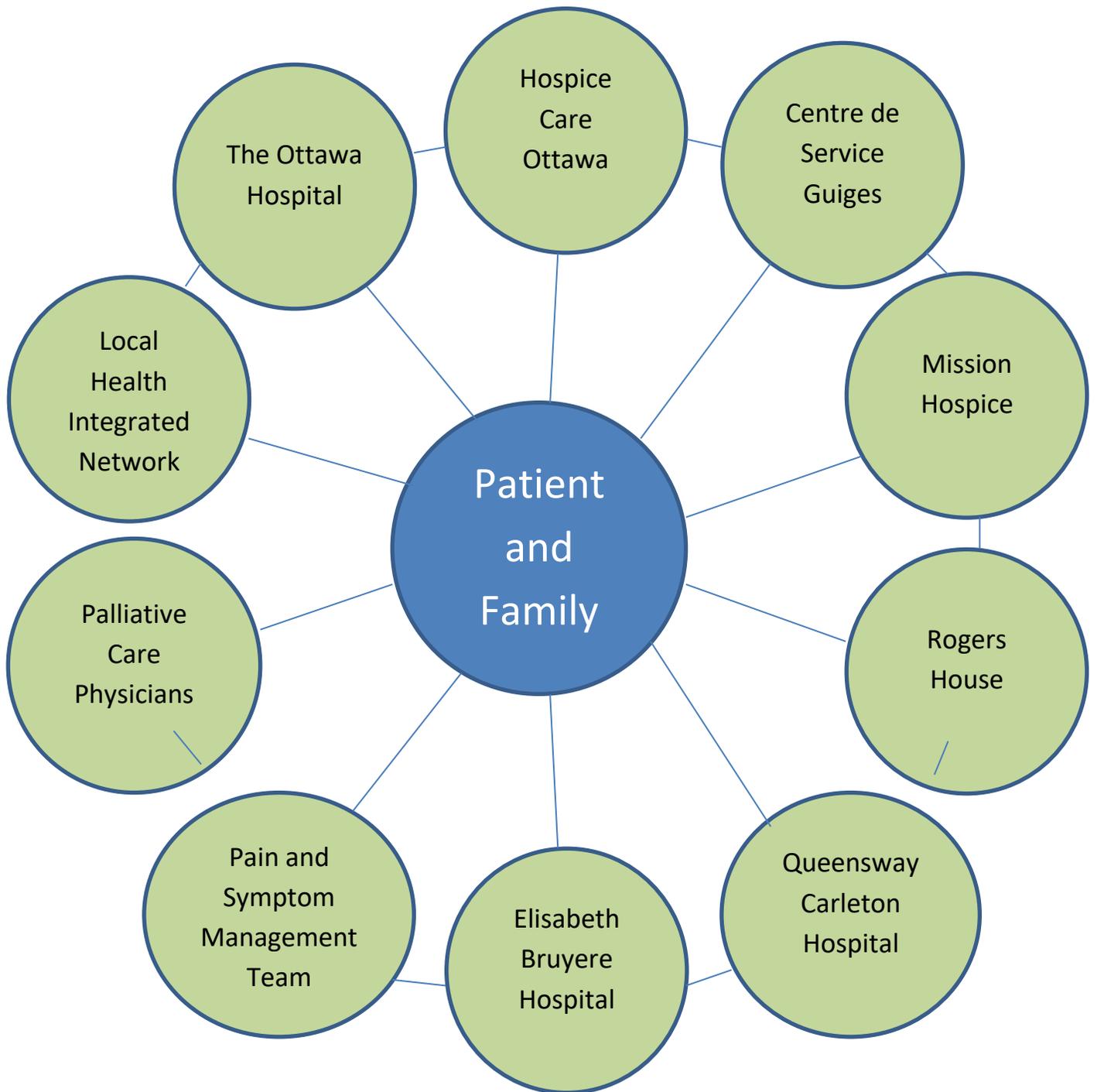
Volunteers are involved in Hospice Palliative care in order to:

-  Provide **consistency** for clients, families and staff
-  Provide **commitment to quality** treatment and end of life care
-  Build **relationships** with clients and families which support them through difficult times
-  Enhance **flexibility** in the system of care
-  Provide a **supplement** to existing services

- 🌸 **Advocate** on behalf of the individual client and service
- 🌸 Undertake tasks which **enhance quality of life** for clients and their families
- 🌸 Work with the professional team **to identify the needs** of clients and families.
- 🌸 Bring the **community perspective** to the service
- 🌸 **Enhance resources** for service delivery
- 🌸 **Provide the invaluable “gift of time”**



Ottawa Hospice Palliative Care Network



Hospice Care Ottawa's Programs and Services

Residence Hospice Care Program

The Residence Hospice Care Program provides end-of-life care in the final weeks of a person's illness, and support for their family.

Professional care is provided 24 hours a day, seven days a week. Families and caregivers are encouraged and welcomed to participate in the life and care of their loved one at the Hospice.

A person accessing our residence must have OHIP coverage. If the person does not have a nurse case manager from the Champlain Local Health Integration Network (LHIN) or a palliative doctor, one can be assigned.

Once a person is admitted to our Residence Hospice Care Program, we refer to them as a resident which encourages a home like feel.

Referrals to the Residence Hospice Care Program are made by Health Care Professionals. For more information about the program, communicate with a Team Lead of Residence at any location or visit www.hospicecareottawa.ca

May Court Hospice

Hospice Care Ottawa has 9 Residential Care beds at our May Court Hospice location at 114 Cameron Ave Ottawa ON K1S 0X1 – 613-260-2906

Ruddy-Shenkman Hospice – Hein House

Hospice Care Ottawa has 10 Residential Care beds and 2 Respite Care beds at our Ruddy-Shenkman Hospice – Hein House location at 110 McCurdy Dr., Kanata ON K2L 2Z6 – 613-591-6002



In-Home Support Program

Our In-Home Support Program offers emotional support and practical help to clients facing a life limiting illness who are being cared for at home. The Hospice's professional staff provide support to trained volunteers who make weekly home visits.



These volunteers provide someone to listen, to read, to talk with, and to take the client shopping, to the bank or on outings, to assist at mealtime or to simply watch over while the client rests. This program allows caregivers to do errands or to rest knowing that their loved one is being cared for.

Hospice volunteers are meant to complement existing support provided by family, friends and visiting professionals. This program plays an important role in supporting people to remain independent at their home. The Hospice volunteer provides client support at home or retirement home, while providing emotional support or respite to family or caregivers. This program is available seven days per week.

The **In-Home Volunteer Support Program** provides but not limited to:

- Respite for caregivers
- Emotional and spiritual support
- Referral and information
- Comfort measures
- Practical Support
- Advocacy

Anyone can make a referral to the Hospice to receive Home Support— the client, a family member, caregiver, friend, physician or other health care professional. Once contacted an HCO Coordinator will meet the client and/or loved one(s) to explain our programs and decide on the best type of care to meet client needs. A volunteer match will then be arranged.

For more information about In-Home Support or any of our other Community Programs please call 613-680-0306.

Day Hospice Programs

Hospice Care Ottawa’s Day Hospice Programs are designed for clients living with a life limiting illness, offering them a day out in a supportive and friendly environment. Safety and comfort are ensured by the presence of a Community Hospice Care Coordinator and a team of volunteers. A delicious lunch, camaraderie and laughter are some of the reasons that our Day Hospice Programs are so popular.



The Day Hospice Program provides diversion, support and respite to clients and their families, as well as access to care and assessment. Small groups of approximately 15 clients meet from 10:00 to 2:00 on the same day each week.

A volunteer driver can pick up the client in the morning and drive them back home in the afternoon, or clients may arrange their own transportation. Coffee, tea, juice and muffins are served upon arrival, and a light lunch is served.

Activities at the Day Hospice Program may include massage therapy, Reiki, art program, reflexology, cards, jigsaw puzzles, reading, manicure/pedicure, hairdressing, and social time with clients, volunteers and staff. A quiet room or space to rest is available when required.



The Community Hospice Care Coordinator is a registered nurse who is always on site and is available to discuss health related issues and community resources.

Day Hospice Days and Locations are:

Day	Location
Tuesday	La Maison de L’Est 879 Hiawatha Park Orleans, ON
Tuesday, Wednesday	Ruddy-Shenkman Hospice 110 McCurdy Dr Kanata ON K2L 2Z6
Tuesday, Wednesday, Thursday	May Court Hospice 114 Cameron Ave Ottawa ON K1S 0X1

Family Support Program

The Family Support Program offers counseling to caregivers who look after someone with a life-threatening illness and to the bereaved who have lost a family member. The service



provided by Family Support Program Counselors is available to adults, adolescents, and children. Different approaches are used according to the needs and age of clients (e.g. for children, sand play therapy and drawing may be used). Counseling for bereaved family members whose loved ones received hospice services is available as well as bereavement groups for spouses and other family members. Qualified volunteers offer additional support to family members with complementary therapies such as Therapeutic Touch, Reiki, Reflexology and Massage. The Family Support Program also has a small resource lending library. Anyone may make a referral to this program.

Caregiver Support

Hospice Care Ottawa hosts caregiver evening out events at the May Court Hospice and caregiver yoga at the Ruddy-Shenkman Hospice to support those caregiving for someone with a life limiting illness.

Bereavement Support

Hospice Care Ottawa provides support for the family after the death of a loved one. Counselling is available to the bereaved experiencing complex grief reactions, whose loved one took part in a HCO program. Our staff oversee a group of dedicated volunteers who help family members to find comfort and peace even during grief. Through contact or referral to the Bereavement Coordinator, bereaved who have experienced a death through life limiting illness at home, in hospital or at hospice can participate in HCO bereavement group supports with intake process as per HCO Grief and Bereavement standards.

Our services include:

- Partner/Spousal Loss Groups
- Bereavement Drop Ins
- Bereavement follow up calls
- A small lending library, with books to support people who are grieving
- Grief walks
- Bereavement Retreat in the spring and fall
- Information & Referral
- One on one Counselling support

- Complimentary Therapies for bereaved clients

Volunteer Positions at Hospice Care Ottawa

Our volunteers, with their wide range of skills and dedication, make it possible for us to provide the services we offer. You can get involved in a variety of ways:

Direct Client Care Volunteers

***Prerequisite:** Information session, interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, volunteer commitment of 1 year*

Day Hospice Program – The role of the Day Hospice Volunteer is to support the Community Hospice Care Coordinator in offering guests a day away in a supportive and friendly environment. Volunteers help provide a delicious lunch, camaraderie, laughter and one on one support throughout the day.

In Home Support Program - The role of the In-Home Support Volunteer is to regularly visit clients in their home with the purpose of providing high quality compassionate support to them and their family. The volunteer provides companionship, comfort measures, practical support, emotional support and respite to caregivers. The volunteer provides a unique role by being a neutral and non-judgmental presence.

Residential Care Program – The role of the Residential Care Volunteer is to assist the care team in providing high quality care for the residents and families who are utilizing this service. Residential care volunteers work 3-4 hour shifts including mornings, afternoons and evenings, seven days a week. Where there is a need, volunteers may also be asked to assist one on one with a patient who is very ill or dying.

Bereavement Support Volunteers

***Prerequisite:** Interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, 1 year experience as a Client Care Volunteer, 3 day Grief and Bereavement Support Volunteer Training*

Bereavement Support Volunteers offer emotional and practical support to bereaved clients of Hospice Care Ottawa through our programs such as Grief Walk, Partner/Spousal Loss Groups, Bereavement Drop-In Groups, One to One Support, and the Bereavement Retreat.

Complementary Therapy Volunteers

***Prerequisite:** Interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, 1 year experience as a Client Care Volunteer*

Complementary Therapies Volunteers can provide Reflexology, Reiki, Therapeutic Touch, Healing Touch, Yoga, Light Massage, and Meditation/Relaxation to people in hospice client care programs as part of a holistic approach that is integrated into the interdisciplinary plan of care. Complementary Therapies are performed by volunteers, who have completed the required training which meets basic standards as established by the discipline and who have experience with clients in their own practice.

Day Hospice Transportation Volunteers

***Prerequisite:** Interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training within first year of service*

Day Hospice Transportation Volunteers pick clients up at home and bring them to Day Hospice for 10am and then return to bring them back home at the end of the program at 2pm.

Non-Direct Client Care Volunteers

Administrative Service

Volunteers assemble information packets, file, prepare mailings, data entry, minute taking, translation and assist in other office needs during regular business hours.

Community Outreach

Outreach Volunteers attend community events as HCO representatives to help promote programs and services. They may also assist in writing articles and other activities to increase organizational recognition.

Flower Arranging

Volunteers come in to make new floral arrangements or refresh existing ones from donated materials.

Fundraising

Volunteers assist the fundraising team by sitting on event committees, making thank you phone calls and other tasks as required.

Gardening

Garden Volunteers assist with planning, planting and maintaining the gardens between May and October at all our hospice sites.

Kitchen

Kitchen Volunteers assist with the preparation of Day Hospice meals, food for residents, as well as baked goods for meetings and programs. Kitchen volunteers at Ruddy Shenkman Hospice also prepare a homemade soup daily which is made available for family members who have loved ones in the residence.

Maintenance and Yard

Volunteers assist with ongoing general upkeep of the facility including painting, repairs, moving, lawn care etc.

Reception

Reception Volunteers are the first point of contact for visitors entering our hospice locations. Their role is to greet, screen and direct all visitors. They also help with deliveries, answering phone calls, and other small administrative tasks.

Special Events

The role of the Special Events Volunteer is to contribute in the organization and preparation of a Hospice Care Ottawa's Special Events with the objective of raising funds for programs and services.

Policies Related to All Volunteer Roles

Attendance

Volunteer attendance is expected to be dependable and punctual. If a volunteer will be more than 10 minutes late for a scheduled visit or shift, the caregiver, client or person they report to should be notified. Volunteers are to inform staff supervisors or Coordinator of Volunteers Services of an impending absence as far in advance as possible. For notification of absences outside of regular business hours please contact On-Call at 613-422-4974. If regular attendance is problematic, the coordinator will review the placement with the volunteer.

Allocation of Resources

Hospice Care Ottawa (HCO) places a high value on the service provided by volunteers and commits to ensuring adequate resources in order to support the volunteer program. As appropriate, volunteers shall have access to HCO property and materials necessary to fulfill their duties. Property and materials shall be utilized only when directly required for hospice purposes.

Boundaries

Acknowledgement of Client Death

Volunteers are permitted to attend funeral services and post on legacy sites following the death of a client but are asked to refrain from referencing HCO for confidentiality reasons.

Conflict of Interest

Volunteers must act in the best interest of Hospice Care Ottawa and perform their volunteer duties and arrange their personal and private affairs in such a manner that the public confidence and trust in the integrity, objectivity and impartiality of the hospice are conserved and enhanced.

As a volunteer, you must:

- never take advantage of, or benefit from, information obtained in the course of your volunteer duties and responsibilities that is not available to the public;
- never accept payment or employment from hospice clients or family members;
- disclose any possible conflict of interest to the Community Hospice Care Coordinator or Coordinator of Volunteer Services, so that a solution may be worked out. For example, being employed by a company or self-employed in a business that could be considered to be in competition with services offered by Hospice Care Ottawa.

Related Policy: 2016-09-28 Conflict of Interest Policy 2B-02 v1.0

Gifts

Volunteers and staff are prohibited from accepting gifts, favours, services, entertainment or any other things of value offered by a client, family member, staff, volunteer, contractors, suppliers, service vendors or potential suppliers of Hospice Care Ottawa. While gifts of cash are never acceptable volunteers may accept **nominal** gifts of food, plants or drink. If uncertain, staff and volunteers should discuss with supervisor whether the nature and value of the gift are appropriate to the situation and the context in which the gift is offered.

In lieu of a personal gift, it is recommended that the volunteer suggest that the family make a contribution to Hospice Care Ottawa in order to help us continue to provide high quality care at no charge. A volunteer, staff, or family may also make a contribution to Hospice Care Ottawa in memory of a client.

Related Policy: Fundraising Policy

Visitors: Bringing Visitors on an Assignment

It is inappropriate for friends, family or other visitors to accompany a volunteer during assignment. This is a breach of confidentiality. The volunteer went through a competitive selection process and a training program to become a Hospice Care Volunteer. This process prepares the volunteer to follow Hospice Care Ottawa policies and procedures. Family or

friends may be well-meaning but they have not had the benefit of training nor are they covered under Hospice Care Ottawa's insurance policy. They may inadvertently say or do something that is inappropriate, have an unexpected and uncomfortable reaction to what they encounter, or provide a safety concern. A situation like this could compromise the volunteer or client.

Volunteer/Client Relationship

Volunteers must maintain professional conduct when providing services to clients.

Volunteers must not take advantage of, or benefit from, information obtained in the course of their volunteer duties and responsibilities that is not available to the public.

Volunteers will not enter into any financial arrangements with clients. This includes the lending or borrowing of goods or money.

Volunteers will not accept gifts from clients. Food items or those of little or no commercial value are exempt.

Volunteers shall not give gifts, food or beverages to or do favors for Hospice clients and families.

Volunteers will not have any intimate or sexual relations with clients and families with whom they are providing services. It is the responsibility of the volunteer to inform the Coordinator of Volunteer Services of such relations.

Volunteers will respect their designated work shifts. Personal or social visits with the clients and their family members are not permitted outside scheduled volunteer time.

Volunteers will not purchase items from their clients.

Witnessing documents

Volunteers and staff are not allowed to witness signatures or sign as witnesses on any documents for Hospice Care Ottawa clients and their families.

Computer Use and Security

The Hospice has in its possession sensitive client data, confidential information and valuable equipment assets, which must be protected and safeguarded. The use of Hospice computers is strictly restricted to authorized Hospice volunteers. The System Administrator is responsible for the administration and coordination of all computer equipment. All technical requirements must be directed to this staff member.

Confidentiality

All records and information relating to clients and their families are the property of Hospice Care Ottawa and may not be released without the permission of the client. In the event that the client cannot consent, their designated representative may consent to release of information.

Confidentiality or the right to privacy of information is upheld in all forms of communication, written, verbal, and electronic at Hospice Care Ottawa. The principles of confidentiality apply to all staff, members of the Board of Directors and committees, volunteers and students.

Staff and volunteers must attempt to ensure confidentiality at all times by:

- Avoiding using client/ /family/program participant names except where relevant when discussing cases
- Keeping private phone calls private
- Avoiding the discussion of cases or other confidential communications in communal spaces
- Aiding each other in avoiding potential and actual breaches of confidentiality
- Never discussing clients, families or program participants outside of the hospice including the fact that someone is a client/ family member or program participant.

Applying these guidelines to communication regarding volunteers. Volunteers doing data entry of information in volunteer files should restrict themselves to reading only the file information being entered.

All staff, volunteers and Board members will be informed of the Hospice's policy on confidentiality at the beginning of their service. They will be required to sign a statement respecting confidentiality. This agreement is a pledge by the signatory to observe confidentiality in all areas of individual, group, written and computer work. A copy of the signed statement is filed in the Hospice's records and is to be updated annually

Related Policy: Privacy and Confidentiality Policy-See Appendix 1

Personal Phone Numbers and Addresses (Including Email)

It is inappropriate to give out your telephone number or address (including email) to clients and their family members. Giving personal phone numbers may convey to a client or family member that you are on-call or that you are available at any time. No team member provides this information. When those you help care for need to contact you, please instruct them to contact the appropriate Hospice Care Ottawa office.

Dress Code

Hospice Care Ottawa asks all volunteers to dress in a professional and role appropriate manner while performing their volunteer duties. Neatly groomed hair and nails present a positive visual impression.

All volunteers are to wear closed toed shoes while on duty at Hospice Care Ottawa.

Exceptions may be made if the volunteer role is administrative only (such as office

work/reception) as long as the style of shoe does not present a safety concern and provides for a professional appearance.

Some considerations include:

- Sweatshirts, t-shirts with large graphics, logos or sayings that may be offensive to others are prohibited.
- Sleeveless tops are not allowed in client care areas where you may be leaning over individuals.
- Torn or ripped jeans or pants, miniskirts or short shorts and revealing tops are disallowed.
- Large or many pieces of jewelry that can be distracting to clients/families, can give an unintended perception or, if it has sharp edges, may catch on client's clothing or scratch sensitive skin.
- The hospice is a scent-free environment. Therefore, please avoid using strong smelling perfumes, creams, soaps etc. prior to or during your shift.
- Baseball caps and other hats often prevent clients/families from making direct eye contact.
- Hospital scrubs or lab coats are not allowed to be worn by volunteers as they may give a false impression of your role.

Volunteers not abiding by the above will be asked to find alternative attire or they may not be permitted to complete their volunteer shift.

Fire Safety Plans:

May Court Hospice

When the fire alarm sounds and there is *no evidence of fire in your area*:

All individuals including staff, volunteers and clients should gather in the RECEPTION AREA. If there is evidence of a fire near the RECEPTION AREA or in your path to get to the RECEPTION AREA, exit building by closest fire exit.

The *senior staff person* in the building will go to the closest fire panel, determine the location of the fire and take appropriate action as follows:

- If it is obvious that there is no immediate danger to clients, staff and volunteers, then the senior staff person will direct the others to remain calm and stay in the reception area until the Fire Department arrives.
- If the fire is located inside the Day Hospice/Office Area and poses a threat to clients, staff and volunteers, then the senior staff person will direct everyone to be evacuated from the danger zone to a safe zone, in the quickest and safest manner.

Ruddy-Shenkman Hospice

When the fire alarm sounds and there is ***no evidence of fire in the building***:

All individuals including staff, volunteers and clients should gather in the RECEPTION AREA. If there is evidence of a fire near the RECEPTION AREA or in your path to get to the RECEPTION AREA, exit building by closest fire exit.

The *most (1) senior staff person or (2) facility personnel* in the building will go to the closest fire panel, determine the location of the fire and take appropriate action as follows:

- If it is obvious that there is no immediate danger to clients, staff and volunteers, then the senior staff person will direct the others to remain calm and stay in the reception area until the Fire Department arrives.
- If a fire poses a threat to clients, staff and volunteers, then the senior staff person will direct everyone to be evacuated from the danger zone to a safe zone, in the quickest and safest manner.

When the fire alarm sounds and there ***is evidence of a fire in the building***,

All individuals including staff, volunteers and clients should exit building at the closest emergency exit possible.

The (1) *senior staff* or (2) *facilities personnel* will take charge and ensure:

- 911 is called
- Volunteers, clients and staff gather in a safe zone outside away from the building.

Maison de l'Est

When the fire alarm sounds and there is ***no evidence of fire in your area***:

All individuals including staff, volunteers and invitees should gather in the AREA near the front entrance.

The *senior staff person* in the building will go to the closest fire panel, determine the location of the fire and take appropriate action as follows:

- Evacuate building through Reception area if pathway to reception is clear of smoke, heat, smell or fire
- If path to reception is compromised exit immediately out of closest emergency exit.
- Direct people to go to evacuation meeting point if possible, or away from building and out of danger

- Take attendance ensuring all people are accounted for and report to fire department when they arrive
- Once the emergency response is calmed contact HCO Leadership to report
- If you see fire or smoke - Call 911

Health Standards

Volunteers are expected to be in good health and to report to the Hospice staff if they have any restrictions in terms of the tasks they may encounter in their volunteer activities.

All volunteers must meet health requirements related to their volunteer role prior to acceptance as a volunteer.

Occupational Health & Safety

We are committed to promoting a safe and healthy workplace for all employees, visitors, volunteers, clients and contractors. In pursuit of our commitment, Hospice Care Ottawa will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our people, and strive to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

Related Policy: Occupational Health and Safety Appendix 4

Vaccination Policy

Hospice Care Ottawa has updated its Immunization – Influenza Vaccination Policy.

Hospice Care Ottawa requests that all staff and volunteers be vaccinated annually against Influenza and as available against other communicable diseases such as COVID-19.

Staff and volunteers who do not receive the appropriate vaccine due to a medical or religious exemption may continue to work but will be required to wear full PPE at all times in Residence during the seasonal influenza season, during a communicable disease “outbreak” or during a pandemic, as declared Public Health.

Volunteers who refuse to receive the appropriate vaccine for reasons other than a medical or religious exemption will not be able to work and will not be paid, during seasonal influenza season, during a communicable disease “outbreak” or during a pandemic, as declared Public Health.

Related Policy: VACCINATION POLICY #2C- 04 May 2021

Infection Control

Volunteers are expected to comply with the infection control standards of Hospice Care Ottawa regarding hand washing and hand sanitizing, cough etiquette, food and beverage preparation and additional precautions required from time to time in the residential hospice. Volunteers are not to report to duty, meetings or educational sessions if sick. Volunteers are to give ample notice of possible illness by communicating with the Coordinator at the first symptoms of infectious illness (e.g. colds, sore throat, and flu). We appreciate the commitment volunteers have but please call two or three days ahead of the shift to discuss your health status so we are able to find a replacement if necessary.

Principles of good aseptic technique and routine practices will be followed with all clients both for their safety and the safety of Volunteers. These include:

Hand washing - Thorough hand washing with soap and water is essential in controlling the spread of infectious organisms. Soap should always be available and hand washing should occur before and after client care, after contact with contaminated items, and when preparing or eating food.

Gloves - Gloves provide an additional barrier, especially if the caregiver has open sores on the hands. They should also be worn if the client has been incontinent or vomited, or is bleeding and when handling soiled briefs, linen or clothing. Hands should be washed after removing gloves.

Sharps - needles and other sharp items contaminated with blood should be placed in puncture resistant containers immediately after being used. Volunteers are not permitted to handle sharps.

Disposal - Disposable items such as gloves, briefs, under pads, tissues, paper towels, and dressings should be put in plastic garbage bags, tied shut and disposed of in an appropriate manner.

Further Precautions for Certain Communicable Diseases

In addition, to the above precautions, a few added principles must be followed in caring for a client with certain communicable diseases, e.g., Hepatitis, MRSA, etc.

- Hand Sanitizer should be used when entering and exiting the Hospice as well as each time a client room is entered or exited.
- Gowns should be worn when there is risk of the clothing being soiled with blood or body fluids.
- Dishes from rooms with precautions should be handled according to the procedures outlined in the residence manual.

- Soiled Linens should be bagged and placed in the appropriate laundry receptacle.

Injury While Volunteering

Volunteer safety is a key component of Hospice Care Ottawa. If at any time you are injured while volunteering for HCO, please take the following steps:

- Receive medical attention for injury (e.g. first aid, emergency)
- Immediately report your injury to the Community Hospice Care Coordinator or Coordinator of Volunteer Services and discuss your ability to continue your assignment
- Complete an Incident Report and submit to Community Hospice Care Coordinator or Coordinator of Volunteer Services.

Human Resources

Accessible Customer Service and the Accessibility for Ontarians with Disabilities Act (AODA)

Hospice Care Ottawa depends on our staff and volunteers to deliver our programs and services and we need your help to make our organization accessible to all.

Our goal is to make our programs, services and events accessible to persons with disabilities. This means:

- Respecting the independence and dignity of persons with disabilities.
- Giving them equal opportunity to access our programs, services and events.
- Ensuring our programs, services and events are designed in ways everyone can access.

Hospice Care Ottawa requires all staff and volunteers whose role directly supports clients and families to receive AODA training prior to starting in their role.

Related Policy: Accessibility Standards for Service to the Public Appendix 2

Anti-Discrimination

In alignment with the organization's philosophy, which promotes the highest quality of service to all community members in a caring, non-discriminatory manner, volunteers agree to provide the same quality of service. Volunteers who are unfamiliar with a client group will be given the necessary orientation to work with the needs of the group. Volunteers who discriminate against a client/volunteer/staff based on gender, ethnic, cultural, religious and linguistic differences, sexual orientation and gender identity and expression will be dismissed from their volunteer duties.

Concerns and Grievances

Concerns and grievances, when possible, should first be directed to a member of the Volunteer Services Team who will work to rectify the situation. When necessary, they can or will be brought to a manager on the Senior Leadership Team or Executive Director.

Related Policy: Staff and Volunteer Engagement Policy 2B -08

Harassment

Hospice Care Ottawa is committed to providing its staff and volunteers with an environment that is free from any form of harassment. We do not tolerate any sexual, physical, or psychological harassment or any such conduct that creates an offensive, hostile, intimidating or humiliating working environment.

While it is impossible to list all those circumstances that may constitute harassment, the following are some examples:

- name calling or intimidation
- offensive jokes or practical jokes that cause awkwardness or embarrassment
- unwelcomed sexual advances, requests for sexual favors, or other unwelcomed verbal or physical contact of a sexual nature
- persistent and unwelcomed requests for dates
- distribution or production of denigrating or degrading pictures or cartoons
- harassing or unwelcomed letters/emails, texts, telephone calls or visits
- threats or retaliation if a person refuses sexual advances or makes a complaint
- engaging in threatening behaviour toward another person
- unwelcomed remarks, jokes, sarcasms, innuendoes or taunting about a person's gender, body, attire, age, ethnic or national origin, sexual orientation or religion

If you believe that you have been subject to harassment, you have the right to file a complaint with Hospice Care Ottawa. You may do this in writing or orally to the Coordinator of Volunteer Services, who is also available to discuss any concerns you have about filing a complaint. We will act promptly, eliminate the conduct and impose corrective actions including disciplinary actions where appropriate.

Related Policy: Workplace Anti-Violence, Harassment, and Sexual Harassment Appendix 3

Substance Abuse

Volunteers shall avoid use of drugs or alcohol while representing and performing a role at Hospice Care Ottawa, this does not include medications taken under the supervision of your

physician. Volunteers shall avoid appearing on duty, or be on duty, while under the influence of drugs or alcohol.

When performing volunteer work for Hospice Care Ottawa volunteers are prohibited from:

- Consuming or being under the influence of unlawful drugs or substances
- Consuming or being under the influence of alcohol
- Consuming or being under the influence of cannabis, unless prescribed by a physician

If staff suspects substance use by a volunteer, s/he is to bring the concern to the immediate attention of the Coordinator of Volunteer Services. Any violation of this policy will be dealt with in a manner consistent with the disciplinary policies.

*Related Policy: Alcohol and Cannabis Use 02C-02 v0.1
Medical Marijuana 03A-1 v1.0*

Inclement Weather

To ensure the safety of clients, volunteers and staff during periods of inclement weather, Hospice Care Ottawa (HCO) will cancel HCO programs as appropriate. HCO will follow the lead of the Ottawa Student Transportation Authority (OSTA). If the OSTA cancels school bus transportation, HCO, will cancel community programs and select meetings. Residence and reception volunteers are still asked to attend their shifts despite weather conditions but those who feel unsafe driving should notify the Coordinator of Volunteer Services or on-call depending on the day/time if they have decided not to come in.

Related Policy: HCO Inclement Weather Policy

Insurance and Liability

Hospice Care Ottawa's insurance policy provides coverage for volunteers for any suits brought against them associated with duties sanctioned by Hospice Care Ottawa.

The policy does not cover:

- fraudulent, illegal, dishonest or criminal acts committed by the volunteer and found to be so by a court
- claims where the volunteer may gain personal profit or advantage to which they are not legally entitled
- claims applying to any liability for "bodily harm" or "personal injury" arising out of any form of physical, emotional or sexual abuse inflicted by a volunteer
- claims where the volunteer performed duties outside the scope of their position description

Volunteer Status

Inactive Volunteer Status

A volunteer may be placed on inactive status when:

- The volunteer makes the decision that s/he is no longer interested in doing volunteer work with Hospice Care Ottawa
- The volunteer cannot keep the commitment to volunteer on a regular basis for whatever reason.
- The volunteer does not submit required documentation necessary to be an active volunteer.
- The volunteer has not contacted their Coordinator of Volunteer Services in over three months and attempts have been made to contact the volunteer through phone calls and a letter.

Leave of Absence

Volunteer can request a leave of absence from his/her volunteer placement should they require time off for a significant length of time. Should the volunteer require being absent for more than one month, the volunteer will be placed on a leave of absence. If the volunteer returns within four months, every effort will be made to hold their regular shift. However, there cannot be guarantees that their regular shift will be available to them upon their return.

Resignation

Volunteers resigning from a volunteer position with the Hospice should give reasonable advance notice to the Coordinator of Volunteer Services. Volunteers will be invited to participate in an exit interview with the Coordinator or Volunteer Services.

Volunteer Experiences Loss of a Loved One

People who are applying to provide support in the client care programs of Hospice Care Ottawa and who have recently experienced a personal loss of a close loved one are required to wait two years before doing Hospice caregiving. A close loved one is defined as a spouse or partner, parent, sibling, child and any other significant relative or friend. Reception applicants are asked to wait a year prior to beginning this work. Applicants for other positions will be assessed on a case by case basis.

Hospice Care Ottawa volunteers who experience the loss of a close loved one are asked to take time away from their volunteer duties to allow for grieving. Required time frames off include a minimum of three months for client care volunteers and six months for bereavement volunteers at which time there will be a review with the Coordinator of Volunteer Services to

assess readiness to return. Time off for other volunteers will be discussed on a case by case basis.

Hospice Care Ottawa volunteers may return to their current role if available, or a different role. Hospice will do our best to accommodate volunteer choice.

Medical Assistance in Dying (MAiD)

Hospice Care Ottawa respects the individual's right to information and access to Medical Assistance in Dying (MAiD) and continues to align itself with the position of the Canadian Hospice Palliative Care Association (CHPCA). The Board of Directors for Hospice Care Ottawa formally passed a policy regarding MAiD in May 2020, allowing MAiD to be provided on site by external providers (non HCO staff)

- HCO will continue to accept patients who are considering MAiD or who are proceeding through the legal steps to obtain MAiD - in the same way it welcomes all palliative care patients.
- Patients will not be admitted for the sole purpose of receiving MAiD.
- No physicians, staff or volunteers associated with HCO will be compelled to provide or assist in providing any part of the MAiD process, but will be expected to provide information on MAiD and to make effective referrals as appropriate.
- We ensure that people requesting MAiD will be cared for with dignity and respect and will be supported throughout the MAiD process.

Related Document: Frequently Asked Questions about Medical Assistance in Dying

Mileage Claim Policy

Hospice Care Ottawa (HCO) recognizes that volunteers utilize their personal vehicle to support Hospice. HCO considers this use of a personal vehicle as a "gift in kind". HCO has been in consultation with the Canada Revenue Agency and has determined that volunteers who report mileage to HCO can receive a "Gift in Kind" receipt for income tax purposes. In order to receive this receipt, a volunteer must initially sign a directive statement and then submit mileage documentation monthly.

Related Policy: 4-VS-GEN-3 Volunteer Mileage Claim Policy v.1.0

Pet Visitation Policy

In keeping with our goal of a home-like environment and improved quality of life for our clients, HCO permits accompanied visitation of pets (dogs and cats only) for limited time periods to clients in the residential hospice. Pets are not permitted to stay overnight or live in with the resident, nor are they permitted in the day hospice program, except for approved service dogs

and certified pet therapy dogs. All pet visits must be pre-approved by the Manager of Clinical Care and/or her designate. Volunteers are not permitted to bring in their pets to any hospice assignment, unless arranged through the pet therapy program.

Related Policy: HCO Pet Visitation v1.0

Volunteer Program

Communication and Engagement

Volunteers will be included in and have access to all appropriate memos, materials and meetings relevant to their work assignments. The responsibility for ensuring that the volunteer receives such information will rest with the appropriate staff and Coordinator of Volunteer Services. Lines of communication will operate in both directions.

Related Policy: Staff and Volunteer Engagement Policy 2B -08

Eligibility

Volunteers should have a sincere desire to help, be emotionally mature and be able to be non-judgmental. Volunteers are required to successfully complete an interview by a Coordinator of Volunteer Services and complete the appropriate Hospice Care Ottawa training program. All volunteers must meet the individual requirements outlined in the position description that the volunteer is applying for.

Performance Review

Volunteers may receive an evaluation of performance in relation to the position description. The main purpose of the performance review is volunteer development as a means of assisting the volunteer to develop her/his personal and professional potential and as a means of assisting the Hospice to effectively achieve its goals and objectives. Topics of discussion will include the volunteer's satisfaction with the placement, activities and work environment, effectiveness of the orientation and training, supervisor's satisfaction with the amount and type of supervision, need for more information or training.

Recognition

Hospice Care Ottawa values the involvement of volunteers and seeks to recognize their efforts on an ongoing basis. The June Callwood Award is awarded annually through nominations to an appropriate HCO volunteer. An annual recognition event is held in the spring/summer to honour our volunteers.

Record Keeping/Documentation

Hospice Policy requires all volunteer contact with clients to be documented in the client report in a timely manner. A volunteer will be reminded to submit reports a few times. If volunteer

neglects to comply, disciplinary action will be taken. Please see Volunteer Position Description for more details on specific reporting obligation.

Relatives of Employees/Clients/Volunteers as Volunteers

Relatives of staff may be accepted as volunteers, where such service is not a conflict with provision of services to the client or to others. They will not be placed under the direct supervision or within the same program as other members of their family who are employees.

Relatives of clients or former clients may also serve as volunteers. If the client is recently deceased and depending on the relationship, the relative may be required to wait for one to two years before being accepted as a volunteer.

Right of Refusal

Hospice Care Ottawa Coordinator of Volunteer Services has the right to refuse the services of applicants and current volunteers if their skills do not match those required for the task.

Hospice Care Ottawa Volunteers have the right to refuse a task requested of them, given they provide the Coordinator of Volunteer Services a valid reason.

The refusal to provide service to a client based on race, gender, age, religion, and or sexual orientation will not be tolerated and will lead to dismissal.

Special Case Volunteers

Hospice Care Ottawa accepts as volunteers those participating in student placements, corporate volunteer programs, volunteer referral programs and other placements on a case by case basis, when possible. A volunteer must be officially accepted and enrolled prior to the performance of a task. In each of these cases, a special agreement will be in effect with the organization, school or program from which the special case volunteers originate, which identifies responsibility for management and care of the volunteers.

Volunteer Records

Volunteer records are kept in a secure location-paper files are in a locked cabinet, and web-based electronic records are in an encrypted web-based case management system called Info Anywhere. Volunteer records are kept confidential, and are only accessed by the Coordinator of Volunteer Services and their administrative support volunteers.

Inactive files are maintained for a minimum of three years, after which all personal information on paper is shredded.

Scent Free Environment

Hospice Care Ottawa is a scent free organization. In consideration of staff, volunteers, and clients who may suffer from chemical sensitivities and/or allergies, we ask that you refrain from

wearing scents such as perfumes, cologne, strong smelling hair products, etc. while visiting the hospice and or representing the hospice.

Related Policies: 2015-01-01 Smoke-Free Environment Policy 02-01 v1.0

Smoking

Smoking is prohibited in the Hospice and surrounding grounds as per the City of Ottawa's Smoke-Free Workplace by law. This includes cannabis, e cigarettes and vaping. Home Support Volunteers will refrain from smoking before and during their shifts. Transportation Volunteers will empty their ashtrays if necessary before they transport clients and will refrain from smoking in their automobile during their assignment.

Related Policies: 2015-01-01 Smoke-Free Environment Policy 02-01 v1.0

Speaking on Behalf Of Hospice Care Ottawa

Any media work, advocacy or fundraising efforts are outside duties and responsibilities of volunteers, unless Hospice Care Ottawa has designated, trained and approved these activities as part of the volunteer's position description, committee or board responsibilities. A volunteer will seek permission from the Executive Director prior to speaking to the media and/or fundraising of behalf of the Hospice.

Support

It is important that all client care volunteers and receptionists have back up support in the event that they encounter trouble. A Hospice Coordinator/ Nurse will be accessible at all times when agency volunteers are on assignments.

Telephone Use during Scheduled Shifts

Volunteers should avoid using the telephone for personal use at a client's home, in a resident's room or at reception unless it is an emergency call. Please refrain from using your cell phone during your volunteer shift.

Training and Education

All Volunteers will receive Hospice Care Ottawa's Volunteer Handbook which includes information about our hospice, programs and volunteer positions, and our policies and procedures. The purpose of orientation is to introduce volunteers to staff and fellow volunteers; to learn about Hospice Care Ottawa and their role in it; to raise skills and confidence to perform their duties; to complete all pertinent forms; and to answer any questions new volunteers may have.

Hospice Care Ottawa provides educational opportunities for its volunteers through our 30 hour Palliative Care Training Course, volunteer and staff education sessions, volunteer meetings, newsletters, and by notifying volunteers of education workshops within the community. Mandatory training required in specific roles is outlined below.

Client Care:

Our client-care volunteers engage with a vulnerable population, and thereby require specialized training. Therefore, our Hospice Palliative Care Core Volunteer Training is mandatory for all volunteers who will be working directly with clients. The training is based on the guidelines and standards of Hospice Palliative Care Ontario (HPCO). All client-care volunteers must complete this course before being assigned a client. Volunteers are responsible for making up any missed modules in future sessions and will not be assigned a client care position until all modules are completed.

Grief and Bereavement:

Grief and bereavement volunteers will be required to attend an additional 2 day training before being placed in this role. These volunteers must also have volunteered in another client care role for one year before being eligible for this program.

Food Handler:

Kitchen volunteers will be required to complete Food Handler Training either online or through the City of Ottawa’s Certified Food Handler Training depending on the location kitchen support if being provided. The cost of this course is covered by Hospice Care Ottawa.

Transportation

As part of the services offered to clients, HCO offers regularly scheduled drives to the Day Hospice Program when guests cannot access transportation independently; and can incorporate transportation into an In Home Support weekly visit when clients require drives to errands and outings as part of their plan of care. Volunteers must be screened for driving which includes a Police Vulnerable Records Check, References, an uncertified driver’s record check, and proof of insurance and licensing.

*Related Policies: 4-VS-TR-1TRANSPORTATION FOR HOSPICE CLIENTS V1.0 AND
4-VS-TR-2 VOLUNTEER DRIVER SCREENING V1.0*

Appendix 1 – Privacy and Confidentiality

Policy:

Hospice Care Ottawa employees and volunteers must adhere to the criteria outlined below to ensure the protection of personal information and must sign the Statement of Confidentiality and Privacy as a condition of employment/volunteering.

All providers, suppliers and contractors doing business or partnering with Hospice Care Ottawa who may have access to confidential information must sign the Hospice Care Ottawa Confidentiality Agreement prior to commencing work or partnering with Hospice Care Ottawa. Violation of confidentiality or data security may result in disciplinary action, up to and including termination of employment, volunteer placement or contract for services in accordance with applicable privacy legislation and Hospice Care Ottawa policies and procedures.

Criteria:

Personal health information can be shared among health care team members to facilitate seamless and effective care (Personal Health Information Protection Act (PHIPA), 2004).

- The health care team consists of all those who are involved in the care of the person regardless of if they work for the same organization or not.
- Personal health information must be kept confidential and secure.
- Personal health information consists of :
 - Physical or mental health, including family health history;
 - Care previously provided (including the identification of people providing care);
 - Payments or eligibility for health care;
 - Donation of organs and tissue;
 - A person's health number;
 - The name of the person's substitute decision maker (SDM).
- According to PHIPA, Community Hospices are considered Health Information Custodians (HICs) i.e. an organization that provides care within the health care continuum. Staff and volunteers who receive health care information are agents of HICs and must comply with all legislation.
- All staff and volunteers must receive education on privacy and confidentiality and agree to sign a confidentiality agreement with the Hospice.
- Personal health information should only be collected as needed to address care needs of that person and used accordingly.
- All clients and volunteers are entitled to receive a copy of their personal health information and must expressly consent to the collection, use and disclosure of their health information.
- The Hospice strives to have access to assistive services when there is a barrier to communication (as identified by either the resident or the professional staff) in order to provide information which is understood by the client and their significant others.

Guidelines:

The following guidelines are intended to assist employees and volunteers of Hospice Care Ottawa in adhering to and complying with the protection of personal information.

1. Employee, Volunteer and Donor Information

- Hospice Care Ottawa regards all employee, volunteer and donor information as confidential and will respect their right to privacy. Employee, volunteer and donor information is held in secured files.
- Upon advance request to the Executive Director, employees, volunteers and donors may access their file for review should there be a need.

2. Client Information

It is the duty of all Hospice employees & volunteers to maintain the confidentiality of information belonging to or relating to Hospice Care Ottawa or its clients.

Confidentiality and the right to privacy of information is upheld in all forms of communication (verbal, written, electronic) at Hospice Care Ottawa. Staff and volunteers are to ensure confidentiality at all times by:

- a) Avoiding use of the names of patient/client/family/program participants except where relevant when discussing cases;
- b) Avoiding the discussion of cases or other confidential communications in communal spaces;
- c) Aiding each other in avoiding potential and actual breaches of confidentiality;
- d) Never discussing patients, clients, families or program participants outside of the organization including the fact that someone is a patient, client, family member or program participant. Avoiding any description of a client condition, age, diagnosis, family composition, even while withholding the name, which may link the client to HCO services; and
- e) All employees & volunteers are required to sign a confidentiality agreement upon hiring (see Appendix C).

3. Use of Social Media

The privacy and confidentiality policy applies to all social media platforms that include but are not limited to: Facebook, YouTube, Twitter, Google+, LinkedIn and Instagram and funeral sites; whether posts are made to web pages that are broadly accessible to the public (e.g. through a blog or on Twitter) or to web pages that are only accessible to a limited number of invitees (e.g. through a “friends only” Facebook page). It includes all forms of posting including but not limited to: articles, artwork, photographs, videos, graphic design, condolences pages, blogs and other such interactive media forms.

- The use of social media by Hospice Care Ottawa staff and volunteers must be consistent with all Hospice Care Ottawa policies and procedures, directives of professional colleges, and applicable legislation, including those concerning privacy, code of conduct, conflict of interest, harassment and discrimination in the workplace.

- Compliance to all copyright and/or intellectual property right laws must be upheld when publishing to a social media site.
- Slanderous, libelous or otherwise illegal content are not to be published on social media sites.
- Hospice Care Ottawa does not endorse any product, business, cause or political affiliation.
- Any concerns or issues that arise from the use of social media that is not addressed in the Social Media Policy are the responsibility of Hospice Care Ottawa's Executive Director and/or the Board of Directors.

Additional guidelines:

- Use your judgment. Take great care to avoid publishing anything that may harm your professional reputation or HCO's reputation and business. The use of social media technologies should do no harm to Hospice Care Ottawa. Post should be respectful of the intended target audience. Review and understand our Privacy Policy and take it into consideration when making decisions to publish information. Where your professional or accrediting organization includes standards related to privacy, confidentiality and social media communication review and understand those requirements. If you have any questions about the limits imposed, seek clarification BEFORE publishing.
- For staff, volunteers and Members of the Board, if you choose to identify yourself as a member of the HCO team when publishing information to the internet, you must also represent yourself and HCO in a responsible and professional manner and with due consideration for all policies which govern the provision of information.
- Do not disclose HCO information that is not generally available to the public. If you are in doubt about whether information is confidential, do not publish it.
- Do be respectful to service providers, governmental agencies, donors, suppliers and any other organizations that have a relationship with HCO. Strong opinions are more likely to conflict with HCO's interests than more reserved opinions. Negative or critical opinions can be very risky when published by someone who identifies themselves with HCO, or who can easily be identified as associated with HCO.
- If in doubt about the appropriateness of publishing anything, ask the Executive Director or, for Board members, the Chair of the Board.
- Ensure that the amount of time you spend blogging and online networking does not interfere with your work responsibilities. Staff members that participate in social media sites must adhere to the code of conduct that is set forth in HCO's Employee Handbook.
- If you are maintaining a blog or other website that includes substantive content that relates to the services provided by HCO, for example hospice care, use some form of disclaimer that indicates that the views expressed are those of the author alone and should not be attributed to any organization with which the author may otherwise be associated.

Legislation

Hospice Care Ottawa complies with the Health Information Protection Act (November 2004), comprised of both the Personal Health Information Protection Act (2004) and the Quality of Care Information Protection Act (2004).

References Links

- [Personal Health Information Protection Act 2004](#)
- [Personal Information Protection and Electronic Documents Act](#)
- [Quality of Care Information Protection Act 2004](#)
- [College of Nurses of Ontario](#)
- [Hospice Palliative Care Ontario Community Residential Standards](#)

STATEMENT OF CONFIDENTIALITY AND PRIVACY

Hospice Care Ottawa seeks to protect the privacy of every employee's, volunteer's, client's and donor's personal information. I acknowledge and understand that I may or will have access to confidential information regarding employees, volunteers, clients, donors and other affiliates (non-employees of Hospice Care Ottawa).

It is my responsibility to safeguard any and all confidential information and ensure that it is used appropriately. Therefore, except as required by law and excluding information that can be released under federal, provincial legislation or Hospice Care Ottawa policies and procedures, I agree that I will not:

- Access data that is unrelated to my duties at Hospice Care Ottawa;
- Disclose to any other person who does not have a business "need to know" or allow any other person access to any information related to Hospice Care Ottawa that is proprietary or confidential. Disclosure of information includes, but is not limited to, verbal discussion, FAX transmissions, electronic mail messages, voice mail communication, written documents and social media communication platforms (e.g. Facebook, YouTube, Twitter, Google+, LinkedIn, Instagram, blogs);
- Remove or permit the removal of any materials containing confidential information from Hospice Care Ottawa premises, service delivery locations including client homes, or any other places of program delivery, except in permitted activities;
- Access my own records unless prior approval given by supervisor; and
- Share my user ID, passcode or any computer or phone access codes.

On request of Hospice Care Ottawa, I will return and relinquish access to any copies (original and/or duplicate) of any materials containing confidential information.

I understand I am responsible for reading, understanding and complying with all policies related to confidential information.

I understand that Hospice Care Ottawa and its employees, volunteers, clients, donors and affiliates may suffer irreparable harm by disclosure of confidential information and that Hospice Care Ottawa may seek legal remedies, including prosecution, available to it should such disclosure occur. Further, I understand that violations of confidentiality or data security may result in disciplinary action, up to and including, termination of my employment/volunteer placement in accordance with applicable privacy legislation and Hospice Care Ottawa policies and procedures.

I acknowledge having received a copy of Hospice Care Ottawa Privacy and Confidentiality Policy. I understand that a perceived breach must be acknowledged and declared as soon as possible.

Employee/Volunteer signature

Date

Appendix 2 - Accessibility for Ontarians with Disabilities Act (AODA)

ACCESSIBILITY STANDARDS FOR SERVICE TO THE PUBLIC

Policy Statement

The following policy, practices and procedures have been established to commit hospice to excellence while enhancing the quality of life for individuals served in a barrier free environment. This policy governs the provision of Hospice Care Ottawa services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 "Accessibility Standards for Customer Service".

Purpose

Hospice Care Ottawa will implement, update and use all reasonable resources to ensure that its policies, practices and procedures are consistent with the following principles:

Equal Opportunity: Individuals with disabilities will be given an opportunity to access and engage in our services equal to the services given to others.

Integration: Goods and services provided to individuals with disabilities and others will be integrated unless an alternate approach is necessary. This action can be offered on a temporary or permanent basis.

Dignity and Independence: Programs and services will be provided in a manner which respects dignity and independence of individuals with disabilities. All individuals will be assisted with permission of each individual.

Commitment

With reference to our mission and values Hospice Care Ottawa ensures policies and procedures are consistent with the principles outlined in the Accessibility Standards for Customer Service. Our programs and services will be provided in a manner that respects all individuals equally.

Communication

Individuals with disabilities are encouraged to contact Hospice Care Ottawa to discuss how we can take their disability into account when providing programs and services. We can communicate in writing, by electronic mail, by telephone or in person. Our staff and volunteers can communicate and interact with individuals with various types of disabilities.

Assistive Devices

We are committed to serving individuals with disabilities who use assistive devices to access our programs and services. Staff and volunteers are familiar with various assistive devices and how to support individual needs when using an assistive device.

Service Animals

Some individuals are recognized as having disabilities that are supported by a service animal. These individuals and their service animal are welcome at Hospice Care Ottawa. Both the individual and service animal will be accepted in all areas of the hospice where boundaries for animals are not set. A service

animal cannot be in the commercial food service preparation room. We ensure volunteers and staff are trained with the support required for the individual as well as the service animal.

Support Persons

We recognize that some individuals with disabilities require a supporting individual for assistance while accessing our programs and services. This supporting individual will also be allowed to enter our premises and have access to the individual with disabilities at all times. Support individuals will be required to understand and accept Hospice Care Ottawa confidentiality policies.

Disruption Notice

Hospice Care Ottawa will provide the public with notice of planned or unexpected disruption in services and programs as soon as this information can be made available. When possible the reason for the disruption and the anticipated duration of the disruption will be shared. The notification will be posted on main entrance and exit doors. When possible a notice will be added to the website. The notification for individuals scheduled to attend programs or receive services will be made by telephone.

Training Staff and Volunteers

Training for staff and volunteers directly serving and assisting individuals with disabilities will be practiced on an ongoing basis. New staff and volunteers will receive Accessibility Standards for Customer Service training as part of their orientation. Along with this orientation, staff and volunteers will learn how to communicate and interact with individuals with various types of disabilities, inclusive of those who use assistive devices, service animals or supporting individuals. Hospice Care Ottawa will maintain records of this training.

Feedback

This policy has been implemented to serve individuals with disabilities equal to all others. Comments on our programs and services are welcome. Privacy will be respected and feedback will be followed up with possible action or comment.

Please forward feedback in writing to Hospice Care Ottawa Executive Director Lisa Sullivan 114 Cameron Avenue, Ottawa, Ontario K1S 0X1 or on our website www.hospicecareottawa.ca through the Contact Us tab. If a telephone call is preferred Lisa Sullivan can be reached at 613-260-2906 Extension 227. Feedback that may be negative or may require action will be reviewed in a fair amount of time and a reply will follow after a review of the feedback or comment has taken place.

Related Information Source

www.AccessON.ca/compliance

Appendix 3 - Workplace Anti-violence, Harassment, and Sexual Harassment Policy

PURPOSE¹:

Hospice Care Ottawa is committed to building and preserving for its employees and volunteers a safe, productive, and healthy working environment based on mutual respect. In pursuit of this goal, Hospice Care Ottawa does not condone and will not tolerate acts of violence, harassment, or bullying against or by any Hospice Care Ottawa employee.

Our Workplace Anti-violence, Harassment, and Sexual Harassment Policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds inoffensive, others may not. Usually, harassment can be easily distinguished from normal, mutually acceptable socializing. It is important to remember that it is the perception of the receiver that determines whether the potentially offensive message is acceptable or not, be it spoken, gestural, pictorial, or some other form of communication which may be deemed objectionable or unwelcome.

BACKGROUND:

Definitions (worker can include employee or volunteer)

Workplace violence or bullying: workplace violence or bullying is the exercise, statement, or behaviour of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, such as:

- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault, throwing an object at a worker, kicking an object the worker is standing on such as a ladder, or trying to run down a worker using a vehicle or equipment such as a forklift);
- Any threat, behaviour, or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; or
- Disruptive behaviour that is not appropriate to the work environment (e.g., yelling or swearing).

¹ This policy has been written to comply with the changes to the Occupational Health and Safety Act introduced by Ontario Bill 132: Sexual Violence and Harassment Action Plan Act. These legislative changes came into effect on September 8, 2016

Domestic violence: a person who has a personal relationship with a worker—such as a spouse or former spouse, current or former intimate partner or a family member—may physically harm, or attempt or threaten to physically harm, that worker at work. In these situations, domestic violence is considered workplace violence.

Personal harassment: any unsolicited, unwelcome, disrespectful, or offensive behaviour that has an underlying sexual, bigoted, ethnic, or racial connotation and can be typified as:

- Behaviour that is hostile in nature, or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, gender identity, gender expression, or any other protected ground under human rights legislation.
- Sexual solicitation or advance made by a person in a position to confer, grant, or deny a benefit or advancement to the person, where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant, or deny a benefit or advancement to the person.
- Unwelcome remarks, jokes, innuendos, propositions, or taunting about a person's body, attire, sex or sexual orientation, or religion;
- Suggestive or offensive remarks;
- Bragging about sexual prowess;
- Offensive jokes or comments of a sexual nature about an employee;
- Unwelcome language related to gender;
- Displaying of pornographic or sexist pictures or materials;
- Leering (suggestive persistent staring);
- Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- Sexual assault:
- For the most part, victims of sexual harassment are female; however, conduct directed by female employees towards males or between persons of the same sex can also be held to constitute sexual harassment;
- Any actions that create a hostile, intimidating, or offensive workplace, which may include physical, verbal, written, graphic, or electronic means; and
- Any threats of physical violence that endanger the health and safety of the employee.

Racial/ethnic harassment: any conduct or comment which causes humiliation to an employee or volunteer because of their racial or ethnic background, their colour, place of birth, citizenship, or ancestry.

Examples of conduct which may be racial or ethnic harassment include:

- Unwelcome remarks, jokes, or innuendos about a person's racial or ethnic origin; Colour, place of birth, citizenship, or ancestry;
- Displaying racist or derogatory pictures or other offensive material;
- Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment; and
- Refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background.

The following definitions are taken from the [Occupational Health](#)

[and Safety Act](#): Workplace Harassment –

(a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome; or

(b) workplace sexual

harassment. Workplace

Sexual Harassment –

(a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or

(b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

POLICY:

Hospice Care Ottawa is committed to providing a safe and healthy work environment, free from violence, threats of violence, discrimination, harassment, sexual harassment, intimidation, and any other misconduct. Similarly, weapons are strictly prohibited from the company's premises; violators will be subject to disciplinary action, and the incident will be reported to the police.

It is also a violation of the Workplace Anti-violence, Harassment, and Sexual Harassment Policy of Hospice Care Ottawa for anyone to knowingly make a false complaint of violence or harassment or to provide false information about a

complaint. Individuals who violate this policy are subject to disciplinary and corrective action, up to and including termination of employment.

This policy prohibits reprisals against individuals acting in good faith who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Hospice Care Ottawa will ensure that all employees and volunteers are trained and educated on violence and harassment and that they are clear about their roles and responsibilities, as well as this policy, the corresponding program, and all workplace procedures. In addition, a copy of this policy will be made available to all employees.

Hospice Care Ottawa will, in consultation with the (Joint Health and Safety Committee OR Health and Safety Representative) develop a written program to implement this policy.

As required by the *Occupational Health and Safety Act* Hospice Care Ottawa will review this policy annually and will post the policy in a conspicuous place in the workplace.

Application of this Policy

This policy applies to all individuals working for the organization, including front-line employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, officers, volunteers and directors. The organization will not tolerate violence or harassment, whether engaged in by fellow employees, managers, volunteers, officers, directors, or contract service providers of the organization.

Hospice Care Ottawa will not tolerate any form of harassment or discrimination against job candidates and employees on any grounds listed in the definitions for violence and harassment, whether during the hiring process or during employment. This commitment applies to such areas as training, performance assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

All Hospice Care Ottawa employees and volunteers are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

For the purposes of this policy, harassment and bullying can occur:

- At the workplace;
- At employment or volunteer-related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone and social media if the conversation is work-related; or
- Elsewhere, if the person is there as a result of work-related responsibilities or a work-related relationship.

Training

Employees and volunteers will receive training and are required to reach certification based on the Provincial Act legislation for Workplace Violence and Harassment (Ontario Bill 168 & Bill 132)

PROCEDURE:

Violence Risk Assessment

Hospice Care Ottawa will conduct a risk assessment of the work environment to identify any issues related to potential violence that may affect the operation, and will institute measures to control any identified risks to employee safety. This information will be provided to the joint health and safety committee or safety representative.

The risk assessment may include review of records and reports: e.g., security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records, or other related records. Specific areas that may contribute to risk of violence may include, but are not limited to, contact with the public, exchange of money, receiving doors, and working alone or at night. Research may also include a review of similar workplaces with respect to their history of violence.

Hospice Care Ottawa will communicate information relating to a person with a history of violence where:

- Workers may reasonably be expected to come into contact with the person in the performance of their job duties; and
- There is a potential risk of workplace violence as a result of interactions with the person with a history of violence.

The company will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Reporting Violence or Bullying

If you are either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all Hospice Care Ottawa employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to management, or the Human Resources department.

Investigating Reports of Violence or Bullying

The company shall:

- Investigate all reported acts and incidents of violence, and consult with other parties (e.g., legal counsel, health and safety consultants, JHSCs, employee assistance provider, human rights office, local police services).
- Take all reasonable measures to eliminate or mitigate risks identified by the incident.
- Document the incident, its investigation, and corrective action taken.
- Submit a report of the incident to the Ministry of Labour where an employee incurs a lost time injury as a result of violence in the workplace.
- Review this policy and hazard assessment annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed.
- Review annually, in conjunction with review of the hazard assessment, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required.

The joint health and safety committees/safety representative will:

- Review the Workplace Violence Hazard Assessment results and provide recommendations to management to reduce or eliminate the risk of violence.
- Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy or result in substantial blood loss or fracture of leg or arm.)
- Recommend corrective measures for the improvement of the health and safety of workers.
- Respond to employee concerns related to workplace violence and communicate these to management.

In addition, JHSCs may participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.

Reporting Discrimination or Harassment

Informal Procedure

If you believe you have been personally harassed you may:

- Confront the harasser personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the harasser's supervisor, your supervisor or any other supervisor other than your own.

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to your supervisor or manager, or to another member of management if the complaint relates to your supervisor or manager.

Formal Procedure

If you believe you have been personally harassed, you may make a written complaint. Hospice Care Ottawa has an Incident Form. If you do not have easy access to the incident form please prepare your document and note the inclusions below. The written complaint must be delivered to Lisa Sullivan – Executive Director OR Kim Sheldrick - Director of Finance & Administration. Your complaint should include:

- The approximate date and time of each incident you wish to report;
- The name of the person or persons involved in each incident;
- The name of any person or persons who witnessed each incident; and
- A full description of what occurred in each incident.

Investigating Reports of Discrimination or Harassment

Once a written complaint has been received, Hospice Care Ottawa will complete a thorough investigation. Harassment should not be ignored, as silence can and often is interpreted as acceptance. Employees will not be demoted, dismissed, disciplined, or denied a promotion, advancement, or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

Hospice Care Ottawa will ensure that all information obtained during the course of an investigation will not be disclosed, unless the disclosure is necessary for the purposes of investigating or taking corrective action, or is otherwise required by law.

For the purposes of this section the following definitions apply:

Complainant – The person who has made a complaint about another individual whom they believe committed an act of violence, discrimination, or harassment against them.

Respondent – The person whom another individual has accused of committing an act of violence, discrimination, or harassment.

The investigation will include:

- Informing the respondent of the complaint;
- Interviewing the complainant, any person involved in the incident, and any identified witnesses; and
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.

A copy of the complaint, detailing the complainant's allegations, is then provided to the respondent.

- The respondent is invited to reply in writing to the complainant's allegations, and the reply will be made known to the complainant before the investigation proceeds further.
- The company will protect from unnecessary disclosure the details of the incident being investigated and the identities of the complainant and the respondent.
- During the investigation, the complainant and the respondent will be interviewed, as will any possible witnesses. Statements from all parties involved will be taken and documented, and a decision will be made.
- If necessary, the company may employ outside assistance or request the use of legal counsel.
- Employees will not be demoted, dismissed, disciplined, or denied a promotion, advancement, or employment opportunities because they rejected sexual advances of another employee or because they lodged a harassment complaint when they honestly believed they were being harassed.
- Upon completion of the investigation, Hospice Care Ottawa will inform both the complainant and respondent in writing of the findings of the investigation and any corrective action that has been or will be taken as a result of the investigation.

If the complainant decides not to lay a formal complaint, senior management may decide that a formal complaint is required (based on the investigation of the incident) and will file such documents with the person against whom the complaint is laid (the respondent).

If it is determined that harassment in any form has occurred, appropriate disciplinary measures will be taken as soon as possible.

Seeking Immediate Assistance

Canada's *Criminal Code* addresses violent acts, threats, and behaviours, such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, student, vendor, visitor, client, or customer, an immediate call to "911" is required.

The Right to Refuse Unsafe Work

- The right to refuse unsafe work is a legal right of every worker provided by the *Occupational Health and Safety Act*. Hospice Care Ottawa is committed to ensuring a safe workplace. .
- If you wish to pursue this right, please refer to the Work Refusal Policy.

Special Circumstances

Should an employee or volunteer have a legal court order (e.g., a restraining order, or "no-contact" order) against another individual, the employee is encouraged to notify his or her supervisor, and to supply a copy of that order to the Human Resources department. This will be required in instances where the employee or volunteer strongly feels that the aggressor may attempt to contact that employee or volunteer at Hospice Care Ottawa, in direct violation of the court order, so that Hospice Care Ottawa may take all reasonable actions to protect the employee or volunteer. Such information shall be kept confidential and protected in accordance with all applicable legislation.

If any visitor to the Hospice Care Ottawa workplace is seen with a weapon (or is known to possess one), or makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately call 911, emergency response services, their immediate supervisor, and the Human Resources department.

All records of harassment and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Hospice Care Ottawa will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

Fraudulent or Malicious Complaints

This Anti-violence, Harassment, and Sexual Harassment Policy must never be used to bring fraudulent or malicious complaints against employees or volunteers. It is important to realize that unfounded or frivolous allegations of personal harassment may cause both the accused person and the company significant damage. If it is determined by the company that any employee or volunteer has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken.

Disciplinary Measures

If it is determined by the company that any employee or volunteer has been involved in a violent behaviour, unacceptable conduct, or harassment of another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning, or dismissal.

Confidentiality

Hospice Care Ottawa will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Hospice Care Ottawa will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the company and will be proportional to the seriousness of the behaviour concerned.

Hospice Care Ottawa will also provide appropriate assistance to any employee who is the victim of violence, discrimination, or harassment.

Managing and Coaching

Counselling, performance appraisal, work assignment, and the implementation of disciplinary actions are not forms of harassment, and this policy does not restrict a manager's or supervisor's responsibilities in these areas.

Appendix 4 – Occupational Health & Safety

Purpose

Hospice Care Ottawa accepts responsibility for the Health and Safety of its employees and volunteers. In addition to this we will make every effort to provide and maintain a safe and healthy work environment for all employees, visitors, volunteers, clients and contractors. Protection of employees and volunteers from injury or joint disease is a major continuing objective. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury. Hospice Care Ottawa is ultimately responsible for worker health and safety, and will take every reasonable precaution possible for the protection of our employees. In addition to our employees, all those who come through our doors will be provided with a safe and healthy environment.

We are committed to promoting a safe and healthy workplace for all employees, visitors, volunteers, clients and contractors. In pursuit of our commitment, Hospice Care Ottawa will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our people, and strive to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

Hospice Care Ottawa will act in compliance with all applicable workplace health and safety act / legislation. The link to the act / legislation is <https://www.labour.gov.on.ca/english/hs/>

Communication

Hospice Care Ottawa encourages open communication on health and safety issues. It is essential to providing an injury-free and productive organization and work environment.

- Employees and volunteers that voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments or reports will be reviewed by Joint Health & Safety committee (JHSC). The JHSC committee will initiate an investigation and take corrective action if deemed a requirement on each reported and/or potential hazard.
- Employees are encouraged to inform their Supervisor or the Executive Director of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or oral, and may be anonymous, if so desired.

Employer Responsibilities

JHSC Committee Members and Executives/Employers

- Company officials are responsible for supplying an effective strategy that can manage the Joint health and safety concerns of Hospice Care Ottawa.

- They must ensure that resources are allocated and governed properly to achieve the health and safety requirements of employees, and that their policies comply with Hospice Care Ottawa's legal obligations.
- Foster a workplace culture of safety, with appropriate leadership.
- Review the policies efficacy on an annual basis, and revise where necessary.
- Providing the committee with a copy of all orders or reports issued to the employer by a Ministry of Labour Inspector informing the committee of any work-related incidents involving injury, death or Joint illness.
- A list of JHSC committee members will be posted on each JHSC communication bulletin board.

Managers & Joint Health & Safety Committee

- Assist in developing, implementing, and enforcing Hospice Care Ottawa policies and procedures.
- Continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees.
- Utilize the process of hazard identification, risk management and incident investigation.
- Perform Joint health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Accountable for the health and safety of workers under their supervision.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.
- Conduct health and safety meetings.
- Liaison with government agencies to ensure workplace health and safety compliance.
- Act as an advisor to management on safety and health policy issues.
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions.
- Develop Best Practices.
- Design and develop accident / incident reports and investigation procedures.
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province.
- Design and develop company policies and procedures on workplace safety and health issues.
- Review injury and illness trends, and identify problem areas and solutions.

Employees and Volunteers

- Responsible for compliance with joint health and safety policies and procedures.
- Must notify managers of any health and safety concerns, so that they may be dealt with promptly.

- Every employee and volunteer must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or Human Resources.

All Staff & Volunteers Are Responsible for the Following

- Completion of required Joint health and safety training.
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Reporting of any incident, injury or hazard as outlined in procedures.
- Report any acts of violence or harassment in the workplace.
- Promoting a hazard-free workplace.
- Learning the posted Emergency Plan detailing their facilities procedures pertaining to: Fire, Weather, or Medical Emergency.



Volunteer Agreement to Abide:

I acknowledge that I have received a copy of Hospice Care Ottawa's Volunteer Handbook and I have reviewed, understood and agree to abide by its content with respects to

(please click each applicable box)

- All General Hospice Care Ottawa Volunteer Policies
- Privacy and Confidentiality, Appendix 1
- Accessibility for Ontarians with Disabilities Act (AODA), Appendix 2
- Workplace Anti-Violence, Harassment and Sexual Harassment Policy, Appendix 3
- Occupational Health and Safety, Appendix 4

I am aware that this document is available to me online at

<https://www.hospicecareottawa.ca/volunteer-documents.html> and if, at any time, I have questions regarding the contents, I should direct them to a Coordinator of Volunteer Services.

Volunteer Printed Name

Volunteers Signature

Date