Hospice Care Ottawa la Maison de soins palliatifs d'Ottawa
When comfort matters most
Sous l'aile du réconfort

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

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Please note all changes made in 2024 are highlighted yellow.

Please note all changes made in 2025 are highlighted turquoise.

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 ***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 613-688-8013 Jennifer.Lockyer@hospicecareottawa.ca	Laura Lafantaisie, Team Lead Site: Ruddy-Shenkman Hospice 613-260-2906 x 244 Laura.Lafantaisie@hospicecareottawa.ca
Carey St. Cyr Site: La Maison de l'Est 613-424-6560 x 404 Carey.StCyr@hospicecareottawa.ca	May Court Hospice Covered by all Team Members 613-260-2906 x231

Mission, Vision and Values

Hospice Care Ottawa / la Maison de soins palliatifs d'Ottawa
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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 program**s** 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.

How Hospice Care Ottawa came to be:

2011 – The Ottawa Hospice Services Program Business Case was proposed to the Champlain LHIN. This was developed through a close collaboration of the Board of the Friends of Hospice Ottawa, Hospice at May Court and Bruyère Continuing Care. The funding request proposed in the business case was to sustain and enhance residential and community hospice services in Ottawa so that terminally ill patients' needs are met in the most appropriate environment across the continuum of palliative care services.

2012 – The Champlain LHIN approves The Ottawa Hospice Services Program proposal and the Transition Committee oversees the bringing together of The Hospice at May Court and Friends of Hospice Ottawa to a single entity

2012 – An Executive Director is hired to oversee the one organization, Ottawa Hospice Services

2013 – On January 1, The Hospice at May Court and Friends of Hospice Ottawa officially amalgamated. This allowed for improved efficiency and securing more government funding and most importantly, to offer more high quality services to people needing end of life support

2013 – A major capital campaign, the Hospice Ottawa West campaign, is launched to provide funds for the building of a permanent Hospice in the West end.

2013 – In January the church and property at 110 McCurdy Drive, Kanata was purchased for the future home of our new residence.

2013 – On February 19, we opened four new residential hospice beds in central west Ottawa, 1400 Carling Avenue, Embassy West Seniors Living Centre.

2013 – As we create our new organization we also are creating a new look and feel. The Hospice Care Ottawa name and logo first appeared in our summer newsletter. The new name was officially voted in at our first Annual General Meeting on September 26, 2013.

2013 – In the Fall we opened our 10 bed residential hospice wing at the Embassy West Seniors Living Centre. This site is now known at the Central West Hospice.

2014 – In March, the first phase is completed on the Ruddy-Shenkman Hospice. Staff moves into the newly renovated building.

2014 – In October, Day Hospice programming is moved from Bells Corners United Church to the Ruddy-Shenkman Hospice.

2015 – Caregiver Support Program is expanded with Caregiver Yoga offered weekly at the Ruddy-Shenkman Hospice.

2015 – In September, we open a new site, La Maison de l'Est, in Orléans and host the first French volunteer training course.

2015 – In October, a second Day Hospice program is opened at the Ruddy-Shenkman Hospice. Hospice Care Ottawa now offers six program days: three at the May Court Hospice, two at the Ruddy-Shenkman Hospice and one in Richmond.

2016 – In May, an open house is held to spread awareness of the new francophone services now offered at La Maison de l'Est in Orléans. Volunteer training and In-Home Support begins.

2016 – May 31, a ground breaking ceremony is held for Hein House, the residential wing of Ruddy-Shenkman Hospice.

2017 – In June, the first francophone Day Hospice program opens at La Maison de l'Est in Orléans.

2017 – September 26, construction is completed on the Hein House wing of the Ruddy-Shenkman Hospice. It houses 12 hospice residence suites.

2024 - July 8th, 8 new residence beds are opened at Maison de l'Est site to serve the French community.

Ottawa Hospice Locations

La Maison de l'Est c/o Cite Parkway, Retirement Residence 380 LeBoutillier Ave Ottawa, ON K1K 3W3 Phone: (613) 424-6560	• Day Hospice • In Home Support • Bereavement Support • Caregiver Support • Information and Referral • Residence Hospice Care (8 rooms) • Francophone Services
May Court Hospice 114 Cameron Ave Ottawa ON K1S 0X1 Phone: (613)260-2906 Fax: (613)260-5510	• Day Hospice • In Home Support • Bereavement Support • Caregiver Support • Residence Hospice Care (9 rooms) • Information and Referral
Ruddy-Shenkman Hospice 110 McCurdy Drive Kanata ON K2L 2Z6 Phone: (613)591-6002 Fax: (613)591-7002	• Day Hospice • In Home Support • Bereavement Support • Caregiver Support • Residence Hospice Care (12 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

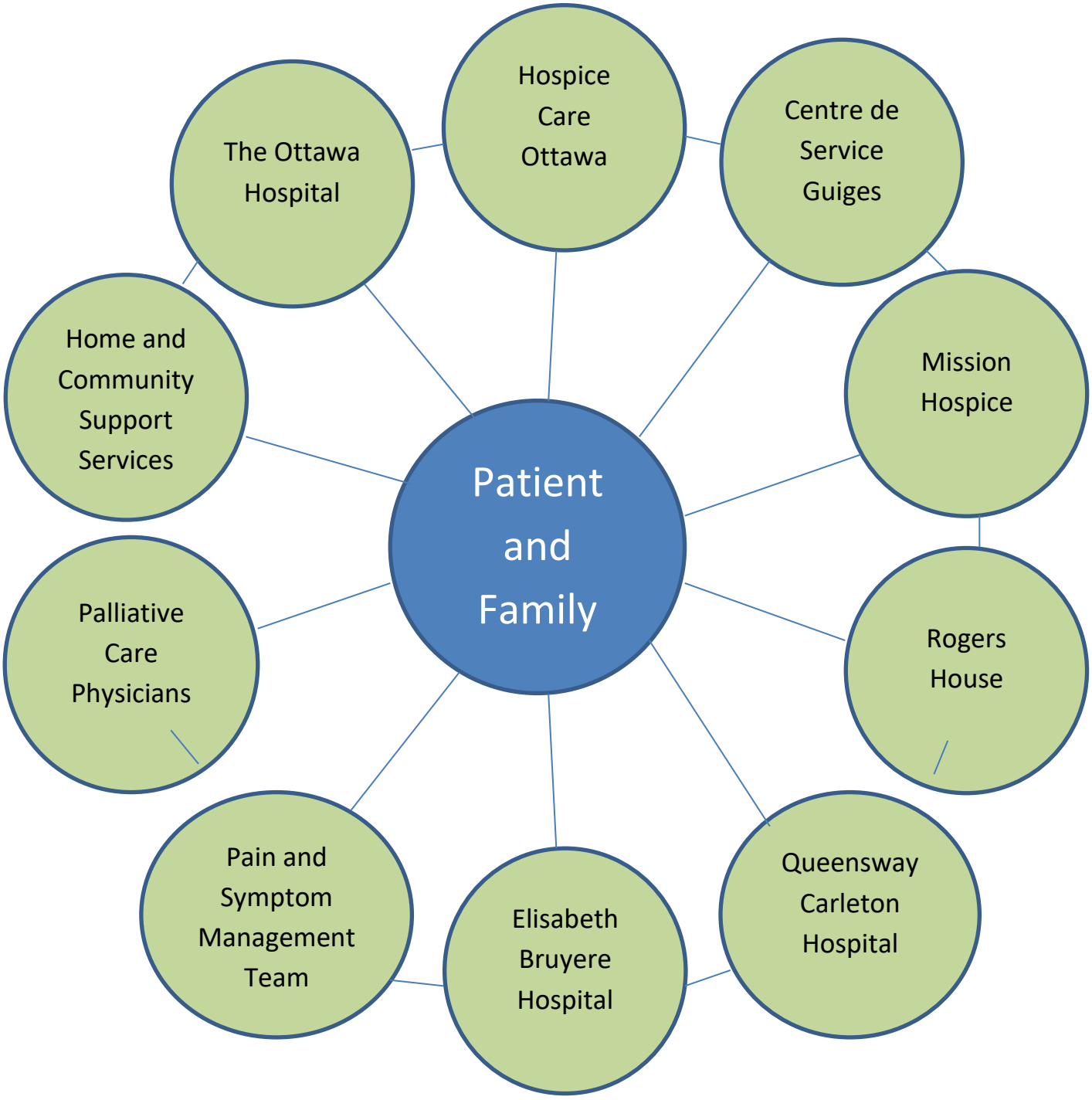
- **Advocate** on behalf of the individual client and service
- Undertake tasks which **enhance quality of life** for clients and their families
- Work with the professional team **to identify the needs** of clients and families.
- Bring the **community perspective** to the service
- **Enhance resources** 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 12 Residential Care beds at our Ruddy-Shenkman Hospice – Hein House location at 110 McCurdy Dr., Kanata ON K2L 2Z6 – 613-591-6002

Maison de l'Est

Hospice Care Ottawa has 8 Residential Care beds at our Maison de l'Est location c/o Résidence Cité Parkway380 LeBoutillier Ave, Ottawa, ON K1K 3W3 – 613-424-6560







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.

In-home volunteers offer personalized, non-medical support to meet each client's needs**.** Volunteers provide companionship through listening, reading, and conversation; accompany clients on outings such as shopping or coffee; assist with hobbies; or remain present while a client rests. Volunteers do not provide personal care (such as bathing or toileting), manage medications or oxygen, or perform heavy lifting or transfers.

Our coordinators meet with each client to learn how a volunteer can best fit into their life at this time. This program allows caregivers to run errands or take much-needed time to rest, knowing their loved one is safe, supported, and 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

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. From a warm welcome with coffee, tea, juice, and muffins to a delicious lunch, our Day Hospice Programs are filled with camaraderie and laughter, just a few of the reasons they're so popular.

The Day Hospice Program provides peer 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.

The community coordinator may be able to arrange a volunteer driver to provide transportation. Clients may be required to arrange their own transportation via family/friends, other community organizations or with Paratranspo.

Activities at the Day Hospice Program may include complimentary therapies, art program, music, cards, jigsaw puzzles therapy dogs 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
Wednesday	La Maison de l'Est Ottawa, ON K1K 3W3
Tuesday, Wednesday	Ruddy-Shenkman Hospice Kanata ON K2L 2Z6
Tuesday, Thursday	May Court Hospice Ottawa ON K1S 0X1

Anyone can make a referral to the Hospice to receive Day Hospice or 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.

How Individuals can access Community Programs

For more information about In-Home Support or any of our other Community Programs please call 613-796-6555.

Self-referral – visit https://www.accesscss.ca/ click on "Find Service" and enter your address. Then choose "palliative care" and select from the drop down.

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. Different approaches are used according to the needs of each client. 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 and Reflexology. 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 events at the May Court and 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 an 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, must be 18 mos past death of close loved one*

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 serve a delicious lunch, camaraderie, laughter and one on one support throughout the day. Shifts are from 9am to 2:30pm.

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. Volunteers typically visit 1x per week for 2 to 4 hours. Although, visits are available 7 days a week we find most matches are during regular business hours when family is less available.

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. Volunteers are required to do light cooking and kitchen upkeep, bedside care as well as being a supportive presence for families and residents.

Bereavement Support Volunteers

Prerequisite: *Interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, 1 year experience as a Client Care Volunteer, 2 day Grief and Bereavement Support Volunteer Training, Suicide Prevention Training (online module)*

Bereavement Support Volunteers offer emotional and practical support to bereaved clients of Hospice Care Ottawa through our programs such as Grief Walks,

Partner/Spousal Loss Groups, Bereavement Drop-In Groups, One to One Support, phone support and Bereavement Retreat(s).

Complementary Therapy Volunteers

Prerequisite: *Interview, screening, 30 hour Hospice Palliative Care Core Volunteer Training, Certification in their chosen discipline and direct client experience*

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 assist in multiple departments doing 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/Gardening

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

Garden Volunteers assist with planning, planting and maintaining the gardens between May and October at all our May Court and Ruddy-Shenkman hospices.

Fundraising Committees

Volunteers assist the fundraising team as committee members organizing and supporting events such as Hike for Hospice, Holes for Hospice and Homes for the Holidays.

Special Event Volunteers

Special Events Volunteers assist on the event day(s) with a variety of roles to ensure a successful event.

Kitchen

Kitchen Volunteers assist with the preparation of Day Hospice meals, food for residents, as well as baked goods for meetings and programs. Soup volunteers at RSH and MCH prepare a homemade soup daily which is made available for staff/volunteers and 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. Volunteers typically do a 3 hour shift either weekly or bi-weekly.

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 ambassadors for Hospice Care Ottawa and therefore are required to behave in a professional manner when involved in HCO activities. In order to maintain this professional standard 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 their 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 client/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 are not permitted to visit or contact clients or family members outside of their scheduled shift time.

Volunteers must maintain professional conduct when providing services to clients.

V**olunteers** 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.

Volunteers will be provided with the information they need to know to perform their volunteer duties during their scheduled shift time. Volunteers are not permitted to call clients or staff for updates to the status of clients at other times.

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)

Best practice at Hospice Care Ottawa (HCO) is that volunteers and staff do not share their personal contact information such as phone #, address or email address with clients and/or caregivers. Exceptions can be made if the client or caregiver experiences challenges

communicating via a phone call, but an exception must be discussed and approved by the Community Hospice Care Coordinator (CHCC) prior to sharing any personal information.

Related Policy: Sharing of Personal Phone #'s and Emails with Clients P4. B7

Dress Code

Hospice Care Ottawa asks all volunteers to dress in a professional and role appropriate manner while performing their volunteer duties.

Some considerations include:

- Closed toed shoes for all Direct Client Care and Kitchen, House and Gardens volunteers 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.
- 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.
- Neatly groomed hair and nails present a positive visual impression.
- 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. We require volunteers to have 2 COVID-19 vaccinations and prefer them to be as recent as possible.

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:

Masking – Volunteers are required to follow all masking mandates put in place by Hospice Care Ottawa for the protection of clients, families, volunteers and staff.

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

Annual Documentation

All volunteers are required to sign off on the Volunteer Handbook and core policies when joining Hospice Care Ottawa. Each year in January, all active volunteers will need to renew their commitment with regards to these policies as well as sign a Declaration of Offence for those whose role requires a police check. This will be done using an online form with a link sent by email. Paper copies are available by request.

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

Hospice Care Ottawa fosters a workplace with open lines of communication between management, and employees.

Hospice Care Ottawa employees and volunteers are encouraged to raise any concerns to a member of the Volunteer Services Team through open dialogue, or by submitting an email or suggestion. All employee issues, suggestions, recommendations and queries will be reviewed, investigated and addressed in a prompt fashion. Issues that cannot be resolved will be passed on to a member of the Senior Leadership Team to take further action.

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

Performance Reviews

Volunteer Services stays connected with volunteers regularly through in person check in's, emails and meetings etc., and addresses any concerns as they arise in a timely fashion. However, a more formal annual performance review is not feasible with 600+ volunteers. Volunteer Services strives to support volunteers within their role and therefore performance issues will be discussed with the volunteer when noted with additional training and support offered and the appropriate documentation in the volunteer record. Ongoing concerns will continue to be monitored until such a time it is determined a resolution is not possible. Volunteers may then be offered an opportunity in a more suitable role or asked to resign from Hospice.

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

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. A close loved one is defined as a spouse or partner, parent, sibling, child and any other significant relative or friend. This can be extended to include Home Support clients based on the length of the match.

It is strongly encouraged for volunteers to take a minimum of two months for client care roles and four months for bereavement roles. As every situation is different, Coordinators have the discretion to shorten or extend this as deemed appropriate. 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.

Applicants Who Have Experienced the 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 the loss of a close loved one (as defined above) are required to wait 18 months before being registered in a Client Care Core Training.

Applicants for other positions will be assessed on a case by case basis.

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.

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

The Provincial Government recognizes volunteers as employees. Therefore, all volunteers are required to show proof of prior completion or to complete Accessibility for Ontarians with Disabilities (AODA), Workplace Violence and Harassment and Ontario Health and Safety training. These trainings are available online at no cost through HR Covered.

All Volunteers will receive Hospice Care Ottawa's Volunteer Handbook which includes information about our hospice, programs, 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, their volunteer role; 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. Volunteers are responsible for notifying their Coordinator with updated expiry dates or changes to license and insurance information.

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

Hospice Care Ottawa / la Maison de soins palliatifs d'Ottawa — When comfort matters most / Sous l'aile du réconfort	**PRIVACY AND CONFIDENTIALITY**		
Policy Number:	P2.C.8		
File Path:	S:\Admin\PoliciesAndProcedures\2. Administration\2.C Human Resource Administration		
Performed By:	All Staff, Volunteers, students and contractors at HCO		
Approved By:	Governance Committee of Board of Directors		
Date 1st Approved:	1-Apr-14		
Date(s) Reviewed:	14-May-20	30-Aug-22	Click to enter the date the policy was first approved.
	Click here to list all procedures and guidelines that apply to the policy.	Click to enter the date the policy was first approved.	Click here to enter text.

PURPOSE:

The purpose of a Hospice Care Ottawa (HCO) Privacy and Confidentiality policy is to inform its employees and volunteers about how they should conduct themselves regarding others' information. This policy is intended for all HCO employees, volunteers and anyone providing service to HCO. All HCO employees and volunteers must adhere to the criteria outlined below to ensure the protection of personal information and must sign the Statement of Privacy and Confidentiality (as below) as a condition of employment/volunteering. They are considered the custodian of people's health information.

POLICY:

Hospice Care Ottawa is committed to conducting its business in an ethical manner. It provides services and care that are based upon ethical values, which include the maintenance of privacy and confidentiality. It accomplishes this by creating a workplace that is built on trust, collaboration, respect, accountability, and integrity in all areas of HCO operations. Hospice Care Ottawa maintains a strict zero tolerance against any breech in privacy and/or confidentiality of others' personal information. It complies with relevant legislation, standards, best practices and guidelines.

All people who conduct business, or partner with HCO, who may have access to confidential information (including, but not limited to employees, volunteers, and those providing service to HCO) must sign the HCO Statement of Privacy and Confidentiality 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 HCO policies and procedures.

BACKGROUND:

Criteria:

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

- The health care team consists of all those who are involved in the care of the person regardless whether they work for the same organization or not. At HCO this is referred to as the Circle of Care.
- 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 client's health number; and
  - The name of the client's substitute decision-maker (SDM).
- According to PHIPA, Community Hospices are considered Health Information Custodians (HICs), which are organizations that provide care within the health care continuum. Employees and volunteers who receive health care information are agents of HICs and must comply with all legislation.
- All employees 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, employees 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.
- HCO meets the Ontario Health Privacy Guidelines for Ontario Electronic Records.
- 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 employee) in

order to provide information which is understood by the client and their significant others.

PROCEDURES/GUIDELINES:

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

Guidelines

1. *Employee, Volunteer and Donor Information*
   - Hospice Care Ottawa regards all employee, volunteer and donor information as confidential and will respect the employee's right to privacy. Employee 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 and volunteers to maintain the confidentiality of information belonging to or relating to HCO 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. Employees and volunteers are to ensure confidentiality at all times by:

a) Avoiding use of the names of any client/resident/patient/guest/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 *Statement of Privacy and Confidentiality* upon hiring (see below).

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 HCO employees and volunteers must be consistent with all of its 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 with all copyright and/or intellectual property right laws must be upheld when publishing to a social media site.
- Slanderous, libelous, or otherwise illegal content is not to be published on social media sites.
- Hospice Care Ottawa's policy, *Social Media and External Communication* Policy 05-03 is available on Shared drive.
- Any concerns or issues that arise from the use of social media that are not addressed in the Social Media Policy are the responsibility of HCO's Executive Director and/or its Board of Directors.
- See the International Nurse Regulator Collaborative, Social Media Use: Common Expectations for Nurses (2016). It identifies the following issues to consider benefits and risks, professional image, confidentiality, privacy, boundaries, expectations, integrity, employee policies, accountability.

Additional guidelines:

- Hospice Care Ottawa does not endorse any product, business, cause or political affiliation.
- Use judgment. Take great care to avoid publishing anything that may harm one's own professional reputation or HCO's reputation and business. The use of social media technologies should do no harm to HCO. Posts should be respectful of the intended target audience. Review and understand the HCO Privacy and Confidentiality Policy and adhere to it when making decisions to publish information. Also review, understand and follow all professional or accrediting organizations' standards related to privacy, confidentiality and social media communication. If you have any questions about the limits imposed, seek clarification from your manager BEFORE publishing.
- If HCO employees, volunteers and Board members identify themselves as a member of the HCO team when publishing information on the internet, they must represent themselves and HCO in a professional manner, project a positive image, and follow all policies which govern the provision of information.
- Do not disclose HCO information that is not generally available to the public. Employees and volunteers who are in doubt about whether information is confidential, do not publish it before consulting with the respective manager.
- 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 the 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. Employees and volunteers that participate in social media sites must adhere to the conduct of conduct that is set forth in HCO's Employee or Volunteer 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 AND STANDARDS

Legislation:

- Personal Health Information Protection Act (Ontario, 2022)
- Quality of Care Information Protection Act (Ontario, 2004)

Standards:

- Confidentiality and Privacy-Personal Health Information (CNO, 2021) – standard
    - Confidentiality and Privacy - CNO -video, case studies
- Hospice Palliative Care Ontario - Publications
    - Community Residential Standards - Standard statement A4.1 - Community Residential Hospices have an ethical and legal responsibility to maintain the confidentiality and privacy of health information of any persons in their care.
    - Volunteer Training Handbook, 2017 - This handbook is divided into 15 modules of varying lengths which cover the required 30 hours of training for Ontario's hospice palliative care visiting volunteers. For HPCO Organizational Members only. PDF document.

REFERENCES:

- Personal Health Information Protection Act (2022)
- Personal Information Protection and Electronic Documents Act
- Quality of Care Information Protection Act (2021)

STATEMENT OF PRIVACY AND CONFIDENTIALITY

Hospice Care Ottawa (HCO) seeks to protect the privacy and confidentiality 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 HCO).

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, providing legislation or HCO policies and procedures, I agree that I will not:

- Access data that are unrelated to my duties at HCO;
- 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 HCO 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, emails, texts);
- Remove or permit the removal of any materials containing confidential information from HCO 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.

Upon request of HCO, 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 HCO and its employees, volunteers, clients, donors and affiliates may suffer irreparable harm by disclosure of confidential information. If so, HCO may seek legal remedies, including prosecution, 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 HCO policies and procedures.

By signing this statement, I acknowledge having received and read a copy of HCO Privacy and Confidentiality Policy. I understand that a perceived breach must be acknowledged and declared as soon as possible.

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

Hospice Care Ottawa / la Maison de soins palliatifs d'Ottawa — When comfort matters most / Sous l'aile du réconfort	**ACCESSIBILITY STANDARDS FOR SERVICE TO THE PUBLIC**		
Policy Number:	P2.C.7		
File Path:	S:\Admin\PoliciesAndProcedures\2. Administration\2.C Human Resource Administration		
Performed By:	All employees and volunteers		
Approved By:	Senior Leadership Team		
Date 1st Approved:	16-Jan-15		
Date(s) Reviewed:	8-Sep-22		

PURPOSE:

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".

POLICY:

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.

BACKGROUND:

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.

PROCEDURES/GUIDELINES:

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.

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.

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.

REFERENCES:

www.AccessON.ca/compliance

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

Hospice Care Ottawa la Maison de soins palliatifs d'Ottawa When comfort matters most Sous l'aile du réconfort	**WORKPLACE ANTI-VIOLANCE, HARASSMENT AND SEXUAL HARASSMENT**		
Policy Number:	P2.C.3		
File Path:	S:\Admin\PoliciesAndProcedures\2. Administration\2.C Human Resource Administration		
Performed By:	All employees, volunteers and anyone providing service to HCO		
Approved By:	Resources Committee of Board		
Date 1st Approved:	28-Sep-16		
Date(s) Reviewed:	8-Sep-22		

PURPOSE:

The Workplace Anti-Violence, Harassment and Sexual Harassment policy is to ensure Hospice Care Ottawa (HCO) builds and preserves a safe, productive, and healthy working environment for all employees and volunteers. HCO will not tolerate acts of violence, harassment, or bullying against or by any HCO employee or volunteer. We believe that all employees and volunteers have the right to work in a respectful environment that is free from any form of violence.

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 organization premises; violators will be subject to disciplinary action, and the incident will be reported to the police.

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

It is a violation of this policy for anyone to knowingly make a false complaint of violence or harassment or to provide false information about a complaint.

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 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 and signed annually.

BACKGROUND:

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 force on September 8, 2016.

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.

PROCEDURES/GUIDELINES:

This policy applies to all individuals working, volunteering or providing service to Hospice Care Ottawa. HCO will not tolerate violence, harassment or sexual harassment, whether engaged in by fellow employees, managers, officers, directors, volunteers, or contract service providers of the organization.

Hospice Care Ottawa will, in consultation with the Joint Health and Safety Committee develop a written program to implement this policy. This needs to be done.

All HCO employees and volunteers are personally accountable and responsible for enforcing this policy and must make every effort to prevent violent 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, violence or harassment can occur:

- At the workplace;
- At employment-related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone, 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

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

Violence Risk Assessment

Hospice Care Ottawa conducts regular 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. The risk assessment may include surveys, meeting discussions or debriefs, review of records and reports.

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.
  Hospice Care Ottawa will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Reporting Violence, Harassment or Sexual Harassment

If you are either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all HCO employees and volunteers 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, Harassment or Sexual Harassment

Hospice Care Ottawa shall:

- Investigate all reported acts and incidents of violence, harassment or sexual harassment, 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 or harassment in the workplace.
- Inform Quality and Risk Management Committee of the Board of Directors.
- 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 committee (JHSC) 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 Violence, Harassment or Sexual Harassment

The procedure for filing a complaint for any workplace conflict is outlined in the HCO Complaint/Conflict Management Policy. The complaint procedure is open and adaptable to address the matter(s) brought forward by the complainant. It may be received verbally (by phone or in person) or in writing (by mail, fax, email). The complainant or the supervisor documents the complaint using the Complaint Report template, then determine who the appropriate person is to handle the complaint and pass along the completed complaint report. Confidential notes regarding the complaint are maintained in the respective employee's or volunteer's Human Resources records.

When a complaint cannot be easily resolved, it should be escalated to the Executive Director. All complaints should be actioned within two business days, resolved and communicated back to the complainant within a month of being received.

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, HCO is committed to ensuring a safe workplace.

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/volunteer 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/volunteer strongly feels that the aggressor may attempt to contact that employee/volunteer at HCO in direct violation of the court order, so that HCO may take all reasonable actions to protect the employee/volunteer. Such information shall be kept confidential and protected in accordance with all applicable legislation.

If any visitor to HCO 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 contact the police, 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, HCO 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. It is important to realize that unfounded or frivolous allegations of personal harassment may cause both the accused person and the organization significant damage. If it is determined by the organization that any employee 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 organization that any employee 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. It 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 organization 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 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.

Policy Review

As required by the Occupational Health and Safety Act, HCO will review this policy annually and will post the policy in a conspicuous place in the workplace.

DEFINITIONS:

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).

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 directed by female employees towards makes 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 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 Ontario Occupational Health and Safety Act https://www.ontario.ca/laws/statute/90o01

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

- 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
- 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.

REFERENCES:

Bill 132, Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment), 2016
An Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters (Ontario, 2016). https://www.ola.org/sites/default/files/node-files/bill/document/pdf/2016/2016-03/bill---text-41-1-en-b132ra.pdf (which link is preferred?? This or the one above?)
Occupational Health and Safety Act (1990)
O. Reg. 67/93: HEALTH CARE AND RESIDENTIAL FACILITIES
Under *Occupational Health and Safety Act, R.S.O. 1990, c. O.1*
current –version -- July 1, 2022 – (e-Laws currency date)
Canadian Nurses Association and Canadian Federation of Nurses Unions (n.d.) *Workplace Violence and Bullying*.
Canadian Council of Health Services Accreditation (2007). *Within Our Grasp- A Healthy Workplace Action Strategy for Success and Sustainability in Canada's Healthcare System*,

Appendix 4 – Occupational Health & Safety

Hospice Care Ottawa la Maison de soins palliatifs d'Ottawa When comfort matters most Sous l'aile du réconfort	**OCCUPATIONAL HEALTH AND SAFETY POLICY**		
Policy Number:	P3.A.2		
File Path:	S:\Admin\PoliciesAndProcedures\3. Quality Assurance\3.A Health and Safety		
Performed By:	All employees and volunteers		
Approved By:	Senior Leadership Team and the JHSC		
Date 1st Approved:	8-Feb-19		
Date(s) Reviewed:	8-Sep-22	Click to enter the date the policy was first approved.	Click to enter the date the policy was first approved.
	Click to enter the date the policy was first approved.	Click to enter the date the policy was first approved.	Click to enter the date the policy was first approved.

The purpose of this policy is to outline the responsibility of Hospice Care Ottawa (HCO) to ensure the safety of our workplace and to summarize the steps needed to provide a safe and healthy working environment.

POLICY:

Hospice Care Ottawa is committed to ensuring a safe and healthy workplace for all employees. In addition to our employees, all those who come through our doors will be provided with a safe and healthy environment. In pursuit of our commitment, Hospice Care Ottawa will abide by all provincially outlined legislation for the province of Ontario as established by the Ontario Health and Safety Act. Hospice Care Ottawa will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment

Hospice Care Ottawa accepts responsibility for the Health and Safety of its employees and volunteers. Hospice Care Ottawa is ultimately responsible for worker health and safety, and will take every reasonable precaution possible for the protection of our employees.

Hospice Care Ottawa adheres to the requirements set out in the Occupational Health and Safety Act, at minimum. This includes promoting health, safety, and well-being awareness; providing information, training, and competent supervision to employees about specific work tasks; ensuring employee participation in H&S initiatives; and monitoring safety hazards on an ongoing basis.

BACKGROUND:

The Occupational Health and Safety Act (OHSA) (www.ontario.ca/laws/statute/90o01) provides the legal framework and the tools to achieve occupational health and safety. It sets out the rights and duties of all parties in the workplace. It establishes procedures for dealing with workplace hazards and it provides for enforcement of the law where compliance has not been achieved voluntarily by workplace parties.

The Act came into force in 1979. Changes to the Act in 1990 and subsequent years continued the evolution of occupational health and safety legislation since its original enactment. The Act makes it clear that the employers have the greatest responsibilities with respect to health and safety in the workplace. However all workplace parties have a role to play to ensure that health and safety requirements are met in the workplace. All workplace parties have a responsibility for promoting health and safety in the workplace and a role to play to help the workplace be in compliance with the statutory requirements set out under the Act. The respective roles and responsibilities for all workplace parties are detailed in the Act.

The OHSA gives workers three important rights:

- The right to know about hazards in their work and get information, supervision and instruction to protect their health and safety on the job.
- The right to participate in identifying and solving workplace health and safety problems either through a health and safety representative or a worker member of a joint health and safety committee.
- The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.

PROCEDURES/GUIDELINES:

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.
- 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.

- Health and safety comments or reports will be reviewed by Joint Occupational Health & Safety Committee (JHSC). The JHSC will initiate an investigation and take corrective action if deemed a requirement on each reported and/or potential hazard.

JOINT OCCUPATIONAL HEALTH & SAFETY COMMITTEE (JHSC)

As Hospice Care Ottawa' workforce exceeds 20 or more employees, a JHSC is required to ensure the health and safety of all individuals on the premises. The committee shall be composed of at least four members. At least half of the members on the health and safety committee will not exercise any managerial/leadership duties. The members of the committee shall be chosen by the rest of the employees. At Hospice Care Ottawa, a member of the Senior Leadership Team is the management representative.

The management representative and the employee representative chosen by the rest of the employees are the co-chairs of the committee. They will be certified and trained as per the Ontario Occupational Health and Safety Act. Their time spent in training will be considered work time and they will be compensated at their regular rate of pay. Hospice Care Ottawa is responsible for the costs incurred by the training program. In the event that one or both of the co-chairs leave Hospice Care Ottawa, they shall be replaced, and their replacement(s) trained as soon as reasonably possible.

<u>Committee Powers</u>

- Identify situations that may pose danger or a hazard to employees;
- Provide recommendations to Hospice Care Ottawa on ways to improve safety in the workplace for employees;
- Make recommendations regarding establishing, maintaining, and monitoring any health and safety measures, procedures, or programs to Hospice Care Ottawa;
- Request and be provided information from Hospice Care Ottawa about:
    - Identifying potential or current hazards involving materials, processes, equipment, and
    - Examples of safe work practices and health and safety standards in either similar industries, or businesses that are known to Hospice Care Ottawa.
- Be provided information by Hospice Care Ottawa about any tests regarding health and safety in the workplace (could be related to machinery, equipment, chemical or physical agent, material, or biological element, etc.);
- Be present at and be consulted about any testing in the workplace, as necessary.

Co-chair Powers

In the event the committee does not reach a consensus, the co-chair(s) have the power to provide written recommendations to Hospice Care Ottawa. These recommendations shall be responded to within 21 days of their receipt. The response will include when the recommendation will be implemented when Hospice Care Ottawa agrees with the recommendation and reasons why when the recommendation is disagreed with and/or not accepted.

Committee Meetings

The JHSC will meet every three months, at minimum. Minutes will be taken at each committee meeting and then retained in the event of an inspection or examination.

Members of the committee are entitled to at least an hour to attend the quarterly meetings as well as paid time in order to complete any work ahead of or following the meeting. Committee members will not be expected to complete this work on their own time and are considered to be working when they are completing health and safety duties.

Inspections

One of the members of the committee will be required to complete monthly health and safety inspections. The committee is required to establish a schedule for the completion of these inspections. When possible, it should be the certified co-chair who completes the inspection, but the co-chair is not required to complete every inspection. Hospice Care Ottawa will ensure that the member completing the inspection has sufficient time to complete it. These inspections shall be kept on file. In the event that the member requires information and/or assistance in completing the inspection, they shall be provided with it.

Posting Committee Members' Names

Hospice Care Ottawa will post the name of the members of the committee, as well as their work departments in an accessible location so that all employees are aware of who is on the committee.

Responsibilities

- Senior Leadership & Joint Occupational Health &Safety Committee
    - Senior Leadership is responsible for supplying an effective strategy that can manage the occupational 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 occupational illness.
- Managers and Joint Occupational 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 occupational 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 / state.
  - 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
  - Work in compliance with the Ontario Occupational Health and Safety Act.
  - Perform all duties in a manner conducive to a safe workplace, following all safety practices and procedures established by Hospice Care Ottawa.
  - Complete required occupational health and safety training, including the Emergency Plan.
  - Use appropriate personal protective equipment (PPE) as required.
  - Report any incident or injury.
  - Notify managers of any health and safety concerns.
  - Report any acts of violence or harassment in the workplace.

- Promote a hazard-free workplace.

WSIB (WORKPLACE SAFETY AND INSURANCE ACT):

HCO workplaces are subject to the Workplace Safety and Insurance Act, 1997 (WSIB). At the request of the employer, a worker, committee, health and safety representative or trade union, WSIB must provide the employer with an annual summary of information about the employer [subsection 12(1)]. This information must include:

- number of work-related fatalities
- number of lost time injuries
- number of workdays lost
- number of injuries requiring medical aid but that did not involve lost workdays
- incidence of occupational illnesses, and
- number of occupational injuries.

RIGHT TO REFUSE WORK

- Hospice Care Ottawa respects the legal right of employees to refuse work they believe is unsafe and will take the appropriate actions set out by the Occupational Health and Safety Act (OHSA).
- Employees of Hospice Care Ottawa may refuse any work, workplace condition or equipment they believe might endanger their health and safety, or the health and safety of another person. This right to refuse extends to workers who believe they may be endangered by workplace violence.
- When an employee exercises their right to refuse unsafe work, the work refusal process set out by the Occupational Health and Safety Act (OHSA) must be followed explicitly. To initiate the work refusal, a worker must only state they feel unsafe and do not wish to proceed with a task or activity.
- There will be no negative consequence for employees who exercise their right to refuse in good faith and who adhere to the processes set out by law and in this policy.
- Hospice Care Ottawa will continue to pay the worker who is refusing to work at the regular rate during the work refusal process until a Ministry of Labour Inspector rules that it is safe to resume work. If the worker continues to refuse work beyond the point the work has been deemed safe, Hospice Care Ottawa is no longer required to provide pay and may begin disciplinary action.

RELATED POLICIES

- Workplace Anti-Violence, Harassment and Sexual Harassment
- Falls Prevention
- Accessibility (AODA)