



Northern Ontario Families of Children with Cancer

Founded in the North for Families of the North

VOLUNTEER HANDBOOK

LAST REVISED MARCH 2015

**NORTHERN ONTARIO FAMILIES
OF CHILDREN WITH CANCER
667 ST. CLAIR STREET
SUDBURY, ON. P3E 4G9**

**PHONE: (705) 586-3229
TOLL-FREE: 1-888-993-9227
WEB: WWW.NOFCC.CA
EMAIL: INFO@NOFCC.CA**



THANK YOU !

We would like to take this opportunity to thank you for volunteering your time with the Northern Ontario Families of Children with Cancer-NOFCC

This handbook is the result of a collaborative effort by Northern Ontario Families of Children with Cancer-NOFCC. It will provide you with valuable information about your volunteer placement including guidelines, expectations, rights and responsibilities. In addition, we have included a section outlining policies and procedures specific to each individual fundraising event.

Your assistance can help us work together to provide better quality programs and services to the families dealing with childhood cancer in northern Ontario communities.

Thank you for volunteering and welcome to the team!

TABLE OF CONTENTS

Introduction to the NOFCC	4
Who is the NOFCC?	4
Where does the money come from?	4
Focus of Services	4
Key Functions	5
Volunteer Identification	5
How we work	5
Introduction to the Volunteer Program	6
What is the NOFCC Volunteer Program?	6
Fundamental Value of the Volunteer Program	6
Philosophy of Volunteer Involvement	6
Definition of a Volunteer	7
Role of the Volunteer	7
Complementary Roles and Responsibilities	7
Selection and Placement	7
Supervision	7
Attendance, Leaves	7
Confidentiality	7
Expense Reimbursement	8
Harassment	8
References for Volunteers	8
Speaking on Behalf of the Organization	8
Substance Use	8
Bill of Rights for Volunteers	9
Putting Volunteer Work on a Resume	10
The Benefits of Volunteering with the NOFCC	10
Responsibilities of Volunteers	10
Volunteer Application Form	11
Contract	13

INTRODUCTION TO THE NOFCC

WHO IS NORTHERN ONTARIO FAMILIES OF CHILDREN WITH CANCER (NOFCC)?

NOFCC is an independent volunteer based registered charity (# 86467 6713 RR0001) established in 1998 by a group of parents of children with cancer. These parents wanted to provide help and support to families, which was not available through other programs. Being parents themselves, they recognized the particular difficulties involved in caring for a child with cancer and the geographic challenges of living in the north.

WHERE DOES THE MONEY COME FROM?

NOFCC is not funded by the government and the organization relies solely on fundraising activities and donations.

FOCUS OF SERVICES

NOFCC serves all northern Ontario families who have been touched by childhood cancer and who are being treated in Ontario.

This includes families with a child on active treatment, those off treatment or receiving follow up care, and bereaved families.

At any given time, there are over 30 children in Northern Ontario on active treatment. Many treatments last over 2 years. NOFCC helps them with some of their immediate financial needs through the following programs.

Financial Assistance Program

A daily per diem is available to those who need assistance to offset the costs of travelling for treatment. Families are eligible for these funds for days spent away from home, which is defined by +100kms from the place of residence.

Home FAP

A daily per diem is available to those who need assistance to offset some of the costs incurred while remaining in city of residence for treatment (ie. Lost wages). Families eligible for these funds are receiving treatment within 100kms of their home.

Emergency Needs Program

Funds are available for household, travel and personal emergency needs. Requests are assessed on an individual basis.

Patient Amenities

Funds are available for medical related expenses. This is used for families without adequate medical coverage, or expenses not covered by OHIP or private insurance.

Except for low administration cost, all money raised goes to the families through our programs.

Tutoring Program

An annual fund to provide assistance with a qualified tutor for children in need.

Parking Reimbursement Program

Assistance with parking costs while receiving treatment at any treatment center. Tokens or parking passes are available for parking at Health Sciences North.

Taxi Fare Reimbursement Program

Reimbursements are available for taxi's to and from treatment centres, airports, bus stations, and medical related appointments.

Accommodation Support

NOFCC will cover the cost of hotel stays when the Ronald McDonald House is not available, and other arrangements are not possible. NOFCC covers the difference incurred after the deduction of the Northern Ontario Travel Grant.

Telephone Program

Long distance prepaid calling cards are made available to all families while they are away from home with their child for treatment, and sent with each financial assistance package monthly. Can be replaced by Tim Horton's cards for those with all inclusive phone plans.

Palliative Support Program

Assistance with special support during the end-of-life period in a patient's illness, to include the bereavement period. Such services as house maintenance and meals are provided to families. Funds are also available to assist in funeral costs.

Benevolent Fund

Supportive gift sent to grieving families.

Bereavement Fund

Families are offered supportive services during bereavement which can be but not limited to, grief services, support programs, counselling, books, resources, and educational materials.

Bone Marrow Transplant & Chronic Illness Patient Support Program

Once a patient begins preparations for transplant they will be eligible for assistance through a one-time grant.

Keep Connected Program

Laptop and iPad lending program allows children to keep up with their school work, as well as keeping in touch with friends and staying occupied during long hours of treatment.

Vale Shine Bright Bursaries

Bursaries for post-secondary education for childhood cancer survivors, their siblings and siblings of children who have succumbed to cancer are available. The criteria and the application form can be found on the website (www.nofcc.ca).

Special Events

The NOFCC organizes and hosts events to support children, teens and parents throughout the year, including an annual Christmas party and a Family Fun Day.

Communication Program

A newsletter is e-mailed to members and supporters several times a year. NOFCC also supports a website at www.nofcc.ca and a Facebook Page.

Parent-Led Support Groups

Once per month parent-led support group. There is no professional counsellor present at this group, it is just a space for parents to gather and support one another. Please check the schedule on the NOFCC website or call the office to find out more.

EMLA Patches

EMLA patches are available at HSN's Northeast Cancer Centre for patients receiving care at this location.

Gift Cards

Gift cards are given to families who are away for extended stays out of town, to the discretion of NOFCC.

KEY FUNCTIONS

- Provide services oriented to reduce the financial burden imposed on families because of the travelling costs
- Provide education and training for parents/caregivers
- Monitor the effectiveness of our programs
- Enhance NOFCC's programs and services available to families
- Increase community awareness of the impact the diagnosis of childhood cancer has on the child and the entire family

VOLUNTEER IDENTIFICATION

Volunteers are required to wear a source of identification (i.e. name tag, NOFCC T shirt) that will allow them to be identified as volunteers at our fundraising events.

HOW WE WORK

Maintaining a Positive Work Environment

We endeavor at all times to provide a work environment that encourages positive morale and which is supportive of the productivity, personal goals, dignity and self-esteem of every volunteer/employee. The work environment consists of the shared physical and social surrounding where work and fundraising activities take place. A positive work environment should be free from unwelcome remarks, materials or behavior.

The responsibility for creating and maintaining a positive work environment rests with persons sharing the workplace. Staff and volunteers, are expected to recognize and refrain from actions that offend, embarrass or humiliate others whether deliberate or unintentional.

What are all these Guidelines for?

NOFCC has a number of guidelines that both support the work and protect the volunteers, employee and the families. Please ensure that you read the guidelines. If you have any questions, please discuss them with the member responsible for your volunteer involvement.

These guidelines are “living” documents. They will be improved and developed further over time. If you notice something missing or needing clarification, please let the Executive Director know.

Who do I talk to?

The Executive Director is your first point of access following which she will identify others who will be able to assist you or resolve an issue.

INTRODUCTION TO THE VOLUNTEER PROGRAM

WHAT IS THE NOFCC VOLUNTEER PROGRAM?

Volunteers are an essential part of Northern Ontario Families of Children with Cancer-NOFCC. The assistance, support and enthusiasm of volunteers allow NOFCC to maintain our variety of programs and services and will help implement new programs. Working together, staff and volunteers can reach out to a larger number of community members.

FUNDAMENTAL VALUE OF THE VOLUNTEER PROGRAM

- That our goals can best be achieved by the active participation of the community
- That volunteers contribute unique talents, skills, and knowledge of their community
- That we must respect the time and talents of volunteers, and will do so by taking the time to identify specific ways in which volunteers can assist in the accomplishment of our goals
- That prospective volunteers have a right to be informed in advance that the intake and screening process is designed so that each party can screen the other, and that acceptance of an application to volunteer is not automatic
- That volunteers offer a valuable resource to Northern Ontario Families of Children with Cancer; that they deserve serious, ongoing support from the organization, including meaningful, interesting, and challenging assignments, appropriate training, supervision, recognition and encouragement in their continued involvement with the organization
- That volunteers should be made aware of the work they are involved in, and the risks and boundaries associated with the assignment for which they are being considered

PHILOSOPHY OF VOLUNTEER INVOLVEMENT

Volunteers are viewed as a valuable human resource to Northern Ontario Families of Children with Cancer, community, staff and families. The achievement of the organization’s goals is best met by the active participation of citizens of the community. To this end, NOFCC encourages the teamwork of salaried staff and volunteers, with volunteer involvement at all levels of the organization and within all appropriate programs and services.

DEFINITION OF A VOLUNTEER

A “volunteer” is anyone who without compensation, or expectation of

compensation beyond reimbursement, performs a task at the direction of, and on behalf of Northern Ontario Families of Children with Cancer. A “volunteer” must be officially accepted and enrolled prior to the performance of a task.

ROLE OF THE EXECUTIVE DIRECTOR

The paid staff member is responsible for the overall management of the volunteer program. She is responsible for the recruitment, screening, selection, training, supervision, recognition, and placement of volunteers; providing advice and support to volunteers regarding their placement, as well as providing advice and support to members working with volunteers.

COMPLEMENTARY ROLES AND RESPONSIBILITIES OF VOLUNTEERS AND PAID STAFF

Volunteers and the employee are considered partners in upholding the principles and values of, and in working toward the achievement of Northern Ontario Families of Children with Cancer. Each has a different yet complementary role. It is essential to the proper operation of the organization that volunteers and paid staff understand and respect one another's roles and responsibilities. The organization will encourage and foster this understanding and respect.

SELECTION AND PLACEMENT

Volunteers will be placed into available volunteer positions based upon the best match of their skills, interests, needs and availability.

Volunteer suitability is based upon the volunteer's:

- Interest, skills and experience
- Availability and commitment
- Willingness and ability to adhere to the mission, guidelines, policies and procedures, philosophy of service, values and goals of the organization
- Personal references and PRC (Police Record Check)

SUPERVISION

Each volunteer who is accepted to a position within Northern Ontario Families of Children with Cancer will be assigned a resource person who will provide ongoing support, direction and feedback.

- The resource person will ensure that the volunteer has all the necessary resources in order to perform their duties.
- The volunteer can access the resource person for questions, concerns or suggestions regarding their placement.
- The resource person is responsible for reporting recorded volunteer hours required for students

ATTENDANCE, LEAVES

Volunteers will inform the resource person responsible for their involvement of any impending absences as far in advance as possible so that alternate arrangements can be made for the completion of the work.

CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all privileged information (verbal, written or computerized) to which they are exposed while serving as a volunteer, whether this information refers to a staff, volunteer, organization business or the families we support. All information regarding the families as well as internal affairs and operations of the organization is privileged and must be kept

confidential. This provision shall survive termination of the volunteer placement. Confidentiality must be maintained whether on or off duty.

EXPENSE REIMBURSEMENT

Volunteers **may** be eligible for reimbursement of **pre-approved** expenses incurred while performing volunteer duties for Northern Ontario Families of Children with Cancer.

The resource person of the member responsible for volunteer involvement may approve reimbursement for the following items: (e.g. transportation, parking costs, etc.)

HARASSMENT

Sexual, psychological, physical or mental harassment by any volunteer or employee towards another volunteer, employee or member of the organization is prohibited.

REFERENCES FOR VOLUNTEERS

NOFCC would like to provide references for its volunteers in order to support them in other volunteer, educational, and vocational opportunities. Confirmation of volunteer work or character references will be provided at the request of the volunteer.

- Meets the requirement of her/his position
- There is no reason to suspect the volunteer could prove detrimental in carrying out new assignments or requirements, or create potential risks for the organization requesting the reference.
- Volunteers are asked to provide a minimum of five working days notice when requesting a letter of reference.
- The member responsible for the volunteer's involvement can issue a reference.
- Permission is needed from volunteers to disclose areas of concern, or no reference will be given.

SPEAKING ON BEHALF OF THE ORGANIZATION

Any media work, advocacy or fundraising efforts are outside the duties and responsibilities of volunteers, unless Northern Ontario Families of Children with Cancer has designated, trained, and approved these activities as part of the volunteer's task description, committee or board responsibilities.

A volunteer will seek permission from the Executive Director prior to speaking to the media and/or fundraising on behalf of NOFCC.

SUBSTANCE USE

When performing volunteer work for NOFCC, volunteers are prohibited from:

- Unlawfully being under the influence of, using, possessing, manufacturing, distributing, dispensing or processing a controlled substance. Controlled substances include, but are not limited to narcotics (heroin, morphine, etc.), depressants (tranquillizers, etc.) and hallucinogens (PCP, LSD, ecstasy, "designer drugs", etc.)
- Being under the influence of alcohol.

- Any volunteer charged with possession of trafficking of a controlled substance while volunteering with NOFCC, or in the year prior to commencing the volunteer position, must immediately advise the Executive Director of such a conviction. Failure to so inform the Executive Director will subject the volunteer to disciplinary action, up to and including termination.
- If members suspects substance use by a volunteer, s/he is to bring the concern to the immediate attention of the member responsible for the volunteer's involvement.

BILL OF RIGHTS FOR VOLUNTEERS

THE RIGHT TO BE TREATED AS A CO-WORKER	With talents, skills and responsibilities
THE RIGHT TO A SUITABLE ASSIGNMENT	With a clear job description and consideration for suitability, qualifications, life experience and available time
THE RIGHT TO PREPARATION FOR THE JOB	With orientation and training that is thoughtfully planned and effectively presented
THE RIGHT TO CONTINUING TRAINING ON THE JOB	With a follow-up to initial training information about new developments and training for greater responsibility
THE RIGHT TO SOUND GUIDANCE, DIRECTION AND RECOGNITION	By someone who is experienced, patient, well-informed, thoughtful and who has the time to invest in giving guidance
THE RIGHT TO PROMOTION AND VARIETY OF EXPERIENCE	Through advancement to assignments of more responsibility and trough transfer from one activity to another, through special assignments
THE RIGHT TO BE HEARD	To have a part in planning, to feel free to make suggestions, to have respect shown for an honest opinion

PUTTING VOLUNTEER WORK ON A RESUME

COMMUNITY SERVICE / VOLUNTEER WORK

One way to capture the interest of an employer is to demonstrate that you are an involved citizen – someone who works to make the community a better place to live. One approach used by many people is to add a section to their resumes called “Community Service” or “Volunteer Work”. The key is to translate what you gained from the

volunteer activity into the language of the paid work world.

If you are a student seeking a first job, being able to show volunteer work on a resume demonstrates that you had interests beyond the classroom. If you are returning to work after some time away, your volunteer activities prove that you kept up your skills and remained involved. If you are looking to change careers, it may be your volunteer work in the new field that tells a prospective employer you are worth the risk, even if your paid employment history is in some other field.

REMEMBER THESE HELPFUL HINTS:

- Do not use the word “volunteer” as though it were a job title. It should be used as an adjective (i.e. Volunteer Administrative Assistant).
- Describe the volunteer work in terms of your accomplishments, highlighting the skills that you learned and demonstrated.
- Be honest, don’t overstate what you did, but also be sure to give yourself the credit you rightfully deserve.

THE BENEFITS OF VOLUNTEERING WITH NOFCC

Volunteering with the NOFCC can provide you with opportunities to:

- Provide support and encouragement to members of the community
- Develop new skills while using your existing skills
- Share your experiences, talents and expertise
- Gain personal growth and satisfaction from helping others
- Meet new people
- Gain experience working in a community-based environment

RESPONSIBILITIES OF VOLUNTEERS

- To abide by the policies and procedures as outlined
- To perform volunteer activities to the best of your ability
- To keep in confidence all information learned as a volunteer
- To act within the boundaries and parameters of the volunteer assignment
- To keep commitments of time and participation
- To learn about the assignment given and to diligently undertake and complete it
- To be willing to participate in relevant meetings, orientation or training sessions
- To do his or her part to maintain and enhance the dignity, integrity, and professionalism of the work of volunteers

VOLUNTEER APPLICATION FORM

Name _____ Phone _____

Address _____

Email address: _____

Preferred method of communication: telephone 1 2 _____ email 1 2 _____

Relevant Experience and/or Employment (attach a resume if relevant)

Why are you interested in our organization? _____

Area(s) of expertise/Contribution you feel you can make:

What are your weaknesses?

How much time are you willing to commit?

per week _____ per month _____ per year _____

Other volunteer commitments _____

References _____

Can you provide a Police Check _____

Northern Ontario Families of Children with Cancer-NOFCC Date: _____, 20__.

FOR BOARD USE

- ___ Nominee has had a personal meeting with either chief executive, board chair, or other board member Date _____
- ___ Nominee reviewed by the committee Date _____
- ___ Nominee attended a board meeting. Date _____
- ___ Nominee interviewed by the board. Date _____

Action taken by the board:

CONTRACT

- Understanding of our community and its needs
- Passion for our cause
- Team player - works well in a group
- Someone who listens well, is thoughtful in considering issues

By signing below:

I have read the board manual and know what's expected of me.

DATE

SIGNATURE OF VOLUNTEER