



The Volunteer Cancer Drivers Society Non-Discrimination and Harassment Policy

1.0 Our Policy

The Volunteer Cancer Drivers Society (VCDS) is committed to fostering a culture of inclusion and respect across all areas of our organization and in the services we provide

Volunteers

All volunteers will respect this Policy and treat fellow volunteers and patients accordingly. In return they can expect to be treated in the same manner by our volunteers and patients.

We have Zero Tolerance for:

Discrimination

We value all volunteers and patients as unique individuals and we welcome the variety of experiences they bring to our society. To honour this principle we have a strict non-discrimination policy. We believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law.

Harassment

We will not tolerate sexual or racial harassment or discrimination or any other form of harassment and discrimination.

Disability discrimination

We believe everyone has the right to volunteer. A volunteer with a disability who can perform the core functions of the jobs, with or without reasonable accommodation, is entitled to the same protection and respect as other volunteers.

We will provide our service to all patients in need within our capabilities as a volunteer organization.

Retaliation

We consider retaliation against any person who files a complaint as harassment and this behaviour will not be tolerated. We encourage volunteers and patients to come forward and participate in investigations. We will make all reasonable efforts to keep investigations confidential, and to protect individuals who make complaints.

Bad faith complaint

We consider a bad faith complaint filed by a volunteer or patient to be harassment. Bad faith includes a situation where the complainant knowingly lies or misrepresents the situation to accuse a volunteer or patient of wrong doing, damage someone's reputation, or to achieve personal gain.

Patients

We recognize that patients are not familiar with, or bounded this Policy. Never-the-less as a condition of accessing our service we expect that patients will not engage in discrimination or

harassment of our volunteers or other patients. In instances that occur we will use the process below resolve the situation

2.0 Administrative Process

Complaint procedure

All communication will adhere to the VCDS Privacy Policy.

Any volunteer or patient accused of inappropriate behavior will be treated with respect. If the accusation is against the volunteer, the person may be asked to step down from volunteering during the duration of the investigation.

Any volunteer or patient who feels they have been harassed, discriminated against, or otherwise treated negatively because of their race, religion, gender, or other characteristics, should report the harassment to the VCDS Secretary. The report may be provided verbally or in writing.

The Secretary or designate if necessary, will document the complaint, inform the board of the complaint and conduct an investigation that includes :

- interviews with all persons involved in the complaint,
- gathering and assessing other relevant information
- prepare a report for the board documenting the complaint, relevant information and recommended action
- the board will review the report and if necessary request additional information
- when the report is accepted, the board shall inform the complainant of the findings and cause any actions in the report to be completed.

Conflict of Interest

In the event the Secretary is in an actual or perceived conflict of interest with the complainant the President will appoint a board member not associated with the circumstances to conduct the investigation. The Secretary's involvement will be limited to providing testimony and information relevant to the investigation.

Result of Investigation

If the investigation determines no fault was found, the matter will be either concluded or may be appealed.

If the investigation reveals that the volunteer was at fault, the matter will be discussed with the volunteer, the person may be subject to a reprimand, declared "a member not in good standing" or other appropriate action.

If the investigation reveals that the patient was at fault, the situation will be discussed with the patient and if not resolved the patient may be informed that based on the complaint, the VCDS will no longer be able to provide our service.

Appeal

Either party is allowed to appeal the decision by filing a written report with the VCDS Vice President.

