

Volunteer Agreement

Thank you for volunteering as a BC Renal patient partner! We prepared this document to ensure you know what to expect. It explains how BC Renal staff will support you, as well as your responsibilities as a volunteer. Please review and complete this document as part of your volunteer commitment.

Our shared commitment

Health care professionals, patients and families work together as a provincial renal network. They embrace the **guiding principles** for patient and family engagement as fully described in the *BC Renal Patient & Family Engagement Framework* (<http://www.bcrenal.ca/patientandfamilyengagement>):

- **Partnership:** We support patients and families to actively work alongside health care professionals for a mutually beneficial partnership rooted in trust.
- **Responsiveness:** We commit to acknowledging and responding to the voices of patients and families.
- **Inclusiveness:** We embrace equity and diversity, and respect unique beliefs, values, lived experiences, geographical locations, ethnic and cultural differences.
- **Support:** We provide adequate support and a flexible process for patients and families to contribute.
- **Mutual respect:** We co-create a culturally safe, relevant and responsive environment. All viewpoints are considered and respected. We all share a vested interest in better kidney health.

BC Renal responsibilities

BC Renal staff will work to ensure that:

- You will be treated with fairness, respect, courtesy, and dignity;
- You will have a safe space to share your thoughts and ask questions;
- You will be provided with support and flexibility to ensure meaningful engagement;
- You will be recognized appropriately for your involvement;
- You will be able to access various opportunities to be involved in kidney care and research;
- You will be kept informed of BC Renal updates through newsletters, website, social media, and other means of communications; and
- Your privacy will be respected. Your personal information will be kept confidential and used for BC Renal purposes only.

Volunteer responsibilities

By committing to volunteer with BC Renal, you agree to:

- Treat all provincial renal network partners and BC Renal staff with fairness, respect, courtesy and dignity;
- Be open to the perspectives and views of others, and contribute to a welcoming and collaborative environment;
- Act with honesty and integrity;
- Attend all meetings where possible; send regrets in advance for necessary absences;
- Prepare for meetings by reviewing agenda and other related materials;
- Disclose and discuss any potential conflicts of interest with BC Renal staff, including benefits related to your professional interests;
- Refer inquiries related to the business matters of BC Renal to the staff;
- Work to the best of your ability to follow through on your existing commitments;

- Inform your key contact person at BC Renal should your commitment change due to health conditions or other circumstances.

Commitment to confidentiality

- I will respect the privacy of provincial renal network members, including other patient partners and health care professionals.
- I will consider details about health conditions, family relations, contact information, and other facts of a highly personal nature as confidential. I will not disclose any information without the specific permission of the individual concerned.
- I will keep all non-public information I receive from any BC Renal committee(s), project(s) or other individuals confidential. I may not communicate this information to anyone in any way unless instructed to do so by Provincial Health Services Authority (PHSA) or BC Renal.
- I will take all reasonable measures to ensure confidential information that I receive from BC Renal is kept secure and disposed of appropriately.
- I understand that all information (including but not limited to: initiatives in development, internal correspondence, financial information, unpublished statistical data or research) obtained through volunteer opportunities is confidential. I agree not to tell, show, copy, sell, change or disclose the information to others without prior permission or unless told to do so by PHSA or BC Renal.
- I will seek clarification from BC Renal staff if I have any questions or concerns about confidentiality.
- If I think I have accidentally broken any confidentiality rules, I will immediately notify BC Renal staff.
- I understand that I may be requested to sign an additional confidentiality agreement as required.
- After leaving my role as a patient partner with BC Renal, I will maintain confidentiality on personal and engagement information as outlined above.

Sharing of personal information

When patient partners respond to engagement opportunity invitations, it is accepted that all responses, including personal information, may be provided to the leads and support staff of the opportunity for communications. When multiple volunteers are selected for the same engagement, they may be provided each other’s names and e-mail addresses to be able to connect with each other.

Please check the box below if you agree:

- I provide consent for BC Renal to share my personal information (i.e. name, profile/ testimonial, contact information) with the leads and support staff of engagement opportunities. I also consent to my name and email addresses being shared with other selected volunteers participating in the same opportunity.
- I provide consent to subscribe to newsletters from BC Renal. *[You will begin receiving newsletters via emails that originate from our provider, Cyberimpact, and you'll be able to unsubscribe at any time.]*

By signing below, I have read, understand, and agree to abide by the terms described in this document as a condition of volunteering with BC Renal. I understand that failure to comply may result in a discontinuation of my involvement and investigation by BC Renal staff.

Printed name

Date

Signature

Emergency contact

Name: _____ Relationship: _____

Phone Number: _____

BC Renal will collect and protect personal information in accordance under section 26 (c) of the Freedom of Information and Protection of Privacy Act. This information will only be used for BC Renal purposes. If you have any questions about this document or the disclosure of your personal information, please phone 604.875.7340 or e-mail patientengagement@bcrenal.ca