

Volunteer Confidentiality and Conflict of Interest Pledge

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Privacy and access to information guidelines for volunteers

As a volunteer you are responsible for protecting the privacy of individuals at Canadian Blood Services.

What is privacy?

Privacy is a person's right to determine for themselves, when, how and to what extent information about them is communicated to others, and to control or consent to how their personal information is handled by others.

What is confidentiality?

Confidentiality is the obligation to protect information from unauthorized access, use, disclosure or retention.

What is personal health information?

Personal Health Information is personal information about an individual that relates to that individual's health including their blood type, donation history, blood test results, responses to health questions, etc.

Why is privacy important at Canadian Blood Services?

At Canadian Blood Services we collect sensitive personal information, including health information that could cause serious harm to an individual if it is accessed, used, improperly disclosed or lost. Canadian Blood Services must also comply with privacy laws that require us to protect personal information and there can be serious consequences if these laws are broken. Canadian Blood Services is committed to protecting the privacy and confidentiality of donors' and registrants' personal information. We also extend privacy protection to the personal information we collect about our employees and volunteers.

How can volunteers promote privacy at Canadian Blood Services?

- Don't discuss personal information in public areas or where others can overhear you.
- Don't post donor pictures or other personal information to social media sites, such as Facebook.
- Read and understand Canadian Blood Services' Confidentiality and Conflict of Interest Pledge for Volunteers.
- Discuss situations where it is difficult to maintain privacy with your supervisor or manager.

What is a privacy breach?

A privacy breach occurs when personal information is accessed, used, disclosed or disposed of in ways that do not comply with privacy law or best privacy practices. Breaches can be intentional, for example, accessing information about your neighbour when you do not need that information to perform your volunteer duties, or accidental, for example, misplacing or losing documents containing personal information.

What should you do if you suspect that a privacy breach has occurred?

If you suspect a privacy breach has occurred, you must report the situation to your supervisor or a senior staff member immediately. If you are uncomfortable speaking to your supervisor, you may contact Canadian Blood Services' Privacy & Access to Information Office toll free at **1.877.262.9191** or by email at **privacy@blood.ca**. Use the NumList1 style for first-level list items.

Can individuals access their personal information held by Canadian Blood Services?

Yes. Donors and registrants have a right to access their personal information. Requests made by an individual in person at a clinic should be directed to your supervisor. You may also direct the individual to the Privacy & Access to Information Office by toll free phone at **1.877.262.9191**, by email at **ati@blood.ca**, or by referring them to the Privacy & Access to Information section of our website at **blood.ca**.

Code of conduct and whistleblower policy guidelines for volunteers

As a volunteer you are expected to act in a manner consistent with Canadian Blood Services' values and ethical standards. It's everyone's responsibility to read and understand the Code of Conduct, use good judgment, follow policies and procedures and avoid even the appearance of improper behavior.

What is a code of conduct?

The Code of Conduct sets out the expectations that guide ethical behavior and decisions at Canadian Blood Services.

What should I do about concerns?

Everyone has a responsibility to address concerns about real or suspected wrongdoing in the workplace. You should communicate your concerns to your supervisor or report using the confidential reporting service. A report can be made via telephone, on the Web or via mail as follows: **1.866.779.1229**, clearviewconnections.com, ClearView Strategic Partners Inc., P.O. Box 90505, Toronto, Ontario, M1J 3N7.

Is reporting anonymous?

Any volunteer contacting our confidential reporting service may provide his/her name but still request anonymity. The service will respect this request, but this provides Canadian Blood Services with a way to go back to the volunteer (via the service) if additional information is required.

What happens if I make a complaint?

Each complaint is assessed – if enough information is provided and the matter violates our Code of Conduct, it will be promptly and reasonably investigated. The specific investigatory action taken in any particular case will depend on the nature and gravity of the conduct or the circumstances reported. All complaints made under the Code and all information disclosed during the course of an investigation is confidential.

What happens if there is a breach of the code of conduct?

Any volunteer who violates the Code is subject to discipline, up to and including removal from their volunteer role.

Examples:

- Abusive language towards a staff member, volunteer or another participant.
- Discourtesy or rudeness to a fellow participant, staff member or volunteer.
- Verbal, physical or visual harassment of another participant, staff member or volunteer.
- Bullying or taking unfair advantage of any participant.
- Failing to cooperate with a supervisor.

For further information, please read the Code of Conduct and Whistleblower Policy attached. If you have further questions, please consult your supervisor.

Confidentiality and conflict of interest pledge for volunteers

As a Canadian Blood Services volunteer, you may have access to corporate and personal information not available to the general public, including the personal health information of blood donors and stem cell registrants. This information is to be used only for specific Canadian Blood Services purposes. You must also ensure that your interest does not conflict with that of Canadian Blood Services.

The following outlines the obligations of each volunteer with respect to privacy, confidentiality, conflict of interest and code of conduct with Canadian Blood Services.

Privacy and confidentiality

- Volunteers shall not collect, use or disclose information that is obtained in the course of their Canadian Blood Services duties and that is not generally available to the public. This includes personal information and personal health information to which volunteers may have access in the course of their duties.

- Volunteers shall not discuss or otherwise disclose personal information to anyone outside of Canadian Blood Services and will maintain, use and disclose personal information in a manner that maintains confidentiality and protects an individual's privacy.
- Volunteers will refer privacy related questions and concerns to a Canadian Blood Services supervisor or manager.
- Volunteers will report suspected privacy breaches and any other privacy issues to a Canadian Blood Services supervisor or manager.

Conflict of interest

- Volunteers shall not assist private entities or persons in their dealings with Canadian Blood Services where this could result in preferential treatment to any person.
- Volunteers shall not directly or indirectly use, or allow the use of, Canadian Blood Services property for anything other than to perform volunteer duties.
- Volunteers' personal interests must not conflict with the interests of Canadian Blood Services or harm public support and/or respect necessary for the operation of Canadian Blood Services.
- Volunteers must not commit Canadian Blood Services to any expenditures or other liability without prior approval of their Canadian Blood Services supervisor or manager.

Code of conduct

- Volunteers are responsible to be familiar with, understand, and comply with the obligations as set out in Canadian Blood Services' Code of Conduct.
- Volunteers who have concerns about real or suspected wrongdoing at Canadian Blood Services should report it to a Canadian Blood Services supervisor or manager or report using the confidential reporting service.

Volunteers who fail to comply with the above-mentioned guidelines and obligations are subject to such appropriate measures as may be determined by Canadian Blood Services including, where applicable, termination of duties as a Canadian Blood Services volunteer.

I have read and agree to abide by the guidelines as stated above and acknowledge that failure to comply with these guidelines may result in the termination of my volunteer duties and possible prosecution under provincial privacy legislation. I understand that the guidelines regarding confidentiality remain in effect upon termination of my volunteer duties with Canadian Blood Services.

Volunteer Name (please print)

Volunteer Signature

Date (yyyy/mm/dd)

Witness Name (please print)

Witness Signature

Date (yyyy/mm/dd)