

w i l l o w

BREAST CANCER SUPPORT CANADA



Volunteer Handbook

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Welcome

Thank you for exploring the opportunity to volunteer with Willow Breast Cancer Support Canada. As a volunteer, you will play an integral role in providing support and information to anyone affected by breast cancer or hereditary breast and ovarian cancer.

Willow recognizes that today's volunteers are goal-oriented, independent, tech-savvy and mobile. We are committed to working with individuals and groups seeking to expand their personal talents and skills, while building relationships and improving the experience of support for anyone affected by breast cancer.

Whether you are seeking to commit to something long-term or short-term, we will endeavor to provide volunteer opportunities that are meaningful. In fact, we encourage you to create your own volunteer opportunity at Willow!

This handbook will serve as a reference for you on everything from our organizational structure to volunteer opportunities available, as well as key policies and helpful contact information.

If you have any questions or concerns regarding any materials included in this handbook, please do not hesitate to contact Willow's volunteer manager.

Thank you again for choosing to volunteer with Willow Breast Cancer Support Canada. Together we will ensure no one needs to face breast cancer alone...

About Willow

Willow Breast Cancer Support Canada (Willow), founded in 1994 by a group of inspiring women (including Sally Armstrong, June Callwood and Sharon Hampson, among others), is a national charitable organization with a mission to provide targeted information and confidential support to anyone affected by breast cancer.

Willow's programs and services include:

- **Peer support:** connects people with a trained breast cancer survivor who understands the impact of a diagnosis and offers information, emotional support and encouragement
- **Support Group Program:** gives breast cancer survivors the knowledge and tools necessary to start and sustain community-based support groups
- **In Our Genes Program:** provides information and support for anyone affected by hereditary breast or ovarian cancer
- **Information services:** shares personalized, current and credible information on all aspects of breast cancer
- **Patient education series:** includes up-to-date booklets and resources on a variety of topics related to breast health and breast cancer
- **willow-talk.org:** a safe online community to connect with others, exchange information and share experiences
- **Education seminars:** provides knowledge and skills needed to live with breast cancer
- **Translation:** free interpreter services for individuals wishing to speak in their language of choice during a support call

All of Willow's programs and services are delivered free of charge. Through a national toll-free number **1.888.778.3100**, by email info@willow.org or by visiting our offices, anyone has access to information about breast health practices and breast cancer.

This year, an estimated 23,200 women will be diagnosed with breast cancer in Canada. From the individual diagnosed, to their family, friends and caregivers, Willow makes sure no one needs to face breast cancer alone.

Mission

To provide accessible, community-based, survivor-driven information and support to help those living with breast cancer.

Vision

That all people living in Canada have timely access to unbiased information and compassionate support to help them live with breast cancer.

Values

Willow respects the dignity and privacy of each individual and group. Willow is compassionate and supportive. Willow respects and values collaboration and co-operation amongst individuals, groups and organizations.

Community Involvement

Willow is committed to working with national, provincial and local organizations including the medical community, government agencies and business to improve the experience of living with breast cancer.

Charitable Registration # 89551-3737 RR0001



Volunteer Opportunities

Peer Support Volunteer

Members of Willow's peer support team are trained to deliver empathetic support and are breast cancer survivors or who listen. They are experienced in answering a wide range of questions about breast cancer and hereditary cancer. This program is delivered over the telephone, by email or in person.

Willow offers free interpreter services for individuals wishing to speak in their language of choice during a support call.

If you are a breast cancer survivor or have been diagnosed as being BRCA1 or BRCA2 positive, contact us to learn about training opportunities and joining Willow's Peer Support Team.

Support Group Facilitator

Willow provides ongoing facilitator training and ongoing support for women diagnosed with breast cancer to create and sustain community-based support groups throughout Canada. In the past 10 years we have trained over 1,000 women!

If you are interested in learning how to facilitate a Willow Support Group in your community contact us to learn about training opportunities and joining our Support Group Program.

Willow Community Outreach Volunteer

Do you find yourself to be the person others turn to when seeking information or support? Do others draw upon your experience as a survivor, caregiver or community connector to help them address their emotions or identify local resources?

Willow can equip you with the communication skills and the resources to become a Willow Community Outreach Volunteer; contact us to learn more.

At High Risk

Have you been identified as being at high risk of developing breast or ovarian cancer? BRCA1 or BRCA2 positive? Willow provides current, credible and clear information to help people better understand a BRCA1 or BRCA2 positive diagnosis – from testing to risk management options.

If you would like to join Willow's team of volunteers with a view to taking an active role in our program addressing the unique needs of this community, contact us to learn more about joining our In Our Genes program.

Willow at Work

Can't get enough of the office experience? Enjoy keeping everyone else organized? Willow needs people who recognize that there are phones to answer, data to enter, documents to copy, envelopes to stuff and people to greet.

If you are interested in helping Willow with our administrative services then contact us to learn more.

Friend and Fundraising

Do you have the next great idea for a special event? Are you willing to share that idea and roll up your sleeves? Do you wish to make a significant contribution to funding Willow's important programs and services?

If you or your group are interested in contributing by inspiring others to donate, sponsor or gift to Willow, we will appreciate your help. Contact us to learn more and to obtain a copy of our Fundraising Tool Kit.

Confidentiality Policy

Policy:

Individuals receiving service at Willow have the right to have all personal information maintained in the strictest confidence. Staff and volunteers of Willow are obligated to protect this privacy.

Confidentiality requires that:

- I. Willow service users should be assured that personal information disclosed during discussion will remain within the organization.
- II. No staff or volunteer will communicate information about a Willow service user to third parties without written consent or permission of the user, except in circumstances where the law requires such release. In such an event, the Willow service user will be advised of our obligation.
- III. All files and records concerning Willow's service users will be kept in a secure place and will remain the property of Willow.
- IV. Willow service users are entitled to access any information recorded by staff or volunteers about them.
- V. Willow service users should also be informed that in some instances, where assistance from other staff or volunteers is required to effectively provide service, information will be exchanged with the appropriate colleague within the organization.
- VI. In situations where a staff member or volunteer is explaining their work to individuals in the community, situational examples presented will not contain any identifiable information about the service user. That is, no volunteer will name a user, her/his circumstances or her/his contact with the organization in a manner that reveals her/his identity.
- VII. Willow staff and volunteers will also hold in confidence all information relayed by another colleague in the pursuance of service to a Willow user.

Frequently Asked Questions

Q. *Must I have a breast cancer diagnosis to volunteer at Willow?*

Not necessarily. Volunteer experiences at Willow are sufficiently varied and open to creativity to make it possible for anyone to volunteer. As a 'peer support' service provider, a requirement is that you have had a breast cancer diagnosis yourself and that you have been out of active treatment for a period of not less than 1 year

Q: *Where can I find information about Willow's volunteering policies and procedures?*

Willow's volunteer policies and procedures are available in print, by request or by visiting our website: www.willow.org (we will need to upload this document and offer a specific link)

Q: *Do you offer evening and/or weekend opportunities?*

Yes, as it relates to the work performed.

Q: *As a student, can I fulfill my service learning hours through your programs?*

Yes, there are many ways a student can contribute to Willow's community based services. Specific opportunities will be negotiated on an individual or group basis.

Q: *Are there opportunities for community based groups, workplace groups or families to volunteer?*

Yes. Willow will work with groups and families and welcomes the opportunity to co-create meaningful volunteer experiences.

Q: *What time commitment is required?*

Time commitments will vary according to the volunteer experience and the training required. Some opportunities may be short-term, such as a special event, while others are regarded as sustaining to the organization's programs and services. A peer support volunteer, for instance, will be asked to commit to two – four hour shifts per month.

Q. *Can I volunteer for more than one program at a time?*

Yes, provided the volunteer experience not place you in conflict with position boundaries.

Q. *What if I am asked to communicate with the Media in relation to Willow?*

Please direct all media inquiries to Willow's Communication Department or the Executive Director.

Q. *How do I become a volunteer member of the Board of Directors?*

Please contact the Executive Director at Willow Breast Cancer Support Canada.

Contact Information

Willow Breast Cancer Support Canada
30 St. Patrick Street, 4th Floor
Toronto, Ontario
M5T 3A3

www.willow.org

Business	416.778.6314
Peer Support	416.778.5000
Toll free peer support line:	1.888.778.3100

Executive Director	Virginia Yule 416.778.6314 ext 224 vyule@willow.org
Director Support Services	Elizabeth Cole 416.778.6314 ext 233 ecole@willow.org
Director of Development	Shana Coppen 416.778.6314 ext 229 scoppen@willow.org
Manager, Marketing & Communications	Kendra Michael 416.778.6314 ext 235 Kmichael@willow.org

Charitable Registration # 89551-3737 RR0001

Volunteer Application Form

Please complete the following form to begin your volunteer experience at Willow.

FAX: 416.778.8070
Email: volunteer@willow.org
Mail : Willow Breast Cancer Support Canada
Attn: Volunteer Manager
30 St. Patrick Street, 4th floor
Toronto, ON M5T 3A3

(You will receive acknowledgement from Willow within seven days of the application.)

Name: _____

Address: _____

_____ Postal Code: _____

Telephone: _____ Work: _____

E-Mail : _____ Best time to call: _____

Where/how did you hear about Willow?

What are your reasons for wanting to volunteer at Willow?

What are your current work commitments?

What are your current volunteer commitments?

What special skills or interests do you feel you have to offer Willow?

What special skills or experiences are you seeking to develop through volunteering at Willow?

Do you speak another language(s)? If yes, please indicate languages spoken:

Are you a breast cancer survivor? Yes No

If yes, date of diagnosis: _____

Please check the areas you are interested in:

- | | |
|--|---|
| <input type="checkbox"/> Peer support* | <input type="checkbox"/> Health promotion/education |
| <input type="checkbox"/> Community outreach | <input type="checkbox"/> Fundraising/special events |
| <input type="checkbox"/> Office administration/reception | <input type="checkbox"/> Communications and marketing |
| <input type="checkbox"/> Data management | <input type="checkbox"/> Web master |
| <input type="checkbox"/> Social networking | <input type="checkbox"/> Committees/board/advisor |
| <input type="checkbox"/> Language translation | <input type="checkbox"/> Other |

*Peer support is limited to breast cancer survivors and those who have been diagnosed as being BRCA1 or BRCA2 positive.

Please describe availability in terms of time:

Any additional comments?

Date

Applicant's signature

Thank you for taking the time to complete this application form. All the information you have supplied will be held in strict confidence.

**30 St. Patrick Street, 4th Floor,
Toronto, Ontario M5T 3A3
1.888.778.3100 Fax 416.778.8070**

Volunteer Handbook Receipt

I, _____, have read the Willow Breast Cancer Support Canada Volunteer Handbook and have understood its contents and agree to uphold Willow's Confidentiality Policy.

Volunteer _____ Date _____

Print Name _____

Signature of Witness _____ Date _____

Print Name _____

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