



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Conflict of Interest - Direct Service and Collaborative Volunteers	Reference # 3.4	Page 1 of 2
	Approved: J.Edwards	Date: 15/09/04 Reviewed/Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

Volunteers will maintain the highest standards of ethical behaviour in all affairs connected in any way to their volunteering with the WRHA programs.

DEFINITIONS:

Conflict of Interest exists when a volunteer uses their volunteer position to influence a decision of, or action by, the WRHA or others to his or her benefit or to the benefit of a family member. Examples of conflict of interest include but are not limited to:

- using privileged or confidential information for personal material gain;
- using their affiliation with the WRHA for personal gain;
- using their influence to promote the purchase, lease or use of goods or services by the WRHA where the volunteer or members of their immediate family stand to gain financially;
- accepting monetary rewards or valuable gifts from clients/patients;
- distribution unsolicited religious or political information and/or soliciting membership for organizations;
- using their volunteer position to gain personal favours.



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GOOD PRACTICE GUIDELINES:

All volunteers shall meticulously avoid any situation that may be reasonably be construed as being a potential, perceived or actual conflict of interest.

The Manager of Volunteer Services and the volunteer’s placement supervisor is responsible for ensuring that volunteers comply with the conflict of interest guideline which is outlined in the Volunteer Handbook and reviewed during orientation.

Volunteers shall disclose to their volunteer placement supervisor, any business, commercial, or financial or personal interest that might be construed to be an actual, potential, or perceived conflict of interest with their volunteer assignment with the WRHA.

Disclosure of a conflict of interest can be made by the volunteer directly or by any WRHA staff member who is made aware of a possible conflict involving a volunteer. This can be done verbally or written to the volunteer’s placement supervisor and/or the Manager of Volunteer Services.

The volunteer’s placement supervisor will investigate any alleged conflict of interest and report findings to the WRHA Manager of Volunteer Services. If the conflict of interest involves collaborative volunteers then the collaborative/sponsoring organization will be informed of the allegation and be included in the investigation process.

The Manager will determine whether disciplinary action is required. The results of the investigation will be documented in the volunteer’s file by the Manager of Volunteer Services.

Source: New

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Reviewed/Revised: Suzie Matenchuk, Manager Volunteer Services and Jeanette Edwards, Regional Director Primary Health Care and Chronic Disease