

**POLICY MANUAL OF  
HEPCBC Hepatitis C Education and Prevention Society  
(referred to in document following as the “Society”)  
Ratified by Board on May 1, 2018**

Any policies will come to the Board for ratification.

If there is a conflict between this Policy Manual and Society’s Constitution and Bylaws, the BC Societies Act or regulations thereunder, the Societies Act and its regulations, or the Constitution and Bylaws, as the case may be, prevail.

**(1) Definition:**

“A person with living experience” in this document and in Society’s Constitution and Bylaws signifies “Anyone who has personal experience living with viral hepatitis infection and its aftermath.”

**(2) Board:**

(a) Monthly Board of Directors meetings will be held on the second Tuesday of every month at 4:30 PM unless otherwise stated.

(b) Between monthly meetings, Directors may propose resolutions on urgent issues and vote by email, in a reasonable, timely fashion. When voting by email, only a unanimous vote passes. If by email, Directors must send their vote *with cc: (copy) to ALL* the Directors. If there isn’t a unanimous vote, the issue will be tabled until the next Board of Directors meeting.

(c) Guests (including Members) who are not Directors or invited staff, attending Board meetings, must sign Society’s Oath of Confidentiality prior to the meeting, or have one on file. Such guests are not permitted during *in camera* sessions of the Board meetings, unless explicitly permitted by the Board for a certain purpose (e.g. legal advice).

(d) All Directors are both Members and Volunteers.

**(3) Committees:**

(a) **Delegation of powers to Committees:** Directors may delegate any, but not all, of their powers to Committees comprised solely of — or in any combination of — Directors, staff, Volunteers, Members, or others.

(b) **Committee rules:** A Committee shall conform to any rules imposed on it by the Directors, and shall report to the Directors all activities and business conducted or proposed by the Committee.

(c) **Committee procedures and meetings:** Subject to (b) above, Committees may determine their own procedures and meet and adjourn at their discretion.

(d) **Types of Committees:** There are two types of Committee:

(i) Working Committees, which are open to Directors, staff, Volunteers, Members, and others, and

(ii) Policy Committees, which are open only to Directors and other experts or consultants the Committee may invite from time to time.

(e) **Confidential Matters In Camera:** If confidential matters arise in any Committee that has non-Directors, these matters shall be handled at an in camera meeting of Directors.

#### **(4) FAQ's:**

Society owns the copyright of *Peppermint Patti's FAQ's*. The FAQ's must not be changed by anyone other than Society.

#### **(5) Members:**

On being admitted to membership, each Member is entitled to and shall be provided, without charge, with Society's most current Constitution, Bylaws, and Policy Manual.

#### **(6) Voting threshold:**

For ordinary resolutions, the voting threshold is a majority (more than half) of votes cast. For urgent email votes among Directors, the threshold is 100% (unanimous). For a special resolution at a Member's meeting, it is 2/3 of votes cast.

#### **(7) Staff and Volunteers:**

(a) Members and staff can also be Volunteers, but are not required to be. Volunteers and staff can be Members, but are not required to be.

(b) A current Police Check is required from all Society's staff and Volunteers except Temporary Volunteers as defined below.

(c) A signed Confidentiality Oath is required from all Society's staff and Volunteers, including Temporary Volunteers as defined below.

(d) Temporary Volunteers such as translators, interpreters, people who make ribbons, or booth attendees, who will not be in contact with vulnerable populations nor with any private or confidential information, and who will be under constant supervision of regular staff or Volunteer, do not require a Police Check.

(e) All Volunteers (except Temporary Volunteers) and staff must go through an orientation process, managed by the Board, to ensure that (a) they can accurately answer most general questions about viral hepatitis commonly posed to them by the public, and (b) if they do not know the answer, or more details are needed, they know where to direct the public to find more detailed answers as needed.

(f) At all times, Society must have a liability insurance policy to cover all staff and Volunteers.

(g) Any hiring committee must be composed of 50% or more of people with living experience of viral hepatitis.

(h) When two or more applicants meet the same or similar hiring criteria, preference in hiring will be given to persons with living experience of viral hepatitis.

#### **(8) Contracts:**

(a) Any work undertaken by Society must be approved by the Board and supervised by an individual or Committee appointed by the Board; this individual or Committee is accountable to, and reports regularly to the Board.

(b) A contract will have to be overseen by the Board.

(c) Society will never hold a contract with anybody without a written agreement.

(d) The Board will not enter into any contract without a written agreement that is approved by the Board.

**(9) No Agency of Record relationships:**

Society will never accept, nor issue a receipt for, a donation or gift of money or goods on behalf of any group which does not have its registered charitable status in Canada.

**(10) No donations or gifts to non-charitable organizations or others:**

As a registered charitable organization, Society cannot transfer a donation or gift of money or goods to a business, individual, or other organization unless they are registered as a charity in Canada, unless such a donation is part of our charitable work (such as giving bus passes to Volunteers who must travel to an event, food to attendees at our events, educational pamphlets and pamphlet holders to individuals or businesses, etc.).

**(11) No double submissions of receipts:**

Only original, hard-copy receipts will be reimbursed by Society; no faxed, emailed, or photocopied receipts will be honoured unless the individual submitting the online or e-mailed receipt certifies that he/she (or the organization he/she represents) will not submit said receipt elsewhere for reimbursement.

**(12) Funding or reimbursement requested from Society:**

(a) Society will only fund projects and reimburse individuals and organizations after a motion to do so has been passed by the Board. The individual or organization requesting reimbursement or funding must submit a written proposal, with budget, to the Board. Normally such a request is provided well in advance of the activity to be funded, and at least one week prior to the monthly Board meeting at which it will be considered. Requests which do not adhere to this policy may be considered on a case-by-case basis.

(b) If a Volunteer, Member, staff, or Director commits to Society providing reimbursement or funding without prior Board approval (unauthorized), the individual who committed to the unauthorized reimbursement or funding may be required to rescind it. If the individual who makes the unauthorized commitment does not rescind it, the President or Vice President will directly contact the party to whom the unauthorized commitment was made, on behalf of the Directors of the Society, to rescind the unauthorized commitment.

**(13) Funding or grant applications made by Society:**

The Society will only request or solicit funding or grants from third parties if a motion to do so has been passed by the Board. If a Volunteer, Member, staff, or Director requests or solicits funding or grants from third parties without prior Board approval, the Board, at their discretion, will either accept or return the said funding or grant to their source.

**(14) Financial Issues:**

(a) Two approved signatures, at least one of whom is a Director or a person appointed by resolution of the Board to sign on its behalf should a Director be unavailable, are necessary on each cheque written on the Society's account(s).

(b) No cheque will be written without sufficient funds in place to cover it.

(c) There will be a petty cash fund of at least \$200.00 per office.

**(15) Record Keeping:**

Members of the public are entitled to receive a copy of Society's Financial Statements. Complete and up to date digital (or hard copy) records of all financial transactions, employee and contractor records, Minutes, current Members' List (with some limitations), Contracts, and so on (see 2015 Societies Act, Division 2, Sections 20-28 for detailed list) are to be faithfully kept for at least 10 years, and available for inspection by Directors or Members given reasonable notice.

**(16) Zero Tolerance workplace bullying and harassment policy:**

(a) Definition:

Workplace bullying and harassment is behaviour that humiliates or intimidates. It can come from co-workers, supervisors, employers, volunteers, or external sources. Examples might include:

- Verbal aggression or name-calling
- Sabotaging work
- Spreading malicious rumours or gossip
- Personal attacks
- Aggressive/threatening gestures
- Threats to harm others
- Cyber-bullying

(b) Policy:

Workplace bullying and harassment is unacceptable and will not be tolerated at HepCBC Hepatitis C Education and Prevention Society ("HepCBC"). This policy will be reviewed each year, and every Board Member, staff person, and volunteer will be made aware of it. The Zero Tolerance policy follows Occupational Health and Safety (OHS) policies on workplace bullying and harassment, effective November 1, 2013.

HepCBC Board is committed to preventing or minimizing bullying and harassment to all staff, volunteers, clients, and Board Members and as such:

- Is committed to training staff, volunteers, and Board Members about how to implement and enforce the policy, has developed an educational presentation and will distribute handouts, and information posters.
- Will do whatever is necessary to enable victims and witnesses of bullying to come forward confidentially without fear of being further victimized.
- Will do whatever we can to enable those who bully to learn from their errors, make it up to their victims, and change their behaviour. In some cases more serious consequences must follow in order to prevent bullying from recurring or escalating.
- Has developed the Workplace Bullying and Harassment Reporting and Investigation Procedures which follow

**(17) Workplace bullying and harassment reporting and investigation procedures:**

Additional resources and an explanation of legal duties can be found at

[www.worksafebc.com/bullying/](http://www.worksafebc.com/bullying/).

(a) Reporting procedures

- Victim(s) or witness(es) must report bullying or harassment in writing, and as soon as possible, to Operations Manager.

- If the Operations Manager is the alleged bully, or unavailable, then report to President or Vice President of Board of Directors.
- Include bully's and any witness's names; date, time, and place of incident; what was said or done to victim, and how it impacted victim.

(b) How and when investigations will be conducted

Most investigations at HepCBC Hepatitis C Education and Prevention Society ("HepCBC") will be conducted internally. In complex or sensitive situations, an external investigator might be hired.

Investigations will:

- Be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances.
- Be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations.
- Be sensitive to the interests of all parties involved, and maintain confidentiality.
- Include bully's and any witness's names; date, time, and place of incident; what was said or done to victim, and how it impacted victim.
- Be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses.
- Incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process.

(c) What will be included

Investigations will include interviews with the alleged target, the alleged bully, and any witnesses. If the alleged target and the alleged bully agree on what happened, then HepCBC will not investigate any further, and will determine what corrective action to take, if necessary.

The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

(d) Roles and responsibilities

- HepCBC's Operations Manager (or the President or Vice President of the Board, in case the Operations Manager is the alleged bully, or is not available) is responsible for ensuring workplace investigation procedures are followed.
- Workers, Board Members, and volunteers are expected to cooperate with investigators and provide any details of incidents they have experienced or witnessed.
- The Operations Manager (or a party appointed by the Board) will conduct investigations and provide a written report with conclusions to the President (or Vice President) of the Board.
- If external investigators are hired, they will conduct investigations and provide a written report with conclusions to the President (or Vice President) of the Board.

(e) Follow-up

The alleged bully and alleged target will be advised of the investigation findings by the President (or Vice President) of the Board.

Following an investigation, the Operations Manager or a representative appointed by the Board will review and revise workplace procedures to prevent any future bullying and harassment incidents in the workplace. Appropriate corrective actions will be taken within a reasonable time frame.

In appropriate circumstances, workers may be encouraged to seek medical or other professional advice.

(f) Record-keeping requirements

HepCBC expects that workers will keep written accounts of incidents to submit with any complaints. HepCBC will keep a written record of investigations, including the findings.

(g) Annual review

These procedures will be reviewed annually. All workers will be provided with a copy as soon as they are hired, all volunteers and Board Members will be provided with a copy before commencing volunteer or Board work, and copies will be available at our offices or online at [www.hepcbc.ca](http://www.hepcbc.ca).