

VOLUNTEER ORIENTATION GUIDE

ME|FM SOCIETY OF BC



CONTACT AND ADMINISTRATIVE INFO

Society Info

Society Contact Info	info@mefm.bc.ca Support Line: 604-878-7707 or BC Toll-free: 1-888-353-6322	Mail: Box 462 - 916 W Broadway, Vancouver, BC V5Z 1K7
Society Administrator and Volunteer Coordinator	admin@mefm.bc.ca	Send expense receipts and all info and internal inquiries regarding membership, volunteering, events, and society administration here.
Society General	info@mefm.bc.ca	Society support, external inquiries, etc. If callers or guests want to email the society, give them this email address.
Society Finances	finance@mefm.bc.ca	This is just an FYI. You do not need to use this email. Please send your financial info/inquiries to admin@mefm.bc.ca so the Admin/Volunteer Coordinator can manage all info/requests, etc.
ME FM Society President: Elizabeth Sanchez	elizabeth.sanchez@mefm.bc.ca or info@mefm.bc.ca 778-889-2359	The Society President (in general) can be contacted through info@mefm.bc.ca (if external people needing support want to reach them or anyone else.) People who know Elizabeth can use elizabeth.sanchez@mefm.bc.ca . When in doubt use info@mefm.bc.ca
Society Board of Directors	admin@mefm.bc.ca	To contact board members, email admin@mefm.bc.ca and your email will be forwarded to the appropriate board member

Forms

[Confidentiality Agreement](#) (required to sign)

Volunteer Contact Form/Team Sign Up: <https://goo.gl/forms/c4nDgBvYVuVa3z272>

Volunteer Hours Tracking Form: <https://goo.gl/forms/hL0tDTcompZ97Sjx2>

Expense Reporting and Reimbursement: <https://goo.gl/forms/W2hijkOqE6qQUdY22> (please ensure your expenses have been approved by a board member or the volunteer coordinator or you may not be reimbursed)

Volunteers are strongly encouraged to be members of the Society. The fee for memberships is \$30 annually (if you require a subsidy please contact admin@mefm.bc.ca)

Society Membership Form (click "Join"): <https://www.mefm.bc.ca/get-involved>

Subscribe to our Newsletter and Updates (click "Subscribe"): <https://www.mefm.bc.ca/get-involved>

VOLUNTEER TEAM CODE

Volunteer Team Goals:

- To accomplish things for the society which supports patients and families with ME/CFS and/or FM
- To provide meaningful things for members to do for the society

Volunteer Code of Ethics and Conduct

1. Communication and Collaboration are our two key values.

Communication

2. Personal Management: Volunteers must manage their own energy envelope and are encouraged to pace themselves.
3. Absences and Changes: Volunteers must communicate any changes/needs/absences to their team lead(s) and the Volunteer Coordinator. It is the volunteer's responsibility to catch up on what they've missed. We understand, we just need you to communicate.
4. All volunteers are expected to sign up for the [society and volunteer mailing lists](#) and to check their emails and messages from their teams regularly.
5. All volunteers are asked "go to the source" with any personal differences or frustrations/concerns. Volunteers can report any larger concerns to the Volunteer Coordinator.
6. To get in touch with another volunteer or your team lead, please contact them directly. Keep the Facebook group posts and any group communication methods for group conversations.

Collaboration

7. Mutual Support: All volunteers are to support each other and to help each other out when unavoidable things like health require changes.
8. The Volunteer Coordinator (Administrator) is there to provide support to all teams, to coordinate with teams and team leads, and to help arrange for the needs of volunteers.
9. Attitude and Teamwork: We hold direct and respectful discussions and make decisions as a team, with humour, grace, and a maintained temperament. Unnecessary negativity is not acceptable. All teams, and all volunteers, need to be on the same page. We can disagree, but we do so respectfully and understand that things might not always go the way we want them to.
10. If you find it difficult to collaborate with a team, please let the Volunteer Coordinator know that you would prefer an individual role. We will do our best to make it work.
11. Do what you say you are going to do, unless you communicate otherwise.



TO BE RETURNED TO ME|FM SOCIETY OF BC BOARD
CONFIDENTIALITY AGREEMENT

The Myalgic Encephalomyelitis and Fibromyalgia Society of B.C. (MEFM Society of BC) service to the community relies entirely on responsible and reliable volunteers. Please read carefully before signing.

- 1) In my capacity as a volunteer for the MEFM Society of BC, I agree to comply with the rules and policies of MEFM Society of BC. Any questions or issues relating to my work that arise outside existing rules and policies I will refer to the Board of Directors.
- 2) As a volunteer, I agree that all personal information provided by clients with regards to their identity and particular situation is to be kept confidential and is not to be discussed with anyone, including my spouse, close friends and/or relations.
- 3) I understand that any breach of the rules or policies of the society can, at the discretion of MEFM Society of BC, result in my release as a volunteer.

Full Name (print or type):

Signature:

Date:

GETTING STARTED

Here is some information that will hopefully help you and get you started for working with us. Use it as you need to.

Things to do

1. If you haven't already, please fill out this "[Volunteer Confidentiality Agreement](#)". Keep a copy of the document for yourself If you want to, and email us with a signed copy for our records.
2. If you don't have a google account, please go to [google.com](https://www.google.com) and set one up. (If you're using gmail you probably already have one.) This is so you can easily access Google Drive, documents, and our calendar.
 - When your account is set up, email us at admin@mefm.bc.ca and let us know the email address to use. We will use this email address for you to invite you to our folders, unless you let us know a different one to use.
3. Soon you will receive invitation emails inviting you to access some specific Google Drive folders or documents. These will show up in your "Shared with Me" folders in Google Drive, unless you right click and add them to "My Drive".

Get Informed

Check out these resources to become more informed about the illnesses and our society.

1. UNREST - Watch Jennifer Brea's award winning feature documentary "[Unrest](#)" now available on Netflix. Also available on iTunes, Vimeo and Google Play. View the [website](#) for additional resources.
2. [After UNREST](#) - a short documentary about Myalgic Encephalomyelitis (also known as ME/CFS or chronic fatigue syndrome) created by Australian ME patient, Ketra Wooding. From her bed, Ketra has created an incredibly valuable ME resource that can be used by health care practitioners, patients and families.
<https://www.youtube.com/watch?v=yKoheNZlqXg&feature=youtu.be>
3. Read through our website: mefm.bc.ca particularly these sections/pages:
 - a. ABOUT
 - b. ME INFO
 - c. FM INFO

INSTRUCTIONS

Support Task: Phone Line Coordinator Tasks

Manage and coordinate volunteers' calendar and be sure to include admin@mefm.bc.ca and info@mefm.bc.ca to the invitation

- "CREATE" events to schedule each shift and invite the volunteer and yourself, admin@mefm.bca. And info@mefm.bc.ca
- Title the event: Phone Line: [Volunteer's Name]
- Shifts start each Monday at 6pm and ends at 5:30pm the next Monday
- Work with volunteers who need to switch shifts, make changes, etc

Support/Coordinate Phone Lines team meetings and serve as communications contact

- Work with Volunteer Coordinator to coordinate and lead team meetings. Meetings should occur approx once per 3 months.
- Volunteers should have contact with you approx once per month. This can be via email, phone or Facebook group (or all of the above)
<https://www.facebook.com/groups/mefmphonelinesteam/>
- Schedule meetings using Doodle. Email link to the team to enter their availability
- Set up online meetings on Zoom (or check with the Volunteer Coordinator on how to set them up). Share the link, call-in number, and meeting ID and any passwords required.
- Call any volunteers without email access with any meeting times and call-in numbers/updates/information
- Be available to answer phone calls/questions volunteers might have
- Share info with team and communicate through email (and/or phone) as needed
- Communicate with the team via the Facebook group:
<https://www.facebook.com/groups/mefmphonelinesteam/>

Phone Lines Manual - The most recent phone lines manual can be found here:

https://docs.google.com/document/d/15e15OaP_XSfXCfv1h12fwo4B1f8VreDLOrWRqz9y89w/edit#

- Anyone with the link to this document can view and download the info (not edit). To edit any of this info you need access from the Administrator at info@mefm.bc.ca or admin@mefm.bc.ca.

Local Support Groups List - The most recent support groups list can be found here:

https://docs.google.com/document/d/1PophcTLvCvfE995ocPujLxvRyF7IMplwVxF6_z2HF8g/edit

- Anyone with the link to this document can view and download the info (not edit). To edit any of this info you need access from the Administrator at info@mefm.bc.ca or admin@mefm.bc.ca.

Admin Task: Creating a Database

First, consider the important questions that need to be answered with this database.

- Always try to make it as clear and concise as possible.
- Run your questions you want answered to admin@mefm.bc.ca for feedback and input before creating the database.

Set up a new Google Form for each database so entries can be made easily.

- Each form question will be used as column heading on the database. So make the questions what you want the column headings to say, then you can add in descriptions for each question if you need to provide more info.
- These questions should be the ones you have created in the first step.
- Under the “RESPONSES” tab on the form editor:
 - Click the three dots in the top right of the tab to select where you want to save responses (generally it should be in a new Google Sheet spreadsheet).
 - Ensure the sharing settings of that form include it being shared with info@mefm.bc.ca and admin@mefm.bc.ca with full editing access (To see sharing settings of a document, check for the share icon in the top left of the Google document)
 - Check the box to get email notifications for responses
- In the form settings:
 - All forms should have the option “collect e-mail addresses” checked
 - All forms should have the option “response receipts: always” checked
 - All forms should NOT be restricted to ME|FM users
 - All forms should NOT limit responses to 1
 - All forms should have the option “edit responses after submit” checked
 - All forms should NOT allow “see summary charts and text responses”

Set up databases using the Google Sheet created by the form.

- Ensure all column headings make sense and have descriptions (as added notes/comments”) where needed.

Share the form link by clicking “SEND” on the Google Form and then clicking the “send via link” icon at the top of the tab that opens.

- Click the “shorten URL” option (optional)
- Copy and paste the given link anywhere you want people to be able to access that form

Admin Task: Website Updates

Go through the pages of the website and update this “[Website Links To Be Updated](#)” spreadsheet with any changes that need to be made.

- Sharing settings are set so anyone with the link to this spreadsheet can edit.
- When a change has been made - ensure it is clear it is done by checking it off or removing it from the list.