



## Appendix A: Volunteer Management Process

### Purpose:

The Council is here to help you be successful in your commitments as a patient partner. If needed, we will guide PVN patient partners through a staged process to review and address concerns if they are raised. The removal of a patient partner from PVN is a last resort and would only occur if stages one to three were not successful.



All process documents created during these stages will be provided to the patient partner and stored in the PVN database. Please note that health care partners may also choose to follow this process within the individual engagement opportunities they lead. However, they may have other processes specific to their organization that they choose to follow instead.

### Stage One: Informal Discussion

An informal discussion between the patient partner, Council (PVN) staff and, if appropriate, a health care partner(s), to respectfully review concerns and co-create solutions.

### Stage Two: Formal Meeting

A formal meeting between the patient partner (can invite a family member or friend if desired) Council staff and, if appropriate, a health care partner(s). The outcome of this meeting will be a signed decision agreement outlining the shared expectations.

### Stage Three: Restorative Action Plan

If the decision agreement is not successful, the next step is the creation of a restorative action plan outlining the background of the issue, previous solution efforts, as well as new actions and timelines requested.

### Stage Four: Removal from PVN

If stage three is not successful, the patient partner will be advised of their removal as a member of PVN.

### Special Circumstances

There are a few special circumstances in which someone may be immediately removed as a member of PVN. In the very rare case that any of the following occur, stages one to three will be by-passed:

- Lying or falsifying information on official forms related to your participation through PVN.
- Engaging in any form of harassment, discrimination, physical or verbal abuse of other patient partners, health care partners or Council (PVN) staff.
- Stealing or purposely misusing PVN or health care partner money, property or materials.
- Illegal, violent or unsafe acts.

**PVN is a community of patients, families and caregivers working together with health care partners to improve BC's health care system.**