

VOLUNTEER

IMPACT

SPEAKER



HANDBOOK

2025

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Introduction to HealthPartners



Welcome to HealthPartners! We are thrilled to have you join our team, our dedicated community of impact speaker volunteers, also known as the HealthPartners Speaker's Bureau.

HealthPartners is a national coalition of 20 leading health charities united in their commitment to improving the health and well-being of people living in Canada through research, education, advocacy, services and support.

Our coalition's work is made possible through the generous support of workplace giving campaigns across Canada. Since our inception in 1988, HealthPartners has proudly raised over \$222 million to advance health-related causes.

Each year, from September to December, and at other times as opportunities arise, HealthPartners actively engage employees in the workplace to connect them with the life-changing impact of our member charities. Impact speakers like you play a pivotal role in these events. By courageously sharing your health journeys, you bring our mission to life and help Canadians understand the vital importance of workplace giving. With participation in more than 200 events annually, your stories leave a lasting impression on current and perspective donors alike.

Mission, Vision, and Values

Our Mission: To promote health and well-being by engaging and connecting Canadians to our leading health charities.

Our Vision: A healthier Canada.

Our Values:

- Collaboration
- Equitability
- Continuously improving
- Trustworthy

Purpose of the Handbook

The purpose of this handbook is to support and guide HealthPartners Impact Speakers – dedicated volunteers who share personal stories of living with or caring for someone affected by a major illness or chronic disease. By equipping them with the tools, expectations, and resources needed to confidently represent HealthPartners and its 20 national health charity members at workplace giving campaign events, this document helps ensure that Impact Speakers can effectively inspire charitable giving and demonstrate the real-life impact of donor support.

Our Philosophy on Volunteers

At HealthPartners, we recognize that volunteers are essential to the fulfillment of our mission. We are committed to fostering a welcoming, respectful, and inclusive environment that celebrates the unique contributions of every volunteer. Our aim is to ensure you feel valued, supported, and inspired as you share your time, experiences, and talents in support of a healthier Canada.

Volunteer Impact Speaker Role Description and Responsibilities

Your role as a HealthPartners Impact Speaker is vital to advancing HealthPartners' mission. Your help bring the work of our health charity members to life by sharing personal stories that inspire, educate, and connect Canadians with the impact of charitable giving.

As an impact speaker, you will:

- Attend workplace charitable campaign events (virtually or in person) at the request of HealthPartners, typically from September to December, though opportunities may arise throughout the year.
- Share your personal story, in your own words, highlighting how chronic disease and major illnesses have affected your life.
- Explain how support from Canadian health charities has provided hope and contributed to your well-being.
- Describe the tangible benefits you have received through community programs, services, education, or advancements in medical research
- Respond to questions about your health journey and express your passion for improving the health and well-being of people living in Canada.

Skills and Abilities

An effective Impact Speaker demonstrates:

- Have strong communication and interpersonal skills.
- Be comfortable with public speaking to both small and large groups, both in person or online.
- Be able to answer questions effectively and appropriately.
- Be professional in manner and appearance.
- Be reliable and punctual at all times.
- Bilingualism in English and French an asset, though not required.

Orientation and Training

HealthPartners is committed to ensuring our volunteers are well-prepared and confident in their roles. All Impact Speakers will receive.

- A mandatory orientation session introducing HealthPartners and our 20-member health charities.
- Access to virtual training, including workshops focused on effective storytelling, message development, and presentation skills.
- Tools and resources such as branded presentation materials, story-building guides, and virtual backgrounds to support your speaker role.
- A readiness checklist to ensure you are fully equipped and comfortable before participating in your first campaign event.

Tools for Volunteers

Volunteers are encouraged to visit the [HealthPartners Volunteers Resource Page](#) to explore knowledge products and tools, including the Impact Speaker Handbook, forms, guides, and virtual backgrounds.

For event preparation, one-on-one Zoom sessions with our Stakeholder Engagement Team are available in both English and French. We also welcome volunteers to share inspirational quotes with us via email for an opportunity to be featured on our social media platforms. For more information to access these opportunities, please contact our Stakeholder Engagement Team using the details provided in the “Contact Information” section.

Applicable Policies and Guidelines

At HealthPartners, we are committed to excellence in volunteer engagement. Our policies and procedure are designed to reflect best practices, ensuring clarity in expectations and providing the foundation for a meaningful and rewarding volunteer experience.

Applicable Policies for volunteer are:

- Code of Conduct
- Privacy Policy and collection of personal information
- Respect the confidentiality of any sensitive information
- Bill of Rights

To review these documents please refer to Appendix A included at the end of this document.

If you have any questions about any of the policies outlined below, please contact the Interim Manager, Stakeholder Engagement.

Feedback and Evaluation

HealthPartners values perspectives and contributions of our volunteers. We are committed to fostering a supportive environment through open communication, regular feedback, and continuous improvement.

Opportunities for Volunteers to provide Feedback:

- Annual Surveys: At the end of each fiscal year, volunteers will receive an online survey via email to share their experiences and insights.
- Ongoing feedback: Volunteers are encouraged to share feedback at any time to emailing or requesting a meeting with the Interim Manager, Stakeholder Engagement.

Volunteer Evaluation:

Volunteers will receive timely and supportive feedback following speaking engagements or at other appropriate intervals throughout the year.

Recognition of Volunteers

We deeply appreciate the dedication and impact of our volunteers. Recognition is an integral part of our volunteer engagement strategy and takes various forms:

- End-of-Campaign Recognition: Public acknowledgment through newsletters, social media, or other communications.
- Volunteer Recognition Events: Annual virtual events held in the late winter or spring to celebrate volunteer contributions and achievements.

Photos and Videos

Volunteers may be photographed or recorded during events and activities. These images or recordings may be used for promotional purposes by HealthPartners. If you have concerns, please inform your supervisor in advance. A signed consent form will be required for the authorization of HealthPartners to use your photos and/or video content.

Travel Reimbursement

HealthPartners recognizes that some in-person volunteer roles may incur travel-related expenses. Reimbursement is available in accordance with the guidelines below. The Travel Reimbursement Form will be available through the Volunteer Toolkit on our [website](#). A copy of the Form is included in Appendix B of this document.

Reimbursement Guidelines

Reimbursements are processed within two weeks of submission.

- Taxi fares are eligible for reimbursement for round trip, with original receipts.
- Parking expenses are reimbursable up to \$18 per day, with a valid receipt.
- Mileage for travel exceeding 12 kilometers will be reimbursed at HealthPartners' current rate of \$0.63 per kilometer.
- HealthPartners reserves the right to revise the mileage rate and reimbursement policy at any time, including the ability to cap total reimbursement amounts.

Forms

As part of the onboarding process, volunteers must complete all relevant forms and agreements and provide consent where necessary. These documents will be available in the Volunteer Impact Speaker Toolkit on our [website](#). For questions or support, please contact the Interim Manager, Stakeholder Engagement.

Contact Information

Christine Cormier

External Management Coordinator
ccormier@healthpartners.ca

Syed Shoaib Hasan Rizvi
Interim Manager, Stakeholder Engagement
srizvi@healthpartners.ca

Appendix A – Policy and Guidelines

Bill of Rights and Responsibilities

As a HealthPartners volunteer, you have the right to:

- Be treated with respect and dignity

- Receive clear instructions and support in fulfilling your role
- Provide and receive constructive feedback
- Work in a safe and healthy environment

As a HealthPartners volunteer, you have the responsibility to:

- Adhere to the Code of Conduct
- Adhere to the Privacy Policy (to learn more about how HealthPartners uses data, please read the Policy appendix)
- Respect the confidentiality of any sensitive information
- Fulfill your volunteer duties to the best of your ability
- Communicate any concerns or challenges to the HealthPartners staff supporting you.

Volunteer Code of Conduct

The HealthPartners Code of Conduct outlines the standards and expectations for volunteers representing the organization. It is designed to ensure all interactions occur in a respectful, inclusive, and professional environment.

Dress Code

Volunteers are expected to maintain a neat, professional appearance appropriate to the setting and nature of their volunteer role. For campaign events, whether virtual or in person business casual attire is generally appropriate. Specific guidelines may apply based on the nature of the activity or event.

Language Use

HealthPartners follows the Mental Health Commission of Canada's guidelines on respectful and inclusive language, as outlined in [Language Matters](#) document. Volunteers are expected to use person-first language (e.g., "person with a disability" rather than "disabled person") and to avoid all forms of offensive, derogatory, or stigmatizing language, including slurs or stereotypes.

Confidentiality

Volunteers must uphold the confidentiality of any proprietary, sensitive, or personal information acquired during their engagement with HealthPartners. Disclosure of confidential information to unauthorized individuals, including the sharing of other volunteers' personal information, is strictly prohibited.

Treating Others with Dignity and Respect

All volunteers must treat staff, workplace representatives, and fellow volunteers with dignity, courtesy, and respect. Discrimination, harassment, bullying, or any other form of inappropriate behavior is not tolerated under any circumstances.

Conflict of Interest

Volunteers are expected to act in the best interest of HealthPartners and to avoid any conflicts of interest that could impair their objectivity or ethical judgement. A conflict of interest arises when a volunteer's personal interests may interfere with their duties or the mission of HealthPartners.

Examples of conflicts of interest include:

- Using a volunteer role to promote or sell personal products or services.
- Engaging in activities that result in personal financial gain.
- Participating in decisions where personal relationships or interests may unduly influence the outcome.
- Agreeing or offering roles within a campaign or workplace that have not been reviewed or approved by HealthPartners.

Collection of Personal Information

To ensure effective volunteer engagement and administration, HealthPartners collects certain personal information for the following purposes:

- Managing volunteer applications and recruitment
- Coordinating communication and event participation, including sharing contact details with workplace campaign organizers.
- Meeting reporting requirements using anonymized data
- Accommodating volunteers living with disabilities, illnesses, and/or injuries
- Facilitating ongoing training and development
- Keeping volunteers informed about organizational news and events
- Officially recognizing volunteer contributions

Any use of personal information beyond these stated purposes will require explicit consent from the volunteer.

Code of Conduct Policy – Directors and Volunteers

Code of Conduct Policy - Directors	Policy # 104
Effective Date: November 21, 2013	Date of last revision: February 20, 2025
Relevant Forms: N/A	
Frequency of Review: <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Other – as needed	
Committee Responsible: Governance and Nominations	

Purpose

To lay out expectations of all volunteers and staff with respect to behavior in the form of a Code of Conduct.

The Code of Conduct lays down the following expectations of Directors:

- a) Directors are committed to addressing issues in a fair, transparent, ethical and respectful manner.
- b) Issues or concerns with how the Board is addressing matters are surfaced by Directors and addressed in board meetings.
- c) Issues or concerns with board process may need to be addressed during in-camera sessions. The Chair will make this determination.
- d) Once the Board makes a decision, all Directors are bound to support it and speak with one voice
- e) Once an issue has been addressed, Directors are to move forward and not continue to re-visit the matter.

The Code of Conduct also requires all Directors and staff to:

- a) Act with honesty, diligence and care in committing the organization to financial obligations and in the allocation and utilization of funds under their control, ensuring that these are commensurate with the resources of the organization and in accordance with the By-law, policies, regulations, and procedures of the organization.
- b) Declare to the organization any obligation they may have to persons with whom the organization deals as a contributor, supplier of goods and services, or as a recipient of services or funds from the organization, when the volunteer or staff member is in a position to influence such dealings.
- c) Disregard any interest of their nominating health charity or personal interest so that these do not influence their decisions or actions when discharging their organization duties and responsibilities.
- d) Not benefit or appear to benefit from the use of information not available to the public, which has been acquired during their official duties as a Director of HealthPartners.
- e) Exercise strict control over information, including that which is confidential, which may come into their possession in the course of their duties with the organization. Such information must not be disclosed to persons who are not authorized by the organization to receive it.
- f) Obtain specific authorization from the CEO prior to communicating with any level of government, or with any elected or appointed official, or with the media on behalf of HealthPartners.
- g) Act without discrimination based on age, gender, race, colour, religion and/or sexual orientation, in discharging the duties of the organization.
- h) Comply with the Not-for-Profit Corporations Act and associated Regulations, the Articles of Continuance and the By-Laws, as well as the role description and all governance policies.

Where a director is perceived to have transgressed this Code of Conduct, a complaint will be brought to the Executive Committee for their investigation and response.

Privacy Policy

Policy Title: PRIVACY POLICY	Policy # 101
Effective Date: June 23, 2021	Date of last revision: February 20, 2025
Relevant Forms: N/A	
Frequency of Review: <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Other – as needed	
Committee Responsible: Governance and Nominations	

PURPOSE

To provide guidance and direction related to the collection and privacy of personal information

collected by HealthPartners in the course of its operations.

HealthPartners is committed to protecting the privacy of the personal information of its volunteers, members/constituents, donors and other stakeholders. This privacy policy describes the personal information that HealthPartners collects, how we manage that information, and the circumstances under which we may disclose that information. The policy is based upon the Ethical Fundraising and Financial Accountability Code of Imagine Canada, and the Personal Information Protection and Electronic Documents Act (“PIPEDA”).

Definition of “personal information”

For the purposes of this policy, personal information is any information about an identifiable individual. Personal information (e.g., name, address, age, credit card information, banking information) does not include information that cannot be associated with or tracked back to a specific individual. An individual’s business title or business contact information or information that is publicly available, such as a telephone book listing, is also not considered to be personal information.

What information does HealthPartners collect?

The information HealthPartners collects is the minimum amount we need to establish and maintain a volunteer, membership, event participant or donor relationship with an individual.

This includes:

Contact and identification information, such as name, address, telephone number and e-mail address

- Donation information, such as date of gift, amount of gift, and name of spouse or partner if it was a joint gift
- Financial information, such as payment methods and preferences, billing and banking information (credit card number and expiry date or chequing account transit numbers, in order to process a donation)
- Other personal information used for purposes that would be reasonably appropriate in the circumstances (e.g., if an individual has demonstrated an interest in participating as a volunteer in Speaker’s Bureau, we may collect this person’s information for use with respect to other volunteer opportunities)
- HealthPartners observes the following practices when collecting, storing/maintaining, using and disposing of personal information:

Accountability: HealthPartners is responsible for personal information under its control and has designated a Chief Privacy Officer who is accountable for the organization’s compliance with the following principles:

Consent: The knowledge and consent of the individual are generally required for the collection, use, or disclosure of personal information by HealthPartners. Consent can be either explicit or implicit and can be provided directly by the individual or by an authorized representative, such as a vendor who processes donations.

By providing personal information to HealthPartners, an individual agrees and consents that we may collect, use and disclose personal information in accordance with this

privacy policy for the purposes described under section 3, “For what purposes does HealthPartners collect information?”

Implicit consent infers consent to all regular communications and uses of personal information, unless a provision provides for an opting out of specific use of personal information – for example, a check-off box to indicate that a donor does not wish to receive promotional materials from HealthPartners.

HealthPartners will obtain explicit consent if personal information is used for media purposes. Explicit consent can be given orally, electronically or in writing. In addition, an individual's consent is required before confidential information is released to outside or third parties.

Some of the information HealthPartners collects is needed in order to satisfy the requirements of the Canada Revenue Agency (CRA) (e.g., income tax receipts). There are also circumstances where the use and/or disclosure of personal information is justified or permitted without consent. These circumstances may include:

- Where required by law or by order or requirement of a court, administrative agency or other governmental tribunal
- Where HealthPartners believes, upon reasonable grounds, that it is necessary to protect the rights, privacy, safety or property of an identifiable person or group
- Where the information is public

If we use the services of any third parties to process personal information, we will enter into agreements with them that require them to protect this personal information in a manner acceptable to us, in accordance with the PIPEDA. The purpose of these agreements is to ensure that the personal information received from or delivered to third parties is maintained at a level of security equal to that provided under this privacy policy.

Identifying Purposes: The purposes for which personal information may be collected is outlined below. Of note is that we require the consent of our volunteers, constituents, event participants and donors prior to using their personal information for any purpose other than that for which it was originally collected.

For what purposes does HealthPartners collect information?

HealthPartners collects personally identifying information about donors, volunteers and event participants to:

- Communicate in the regular course of business
- Establish, maintain and manage our relationship with an individual
- Keep an individual informed and up to date on the activities of HealthPartners and its member organizations
- Process donations and issue tax receipts
- Acknowledge gifts
- Process applications to volunteer and to coordinate related activities
- Compile profiles on directors and members of committees
- Conduct fundraising activities
- Analyze its own internal fundraising and management performance
- For any other purpose for which the individual's consent has been explicitly given

Limiting Collection: The collection of personal information shall be limited to that which is necessary for our activities and fundraising efforts, as described section 3, “**What information does HealthPartners collect and for what purposes?**” Information shall be collected by fair and lawful means.

Limiting Use, Disclosure and Retention of Personal Information: Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

The length of time we retain information varies, depending on the nature of the information; for example, we generally keep financial information for at least six (6) years, in accordance with CRA rules and regulations. The retention period may extend beyond an individual's relationship with us. When personal information is no longer required for HealthPartners' purposes, the information is either physically destroyed or deleted.

When does HealthPartners disclose personal information?

HealthPartners shares personal information only with employees and/or volunteers who require such information to establish, manage and maintain our relationship with an individual for the purposes described in section 3, “**For what purposes does HealthPartners collect information?**”

We do not sell, lease, barter, trade or give away personal information to any third parties, unless expressly authorized by the identified individual(s). For example, we do not provide any mailing lists to any other parties.

Links to other websites from HealthPartners.ca

HealthPartners provides links to other websites that HealthPartners believes may be of interest to an individual. As HealthPartners has no control over the content of any of these websites, these links may be updated or deleted as HealthPartners deems appropriate.

Please be aware that HealthPartners is not responsible for the privacy practices of other websites that we link to. We encourage reading the privacy statements of each and every website that requests personal information.

Accuracy: Personal information shall be accurate, complete and as up to date as possible. To aid us in maintaining accuracy, we encourage individuals to review, correct, and update personal information by contacting our Chief Privacy Officer (see section 9 below).

Safeguards: Personal information gathered by HealthPartners shall be kept in confidence. HealthPartners staff is authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. We also ensure that any of our employees who deal with personal information are properly trained and are aware of the necessary and appropriate measures required to protect personal information.

HealthPartners uses physical security measures, such as locked cabinet storage for financial, payroll, employment, contractual, tax, and banking information, and similar confidential/sensitive documents. There is a shared network drive for general office information, and password-restricted personal network drives for each user that are preserved/transferred upon the user's departure.

Employee confidentiality agreements are executed in all employment contracts and all consulting contracts, and are regularly updated by legal counsel. HealthPartners shreds information when required to do so by law, for duplicate and working copies of any document that would be stored under lock and key but is not needed, and after information ceases to be needed for the purpose for which it was collected.

Website generated information:

HealthPartners uses the appropriate technological safeguards (e.g., robust firewalls, virus protection, passwords, encryption software) to protect all personal information that is received online.

When a visit is made to our website, our web server automatically logs (records) domain name and standard information about the operating system and web browser being used, as provided by the web browser. This information is used for statistical purposes to help us manage our site; it does not identify an individual in any way.

We use cookies and other technologies to keep track of interactions on our website to offer a personalized experience, and to help improve our website for future visits. Our website may contain links to other websites as a convenience only. Third party websites may have different privacy policies and practices than HealthPartners, and HealthPartners has no responsibility for such third party websites.

Openness:

HealthPartners posts its privacy policy on its website and makes information about its policies and practices respecting the collection and maintenance of personal information available to all interested parties. We are pleased to answer any questions that individuals may have regarding the collection and maintenance of personal information via letter or e-mail to be directed to our Chief Privacy Officer (see section 9 below).

Donors who request that their name and/or the amount of the gift not be publicly released shall remain anonymous.

Individual Access: Upon request, an individual shall be informed of the existence, use, and disclosure of their personal information and shall be given access to that information. Individuals are encouraged to review the accuracy and completeness of the information and have it amended as appropriate.

Requests are to be forwarded in writing or via e-mail to the Chief Privacy Officer (see below).

Inquiries and requests for access

HealthPartners

150 Elgin Street, Suite 1051
Ottawa, Ontario, K2P 1L4
Telephone: (613) 562-1469; extension 230
Toll free: 1 (877) 615-5792
E-mail: info@healthpartners.ca

Challenging Compliance: An individual shall be able to raise a challenge concerning

compliance with the above principles to the Chief Privacy Officer. If an individual wishes to be added or removed from any of the lists HealthPartners maintains, a request is to be written or emailed to the Chief Privacy Officer.

Appendix B – Volunteer Travel Reimbursement Form

HealthPartners - PartenaireSanté Volunteer Speakers Bureau – Travel Reimbursement Form

Your valuable contribution to the HealthPartners Volunteer Speakers Bureau is greatly appreciated. To ensure accurate reimbursement for your travel expenses, please email clear pictures or scanned copies of parking and or taxi receipts directly to Chris Robinson at crobinson@healthpartners.ca, with the provided form below. For mileage reimbursements, complete the provided form and email it to the same address. Your dedication is highly valued and contributes significantly to our mission.

Reimbursement Guidelines

- Our standard processing time for reimbursements is two-weeks.
- Taxi expenses can be reimbursed for a round trip, with receipts.
- If volunteers drive, parking costs can be reimbursed, up to \$18 per day with a receipt.
- Travel will be reimbursed at HealthPartners' current mileage rate of 0.63 per km. Please complete the form below for Mileage Reimbursements.

- HealthPartners reserves the right to amend this policy and the mileage rate at any time, and if required, limit the total dollar amount reimbursed.

HealthPartners/PartenaireSanté Volunteer Reimbursement Form

Volunteer Name: _____

Signature: _____

Email Address: _____

Please fill in the table below with your expenses.

Name of Event	Date of Event	Parking/and or Taxi	Total Mileage	Comments/Notes

Appendix C – Frequently Asked Questions

Through our years of collaboration with volunteer impact speakers, HealthPartners has frequently asked questions. The following guidance is intended to help you navigate these situations effectively. For any additional questions, please reach out to the Interim Manager, Stakeholder Engagement.

Q1: How can I better understand my roles and responsibilities as a volunteer?

A1: Volunteers sometimes experience uncertainty regarding specific tasks or expectations associated with their role.

To support you in your volunteer journey, we recommend referring to your role description and the training materials provided in the volunteer Toolkit. If further clarification is needed, please contact Interim Manager, Stakeholder Engagement

Q2: How can I effectively share my personal story during presentations or

events?

A2: Volunteers may find it challenging to convey their personal stories in a meaningful and concise manner within a limited timeframe.

HealthPartners offers storytelling training designed to help you craft and deliver a compelling narrative within the allotted time. This training equips you with the tools and techniques to engage audiences while staying within the event parameters.

Q3: What is a campaign event?

A3: A campaign event is a special gathering organized as part of a workplace giving campaign in which HealthPartners is a beneficiary. These events are often held in conjunction with other workplace activities, such as all-staff meetings. Organizers may request a speaker with lived experience to share their story and highlight the real-life impact of donations.

Q4: How much notice will I receive before being asked to speak at an event?

A4: The notice period can vary widely, anywhere from one day to several weeks, or even months in advance. HealthPartners' campaign staff will share details with you as soon as they are available and will always strive to give you as much notice as possible. However, in cases where timing is beyond our control, you are under no obligation to accept an engagement if the notice provided is insufficient.

Q5: How long are the speaking engagements?

A5: Most speeches are expected to be between 5-10 minutes long. For instance, campaign launches often have packed agendas, resulting in shorter speaking opportunities. Each summer, we provide training sessions to help you tailor different versions of your story to suit a variety of time constraints.

Q6: What details will I receive for an in-person speaking engagement?

A6: If you are attending an in-person event, you will receive the following information from the Campaign team:

- Date, location, and time of arrival
- Your designated speaking time
- A calendar invitation to the event
- Name of the department or workplace
- Contact details of the on-site organizer
- Estimated audience size
- Parking or nearest transit options
- Accessibility details

Q7: What information will I receive for a virtual campaign event?

A7: For virtual presentations, HealthPartners will provide:

Date, time of arrival, and speaking time

Expected length of your speech

Name of the host workplace or department

Name of the platform (e.g., Microsoft Teams, Google Meet).

A calendar invites with the platform link, the time zone, and duration.

When possible, a HealthPartners staff member will attend to offer a brief introduction and welcome you as the speaker.

Q8: What resources are provided for virtual campaign events?

A8: For virtual engagements, HealthPartners will provide:

A branded virtual background featuring HealthPartners logo. Optional branded slide templates and assistance with setup, if you choose to incorporate slides into your presentation.

Q9: What should I expect during a virtual campaign event?

A9: Participants are often asked to mute their microphones to minimize background noise, and many may turn off their cameras, meaning you may see only names on the screen. Event organizers typically remain on camera throughout. In bilingual campaigns such as those with the Government of Canada, parts of the event may be conducted in both English and French. If you are presenting in one official language only, the campaign team will notify the organizers accordingly.

Q10: How will I receive feedback after an event?

A10: As outlined in our policies, the HealthPartners campaign staff will follow up with you during the week of the event to hear about your experience and share any available feedback from the audience.

Q11: What if I get emotional while speaking?

A11: Becoming emotional is completely normal and often expected when sharing a personal story. If this happens, simply take a moment to pause and compose yourself. Audiences are typically empathetic and moved by your courage. Our training includes strategies for managing emotions while publicly sharing your story.

Q12: How often are events cancelled, and how will I be notified?

A12: While rare, cancellation or rescheduling can occur due to circumstances beyond our control. We commit to informing you of any changes as soon as we receive them.

Q13: What if I am asked a question about HealthPartners that I cannot answer?



A13: A HealthPartners representative will generally be present at your event. If not, and you are asked a question outside your scope, you may refer the individual to us by directing them to email presentations@healthpartners.ca.

Thank you for your commitment to HealthPartners. We look forward to working with you to achieve our mission of improving the health and wellbeing of Canadians.