

Code of Conduct

for Children in Hospital Ireland Volunteers

Children in Hospital Ireland volunteers are expected to abide by the policies and procedures adopted by the organisation and to act in a way that reflects its ethos.

Any breach of these guidelines is considered serious by Children in Hospital Ireland and could result in disengagement.

Standards of behaviour

- Be reliable. If not available for a session, inform your partner or team leader, or if longer term, the Volunteer Manager by telephone as soon as possible.
- Be on time – not least because children expect play sessions to start on time.
- Keep your Team Leader or the Volunteer Manager informed of progress and concerns, or any change of circumstances.
- Demonstrate respect and professionalism through your actions, appearance and behaviour to children, families, peers and hospital staff alike.
- Always wear your volunteer uniform including t-shirt or tabard and name badge.
- Do not offer advice or recount personal experiences to patients or family members.
- Check in with Nurse and or Play Specialist upon arrival, ask if there are special needs that day.
- Do not enquire about the reason a child is in hospital to the child or their families. It is important to remember the potentially sensitive nature of a child's stay in hospital.
- All accidents must be immediately reported to hospital staff and the Volunteer Manager.
- Do not bring friends or relatives along while volunteering.
- Do not attend if you have an infection or are otherwise ill.
- Do not attend if under the influence of alcohol, illegal substances, or strong medication.
- Follow all Child Protection safeguards, and ensure incidents or concerns are reported to the hospital as well as the Designated Liaison Person of the organisation immediately, as well as with a written report within 36 hours.

Supervision

It is our policy that two volunteers should always work together in a ward or other volunteer area within the hospital; in selected circumstances where there is just one volunteer assigned, it will be arranged under the supervision of a member of the hospital staff.

Volunteers must call a Nurse if a child becomes sick, is bleeding, needs to go to the toilet, or shows any signs that give rise to concern.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering and are not permitted to discuss within or outside the hospital any matter relating to a child.

This does not preclude bringing to the attention of the hospital and of Children in Hospital Ireland information, which gives rise to concern regarding a child's well-being.

Infection control

It is vital that volunteers adhere to the guidelines on infection control outlined in the training and to any additional requirements set out by the hospital.

Maintaining appropriate boundaries

The volunteer must learn to establish caring relationships while maintaining clear boundaries – to be friendly and supportive to patients and their families without building friendships.

The following behaviours are considered inappropriate and could be grounds for disengagement from the volunteer programme:

- Visiting patients and/or families whom you have met through your volunteering with Children in Hospital Ireland during times other than the designated volunteer shift.
- Engaging with patients and/or families in person, through social media outside the hospital, or exchanging contact details.
- Buying personal gifts for patients and/or families.
- Withholding information from staff about concerns of patients and/or families.
- Giving patients and/or their families a lift in your vehicle.
- Using a mobile phone or camera to take photographs or to record in the hospital. Volunteers must switch off their phones for the entire duration of their time in hospital.

Representation of Children in Hospital Ireland

Volunteers must not undertake anything with public implications for Children in Hospital Ireland without seeking and obtaining prior approval from Head Office. This includes, but is not limited to, engagements with the media, and joint initiatives with other bodies.

**If you are unclear on any of the above, please contact the Elizabeth Morrin,
Volunteer Manager on 0877949291**

Children in Hospital Ireland

Volunteer Hospital Services

Code of Conduct

I _____ have read and understand the Children in Hospital Ireland Code of Conduct. I agree to adhere to the code while I am volunteering with Children in Hospital Ireland, and to contact the Volunteer Manager with any questions or concerns during my volunteer work.

Signed by Volunteer

Date