

VOLUNTEER WORKER AGREEMENT

CODE OF ETHICS

- All volunteers are required to honour the intent and spirit of the vision, mission and values of North Haven Hospice and the Code of Health and Disability Services Consumer Rights.
- Volunteers will be kept informed of all policies and procedures relevant to them through a range of communication methods.
- Volunteers are considered workers under the Health and Safety at Work Act 2015 and are required to work safely and protect others from work-related harm.
- Volunteers act within the scope of their job description or allocated task and any change to that is discussed with the Manager of Volunteer & Hospitality Services/Retail Manager.
- Patient autonomy and dignity, privacy & confidentiality are to be respected at all times and enhanced where possible.
- Care must be sensitive to the cultural, religious and belief system of the patient. This includes the needs of Maori patients and their whanau acknowledging the Treaty of Waitangi
- Volunteers are to avoid any activity that brings Hospice into disrepute or jeopardises its relationship with the community; this includes and is not limited to patients and families/whanau, other healthcare providers, sponsors and donors.
- Volunteers are encouraged and supported to foster and develop a safe and open forum with all colleagues, in order to facilitate the sharing and processing of any concerns relating to our practice.

This organisation promotes excellence in service and maximizes the quality of volunteers' experience, it:

- Offers volunteers work opportunities appropriate to their skills, experience and aspirations.
- Offers re-imbusement to cover pre-agreed out-of-pocket expenses.
- Recognise volunteers as a valued team member with opportunities to participate in relevant organization decisions.
- Where volunteer performance and/or behaviour does not meet the values, guidelines and procedures as laid down in North Haven policies and procedures, the policy Performance Management PER 003 is followed.

ORIENTATION AND ON-GOING TRAINING

All volunteers undertake orientation and on-going training as applicable to their role. The requirements for volunteers are made clear at interview and in their job description. Failure to completed requirements will result in the volunteer being stood down until these have been met.

Orientation to the specific volunteer role is provided on and off the job. Training is specific to each role and is completed as soon as possible after starting at hospice.

The volunteer trainers/mentors follow a programme that ensures all critical and important information and skills are shared.

Hospice based volunteers are expected to complete an induction and essential skills course as soon as possible and no later than 6 months after joining hospice.

Some positions include required periodic refresher training; the volunteers concerned are advised of these requirements at interview.

HEALTH DECLARATION

Hospice requires all staff, both volunteers and paid employees to complete a form of Health Declaration.

This information enables hospice to look after the needs of all individuals; We want to be sure you are not putting yourself at risk when you volunteer to fill a position, there may be aspects of the position you may be unaware of and with full knowledge of any pre-existing health conditions the best fit for your responsibilities can be taken into consideration.

It is the obligation of North Haven Hospice to conduct their activities in such a way as to protect the health and safety of employees, volunteers, patients and families/whānau, as well as visitors, therefore it is important to confirm that you are fit to carry out the duties of the particular role you are volunteering for, and to assist in determining whether you have now or previously have had any illness or condition that may be a risk to yourself, patients or others in our service.

In some instances further medical advice may be required. We will advise you if this is the case and will seek your permission for the disclosure of any such information to us in order to confirm your suitability for this volunteer work.

We will discuss with you any issue of concern and will direct you to possible alternatives if we believe the position you have provisionally accepted is unsuitable on health grounds.

If at any time during you volunteering with hospice your health changes we ask you make us aware of it as soon as possible so we can make any necessary changes to you responsibilities.

POLICE VETTING

Police vetting is carried out for all patient & family/whanau involved roles. Its aim is to protect the more vulnerable members of society (children, older people, and those with special needs) from any risks posed by people who may have displayed behaviour that could be detrimental to others' safety and wellbeing.

North Haven Hospice is an approved organisation, because of the nature of our work, to use police vetting as part of our recruitment process. You must give us written permission to seek a police vet; we will not proceed with the volunteer agreement if this is not provided. The exception is volunteers between the ages of 15 and 18 who do not apply to the police vetting system.

When we make a request, police vetting searches the police database for any information held about the person being vetted and criminal conviction information discovered is released in accordance with the Criminal Records (Clean Slate) Act 2004. Individuals cannot request a police vet on themselves.

If you are concerned about the accuracy of information provided in a police vet, you can take this up with the police for correction. You can read more about the police vetting service at: <http://www.police.govt.nz/service/vetting/index.html>

MINISTRY OF JUSTICE (MOJ) CHECKS FOR RETAIL VOLUNTEERS

It is possible to request a check yourself via Ministry of Justice (MOJ).

All categories of volunteers at our shops are required to undertake Ministry of Justice checking. To do this Hospice needs the Volunteer's signed agreement. Alternatively, the Volunteer may choose to obtain their own record and provide Hospice with a copy prior to commencing working with us. The appropriate forms are available online at <https://www.justice.govt.nz/criminal-records/get-your-own/>. You cannot ask for your record over the phone and must complete the correct forms and provide valid identification.

Most people are happy to have Hospice undertake the process on their behalf. A Hospice staff member, from Volunteer Services, (the third party) and the Volunteer will fill in different parts of the forms. When Hospice makes a request of MOJ a check is undertaken to identify if there is any criminal information held about the Volunteer under the Clean Slate scheme. You're said to have no criminal record (criminal conviction history) if **all** of the following are true. If you have:

- had no convictions within the last 7 years
- never been sentenced to a custodial sentence (such as prison, corrective training or borstal)
- never been convicted of a sexual offence ('specified offence')
- fully paid any fine, compensation, reparation or costs ordered by the court in a criminal case
- never been banned from driving until further notice (indefinite disqualification)
- never been held in hospital by the court in a criminal case instead of being sentenced, due to your mental condition.

There is no charge to either the Volunteer or Hospice for these checks to be undertaken and any information received remains confidential to the Volunteer Services Management team member and yourself.

We may reserve the right to defer confirming your appointment pending results of the police vet and/or MOJ checks. Issues of concern will be discussed to determine your suitability for the roll; this information will be held by us in confidence.

DRESS CODE

First impressions are important when establishing work relationships with patients and families, visitors, sponsors and members of the public. At North Haven Hospice we aim to provide a professional but relaxed and welcoming atmosphere to all people and our dress code is reflective of this.

All North Haven Hospice staff, that is, all employees and volunteers, are expected to maintain a good standard of personal hygiene and appearance keeping facial piercing to a very minimum.

Expression of individuality through style of dress and accessories is encouraged while maintaining a good standard of attire, suitable to the work undertaken and the climatic conditions in Northland. Wearing a uniform is not part of the culture at North Haven Hospice.

Modest, smart-casual clothing, including dress jeans, is acceptable. Consideration should be given to a more “dressy” look if you have official meetings to attend or you are to represent the organisation externally to the public, sponsors or our members.

Clothing including footwear and accessories must be appropriate to the work being done considering health and safety requirements. When it is required for certain work, personal protective clothing and equipment is provided by hospice and it must be used at these times.

Clothing that should **not** be worn at any time when working for North Haven Hospice includes but is not limited to:

- Clothing with slogans, religious, political or personal statements or images that may cause offence or be contrary to the views of others.
- Beach wear, including jandals/flip flops.

The management of North Haven Hospice reserves the right to exercise discretion when making decisions on the application of the dress code. Any head of department is authorised to ask any staff member wearing unsuitable attire to change so as to maintain the organisation’s image and reputation, and adhere to any health and safety regulations.

GIFTS FROM PATIENTS/ FAMILY/WHANU

Gifts are way of thanking, which is deeply appreciated by hospice. For some cultures it can be deeply offensive if we do not accept them. They come into hospice for the staff member (paid and volunteer) to discuss them with their coordinator, for the correct channel as well as a ‘pinkie’ possibly being filled out.

Volunteer Signed: _____ **Date:** _____