

CODE OF ETHICS FOR RED CROSS VOLUNTEERS

1. Ethics relative to Kimbrough Ambulatory Care Center.

- a. As part of introduction to the job, volunteers need to know that working in a medical treatment facility (MTF) with patients and professional people involves certain ethical precepts to which they must be loyal if they are to be welcome members of the patient care team.
- b. Volunteers need mature judgment, emotional stability, and a sense of humor in dealing with patients and staff. They must also be sympathetic and understanding, but should not show an attitude of pity. Volunteers must be good listeners, yet know when and how to be good conversationalists.
- c. Volunteers are expected to assist the medical, nursing and administrative staff in the care and rehabilitation of patients, and should know how to conduct themselves in relation to patients, staff, and other volunteers.
- d. A ready acceptance of supervision and guidance by the staff characterizes the attitude and behavior of the volunteer who wishes to give the best possible service.
- e. The volunteer must refrain from criticism of the MTF, its personnel or policies, both on- and off-duty.
- f. The rules of common courtesy govern ethical behavior. In all cases, members of the staff should be addressed by their title (Mr., Ms., Mrs., Miss, Doctor) or their military rank (specialist, sergeant, captain, etc.).
- g. While on duty, conversations with the professional staff should be confined to subjects relating to assignments. Relationships should be cordial but impersonal, businesslike and dignified.
- h. The patient's medical chart is a legal document and a professional trust. Only personnel assigned these responsibilities should either read or record on the chart.
- i. Volunteers should not expect special privileges. Only in emergencies should personal telephone messages be allowed. The public telephone should be used for personal calls. The MTF official telephone lines are reserved for official use.
- j. All problems, uncertainties, new and unusual requests should be brought to the Kimbrough Ambulatory Care Center Red Cross Volunteer Chairperson or to the staff member supervising the volunteer for clarification and any necessary action.
- k. A low pitched voice helps to maintain calm and quiet. Loud voices, noise, commotion, and thoughtless, inappropriate talk are always out of place.
- l. Working schedules must be faithfully observed. If, because of illness or a family emergency, a volunteer is unable to report for duty, he/she should notify his/her noncommissioned officer in charge (NCOIC) or supervisory personnel.

2. Ethics relative to patients.

- a. Address them by title or rank, whichever is appropriate.
- b. Respect their social and religious customs.
- c. All information regarding patients, their condition, their physicians, and their treatment and care is confidential and under no circumstances should be revealed outside the MTF. The volunteer should never discuss one patient with another. A breach of confidentiality is a serious situation. Anything the patient says about his condition should be considered confidential. Discussion of religion, politics, or any subject that is controversial or disturbing to the patient should be avoided.
- d. Emotional support should be given to the patient. The volunteer should be a good listener and considerate of the patient's reactions and anxieties, and try to see the patient's point of view.
- e. The patient should be encouraged to have faith in the MTF and in the care he/she is receiving. Any complaints should be reported to the supervising nurse or NCOIC.
- f. The volunteer should consider the patient's reactions to his/her personal appearance and habits. For example, the patient may object to strong scents or tobacco odors.

3. Ethics relative to the Red Cross.

- a. Volunteering is an opportunity. The Red Cross is responsible for ensuring that you have a real job, to support and guide you, and give you an opportunity to grow.
- b. You will work in an organization and undertake the relationships and responsibilities that volunteering involves. By being part of the Red Cross organization you and your fellow volunteer workers help this organization accomplish its mission.
- c. You will adhere to the uniform policies as set forth by the Red Cross and Kimbrough Ambulatory Care Center.

SIGNATURE OF RED CROSS VOLUNTEER:

DATE SIGNED: