



**Volunteer Code of Conduct  
June 23, 2009**

**All volunteers are required to follow our code of conduct. (For not doing so will be that the volunteer can no longer participate in events.)**

**All volunteers must conduct themselves in a professional manner at all times, and adhere to all rules of this organization, as well as hospital/clinic and venues.**

**Hospital volunteers must be at least 18 years of age (exception for Hurley Hospital where the minimum age is 16). Younger volunteers may help when accompanied by a parent at some events (as indicated on the chapter Web site) and when given prior approval by the event coordinator.**

**Infection control guidelines must be followed. Visitors must wash hands before and after each room visit. If you have had a fever, cold or other illness within 72 hours, or if you have been exposed to any contagious illness, your visit/performance must be cancelled.**

**Visitors must respect the confidentiality of patients and families at all times. Patient information (name, illness, condition, conversations and experiences) must not be shared outside of the hospital. Visitors must sign a confidentiality release form to be kept on file in the Recreational Therapy office.**

**When visiting with the children your focus is to be on them. Inappropriate subjects, conversations regarding illness, family, personal information or religion are not to be discussed. If you have questions about any topic, please ask the event coordinator.**

**We must be very careful that we are not spreading germs. Hands must be washed or sanitized before the visit begins and during the visit. Any makeup or nail polish used on a child is to be given to that child--never reuse.**

**No drinking, drug use or unprofessional behavior will be tolerated.**

**At no time should children be hugged, or allowed to sit on your lap. There is to be at least 2 volunteers present for room visits at all times.**

**Volunteers must not force a child to participate in any of the activities. Ask once, and then let the child decide.**

**Volunteers must be in appropriate dress code which includes: full length pant or skirt, closed toe footwear, no tank tops (sleeveless ok), and pink or blue shirt or hero uniform or QFAD/Hero logo shirt.**

**All volunteers MUST be signed up prior to the visit. If a volunteer arrives and is not registered, he or she will be sent home. Each volunteer must confirm with the hospital coordinator prior to the visit that they are registered.**

**Volunteers must be in the volunteer database prior to signing up for a visit.**

**Photos are to be taken only by the person in charge or the person they assign. All children photographed must have a parent or guardian present who can sign our photo release contract. Some hospitals also require a photo release for their files.**

**While we encourage you to tell people about our program, you may not speak on behalf of the chapter in any official manner unless permission has been granted by the QFAD/Heroes advisory committee. Distribution of the chapter newsletter is a good way to give information!**

**Any questions should be directed:  
Esther Skiba, Area Director at 248-217-7656 or [qfad.heroes@gmail.com](mailto:qfad.heroes@gmail.com)  
[www.detroitqfad.com](http://www.detroitqfad.com)**