

# Welcome



## Visiting Volunteer Program (VPP) Orientation 2014

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# RCH Staff

- **Family Services staff providing support**
  - **Visiting Volunteer Program Coordinator**  
Brenda Kittelty
  - **Family Services Manager**  
Helen Rowan
  - **Other staff on duty in Family R&R Centre**  
Danni Gillett, Chay Ashbolt, Fiona Sheilds and others from time to time

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# Code of Conduct

- All staff and volunteers must follow The Royal Children's Hospital Code of Conduct (which can be accessed [here](#))
- The Code is based on our four values:  
Unity, Respect, Integrity and Excellence
- Breaches of the Code will result in disciplinary action

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# Visiting Volunteer Guidelines

- As per the provided procedure and guidelines:
  - Visiting Volunteers will be responsible for their own costs including parking, uniforms and meals
  - Visiting Volunteers are requested to appear neat and tidy. Minimal jewellery, no strong perfume and long hair tied back
  - Visiting Volunteers must not give any gifts to patients or families nor accept any gifts from patients or families

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# Visiting Volunteer Guidelines

- If a child or family tells the Visiting Volunteer that something is worrying them, the Visiting Volunteer should inform the professional RCH staff caring for the child. Genuine complaints must always be passed onto RCH staff
- Visiting Volunteers must not discuss treatment or treatment options or offer advice or medicine to patients or families

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# Privacy, Confidentiality & Security of Personal Information





# Confidentiality

- Volunteers must respect the privacy and confidentiality of all patients at all times
- It is inappropriate for you to read or seek information that does not relate to your work
- We ask that you don't discuss patients outside of the hospital, including when using social media, and do not take photos of any children you may work with

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# Media Relations

- All communication involving any form of media must be referred to the Corporate Communications office
- The Corporate Communications office **must** approve all media inquiries, comments, visits or photography

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# Summary

- Please read and adhere to the Visiting Volunteer Procedure
- Please read and adhere to the RCH Code of Conduct
- Maintain confidentiality at all times

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# Equal Opportunity Employer



<p>The Children's Excellence in clinical care, research and education</p>	 <p>The Royal Children's Hospital Melbourne</p>	 <p>Murdoch Childrens Research Institute</p>	 <p>THE UNIVERSITY OF MELBOURNE</p>
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# Discrimination

- The RCH Discrimination Policy can be accessed [here](#)
- All RCH staff & volunteers are to be treated, and treat others, in a fair and equitable manner and have the right to work in an environment free from discrimination
- RCH opposes the less favourable treatment of employees or volunteers, on the basis of the following attributes:





# Discrimination

## Attributes Covered by the Victorian Equal Opportunity Act:

- Age
- Breastfeeding
- Carer status
- Disability
- Industrial activity
- Marital status
- Parental status
- Physical features
- Political belief / activity
- Personal association
- Pregnancy
- Race
- Religious belief / activity
- Sex
- Sexual orientation / lawful sexual activity
- Gender identity



# Sexual Harassment

- The RCH Sexual Harassment policy can be accessed [here](#)
- Sexual harassment is unlawful and is defined under the Victorian Equal Opportunity Act as:
  - An unwelcome sexual advance, or
  - An unwelcome request for sexual favours, or
  - Other unwelcome conduct of a sexual natureIn circumstances in which a reasonable person would have anticipated offence, humiliation or intimidation.



# Sexual Harassment

- Specifically, sexual harassment can include any of the following:
  - Staring or leering
  - Unwanted invitations
  - Displays of offensive or pornographic material such as posters, pin-ups, cartoons, graffiti or calendars
  - Intrusive questions or insinuations about a person's private life
  - Offensive communications such as letters, phone calls, e-mail messages, screen savers
  - Sexual comments, jokes or innuendo
  - Uninvited physical contact or gestures



# Sexual Harassment

- **The intention or motive of an alleged harasser is not relevant when determining whether the behaviour was unwelcome.** Sexual harassment focuses on how the conduct in question was perceived and experienced by the recipient rather than the intention behind it
- The unwelcome behaviour need not be repeated or continuous. **A single incident can also amount to sexual harassment**
- Note, however, that the perception of the recipient is not used to determine whether alleged incidents actually took place. An investigation may be required to determine this

# Bullying and Harassment

- The RCH Bullying and Harassment Policy can be accessed [here](#)
- Bullying is repeated, unreasonable behaviour directed towards an employee or volunteer or group of employees or volunteers, that creates a risk to health and safety



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# Bullying and Harassment

- **Unreasonable behaviour** means actions of individuals or a group, that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten
- **Risk to Health and Safety** includes risk to the mental or physical health of the employee or volunteer
- **Repeated behaviour** does not only refer to the same incident being repeated several times, it can also refer to an established pattern of behaviour from the same or different persons

# Bullying and Harassment



## Examples:

- Verbal, physical or psychological abuse
- Threatening or intimidating behaviour
- Excluding or isolating employees or volunteers
- Spreading malicious rumours and gossip
- Unreasonably denying leave, training or promotion
- Deliberately changing rosters to inconvenience particular employees or volunteers
- Deliberately sabotaging or impeding work performance
- Assignment of meaningless unrelated tasks
- Giving employees impossible assignments
- Deliberately withholding information that is vital for effective work performance



# Bullying and Harassment

## Bullying and Harassment is **NOT**:

- Feedback and counselling
- Issuing lawful and reasonable instructions
- Reasonable performance management
- Instructing staff to ensure safe work practices

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# What to do?

If you experience or witness discrimination or harassment in the workplace you should do one or more of the following:

- Speak to the person(s) involved and ask them to stop the behaviour
- Contact one of the VVP support staff listed at the start of this presentation

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# Professional Boundaries Policy

- The RCH Professional Boundaries Policy can be accessed [here](#)
- Professional Boundaries are integral to the relationship between those working in the caring professions and patients, clients, families or carers
- You should not allow a personal relationship to develop with a patient or patient's family

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# Social Media Policy

- The RCH Social Media Policy can be accessed [here](#)
- If personally using Social Media, you must not publicly disclose any information that may intentionally or unintentionally reveal confidential RCH information, or adversely affect the RCH public image or reputation.

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# Equal Opportunity Employer Summary

- RCH does not tolerate any form of
  - Discrimination
  - Sexual harassment
  - Bullying
- Please read and adhere to the Professional Boundaries and Social Media Policies

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# End of Section 1

- Before continuing, take a short 5 minute break if you like

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# Infection Control





# What is Infection Control?

- Preventing and managing the spread of infections
- Requires everybody to be involved for it to be successful
- Strategies, policies and procedures to protect children and carers from infectious diseases
- Is common sense

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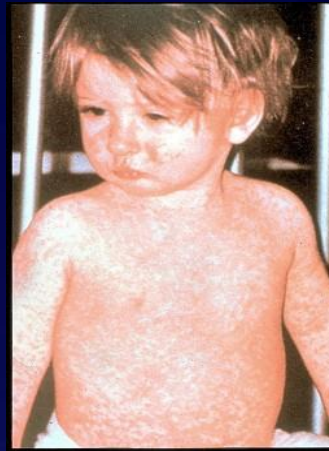


# How Are Infections Spread?



## Contact

e.g.  
gastroenteritis or  
chicken pox



## Droplet

e.g.  
whooping cough,  
influenza, measles or  
chicken pox



## Airborne

e.g.  
measles or  
chicken pox

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# How Are Infections Spread?

- The spread of disease in children is exacerbated by:
  - Incomplete immunisation
  - Close contact between children and caregivers
  - Partial / incomplete toilet training
  - Poor hygiene
  - Behaviours, e.g. mouthing toys



# How Are Infections Spread?

- By understanding how infections are spread, interventions can be put in place to reduce the risk

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# How Are Infections Spread?

- **Direct contact**

Direct personal contact with the infectious matter



- **Indirect Contact**

Contact with a contaminated object, surface or piece of equipment





# Minimising Risk

- Strategies, Policies & Procedures are in place for exposure to:
  - Secretions & excretions
  - Touching mucous membranes
  - Non-intact skin
  - Infectious children – suspected & confirmed



# Minimising Risk

- Protect yourself!
  - Know own immunisation and infectious disease history
  - Make sure your immunisations are up to date
  - Don't work if you are unwell
  - Use correct hand washing procedures

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# Minimising Risk

- DO NOT come to work with any of the following symptoms:
  - Diarrhoea and/or vomiting
  - Influenza
  - Colds/coughs/sore throats
  - Measles, mumps, rubella, chickenpox, whooping cough or a cold sore
- If unsure – see your doctor

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# Recommended vaccines

Vaccine	Recommended	Doses
Diphtheria, Tetanus & Pertusis (Boostrix)	If helping in patient areas	Once only
Measles/Mumps/ Rubella	If <40years, not had 2 immunisations or disease	2 doses - if no prior vaccination
Hepatitis B	Not routinely recommended for volunteers	3 doses
Influenza	Yearly	1 dose each year
Varicella (chickenpox)	If not had disease. Can check serology	2 doses

# Hand Hygiene

Hand hygiene is the single most efficient means to prevent the transmission of infection



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# Wash Your Hands:

- Before and after direct contact with a child
- When hands are visibly soiled
- After nappy changes and toileting
- After contact with equipment/ waste
- Between contact with different children
- Before handling food

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# Procedure for Hand Washing

- Wet hands thoroughly with warm water
- Lather all surfaces of hands thoroughly for 15 seconds, especially between fingers and around wrist
- Rinse carefully under running water
- Dry hands thoroughly
- Launder towels when damp



# Infection Control Summary

- Wash your hands!
- Make sure you are immunised
- Do not come to RCH if unwell
- Help to minimise risk by being aware of how infections are spread
- **WASH YOUR HANDS AGAIN!**

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# Thank you for your attention

# The hospital welcomes your participation in the Visiting Volunteer Program

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