



## **Visiting Volunteer Program Guidelines for Individual Visiting Volunteers**

The Royal Children's Hospital's commitment to excellence is enhanced by partnerships formed between RCH and various charitable individuals, foundations, and support groups. An individual representing such a partnership is referred to as a "Visiting Volunteer". Visiting Volunteers assist at RCH by visiting families as a representative of a support group or external volunteer organisation.

The Visiting Volunteer Program (VVP) is coordinated by a designated RCH staff member. This staff member will be the contact point for all enquiries regarding Visiting Volunteers, including application forms, coordination of visits and sign in/sign out procedures.

### ***Manner and Conduct***

- Visiting Volunteers will be mindful of the values of The Royal Children's Hospital:  
**Unity** - we work together to achieve our goals;  
**Integrity** - we act with honesty in all we do;  
**Excellence** - we strive for the highest quality in every aspect of our work;  
**Respect** - for everyone in our care and for each other.
- Visiting Volunteers must wear their supplied RCH photo identification on their supplied lanyard at all times.
- Visiting Volunteers should familiarise themselves with their Starter Pack, including the booklet "Your Guide".
- Visiting Volunteers are requested to appear neat and tidy, with minimal jewellery. Long hair should be tied back and strong perfume should not be worn.
- If a child/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 NEVER discuss treatment or treatment options, offer advice, or purchase medicine for patients or families.
- Visiting Volunteers must NEVER give any gifts to patients or families nor accept any gifts from patients or families.
- Visiting Volunteers must NEVER bring an unauthorised visitor with them.
- Any enquiries from the media in relation to RCH or RCH patients, families, or staff must be immediately directed to the VVP Coordinator, who will direct the enquiry to Corporate Communications. Likewise, Corporate Communications must be consulted before any approaches are made to the media.
- In the spirit of collaboration and cooperation, Visiting Volunteers should, in the first instance, raise any concerns or questions promptly with the VVP Coordinator. In the event that the concern is not satisfactorily addressed, the Volunteer should contact the organisational coordinator at their external volunteer group.

### ***Health***

- Visiting Volunteers should keep their immunisations up-to-date.
- Visiting Volunteers are reminded to stay away from the hospital if they feel unwell or have a rash, including seemingly minor ailments such as a sore throat or cold sore.