



HOPE & HEAL



GROW & SHARE



LOVE & CARE



SUPPORT & ENDURE



GUIDELINES FOR VOLUNTEERS

{ Well come

Welcome to our family of care!

Nelson Mandela Children's Hospital (NMCH) is a specialist referral academic children's hospital. By taking part in this programme, you have committed to supporting our patients and their families during their care here.

Your dedication is truly appreciated, but there are some key matters to keep in mind as you work within the hospital.



To be a volunteer you must

- have a warm heart, yet a firm hand;
- be patient;
- be approachable;
- be proactive;
- possess problem-solving skills.

Contact Information

Agnes Kambira
Volunteer Resources Manager

Email: agnes@nmch.co.za
Cell: 060 907 6485 / 076 351 5841



6 Jubilee Rd, Parktown, Johannesburg, South Africa
www.nelsonmandelachildrenshospital.org

Information for volunteers





Guidelines for volunteers

Dos and Don'ts

Do

- be wary when initiating touch; refrain from hugs, kisses, lifting or grabbing patients;
- be careful of making assumptions about gender, family dynamics, relationships and other personal matters;
- leave the room when the patient/parents are speaking with physicians or other healthcare professionals;
- always remember to follow instructions from the healthcare professionals in the unit you're in;
- remember, if you're unsure, consult the healthcare professionals in the unit.

Don't

- discuss any form of religion. Respect the religious/spiritual belief of the child and their parent/caregiver; don't preach or try to convert them;
- feed the patient - unless explicitly told so by a unit manager;
- give medication to a patient;
- offer any medical or alternative advice regarding treatment;
- take any photographs of the children or families;
- sit on the patient's bed;
- change a child's diaper;
- make promises to the patients and/or their parent/caregiver.

Safety First

Touch is only appropriate to ensure the patient's safety; for example, if the patient is about to fall.

If the patient is trying to remove their IV. It is important to try and distract them first. Should they continue to pull at the IV line, use your judgement by moving the patient's hands away from the IV line.

What type of touch is appropriate?

- High fives, fist bumps and handshakes.
- Securing the patient if they have an accident or could potentially fall and hurt themselves.
- Moving the patient's hand away from central line/IV line.

What type of touch is not appropriate?

- Restraining the patient: If the patient is trying to pull their central line do not use force to restrain. Call for help or press the nurse call button.
- Kissing, lifting, hugging, or carrying the patient.

In case of physical harm

- Whether it's you or the patient, always contact your supervisor or a nurse.
- No matter how big or small, please report all safety issues.
- If a patient is hurt, let a nurse/unit manager know immediately.

Unknown material

- Don't touch, taste, smell or attempt to clean this, but report it to your supervisor immediately.

What to do when you hear an alarm

- Stay calm
- Listen for instructions
If you are...
 - with a patient and the alarm is in your area, stay with them until help arrives.
 - not with a patient and the alarm is not in your area, continue with your volunteer responsibilities.

Suspect that something is a hazardous material?

- Report it to your supervisor/unit manager immediately.

Hygiene: Healthy behaviour prevents infection

- Prevent transmission of infection: Always wash your hands or use hand sanitiser when entering and leaving patient areas.
- Food or drinks are only allowed in the eating areas, and never in the wards/units.

Should you fall ill

- Stay home, and notify your supervisor.

What to do when you get to NMCH

- Come with a plan of action (if you are not clear what this is, consult with your supervisor before your shift);
- Report to your supervisor and sign in;
- Collect access card and activity box;
- Implement your plan of action for your shift;
- Sign out at end of shift, and hand in access card.