



Ethics and Volunteers

VOLUNTEER EDUCATION 2024

Research Suggested Ethical Challenges to Volunteers

► 4 Major Types

- Communication: Who should know the diagnosis? Example: child asking if patient is going to die.
- Conflict of Interest: Volunteers being asked to take sides or state opinions about care, funeral homes ect.
- Confidentiality: Being asked by an outsider about a person on hospice and their status
- Compromised care: Volunteer believes the patient is suffering and not getting adequate medication.

Other Common Ethical Concerns Among Volunteers

- ▶ Respecting family wishes: Example: Don't tell the patient you are with hospice
- ▶ Respecting patient wishes: Patient wants you to destroy something from their past so their children don't see it
- ▶ Being offered Gifts: Big or small
- ▶ Assisting with hands on care: They needed to go to the restroom and could get stood up, so you helped
- ▶ Dual Roles: Family and you go to the same church
- ▶ Boundary issues: Family asked you to stay longer than what was originally planned. They know more about you than you know about them.
- ▶ Talk about suicide: Active or passively
- ▶ Volunteers feeling inadequately prepared to handle ethical issues
- ▶ Volunteers not feeling supported by staff

What Ethical
Issues are you
Facing or have
you faced?



Dream BIG

- ▶ Say you are asked to help train the next group of volunteers. Tell us how you might better prepare volunteers to deal with issues similar to the ones you have described.

Blessing Ethics-BHS Values

- ▶ **Accountability:** Take ownership and foster an environment of ownership
 - Take responsibility for your words, work, actions, and outcomes without making excuses, creating a 'we/they' or blaming someone else
 - Take initiative to resolve issues or collaborate with others to achieve the best outcomes
 - Provide feedback privately for behaviors that do not reflect BHS values; accept feedback respectfully
 - Admit mistakes and take action to correct them
 - Stop negativity and gossip
 - Arrive on time, ready to focus for assigned duties
 - Ensure a clean professional image for yourself and our environment

- ▶ **Integrity:** Be honest and trustworthy
 - Tell the truth and do the right thing, and ensure the highest ethical decisions
 - Earn and maintain the trust and confidence of all with whom you engage
 - Be a positive voice for BHS in the workplace and in the community
 - Keep internal issues internal; do not discuss in front of patients, their families or the public
 - Follow through in a timely manner on commitments and requests or seek assistance
- ▶ **Compassion:** Be empathetic to the needs, concerns and suffering of others
 - Make eye contact, smile, greet everyone and be intentionally attentive
 - Give customers priority in hallways, elevators, and parking areas; escort visitors/patients to their locations
 - Use AIDET and interact in such a way to reduce patient and family anxiety
 - Anticipate the needs of others instead of waiting to be asked; pursue every avenue to help
 - Keep patients/customers informed of progress and delays

Blessing Ethics- BHS Values

- ▶ **Respect:** Value others' feelings, wishes, rights, identities, traditions, and beliefs
 - Use words/body language that communicates courtesy, dignity and seeks to put every person at ease
 - Protect the privacy, property, dignity, and rights of everyone
 - Allow others to share concerns, ask clarifying questions, or offer ideas without fear of judgment
 - Communicate in ways others can understand (e.g. no medical jargon)
 - Make thanking others for their contributions and accomplishments a habit
 - Manage up providers and coworkers by communicating their strengths to others
 - Use personal electronic devices for emergency purposes only or during breaks/meals
 - Use proper names vs nicknames unless given permission to do differently

- ▶ **Excellence:** Strive for exceptional performance in work, care, quality, safety, service, and finance
 - Learn patient/customer needs and expectations and work to exceed those expectations
 - Apply consistent effort to achieve superior performance in department and organizational goals
 - Look for ways to improve how we work by challenging the status quo
 - Use resources (time, personnel, equipment, supplies, technology) responsibly
 - Practice service recovery if we miss the mark
 - Continually learn to enhance your skills and abilities to serve
 - Use tools/equipment properly; follow policies and procedures designed for safety and do not take shortcuts
 - Report actual or near miss safety events
 - Make effective handoffs
 - Ensure a clean professional image for yourself and our environment

Code of Conduct

► **Standards of Conduct:**

► Personal Conduct

- We respect confidentiality and privacy.
- We will be responsive, caring, concerned, friendly and respectful.
- We do not offer or accept financial inducements.
- We work to achieve/maintain a healthy and safe environment for everyone.
- We work to achieve a workplace that is free of discrimination or harassment.
- We will submit properly incurred business expenses promptly and accurately.
- We are honest in our communications and business relationships..
- Practitioners will maintain current licenses.
- We will be accountable for our actions.

► Conduct in Service to Patients/Customers/Family

The virtues of compassion/empathy, faithfulness, justice/advocacy, and practical wisdom may serve as a basis for ethical decision making for hospice staff and volunteers.

THE HOSPICE TEAM
IS HERE FOR YOU
AND YOUR
SUPPORT.
ANYTIME YOU
NEED GUIDANCE
PLEASE CALL!