



## **ETHICS RULES OF VOLUNTEER OF KHH**

### **I - Participation in the activities of the public institution "Kaunas Hospice House" (KHH), presentation of the institution**

- The volunteer must strictly adhere to the relevant ethical norms and principles of Christian morality in his / her work.
- The volunteer must adhere to KHH's values and operational goals.
- The volunteer must disseminate information about the services provided by KHH. It is important that society has right understanding of the activities of KHH. Volunteer representing KHH at public events, media, contacts with other organizations must coordinate their actions with managers so as not to cause harm.
- The main purpose of KHH is to look after the interests of customers and it is forbidden to pursue other interests.

### **II - Allocation of powers in matters of assistance.**

- The volunteer does not make recommendations or answer questions on topics for which he or she does not have the necessary competencies. Refers to competent specialists, indicates sources of qualified information.

### **III - Customer Confidentiality**

- The volunteer keeps information about the client and about his or her personal life and illness. All written information about customers is also confidential. The volunteer does not disclose confidential information about the client without his consent to third parties, except in cases provided by the laws of the Republic of Lithuania.

### **IV - Customer relations (patients and their relatives)**

- The volunteer always asks the client what he wants and does not make assumptions about his behavior.
- The volunteer avoids informing the client about their personal life unless it is appropriate a conscious goal that benefits the customer.
- The volunteer is impartial, i.e. it must not allow racial, linguistic, religious or other similar factors affect his relationship with the client.
- The volunteer respects the client's beliefs and does not impose his or her own ethical, value, and similar norms or views.
- The volunteer does not negatively affect the client's trust in the treatment and the medical staff who assist him.
- The volunteer cannot charge the client.

### **V - Relations with colleagues**

- The volunteer must provide regular information to the members of the KHH team under their authority: the director, doctor, social workers, nurses, volunteer coordinator.
- The volunteer must maintain a warm relationship with all staff and volunteers.
- The volunteer should help a colleague if he / she notices that his / her help is needed.

### **VI - Self-assessment, request for self-help**

- The volunteer is aware of the limitations of his / her ability to help and behaves accordingly, seeking help when he / she need rest or need help for personal reasons.