



## BEHAVIOURAL CODE (2014)

As a representative of Hospivision I undertake to subject myself to the following code of behaviour whenever I provide spiritual and emotional support, care and counselling to patients, their family and staff of the hospitals in which I work:

1. I will at all times treat all people with whom I come into contact with courtesy, love and respect, irrespective of their attitude, colour of their skin or faith.
2. I undertake to be faithful in my obligations when I do spiritual and emotional support, care and counselling and to submit an apology when I am unable to do so.
3. Should the situation dictate such that my presence is essential and I am unable to attend, I undertake to make the necessary alternative arrangements.
4. When working with patients, their families and staff, I undertake:
  - a. To be sensitive to the needs of the patients
  - b. To be sensitive to and considerate of the personal opinions and convictions of the people to whom I am providing spiritual and emotional support, care and counselling
  - c. When providing spiritual and emotional support, care and counselling to members of other Christian churches than my own, to avoid contentious subjects such as baptism, gifts of the Holy Spirit and Holy Communion.
  - d. When providing spiritual and emotional support, care and counselling to members of other faiths, to treat them and their beliefs with respect and sensitivity, to avoid contentious subjects and not to embark on proselytising
  - e. To be aware of the uniqueness of the medical and hospital context when addressing, or referring to, issues relating to laying of hands, salving with oil, praying for healing, using the concepts of "Healing", "Divine healing", "Miracle healing" as well as "Demon possession" and "Satanic oppression".

- f. Not to interfere with, advise on, or comment on the quality and nature of medical treatment in any way
  - g. Not to touch patients physically unless I have their express permission to do so, and should such permission be given, to make physical contact only with hands, and, in prayer, the forehead of the person being prayed for.
  - h. When a patient, family member or staff member of his or her own volition asks to be hugged, I will do so in an honest and open way.
  - i. To treat other people's property with respect
  - j. To treat personal information with the utmost respect and confidentiality
5. I will not remove any property from the premises unless I have received the express permission of the people in charge.
  6. I will not misuse any property or service available to me (such as telephones or other facilities and supplies) for personal benefit, and will only use these facilities and supplies according to the purpose for which they are provided. I understand that this does not preclude the use of such in cases of personal emergency, in which case I will request permission from any permanent staff member on duty.
  7. I undertake to report punctually for any duty I have accepted
  8. I undertake always to behave in an orderly manner and dress neatly and conservatively when I provide spiritual and emotional support, care and counselling to people.
  9. At no time will I make myself guilty of a breach of good manners.
  10. Under no circumstances will I intimidate or victimize people.

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Full name

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ID Number

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Signed

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Date