



VOLUNTEERS' & PRACTICUM STUDENTS' POLICY



ST. KIZITO HOSPITAL MATANY
MOROTO DIOCESE - KARAMOJA
P.O. BOX 46, MOROTO - UGANDA

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Preamble

About this Hospital volunteer's policy

St. Kizito Hospital – Matany, is a Private Not for Profit Hospital belonging to the Catholic Diocese of Moroto and accredited by the Uganda Catholic Medical Bureau following its directives as well as those of the Ministry of Health of Uganda. It also heads the Bokora Health Sub-District as far as supervision of peripheral health units is concerned.

Matany Hospital is a teaching hospital not only for those young people training at our Nursing and Midwifery School but also for other Ugandan Medical Students at different stages of their training who regularly come for their electives, pre-internship, internship or for research purposes on a personal basis.

The hospital as a means to attract potential future personnel, shall always welcome both clinical and non-clinical students for practicum placements only if room has been identified by departmental heads in liaison with the Human Resources Office. Through this mode of search, the hospital will be able to access the *crème de la crème* among the students on the practicum who will potentially be kept and recruited in the hospital.

Matany Hospital has for a long time privileged Ugandan volunteers. Through their understanding of the context -sometimes even the local language, they are more conversant with the prevalence and management of diseases in the country thus requiring less supervision; That way, they are capable of offering a lot of services after a short time of adaptation. Furthermore, drawing from the Hospital's experience over the years, these volunteers are more likely to come back and join the team in serving the people in Karamoja.

Over the years the Hospital received requests from mainly medical students from abroad to be granted short term internships or placements. It was noticed, that it takes about two weeks for someone to get an idea of how our health services and departments are organised and functioning.

This hospital volunteers' policy derives from the Hospital Employment Manual. It aims at guiding the hospital on the procedures and management of hospital volunteers. It is well designed to give an overview of how volunteers relate to the hospital and provides a guideline on how the hospital handles local, international volunteers and students on practicum placements.

The hospital does not accept any traces of a "voluntourism" movement because this may cause unnecessary scepticism and at the same time be a liability to this non-profit institution.

The objective of this policy is to ensure correct and fair handling of volunteer issues and matters by establishing defined and clear rules and procedures.

Article A. Mission statement of the hospital

"To provide comprehensive sustainable health services that ensure healthy lives, uphold patient satisfaction and respect human dignity." - The Hospital pays special attention to provision of health service to vulnerable groups like, children, women, disabled and elderly.

Article B. Background

Matany Hospital values the human function as a vital resource for its development and goal attainment in as far as providing holistic, integrated and sustainable health care to all, giving attention to the less privileged and vulnerable social groups is concerned.

Article C. Definition of the terms

The term **volunteer** owes cores from Latin '**Voluntas**' which means to will. It would mean willing to do a thing without grand expectations expressed either in monetary or any other form of gratitude. In general terms, **volunteering** is the practice of people working on behalf of others or a particular cause without payment for their time and services.

Volunteering is generally considered an altruistic activity, intended to promote good or improve human quality of life. For Christians, volunteer work is not merely an expression of good will. It is based on a personal experience of Christ. (Philem 6). God's heart is for serving others.

During the voluntary service, a volunteer gets opportunity to sharpen their own skills, meet other practitioners, make impression for possible employment, and a variety of other prospects. These could be considered not only self-serving, but also serving the Vision and mission of the Hospital. The scope of voluntary services is not limited to medical but also Technical, Social among others, all aimed at healthcare provision.

For purposes of this policy, the following shall mean:

- i. **A volunteer:** an individual rendering unpaid service by utilising their demonstrable knowledge attained from studied programs or working experience a given field
- ii. **Internship:** A placement that offers supervised practical experience
- iii. **Pre-internship:** A non-mandatory period of medical practice prior to the institutionally recognised Internship.
- iv. **In-charge/HoD:** The line manager/supervisor of a department/ward in the hospital.
- v. **HMT:** Hospital Management Team
- vi. **Students on internship/ Practicum Placement:** These are students that are in their final stages of study who express interest to be given chance to exercise and practice what has been taught to them so as to gain skills in their line of specialty.

Article D. Classification of volunteers

1) The Local Volunteers

Comprised mainly of fresh graduates in various professional disciplines that express interest and apply for slots of voluntary service. These are both clinical and non-clinical.

2) International Volunteers

On the other hand, the hospital attracts international volunteers, both clinical and non-clinical. International volunteers often choose Matany Hospital due to invitation, recommendation by previous volunteers, personal initiative and research. They are then attached to certain Health programmes in the hospital for the agreed duration as per this guideline.

3) Expatriate Volunteers

International Professionals with experience in different fields of work who wish to come to Matany Hospital to offer "Pro Bono" services are welcome upon satisfying this policy.

Article E. Requirements

The following requirements are mainly to foster a better integration of volunteers with the Hospital Staff so that their collaboration may provide a mutually beneficial encounter with the hospital.

- 1) High degree of personal motivation and willingness to serve the poorest of Uganda. For this, a motivation letter is required
- 2) Open mind and respect towards different cultures and ways
- 3) Fluency in the spoken and written English language
- 4) Documents proving their abilities and standard of training (CV)
- 5) Level of human maturity to be able to face isolation and challenges which may come from having to deal with different systems of work and environment
- 6) Open to learning new ways and sharing experiences with Ugandan colleagues
- 7) Information regarding their coming in advance (2-month notice at least)
- 8) Preference is given to those from postgraduate schools (residency`)

Article F. Purpose for volunteering

It allows exchange of ideas, experiences and skills among staffs, consequently enriching their job knowledge. The hospital treasures a lot the presence of international volunteers who have in one way or the other improved the hospital services for example in the Emergency section and other donor backed programmes.

Article G. Policy Guidelines

- 1) Volunteering in the hospital shall be open to all persons who shall fulfil eligibility requirements.
- 2) A maximum of two expatriate volunteers can be hosted at the same time
- 3) Volunteering shall be deemed acceptable when a particular gap has been identified in a particular area of work.
- 4) The volunteer applicant shall present **indubitable** academic credentials before acceptance. Further a motivation letter and a CV are required.
- 5) Expression of willingness to work as volunteers by the applicants through applications.
- 6) Performance evaluation shall be done by the HoDs, In-charges from time to time preferably at the end of the month but this shall not deter the Immediate supervisors from routinely appraising them.
- 7) The volunteer shall, like other hospital employees, abide by the rules and regulations of the hospital as contained in the Hospital Employment Manual and the ethical code of conduct.
- 8) Clinical cadre volunteers shall not be allowed to operate alone but shall work alongside the senior staff to avoid cases related to medical related accidents and risks.
- 9) A reference from one or more friends of Matany Hospital, although it is **optional**, can strongly support the application.
- 10) Volunteers may not publish, post, or otherwise make disparaging statements about the Hospital or its workers on any social media site or to the patients nor their attendants. When displeased, inform the administration to review the issue.
- 11) The volunteers should maintain patient confidentiality; refrain from publishing, posting, or otherwise communicating about patients or patients' families on any social media site without consent and authorization from the administration

Article H. Process of engagement:

Volunteers and students, submission of credentials shall be considered important. After submission of the documents for study and verification by the HMT, communication shall be made to the applicants through email or any other means available.

If accepted, the student/volunteer shall report to the Human Resources Officer or the Cadre supervisor (Medical Superintendent, Senior Nursing Officer, Administrator) and be taken

through an induction which will help the student/volunteer getting acquainted with the hospital terms and conditions.

Article I. Position

The volunteer will be carrying out assignments under the direct and close supervision of the Head of Department or the In Charge who will carry out an assessment from time to time. The volunteer shall be closely monitored by the Immediate supervisor to avoid problems.

Article J. Duration

A minimum of two months duration for any fruitful internship is mandatory.

Individuals with profound expertise in an area of interest can be offered an exemption from this rule.

Article K. Facilitation

Matany Hospital is not in position to offer a volunteer facilitation. Therefore, it will be vital for the volunteer to note that she/he will be responsible for his/her own up keep while with the hospital during that period.

Accommodation and meals: International volunteers will pay 300 Euro per month in contribution for full board accommodation; self-contained rooms, laundry services and 3 meals daily.

Medical care: International volunteers are requested to take out a comprehensive health insurance. In the event of illness, the volunteer has to report to the Medical Superintendent or an assigned Medical Officer and seek the necessary care and treatment within the hospital. In case of needed referral, the volunteer will meet the cost privately.

Article L. Expectations

From the Hospital

- 1) The Medical superintendent or a delegate will provide a concise orientation upon a volunteer's arrival. This will include familiarization with hospital policies, procedures, safety protocols, and cultural sensitivity. Additionally, overview on patient interaction, confidentiality, and emergency response procedures -all to ensure volunteers are prepared for their roles within the hospital.
- 2) The Hospital will provide a conducive learning environment and the possibility to work under the supervision of a senior doctor
- 3) Access to interdepartmental meetings in order to have a wider picture of how the Hospital works
- 4) Access to internet facilities is limited. We request students/visitors to purchase their own data bundles from a local service provider (Airtel has the best network around Matany)

From the volunteer

- 1) You will report for the morning meetings/assembly in your department on each working day.
- 2) Information on your other scheduled activities such as trips, visits or tours should be communicated in advance to the administration to enable organization of duties.
- 3) In case of any absence from duty, scheduled or unscheduled, the line supervisor will need to be informed beforehand. This is to ensure proper duty allocations and to look out for your safety.

4) Occasionally, a verbal or written feedback or impression of the Hospital might be requested upon completion of the duration of placement.

Article M. Working Days / Hours

| Days | Time |
|-----------------|------------------------|
| Monday - Friday | 8:00 am – 6.00 pm. |
| Saturday | 8:00 am – 1.00 pm. |
| Breaks | Time |
| Midmorning | Varies per department |
| Lunch | 1:00 p.m. to 3:00 p.m. |

However, this will be dependent on the task one is doing and the department one operates in. The volunteer shall undertake work as laid down and as may be scheduled from time to time.

Article N. Duties/Obligations

The volunteer will be expected to perform duties attached to the post given him/her and any other duties that may be assigned to but always under the supervision of his/her supervisor.

Place of Work

The volunteer will also work in places as may be directed by the `Head of Department or the In Charge or his/her representative under the direct supervision of the immediate supervisors or in charges.

S/he will have to comply with all lawful instructions and devote the whole of his/her time and abilities during working hours to duties given him/her.

Article O. Recognition and appreciation

The hospital shall provide **NO** financial benefits to volunteers. Being a private not for profit institution, Matany hospital will not be in position to offer any monetary appreciation to a volunteer upon successful completion.

The hospital may explore other mechanisms to recognize and appreciate the contribution of volunteers. If required and/or requested, this may include Letters of Recommendation or acknowledgement to honour the dedication and service of volunteers.

Article P. Resolution of a volunteering placement

In the event that you need to end your volunteer service or take a leave of absence prior to completion of the agreed period of stay, please notify the hospital administration immediately. This will enable further preparation.

The Hospital Management Team shall reserve the right to resolve the placement without notice if there has been a breach on the part of the volunteer and this shall be in writing. The duration for a voluntary placement shall be minimum 2 months. A renewal after this period shall be done if need for the same has been identified. The Ethical Code of conduct shall strictly be adhered to and any breach shall call for termination of engagement without notice.

Note: It is so vital to note that volunteers are not hospital employees but are aides to staff who will require a high level of supervision. This supervision will help avoid unnecessary problems to the hospital most especially those staffs that handle patients on the ward.