The CRUDEM Foundation/Hôpital Sacré Coeur
Policies & Guidance
For
Volunteers

The mission of The CRUDEM Foundation/Hôpital Sacré Coeur is to operate a Catholic hospital, providing quality healthcare to the sick and the poor of northern Haiti, and to be a medical and public health educational center of excellence for all of Haiti. Consistent with the tradition of Catholic healthcare, The CRUDEM Foundation/Hôpital Sacré Coeur aspires to serve to the poor of Haiti in the following ways:

- Providing accessible, quality healthcare;
- Embracing all people in need regardless of religion, economic status or medical condition;
- Protecting children who come to Hôpital Sacré Coeur for treatment or who are otherwise present on the campus;
- Responding with faith, integrity, respect and excellence;
- Meeting others with an open heart and open mind; and
- Upholding and honoring the inherent dignity of every individual we serve.

The following policies and guidelines were developed to ensure high quality of patient care while providing for the safety and security of volunteers.

POLICIES AND GUIDELINES

1. Dedication and Professionalism

Volunteering at Hôpital Sacré Coeur is not a vacation. It requires the same level of dedication and professionalism as any paid position in a hospital in the United States. Accordingly, volunteers are expected to conduct themselves as they would at their place of work. If a practice or procedure would not be permitted in U.S. hospital, it should not be attempted at Hôpital Sacré Coeur.

2. Hospital Management

Volunteers are required to follow the instructions and guidance of Hôpital Sacré Coeur’s Chief Executive Officer and those members of his staff he has designated to exercise supervisory responsibility at the hospital.

3. Compliance with the Laws of Haiti

Volunteers at Hôpital Sacré Coeur are required to comply with the laws of Haiti. As a rule of thumb, if a particular behavior or action is not lawful in the US, it is probably not lawful in Haiti and should not occur at Hôpital Sacré Coeur.

4. Research Involving Human Subjects

While serving as a volunteer at Hôpital Sacré Coeur, volunteers are prohibited from undertaking or otherwise performing research involving human subjects without the express written consent of the president of The CRUDEM Foundation. Such consent shall not be granted without evidence that the proposed research project has fully satisfied the requirements of all applicable laws, rules and regulations, including 45 CFR part 46.
5. Child Protection

Hôpital Sacré Coeur has duty to protect children who are present on the campus. Volunteers should never be alone with a child and should avoid any conduct with a child which might give the appearance of impropriety. Volunteers should be attentive to warning signs that might indicate child abuse, including sexual abuse, and to report same to hospital management.

6. Catholic Identity

Hôpital Sacré Coeur is a Catholic healthcare institution and we are faithful to the teachings of the Catholic Church. We do not prescribe, promote or distribute contraceptive devices or medications. We teach and encourage natural family planning. Hôpital Sacré Coeur does not offer abortion services, sterilization techniques or artificial reproductive therapies.

7. Confidentiality

Hôpital Sacré Coeur protects and respects the privacy and dignity of all patients, patient families and staff. Professional consultations about patient medical matters are an essential part of patient care but such discussions should not occur in any place where the confidentiality of the subject matter cannot be protected. Likewise, a patient’s medical records should be closely controlled to ensure that access is restricted to those professionals involved in that patient’s care.

8. Safety

Volunteer safety and the safety of those patients under our care is the responsibility of every staff member and volunteer at Hôpital Sacré Coeur. Volunteers are required to report safety concerns to hospital’s Chief Executive Officer and the volunteer’s team leader.

9. Alcohol Consumption

The moderate consumption of alcohol is permitted in only the residential compound. Volunteers who consume alcohol are prohibited from seeing patients or otherwise exercising any patient care responsibility for at least eight (8) hours from the last drink. Volunteers are prohibited from performing any surgical or otherwise invasive procedures for at least twelve (12) hours from the last drink.

10. Tobacco Use

The use of tobacco products on the grounds of the hospital or the general services compound is prohibited. Tobacco use at the residential compound is prohibited within the buildings, but may occur outdoors.

11. Personal Property

The CRUDEM Foundation/Hôpital Sacré Coeur is not responsible for personal property lost or stolen during a volunteer’s stay in Milot. Volunteers are encouraged to leave valuable property like jewelry and electronics at home. There will be little use for these items while working at Hôpital Sacré Coeur.
12. Gratuities

Volunteers are prohibited from accepting gratuities or gifts from patients. If a gratuity or gift is offered to a volunteer, the volunteer should express appreciation but respectfully decline the offer. Volunteers are discouraged from giving gifts or money to Hôpital Sacré Coeur staff, patients, or patient family members. If a volunteer wishes to make a donation to the hospital or a community project, the volunteer should send the contribution to The CRUDEM Foundation accompanied by a letter stating the intended purpose of the donation.

13. Accidents and Injuries

All accidents and injuries involving a volunteer must be reported to Hôpital Sacré Coeur’s Chief Executive Officer and the volunteer’s team leader.

14. Hôpital Sacré Coeur Vehicles

Hôpital Sacré Coeur vehicles, including motorcycles, scooters and other conveyances, are to be used exclusively by hospital staff for hospital business. Volunteers are prohibited from using Hôpital Sacré Coeur vehicles or any vehicles during the volunteer’s stay in Milot.

15. Local Travel

Volunteers are discouraged from leaving the residential compound after sundown other than to go to the hospital. When traveling to or from the hospital in the evenings, volunteers are required to travel in pairs and inform the appropriate team leader of their whereabouts.

16. Accommodations and Housekeeping

Upon arrival at the residential compound, volunteers will be assigned housing by Hôpital Sacré Coeur staff. Cooking in the rooms is prohibited. Volunteers are required to clean-up after themselves and treat the facilities with respect. Volunteers are expected to be considerate of other residents in the compound and keep noise to a minimum after 11:00 PM. Towels and scrubs are available for use by volunteers. To control costs, volunteers are asked reuse towels and scrubs. Volunteers are permitted to use the laundry facilities in the compound, but should keep such use to a minimum.

17. Disputes

Disputes regarding a volunteer’s experience to Hôpital Sacré Coeur’s should be reported to the hospital’s Chief Executive Officer and the volunteer’s team leader.

18. Whistleblower Protection

Like everyone associated with The CRUDEM Foundation/Hôpital Sacré Coeur, volunteers are required to report good faith concerns about violations of law, ethical infractions, corruption, fraud and other compliance related matters regarding the operation of the foundation or the hospital. Volunteers should report their good faith concerns to the hospital’s Chief Executive Officer or to the president of The CRUDEM Foundation at crudem@mail.holyname.org. It is the policy of The CRUDEM Foundation that no retaliation or adverse action
shall be taken against any person who reports in good faith a concern regarding the operation of the foundation or the hospital.

19. Emergencies

Emergencies and requests for evacuations should be reported Hôpital Sacré Coeur’s Chief Executive Officer or the member of his staff designated to handle such matters. If it is not possible to reach the Chief Executive Officer or his designee, please contact The CRUDEM Foundation office at (413) 642-0450.