



## Membership Rules & Code of Conduct

Please review the Rules & Code of Conduct to ensure you are willing and able to meet all requirements. Each item must be adhered to at all times during events.

### **Rules & Code of Conduct**

1. Members should always put kids and event guest's safety and enjoyment first.
  - a. Do not give props or costume parts to any child or event guest. If someone takes something belonging to a character, the Event Lead should be notified and will handle the situation.
  - b. Avoid personal conversations with other members and guests while at an event. Stay in character and maintain character integrity.
    - i. If there is a lull in activity, members may speak to one another as long as it is done quietly and kept clean and child friendly.
  - c. Members should be approachable and avoid clustering together.
2. Costumed members must maintain quality costumes, wigs, and props and be readily recognizable. Costumes must be approved and meet the Costume Criteria.
3. Non-costumed members should maintain character integrity and be available to direct guest questions to the Event Lead and assist with activities.
4. Event Leads are in charge of events and act as the intermediary between the client and CAUSEplay for Hope. All client and guest questions should be directed to the Event Lead as they will be fully briefed on what to say about the group and availability.
5. **Scheduling and Attendance**
  - a. Characters are selected by what is needed or requested for a specific event. Non-character members are selected by first-come, first served unless otherwise stated.
  - b. Only members who have been registered for a specific event may attend. Do not show up to a hospital or event without permission.
    - i. If a CAUSEplay for Hope member is attending an event with a different organization, it is expected that they will stay with the other organization and represent them. Different organizations have different rules and CAUSEplay for Hope members will be held to a high standard.

- c. A 48-hour notice is requested if backing out of an event. This ensures the Event Lead has time to backfill the position, especially if a specific character or type of character has been requested.
- d. Arrive at the scheduled time. Members who are sick or running late must let the Event Lead know ASAP so they can be replaced or adjustments can be made on site.

6. Personal Devices

- a. No personal photography at events or hospital visits.
  - i. Approved photos will be posted on CAUSEplay for Hope's social media and can be shared.
  - ii. Costumed selfies while at an event are not allowed.
- b. Personal cell phones are for emergency use only.
  - i. Cell phone use is restricted to the event Organizer and/or the event Handler. Costumed characters should not be seen using cell phones. If a phone must be used, members must step away to a pre-designated "private area" where the character will not be seen by guests using a phone. Cell phones should be kept out of sight.
  - ii. All event photos, including the official group photo, are ONLY taken by the event Organizer or the event Handler.

7. Social Media and Online Conduct

- a. Do not make posts (text and/or pictures) that poorly reflect on CAUSEplay for Hope. Keep personal posts appropriate and clean.
  - i. Volunteers shall remain cognizant of the fact that Clients and Partners regularly track down members through social media posts.
  - ii. All public posts to social media by members should reflect positively on the member and CAUSEplay for Hope.
- b. Members may not tag hospitals or charity events in any posts they make regarding a visit or event.
  - i. Tagging will happen on official CAUSEplay for Hope social media.
    - 1. These posts may be shared.

8. Hospital Rules

- a. Members must pass and be signed off on Hospital Visit training before attending a Hospital visit or event.
- b. If a member has been ill within the last 48 hours, they may not attend a hospital visit or event.
  - i. Children may be immunocompromised and need to be kept free of "extra" germs.

- c. NO pictures may be taken of the children. Any photos taken must be cleared by the hospital. This is an important consideration for the privacy of patients and their families.
- d. Do not ask any health related question to patients or their families. Do not share any health related information with anyone outside of the hospital.
- e. Avoid greetings which can be misconstrued as an inquiry into a patient's physical and/or emotional well-being (i.e. "How are you doing?" "How are you feeling?" "How is your day going?") or implies future visits and refers to length of stay in the hospital (" i.e. "See you soon." or "Hope you get to go home soon."
- f. Do not offer gifts or opportunities of any kind to patients. The Event Lead communicates directly with the hospital Child Life Staff and the Staff will manage expectations if CAUSEplay for Hope has a specific resource it can offer. The visit itself is a gift to the patient.
- g. Do not inquire about specific patients. All hospital staff must maintain patient confidentiality. The Child Life Staff will operate on behalf of the patients' best interest.
- h. Do not provide personal contact information to patients or their families. Do not contact patients and families via social media.
- i. Respect cultural and religious differences that patients and their families may have. Do not discuss personal religious beliefs.
- j. No Latex
  - i. This is a severe allergy concern for many patients.
- k. Hospital visits are under the direction of Child Life Staff. Always remain with the Staff person. Do NOT venture off unless specifically directed by a Child Life Staff member.
- l. All volunteers/visitors must be 18 years of age or older.
- m. Current flu immunization is required during flu season (October to May, unless otherwise specified). Masking may be required.

Disciplinary action may be taken against members who repeatedly or intentionally fail to follow our Code of Conduct. Disciplinary actions will vary depending on the violation. Possible consequences include:

- Reprimand (verbal or written)
- Retraining
- Probationary period
- Suspension or termination of membership

*By signing this form you hereby acknowledge and accept all Membership Rules & Codes of Conduct.*

Printed name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_