



هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

Striving for you

DHA volunteer team

Corporate Environmental Health & Safety Dept



1 The general objective of the program:

The volunteer program “Striving for you” aims to organize the volunteering work within Dubai Health Authority by encouraging volunteers to volunteer in the community. It aims to promote the values of cooperation by achieving solidarity and human spirit through team work as one community. Furthermore, “ Striving for you“ program aims to also promote the expertise and skills of volunteer members by serving local communities in their locations for the sake of the happiness of others.

2 The concept of volunteering:

The aim is to achieve a public benefit by carrying out an organized volunteering activity according to the agreement, whereby the volunteer participates voluntarily during his personal time using his skills and efforts without any remuneration .

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The objectives of the program:

- Spreading a culture of social responsibility amongst the authority's employees.
- Motivating employees to engage in social, health, sports and other social initiatives and programs voluntarily without financial compensation.
- Qualifying UAE Nationals in the field of social responsibility.
- Benefiting from qualified and trained human cadres and harnessing them to serve the society without personal benefit.
- Maintaining the sustainability of the resources available in the authority and working to develop and maintain it.
- Strengthening partnerships with various sectors whether government and/or private health agencies to support social responsibility activities and a sustainable environment.
- Support the authority in obtaining local and international accreditations and awards in the field of social responsibility and volunteering.
- Enhancing the authority's position within the institutions that support social responsibility.

Dubai Health Authority volunteer cards:



Elderly Patient Card:

Visiting patients in hospitals and providing them with mental and moral support, through engaging them in daily activities and helping them to eat regulated meals



Sick Children card:

Visiting children in hospitals and providing them with educational and moral support by spending and participating in recreational games, encouraging them to eat healthy meals and gain healthy eating habits



Health Events Card:

Participation in organizing and implementing health activities, forums, and conferences launched by the Dubai Health Authority whether internal and/or external (for example: World Health Day - Mental Health Day)



Social Activities Card:

Participation in organizing and implementing social and humanitarian activities in the Dubai Health Authority, both internally and externally (for example: International Women's Day, International Orphan Day, People of Determination Day ...)

Dubai Health Authority volunteer cards:

Patient reception card:



Receiving patients and visitors by providing them with assistance with the registration procedures, distribution of brochures and questionnaires

Specialized volunteer card:



Organizing specialized volunteering programs approved by Dubai Health Authority.

Participation in the specialized volunteer work requirements are:

- To meet all the conditions required to practice the profession related to specialized volunteer work, including the necessary licenses or permits from the competent authorities.
- To meet the technical conditions and standards set by the Dubai Health Authority.

Donations:

Volunteers or volunteer work teams are prohibited from collecting donations, allowing their collection or promoting donations through any medium, except after notifying the entity by obtaining an approval from the relevant department in this regard.



The volunteers:



It is everyone who voluntarily acts without coercion or pressure to participate in the activities and initiatives launched by the authority with no remuneration in return.

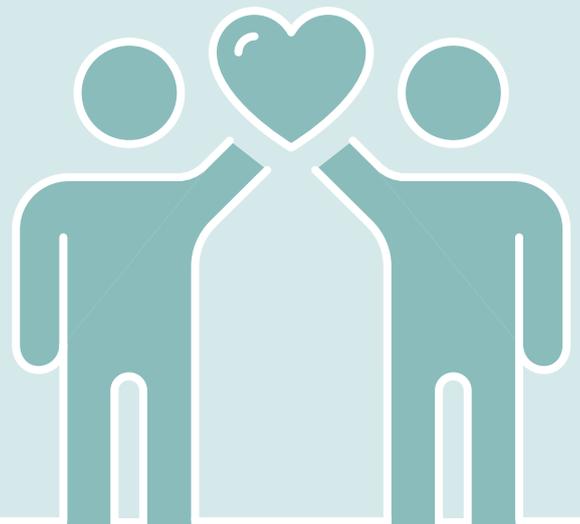


The volunteer is approved through a personal interview where the organizational unit decides based on the volunteer's personal evaluation to ensure that the tasks assigned to him are compatible with his/her's qualifications and physical capabilities to avoid harm in any way.

Voluntary introductory workshop:

The volunteers are subject to attend an introductory workshop that includes the following topics:

- Volunteer services
- Environmental and Health Regulations
- Fighting the infection
- Responding to customer needs
- Communication skills
- Maintaining patient confidentiality
- Fire safety
- How to deal directly with patients



Volunteer hours:



Attendees:

- The volunteer must adhere to the scheduled hours by registering his/her's attendance and/or leave with the supervisor responsible for the work.



Volunteer hours:

- Volunteers must work a minimum of five working hours per week
- The schedules are set by the volunteer program team at the Dubai Health Authority
- The volunteer must abide by the working hours assigned to him or her.



Commitment:

- Volunteers must commit to a period of not less than thirty hours (30).
- Absence is only permitted twice during the period of volunteering.
- The volunteer must accept directions and orders from the responsible supervisor.

General appearance etiquette:



Commitment to the dress code stipulated in the Dubai Health Authority Code of Conduct, to take care of his or her's personal appearance within a professional working environment.



The volunteer must always wear the DHA ID badge to show their identity at all times.



The volunteer must use DHA's equipment and tools correctly without negligence to avoid any legal liability.

Privacy and confidentiality:



Confidential information is information owned by DHA and the volunteer is obliged not to disclose any confidential information.

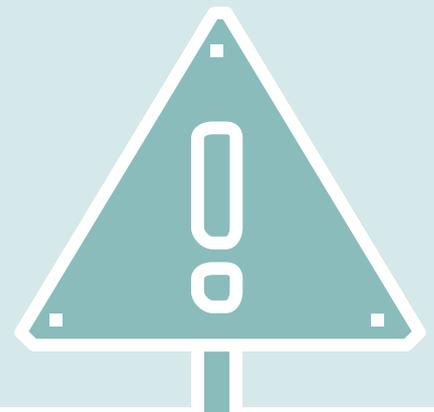
- The Volunteer is not allowed to publish nor disclose whether verbally or in writing any patient confidential information to any persons who are not authorized to deal with this information.
- The volunteer is not permitted to access, view, or disclose health information to patients or share it without prior official authorization to do so.
- Furthermore, the patient must be properly covered while being transferred from one place to another.

Health and safety instructions and guidelines for volunteers:

- Volunteerism is only initiated when all health and safety knowledge is completed and signed.
- Commitment to wear personal protection equipment as required by the nature of the work that the volunteer does to avoid injuries.
- Commitment to follow all instructions issued by the responsible supervisor.
- Knowing the workplace and its safety procedures that must be followed.
- Attention to the warning boards and not to approach and enter from the places that it is prohibited to approach or enter, except for the stakeholders.

The need to inform the supervisor if you encounter one of the following cases:

- Any unsafe situation or unsafe act is suspected while performing your voluntary duties.
- Any malfunction or damage to the medical equipment, devices or tools inside the authority.
- Any injury, occupational accident or imminent accident.
- Not to deal with any dangerous materials or perform any tasks that are not within your authority.



Infection control instructions and volunteers:

- If the volunteer does not disclose any chronic illnesses or health condition prior to commencement of the volunteering task, he/her may face legal action.
- The volunteer must have his/her's vaccination book up to date to prevent any exposure to any illness or infection. (For example: HEP.B- HEP.A - MENINGITIS - DT ADULT VACCINE - TYPHOIDE VACCINE).
- Commitment to wear personal protective equipment, as required by the nature of the work done by the volunteer, to avoid any exposure to infectious diseases.
- Not to approach or enter places of isolation or quarantine to avoid transmission of infection.



Cultural diversity:



The volunteer must be aware of the various beliefs and rituals during their work with patients, families, and employees who may belong to other cultures and faiths.

When dealing with patients, families, colleagues, volunteers, and staff, the volunteer should do the following:

- Welcome in a warm manner
- Smiling and professional etiquette
- Sincerely caring about patients' issues and their families.
- Offering help
- Maintaining confidentiality
- Understand the cultural diversity of families, patients, employees, and colleagues
- To aim to resolve any dispute encountered

Disciplinary Action :



Any volunteer who ignores adherence to the laws, policies and procedures of the volunteer program "Striving for you" and the organization may lead to disciplinary action.

Honoring and motivation:



The volunteer shall be granted a certificate stating the volunteering hours contributed once the volunteering period comes to an end. A certificate will not be given to those who did not complete the agreed hours nor met with the requirements required.

General Instructions:

- To devote themselves to the work during the service and to refrain from performing any personal benefit.
- Not using smart electronic devices and mobile phones.
- Not to exchange phone numbers, email addresses and any matters relating to social contact with patients and their families.
- Not taking pictures while doing volunteer work.
- Not to provide medical advice to patients and their families.
- Not to exchange gifts or accept remuneration.
- Directing those wishing to make donations to the Social Services Department.
- Not to undertake any additional responsibility other than the one you were trained on (even if asked to do so by an employee).
- Always ask for help when needed.
- Not to take friends or relatives into the authority while performing the service as a volunteer and those wishing to join the volunteering program must adhere to the procedures.
- Listen attentively to all directions and execute them carefully.

Contact Details

for volunteering contact the email below:

CEHSD@dha.gov.ae
volunteer@dha.gov.ae



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7:30 AM - 14:30 PM