

Red Nose



REMEDY

CODE OF ETHICS AND CODE OF CONDUCT

The Therapeutic Clown Artist hired by Red Nose Remedy must understand the responsibility and commitment involved in contributing to the care of clients, residents, their friends and family, the health care team, the health care facility and Red Nose Remedy. The Therapeutic Clown Artist must know, accept and take into account the fundamental principles of Red Nose Remedy's Code of Ethics and Code of Conduct (the "Codes") while working as a Therapeutic Clown Artist as well as in any other situation in which they are associated with Red Nose Remedy. The Therapeutic Clown Artist recognizes that a violation to the Codes or the spirit of the Codes is in conflict with the integrity of Red Nose Remedy. In this event, the Therapeutic Clown Artist is accountable to the Administration team of Red Nose Remedy and their decision to amend or terminate the Contract for Services.

CODE OF ETHICS

Article 1. *General Conditions*

- a. The Therapeutic Clown Artist (hereafter referred to as 'Artist') who visits health care establishments has engaged in a Contract of Services with *Red Nose Remedy*,
- b. *Red Nose Remedy* expects the Artist to have both artistic and interpersonal skills, and to be committed to honing and developing these skills in periodic and on-going training;
- c. *Red Nose Remedy* provides periodic training that will enhance the Artist's prior therapeutic clown training and their particular mandate of working in health care establishments;

Article 2. *Mandate and definitions*

- a. *Red Nose Remedy* defines a therapeutic clown as a therapeutic artist of tenderness, imagination and fun, who uses skills, both mastered and renewed, artistically and psycho-socially; the goal is to improve the quality of life of patients, their loved ones and the staff of the health-care establishments where they practice their profession.
- b. The Artist is contracted by *Red Nose Remedy* as a therapeutic clown artist who practices their art in health-care facilities and other community settings in collaboration with the site specific health care protocols and in keeping with the patient's health-care plan. Their presence is not limited simply to entertainment: their goal is to bring either tenderness, imagination or fun according to what will best serve the beneficiaries and their loved ones to better cope with the traumas of illness, treatments, and the experience of hospitalization;
- c. The patient's needs and interests are always placed before the Artist's personal or artistic interests and they are present to the patient as a *partner of joy*. Their job is to look beyond the illness, to stimulate, engage and empower the healthy part of the patient;
- d. Each visit is made only by a patient's, or a loved one's, request; staff may request the Artist visit a patient but the artist is still responsible to ensure this is in keeping with the patient's wishes;
- e. The Artist is not a therapist but seeks to ensure their visit is therapeutic in nature (i.e. with an aim to serve and improve the patient's health and wellbeing above all else).

Article 3. *Respect*

- a. During interventions in healthcare settings, the Artist is always respectful of their artistic partner, of the health care team and their work, as well as the dignity, privacy and individual personalities of the patients and their families;
- b. The Artist ensures that the quality of their interaction is respectful across gender expression and gender identity, race, ethnicity, faith, ability, sexual orientation, social class, family situation or illness of the beneficiary or of anyone else the artist addresses;
- c. The Artist's own personal beliefs or assumptions must not interfere with a health-care facility's treatment plan nor openly contradict the beliefs of the patients and their families.
- d. Conscious of the stimulating role of troublemaker their presence might create in the healthcare setting, the Artist works to spread the positive effects of this privileged role;

Article 4. *Confidentiality and integrity*

- a. The Artist is under the strict rule of confidentiality which applies to anything they have been told, heard, seen, read, noticed or understood regarding the people encountered in the health care facility. To that end, the artist strictly abides to the Personal Health Information Protection Act (PHIPA) guidelines. This discretion is needed both within the establishment, and outside of it, especially in public spaces;
- b. The Artist must divulge information received from a patient or their families to a member of the health care team when:
 1. directly requested, or
 2. if the Artist deems the information to be important for the health and welfare of the patient.
- c. By law the Artist must disclose a suspicion of abuse should the need arise (as per '*duty to report*' www.children.gov.on.ca). In this case the artist must not hold back or falsify any of the information, but must divulge it promptly, and as fully and truthfully as they are able to for children to the Children's Aid Society. In the case of elder abuse the report must be made to the **Director at the Ministry of Health and Long-Term Care**. For more information visit <https://www.cleo.on.ca/en/publications/elderab/when-does-elder-abuse-have-be-reported>
- d. The Artist wishing to see a patient or their family outside of Red Nose Remedy activity are highly discouraged; it's advised at least 3 years must pass after their discharge. Socialization with the healthcare staff is tolerated yet they must do so on a personal basis, outside of their affiliation with *Red Nose Remedy* and outside of their function as a therapeutic artist so as

not to harm the reputation of *Red Nose Remedy* and knowing that in this case, *Red Nose Remedy* releases itself of all responsibility.

CODE OF CONDUCT

Article 1. *Duties*

- a. Prior to beginning their visits, the Artist must check in with a member of staff, and look up the information electronically or in physical medical records, and/or attends Interprofessional rounds at the beginning of the day as to the needs and condition of the patients. The Artist also keeps a record of the patients they saw to be better able to report to the healthcare team and to their clown colleagues of any key observations. These records (recorded in written or electronic form) will be kept in the strictest confidence on the site, never to be taken from the site (as per PHIPA guidelines);
- b. In order to improve the global quality of life of the patients, the Artist expands their attention and playful interactions to include the hospital staff when appropriate. The Artist ensures the work of medical staff is always given priority and is careful not to interrupt a procedure, and to ask staff about their needs and suggestions should the opportunity arise;
- c. The Artist values both the giving and receiving of feedback and offers them to their partners and/or to the *Red Nose Remedy* team as part of their regular work ethic;
- d. The Artist agrees to reply to emails, texts and voicemails promptly in order to ensure proper communication;
- e. The Artist agrees to update their availability on a regular basis;
- f. The Artist can only do the work in health care establishments for which they have been mandated;
- g. To be contracted, the Artist must complete a vulnerable sector screening on a yearly basis. *Red Nose Remedy* must review the Artist's record prior to deciding whether or not they will be hired;
- h. The Artist must also submit to Red Nose Remedy a record of their vaccinations, CPR/AED certificates and any other required documents prior to working in healthcare;
- i. The Artist must always work with a partner in a health care setting;
- j. The Artist cannot invite anyone to accompany them without permission from the *Red Nose Remedy* Administration;
- k. At the start of all new contracts, appropriate supervision and evaluation will take place for a finite period by *Red Nose Remedy*. The Artist will then receive feedback resulting from this period.

Article 2. *Responsibility*

- a. The Artist is responsible for all of their actions while working for *Red Nose Remedy*. The Artist's behaviour, in and out of costume, in a health care facility reflects on *Red Nose Remedy* and therefore must be appropriate at all times;
- b. Once in costume, the Artist must realise that their image is that of a *partner of joy*, and so must pay particular attention to not be vulgar or display inappropriate behaviour (outside the acceptable 'clown range' of behaviour);
- c. There is no smoking in costume, not even in private;
- d. Though part of the healthcare team, the Artist is overall an outside party in relation to the health care staff. The Artist must not take sides in staff or administrative conflicts, even if they are a witness to these problems or even if they are directly reported to the Artist. That said, the Artist is obliged to report any discriminatory behaviour they witness to the proper authorities;
- e. It is in the Artist's best interest to report any complaints received concerning their work in the health care establishment to *Red Nose Remedy*. The administration of *Red Nose Remedy*. will in turn contact the health care establishment to deal with the situation;

- f. The Artist, at work, or outside of it, must in no way harm the reputation of *Red Nose Remedy*, or of associated organizations or of the health care establishments in which they work.

Article 3. *Hygiene, health and safety*

- a. The Artist commits to knowing and respecting the general rules of the establishments where they work as well as the general functionality of the service or department where they intervene, especially with regards to hygiene and safety regulations;
- b. The Artist takes care to fully understand and respect the details regarding health, infection, safety and treatment plan of each patient;
- c. The Artist is always aware of safety issues during visits, especially with regard to the games or toys they use. In general, the artist also controls noise levels and brusque movements that could lead to overexcitement or a dangerous situation;
- d. The Artist must take good care of their own health which includes regular check-ups. In the event of sickness that could be contagious to the patients, such as: cold, cough, fever, vomiting, flu, chicken pox and cold sores, the Artist agrees to stay away from the site and must inform the administrator of *Red Nose Remedy* as soon as possible and seek medical attention right away;
- e. In the event of an illness or injury the Artist does their best to arrange a substitute for their shift. If unable the Administration of *Red Nose Remedy* will seek out a substitute Artist;
- f. The Artist pays close attention to their stress levels and their ability to cope with challenging or traumatic situations during their work on the units;
- g. The Artist makes sure their costume and accessories are always clean and well maintained;
- h. The Artist ensures their own personal hygiene is well maintained especially regarding body odour and halitosis.
- i. The Artist pays close attention to their personal grooming habits (this includes maintaining nail, skin and hair care).

Article 4. *Commission, tips and sales*

- a. The Artist cannot accept any commission, tips, or valuable gifts while working in the health care facilities. If a patient or a family member insists, the Artist may suggest that a donation be made to *Red Nose Remedy* or to the establishment itself. This in no way means that that patient will then be more favourably treated than other patients and if warranted, this must be made clear to the donor;
- b. During their shift, the Artist is not authorized to promote or sell any other service but that of *Red Nose Remedy* to its clients, its funders and the establishment in which they work.

Article 5. *Training and Development*

- a. The Artist is obliged to continue perfecting their artistic, technical and psycho-social skills, to constantly renew their repertoire and to develop their sensitivity and quality of presence with the goal of always improving their interactions. The Artist is able to do this through on-going training offered by *Red Nose Remedy* as well as through their own personal practice;
- b. The Artist maintains their Basic Cardiopulmonary Resuscitation Life Saving Course (BCLS) and Standard First Aid Certification at their own cost;
- c. The Artist must, to the best of their abilities, contribute to the development of the therapeutic clown profession by exchanging know-how and experiences with apprentice therapeutic clowns, with partners, with peers from other therapeutic

clown programs, with the general public, with volunteers or with the staff of the health care establishment.

Article 6. *State of mind*

- a. While working for or representing *Red Nose Remedy* the Artist must not use, or be in possession, or under the influence of alcohol, stimulants, hallucinogens, anaesthetics, or any narcotic substance, or any other substance that could possibly cause drunkenness, weakness, alteration of mental faculties or unconsciousness or place themselves or others at risk;
- b. The Artist's commitment to being a *partner of joy* implies that it is the artist's duty to maintain a positive attitude in all aspects of work with Red Nose Remedy. This includes having a cooperative, friendly team spirit toward the administration of Red Nose Remedy, their clown partner, and staff, families and clients they serve in healthcare;
- c. To this end, the Artist limits their visits to that which permit them to preserve the quality of their presence and of their healthy role for the patients, the artist commits to not surpassing their emotional and physical limits. To this end, the artist lets their needs, desires, dissatisfactions and capabilities be known to their partner and/or Red Nose Remedy team as needed and has the option to seek out a replacement for their shift;
- d. When there is an incident which is experienced as traumatic/concerning at work, the Artist will seek support of their partner, supervisor at the healthcare organization and with the Reflective Practice team of Red Nose Remedy as soon as possible;
- e. The Artist adheres to their own self-care regimen on a regular basis in order to avert/manage burnout, compassion fatigue or vicarious trauma;

Article 7. *Acceptance and termination of Contract for Services*

- The Artist hired by *Red Nose Remedy* has undergone rigorous artistic, reflective and psychosocial training and has been deemed able to take on their duties as a professional Therapeutic Clown Practitioner;
- In order to maintain their status as a contractor through *Red Nose Remedy*, the artist agrees to abide by the Codes as set above;
- In the case of a breach of one or more of the Codes above, the following steps will typically be taken in order to remedy the situation:
 1. The Artist will be approached by a member of *Red Nose Remedy* (person best to address the issue at the time, be it partner or manager), to first review in a cooperative manner with the artist as to what led to the breach. As a team, in the spirit of empathy and with clear communication, the members will work together to remedy the situation through clarification and education supports as needed.
 2. If clarification and further education amends the breach, further action need not be taken.
 3. In the event an agreement or conclusion cannot be reached, *Red Nose Remedy* will next source out supports that may include the Artistic Director, Reflective Practice Leader, and/or a professional arbitrator;
 4. In the event an agreement or conclusion still cannot be reached, the Artist's contract with Red Nose Remedy may be suspended or terminated

5. NOTE: in working towards agreements an anti-oppression framework as well as adherence to the Human Rights Code will be adopted that will take into account issues of power differentials and equity with the goal of striving to create an inclusive and equitable organization.

- Depending on the severity of the breach, *Red Nose Remedy* reserves the right to bypass the steps listed above and proceed directly to a suspension or termination of the Contract for Services.

Article 8. *Dress Code*

- a. The Artist agrees to a general dress code of presenting professionally, in keeping with a dress code that is appropriate to the site in which they serve.
- b. The Artist pays close attention to their personal grooming habits (this includes maintaining nail, skin and hair care, etc);
- c. The artist agrees to decline wearing scent of any kind. To that end they are mindful of scents that may be present in laundry detergent, fabric softener, deodorants, etc. and will seek unscented versions of the aforementioned items to the benefit of everyone's health and comfort.

