



CHARTER AND CODE OF ETHICS of THE EUROPEAN FEDERATION OF HEALTHCARE CLOWN ORGANIZATIONS (EFHCO)

The **efhco** Charter defines procedures and guidelines for professional conduct, which all Member Organizations of **efhco** have to comply with. The Charter has been established in order to guarantee the quality and professional level of clown work in health care, without restricting the creativity of the individual artist. Compliance with the procedures of the **efhco** Charter is mandatory for Members of The European Federation of Healthcare Clown Organizations.

PROCEDURES AND GUIDELINES FOR THE MEMBER ORGANIZATIONS

Concerning the Member Organizations

- All Member Organizations must have the legal status of a not-for-profit organization with legal personality.
- The main goal of the organizations is providing hospital clowning services in a health care environment; in particular caring for hospitalized children and their families and other vulnerable and sick people.
- All organizations must possess and ensure compliance with their own code of ethics.
- All organizations must submit accounts to professional external auditors.
- All organizations must monitor the quality of their work via feedback and evaluation sessions.
- Organizations must have been providing hospital clown services for a minimum of 3 years.
- All organizations must work in collaboration with hospital administration and provide a schedule for visits as well as feedback on sessions.
- Organizations must be in possession of the correct insurance, Health and Safety and Child Protection policies.
- Organizations must employ artistic methods, must have a clear artistic policy, and must employ an Artistic Director or equivalent.
- Organizations must refuse funds of which the origin proves to be opposed to the basic rights of children and human ethics.



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Concerning the Federation:

- All Members must accept and abide by the Statutes, Charter and Code of Ethics of the Federation.
- All Members must comply with all other rules, regulations and decisions made by the Federation.
- All Members must submit yearly financial statements and a yearly financial and activities report to the Federation.
- All members should show the Federation logo in their external communication.
- All members should notify the Federation if the Federation is subject of any external communications, like press releases.
- All Members should take into account the following Code of Ethics of the Federation:

1. **Responsibility**

The Members are aware of the fact that they are Members of EFHCO and therefore show responsibility towards other Members and act accordingly. Mismanagement and miscommunication can harm the Federation and the other Members. Members cooperate within the Federation like colleagues rather than competitors.

2. **Openness**

Members maintain an open and critical attitude towards each other and work where possible and likely together. Members strive to create and maintain a culture of sharing information and transparency.

3. **Quality**

Members work towards a high standard of quality and therefore work together on sharing and improving the quality of hospital clowning in Europe.

Below is included a quality description for Member Organizations, Artists, and Working in a Health Care Setting:



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Concerning the Member Organization:

Being a learning organization:

- The organization reflects on its way of work and on the results. Drawing lessons from the reflection and translation into improved methods and effectiveness and an improvement of its cost efficiency.
- The organization is open to debate on quality and wants to work towards an improvement of its own quality.
- The organization listens to its target groups (customers) and tries to give them as much service and information as possible.
- The organization strives for a transparent and clear organizational structure with divided responsibilities.

Concerning the Artist:

- All artists must be performing artists who are trained to work in health care as clowns.
- Artists are selected on the basis of their skills and experience in the performing arts, their professionalism and maturity, and their suitability for work with vulnerable people.
- Artists must receive comprehensive training from the Member Organization before working in a health care environment.
- Member Organizations must provide ongoing training to artists to ensure the highest possible standard.
- The artists are provided with a rota or schedule of visits.
- Artists must be paid for their services by the Member Organization.

Concerning Working in A Health Care Setting:

Purpose of visits and professional conduct:

- The purpose of the artists' visit is to improve the quality of life and well-being of children and their families including other vulnerable and sick people within a health care environment.
- The artist will not accept any gratuities for its work or enter into any commercial or promotional activity within the health care unit other than that sanctioned by the Member Organization.
- The artist will not enter into a relationship with any participant or family member outside of the artist's professional activities.

Relationship with health care Staff:

- Artists must at all times respect the work of health care staff.
- Artists must not perform any task within the healthcare environment while engaged as hospital clowns other than the artistic activities that they have been engaged to perform by the Member Organization.
- Artists will not enter into any discussions or take sides in controversies within the hospital, complaints about service or problems between hospital personnel



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Equal Opportunities:

- Artists must retain their professional integrity, regardless of illness, age, gender, ethnic heritage, religious affiliation, sexual orientation, social status, political belief, education, tradition or family affairs of participants.

Confidentiality and Discretion:

- Artists must respect the privacy of patients and their families and maintain professional discretion and confidentiality (without prejudice to appropriate communication with health care staff). Confidential information includes anything that has been explicitly communicated, as well as things seen, read, heard, or understood concerning the patients' state of health.
- The artist will also not disclose the identity of participants or any information contained in their medical records unless written permission is given.
- Discretion is mandatory in all locations: inside and outside the hospital (elevators, dressing or locker rooms, and public places).

Child Protection:

- Artists must comply with the child protection policies of both the Member Organization and the relevant health care unit.

Health and Safety:

- All artists must abide by the hygiene and infection control procedures of the health care unit.
- The safety of participants is paramount and artists must not engage in activity that may put a participant or family member in danger or harm.

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