



Dental Volunteer Code of Conduct

Dental EMT Objective: To relieve sickness and to preserve the health and welfare of (i) displaced refugees and (ii) individuals affected by war, conflict or poverty by providing or assisting in the provision of equipment, facilities and services [not normally provided by the statutory authorities and ancillary to those provided by doctors].

Our primary aim for volunteers is for you to wholeheartedly help vulnerable individuals in need whilst also having an insightful experience.

Introduction – The Dental Project (DP) aims to provide essential dental treatment to the refugee population in Greece. Every volunteer may have a slightly different expectation of what the placement may bring. We wish to use this document to list the key points that have been explained to you by our admin team, and to set out the standards of professional behaviour required of Dental EMT volunteers.

Experience – We have worked in many camps across Greece and are now active on the island of Chios. Here we collaborate with a Basque aid organisation called **Salvamento Marítimo Humanitario** (Humanitarian Maritime Rescue (SMH)), a non-governmental organization. The resources are limited, the environment is challenging, and the days can be long and include a daily drive – but we wish you to embrace the experience with positivity and enthusiasm, to adhere to the timetable, and to fully contribute as part of the Dental EMT / SMH team to provide the best possible quality of dental treatment, despite the challenging circumstances.

We encourage you to meet with refugees, which will aid in improving understanding of their plight - but not to the detriment of the clinical service. As a matter of caution, we advise volunteers to wear an SMH vest whilst in camps and to always be accompanied by a team member.

Respect and professionalism – Whilst in the camp, you are not only representing yourself, but also Dental EMT / SMH as an organisation. Dental EMT / SMH have worked hard to gain the permission to have access to the camps and it is vital all volunteers behave with professionalism and courtesy at all times – to the refugees, the military/camp personnel and also with other volunteers. We are all here to help.

The ground coordinators are the team leaders on ground and work directly with the Dental EMT board. Their decisions with regard to clinics and logistics are final. Please afford them your respect and kindness as they are committed and dedicated to the cause.

The dress code is professional – clinical staff should wear scrubs, closed toe shoes and long hair should be tied back.

Flexibility and adaptability – This is an essential attitude to have when working in challenging environments. Please remember this is a political situation, and decisions can be made above our heads that can sometimes result in a drastic change. The Dental EMT / SMH team will always work to overcome any barriers presented to us, but please be flexible and positive. Military commanders have the final say over our entry to some camps even though we have adhered to the governmental protocols set out for us. In the unlikely event the camps are completely shut down, we will inform you immediately.

Teamwork and organisation – Please be flexible and work together as part of the group to complete all tasks. This includes helping with setting up, and will involve sometimes working in a different role – for example at times a dentist may have to act



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as an assistant. Please contribute to this with zeal and a good attitude. Please help in tidying up to a good standard at the end of the working day.

Indemnity/Malpractice insurance – It is each dental professional's personal responsibility to ensure you have the necessary insurance in place for the trip. Dental EMT / SMH will be unable to provide this. If you require assistance obtaining this, let us know.

Immunisations – It is the responsibility of clinical staff to ensure they are immunised against Hepatitis B and up to date with all other essential and routine vaccinations. If you are not immunised against Hepatitis B, you should not be treating patients.

Cross infection – All volunteers should read and adhere to the cross-infection policy, which you will find in the clinical areas.

Medical Emergencies – Please read and adhere to our medical emergency protocols which are available in clinical areas.

Photography - Photographs are an important medium for delivering and spreading awareness, raising funds and expressing truth. BUT taking photos of patients in distress raises many ethical issues. Please read the following carefully:

- Photos can cause harm/offence, be manipulated, and breach confidentiality.
- We work with Ministry of Health and the military – photos must be taken responsibly.
- Our patients are living in very difficult circumstances and may not be able to give meaningful consent for a photograph. Also, there is a power gap between volunteers and our patients and we do not want to misuse that for the purpose of taking a photo. Our policy within the clinical area is - You may take photos of yourselves as a team but strictly no patients must be in the frame.

Outside the clinical area in camps - You may not be able to take pictures in the camps due to military rules and security. If you are caught doing so you may be asked to leave the camp by the commanders.

You can only include residents in your photos **WITH CLEAR AND INFORMED CONSENT** of the person/s involved. **Photographs of minors should not be taken** under any circumstance without the full informed consent of their parent/s.

You must inform parents what the purpose of the photographs are, particularly if you wish to share on any social media or media platforms.

Please note: Dental EMT/ SMH staff reserve the right to intervene if they witness volunteers breaching this policy.

Transfer of patients/refugee population – Under no circumstance should any Dental EMT / SMH volunteer take part in the transport of a refugee from resident camps to any other location. Transfers are considered illegal by the Greek Ministry, and the UK Foreign Office website warns anyone involved in this will be arrested and could be prosecuted for smuggling.

Failure to comply with any of the above requirements can result in an instant dismissal.

I have understood and agree to abide by the code of conduct explained herein.

Print full name:

Signature and date: