

## **Lions Home For The Elders Code of Conduct for Volunteers**

Lions Home For The Elders (LHE) welcomes compassionate volunteers who bring joy and comfort to our residents. For the best interests of the residents, LHE request for all volunteers to observe the following Code of Conduct.

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### **Do's for Volunteers**

#### Do's – General Conduct

1. Do try to find out the general characteristics, background, lifestyle and particular needs – physical and emotional aspects of the residents you are visiting.
2. Do come with an open heart and be prepared to help.
3. Do inform the Corporate Affairs Department (CA) personnel before and after visiting the residents.
4. Do treat residents with dignity and respect.
5. Do inform the residents who you are (name and organisation) and what you intend to do.
6. Do give simple instructions and explanations for anything you plan to do for the residents.
7. Do allow residents to participate in your plan of activities.
8. Do respect the residents' right to refuse your services.
9. Do observe the residents' religious practices.
10. Do establish a relationship by being sensitive to residents' needs and respecting their lifestyle.
11. Do treat each resident as an individual.
12. Do inform the nurses of any conditions, changes and problems observed by you during the visit.
13. Do give feedback to the CA personnel at the end of your visit.
14. Do clarify with Senior Staff Nurse any doubtful claims made by residents.
15. Do get your vaccinations, including boosters if you are eligible.
16. Do register at the reception upon entry to LHE.
17. Do mask on with surgical mask at all times and practice hand hygiene before and after every activity.
18. Do stay in the designated volunteering area, no crossing to other ward levels.

#### Do's – Guidelines when Communicating and Interacting with Residents

1. Do approach the residents warmly and interact with them.
2. Do greet them by their names when possible.
3. Do make use of body language, reach out to touch their hands and smile.
4. Do talk slowly and clearly in a normal tone, you may speak with them in English or Mandarin, they may respond in their own dialects.
5. Do listen intently and show interest in what they are telling you.
6. Do play games with them, for example, chess, checkers and card games.
7. Do focus on building relationship with the resident you are speaking to, spend at least 15 minutes with him/ her before moving on.
8. Do be sensitive to residents' responses, leave them alone if they display disinterest.
9. Do excuse yourself if you are feeling uncomfortable.
10. Do ask the nurses on duty for assistance when in doubt.
11. Do seek permission from nurses on duty before attempting to feed or move the residents.
12. Do keep in mind that some residents have multiple medical conditions, they may not understand what is going on around them.

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### Don'ts for Volunteers

#### Don'ts – General Conduct

1. Don't try to lower the resident's bed cot side without consulting the nurse on duty.
2. Don't try to use the wheelchair without first having a few tips from the nursing staff on how to operate the wheelchair.
3. Don't try to lift and transfer residents.
4. Don't try to ambulate residents.
5. Don't take the resident outside LHE perimeter without getting consent from LHE staff.
6. Don't move personal belongings or furniture without the knowledge of the nursing staff and residents.
7. Don't talk about the resident in his/ her presence.
8. Don't attempt to continue tasks that are frustrating to the residents for a long period of time.
9. Don't purchase over-the-counter medicines for the residents.
10. Don't take it personally with any difficult or undesirable behaviour displayed by the residents.
11. Don't take photographs or videos of the residents without prior permission from LHE staff.
12. Don't visit when you are COVID-19 positive or unwell.

#### Don'ts – Guidelines when Communicating and Interacting with Residents

1. Don't study them before you approach, please remember that they are not exhibits.
2. Don't go into dormitories but stay within the designated areas.
3. Don't remove anything from the residents.
4. Don't speak to the resident as though he/ she is a child.
5. Don't remind resident of his/ her memory loss, for example: *Don't you remember*, reassure instead.
6. Don't shout or speak in a raised voice as it actually distorts language sounds and can give the impression of anger.
7. Don't use abusive language or profanities.
8. Don't ask questions pertaining to their personal or family life, keep your questions general.
9. Don't promise the residents anything especially if you have no confidence of fulfilling it.
10. Don't be disheartened if they are not responding, sometimes it takes a while for them to warm up to you.
11. Don't feel that what you are doing is unimportant, every little thing contributes to their well-being.

## Declaration

Please read and agree to the statements below before signing.

- 1) I, representative of my organisation, fully understand and agree to the Code of Conduct for Volunteers listed above.
- 2) As representative of my organisation, I will take full responsibility to ensure all volunteers in my group understand and agree to the above Code of Conduct for Volunteers, as well as the statements listed under Declaration below.
- 3) LHE will take all reasonable steps to provide care and safety for its volunteers and volunteers would therefore not take any legal actions and/ or claims against LHE, its staff and residents in respect of any injury, loss, damage or harm arising from participation in activities at LHE.
- 4) LHE will be taking photographs of the visit for the purpose of publishing it on LHE website, newsletters and other communications collateral.
- 5) LHE needs to collect volunteer details for the purpose of contact tracing, as attached in **Appendix 1** of this document.
- 6) For #4 and #5, volunteers agree and consent to LHE, as well as its representatives and agents, collecting, using, disclosing and sharing amongst themselves personal data provided as well as in the records of LHE from time to time, and disclosing such personal data to the LHE's authorised service providers, and relevant third parties for purposes reasonably required by LHE to administer, manage and terminate volunteer relationship with LHE. Such purposes are set out in the Personal Data Protection Policy, which is accessible at <https://lionshome.org.sg/data-protection-policy> or available on request and which volunteers confirm to have read and understood.
- 7) As representative of my organisation, where I have submitted the personal data of third parties to LHE, I confirm that I have obtained the consent of these third-party individuals for the collection, use and disclosure of their personal data to LHE for the same purposes described above.
- 8) All volunteers will abide by these agreements for as long as volunteers render voluntary services to LHE.
- 9) LHE reserves the rights to terminate the voluntary services if volunteers fail to comply with the above.

<b>Full Name of Representative</b>			
<b>Designation</b>			
<b>Name of Organisation</b>			
<b>Address</b>			
<b>Postal Code</b>		<b>Contact Number</b>	
<b>Signature</b>		<b>Date Submitted</b>	

## Appendix 1

Name of Organisation \_\_\_\_\_ Date of Visit \_\_\_\_\_  
 Time of Visit \_\_\_\_\_

S/No.	Full Name (as per NRIC/ FIN)	Mobile Number
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**For Official Use**

<b>Date Received</b>		<b>Form Completed</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO*
<b>Received by</b>		<b>Visit Confirmed by</b>	
<b>*NO/ Remarks</b>			