

Lions Home For The Elders
Code of Conduct for Volunteers
(e-Volunteering)

Lions Home For The Elders (LHE) welcomes compassionate volunteers who bring joy and comfort to the residents. We strive to create an enriching and meaningful experience for both residents and volunteers. LHE requests that all volunteers adhere to the following Code of Conduct when interacting with the residents virtually.

General Conduct

DO's:

1. Adhere to stipulated date and time of the appointment.
2. Inform LHE staff at least 3 working days in advance should you wish to cancel.
3. Dress appropriately – avoid clothes that are revealing or offensive.
4. Be in a conducive environment during the session:
 - a. Turn on video camera as face to face interaction helps with communication
 - b. Minimise background noises
 - c. To mute speaker when not speaking
 - d. To use earpiece (if necessary) to ensure conversation is not exposed to others.
5. Be familiar with the objectives and guidelines of the planned programme.
6. Clarify with LHE staff any doubtful claims made by the residents.
7. Provide feedback to LHE staff at the end of the session.

DON'Ts:

1. Consume tobacco or be under the influence of alcohol, drugs or any illegal toxic substances during the session.
2. Attempt to continue tasks that are frustrating to residents for a long period of time.

Guidelines for Interactions with Residents

DO's:

1. Treat residents with dignity and respect.
2. Talk slowly and clearly in a normal tone, you may speak with them in English or Mandarin. Note that some may respond in their own dialects.
3. Introduce yourself and your organisation, get to know residents by names if possible.
4. Inform residents what you intend to do during the session.
5. Give simple instructions and explanations for anything you plan to do for the residents.
6. Be objective and fair when conducting activity, avoid favouritism of any kind.
7. Be sensitive to residents' responses, respect their right to refuse to participate.
8. Use positive reinforcement and encouragement rather than criticism and unhealthy comparison.
9. Ask LHE staff for assistance when in doubt.

DON'Ts:

1. Treat resident as though he/ she is a child.
2. Remind resident of his/ her memory loss, for example: don't you remember, reassure instead.
3. Use any abusive language, profanities or make discriminatory/ derogatory remarks.
4. Provide information that are misrepresented or falsified.

5. Make promises that you have no confidence of fulfilling it.
6. Be involved in proselytising, politicising or lobbying efforts by Community Partners.
7. Be discouraged if residents are not responsive, it takes time for them to warm up to you.
8. Feel that what you are doing is unimportant, every little gesture contributes to their well-being.

Privacy and Confidentiality

Note that LHE staff will be present throughout. Do not take any pictures, screenshots or videos during the session. A written approval has to be given for any form of publication or circulation of information about LHE and/or the residents.

Declaration

Please read and agree to the statements below before signing.

- 1) I, representative of my group/ organisation, fully understand and agree to abide by the Code of Conduct for Volunteers listed above. I will take full responsibility to ensure all volunteers in my group understand and agree to abide by the above Code of Conduct for Volunteers, as well as the statements listed under Declaration below.
- 2) LHE will be taking photographs of the interaction for the purpose of publishing it on LHE website, newsletters and other communications collateral.
- 3) For #2, 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 <http://lionshome.org.sg/wp/wp-content/uploads/LHE-PDPA.pdf> or available on request and which volunteers confirm to have read and understood.
- 4) As representative of my group/ 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.
- 5) LHE reserves the rights to terminate the voluntary services if volunteers fail to comply with the above.

Full Name of Representative			
Designation			
Name of Organisation			
Email			
Address			
Postal Code		Mobile Number	
Signature		Date Submitted	

**Annex 1
Attendance**

Name of Organisation: _____

Date & Time of e-Volunteering: _____ From _____ To _____

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Alternate Contact Information

Full Name of Representative	
Designation	
Email	
Mobile Number	

For Official Use

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