

VOLUNTEER CODE OF CONDUCT

Volunteers are expected to uphold the Code of Conduct and specific guidelines provided by their respective Volunteer Coordinator at all times when carrying out their duties and interactions with clients.

1. Personal Responsibility and Conduct

- a. I will care for the well-being of our clients. I will treat them with respect and dignity. If I am aware of any harassment or abuse of clients, I will report this to the Volunteer Coordinator immediately.
- b. I will not act in any way that may create liability or bring into disrepute to TOUCH.
- c. I will not discriminate against anyone based on race, language, religion or gender and treat others fairly.
- d. I will maintain appropriate physical and emotional boundaries with clients. I must avoid any sexual behaviours which include seductive speech or gestures as well as physical contact that exploits, abuses, or harasses.
- e. I will request for permission from my Volunteer Coordinator if I wish to meet the client outside the service hours. I will meet the client only after I have received approval. I understand that if the client is below 18 years old, his/her parents' written consent will be needed.
- f. I will not smoke nor consume any alcoholic beverages during the service. The use, possession, distribution or sale of controlled drugs/substances in Singapore is strictly prohibited.

2. Professionalism

- a. I will report to the respective staff/supervisor when I arrive and inform them when I am leaving. I will wear an identification tag when required. In the event that I am late or unable to attend the programme, I will alert the staff/supervisor as soon as I am aware of it.
- b. In the event that I am unable to commit regularly or I am late for most of the volunteering programmes, I understand that my volunteering relationship with TOUCH will be re-evaluated.
- c. I will dress appropriately and modestly during my service according to the guidelines set by Volunteer Co-ordinator.
- d. I will not use profane and abusive language, nor be disruptive in my behaviour. I will be respectful when I communicate.
- e. I will avoid situations which may have conflict of interest or potential conflict of interest. If there is a potential area of conflict, I will consult my Volunteer Coordinator immediately.
- f. I will not have any form of remuneration in return from the clients for my volunteer service, be it in monetary terms or in kind. Unless otherwise stated, I will not promote my personal interests or businesses to clients. I will not engage in a relationship that benefits me in any way (e.g. bribery, sexual favours).

- g. I will limit personal use of the phone during service.

3. Confidentiality

- a. I will protect clients' right to privacy and confidentiality of personal information and uphold the Personal Data Protection Act. I will maintain strict confidentiality of all privileged information received, regardless of the subject matter and not disclose such information to unauthorised persons.
- b. I will need to seek permission from the Volunteer Coordinator before taking any photos or videos of clients. I will not post any photos or videos without obtaining permission from relevant personnel.
- c. Unless officially authorised by TOUCH Strategic Communications, I will make it clear that the views I express online are personal opinions and not necessarily those of TOUCH.
- d. I will not communicate with the media, including writing reports for the media in my capacity as a volunteer, accepting interviews and/or writing letters to the forum pages unless approved by TOUCH Strategic Communications.

4. Safety and Protection

- a. I will observe the emergency procedures and safety orientation by the Volunteer Coordinator and report any emergency situation including any breaches to safety to the Volunteer Coordinator. Deliberate violations of safety and emergency procedures will be dealt with and disciplinary action will be taken.
- b. I will eat within designated areas at the Centre. I understand that bringing food to share with clients is discouraged as they may have dietary restrictions and food allergies. This is with the exception that food brought in has been cleared and approved in advance by the Volunteer Coordinator. I will not offer/recommend any medication, health supplements, and tonic of any kind or others to beneficiaries without prior approval from the Volunteer Coordinator.
- c. I will refrain from volunteering when I am ill or have recently recovered from any illness, or are still infectious (e.g. flu, cold, cough). In the event of a pandemic or infectious outbreaks, all volunteering activities may be limited or suspended.
- d. I understand that games and activities planned for the clients should be safe and appropriate according to their ages and health conditions.
- e. I will report to the Volunteer Coordinator if I find vandalism, damage to property, illegal and terrorist activity, suspicious packages or any suspicious activities.

5. Use of Company Property

- a. I will take care of the property and equipment and not use them for personal benefit. The use of TOUCH IT systems, including emails, computers, fax machines, printers, scanners, etc and all forms of Internet / Intranet access are to be used for authorised purposes only.

VOLUNTEER CODE OF CONDUCT (SERVICE SPECIFIC)

(Each service can include additional code of conduct pertaining to their service) e.g.

General Interaction with clients	
DO	Help the clients grow according to their abilities in all areas of life; physically, socially, educationally and morally.
DO	Provide an environment which nurtures the development of the clients' well-being
DO	Ensure clients are always supervised by at least two volunteers or staff.
DO	Remember to be a positive role model to the clients in all your conduct with them.
DO	Set clear boundaries about appropriate behaviour between yourself and the clients.
DO	Report on any suspicion of a client's suffering from any forms of abuse or difficulties to staff.
DO	Ensure that clients reach home safely (if any).
DO	Seek to understand and respect the clients' cultural backgrounds.
DO	Speak encouraging and positive words to the clients.
DO NOT	Ever be alone with a client without seeking staff's approval
DO NOT	Bring a child out of the centre without seeking permission from the volunteer leader, supervisor and staff.
DO NOT	Antagonize the clients or get into physical fights with them. Approach the volunteer leader, supervisor and staff to handle any disciplinary problems.
DO NOT	Accede to the clients' requests for gifts. Staff must be informed of any gifts bought for them.
DO NOT	Probe into their family matters unless they volunteer the information. Keep the staff informed of any confidential matter.
DO NOT	Develop any 'special' relationships with the clients that could be seen as favouritism such as the offering of gifts or special treatment.
DO NOT	Share personal contacts or information with clients.
Physical Touch	
DO NOT	Have any physical touch with the client, except handshake.
DO NOT	Carry the children or allow them to sit on your lap.
Social Media	
DO NOT	Make 'friends' online through any social media site with any child below 13 years old.
Others	
DO	Ensure that the centre is clean and tidy after use.